

The Samsung logo, consisting of the word "SAMSUNG" in white, uppercase letters inside a blue oval shape.

SAMSUNG

SM-G355H/DS
SM-G355H

User Manual

About this manual

This device provides high quality mobile communication and entertainment using Samsung's high standards and technological expertise. This user manual is specially designed to detail the device's functions and features.

- Please read this manual before using the device to ensure safe and proper use.
- Descriptions are based on the device's default settings.
- Images and screenshots may differ in appearance from the actual product.
- Content may differ from the final product, or from software provided by service providers or carriers, and is subject to change without prior notice. For the latest version of the manual, refer to the Samsung website, www.samsung.com.
- Content (high quality content) that requires high CPU and RAM usage will affect the overall performance of the device. Applications related to the content may not work properly depending on the device's specifications and the environment that it is used in.
- Available features and additional services may vary by device, software, or service provider.
- Applications and their functions may vary by country, region, or hardware specifications. Samsung is not liable for performance issues caused by applications from any provider 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 applications 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. To avoid additional charges, select an appropriate data tariff plan. For details, contact your service provider.

- Default applications that come with the device are subject to updates and may no longer be supported without prior notice. If you have questions about an application provided with the device, contact a Samsung Service Centre. For user-installed applications, contact service providers.
- Modifying the device's operating system or installing softwares from unofficial sources may result in device malfunctions and data corruption or loss. These actions are violations of your Samsung licence agreement and will void your warranty.
- Supported features may differ or be labelled differently depending on whether your device is a single or dual SIM model.

Instructional icons



Warning: situations that could cause injury to yourself or others



Caution: situations that could cause damage to your device or other equipment



Note: notes, usage tips, or additional information

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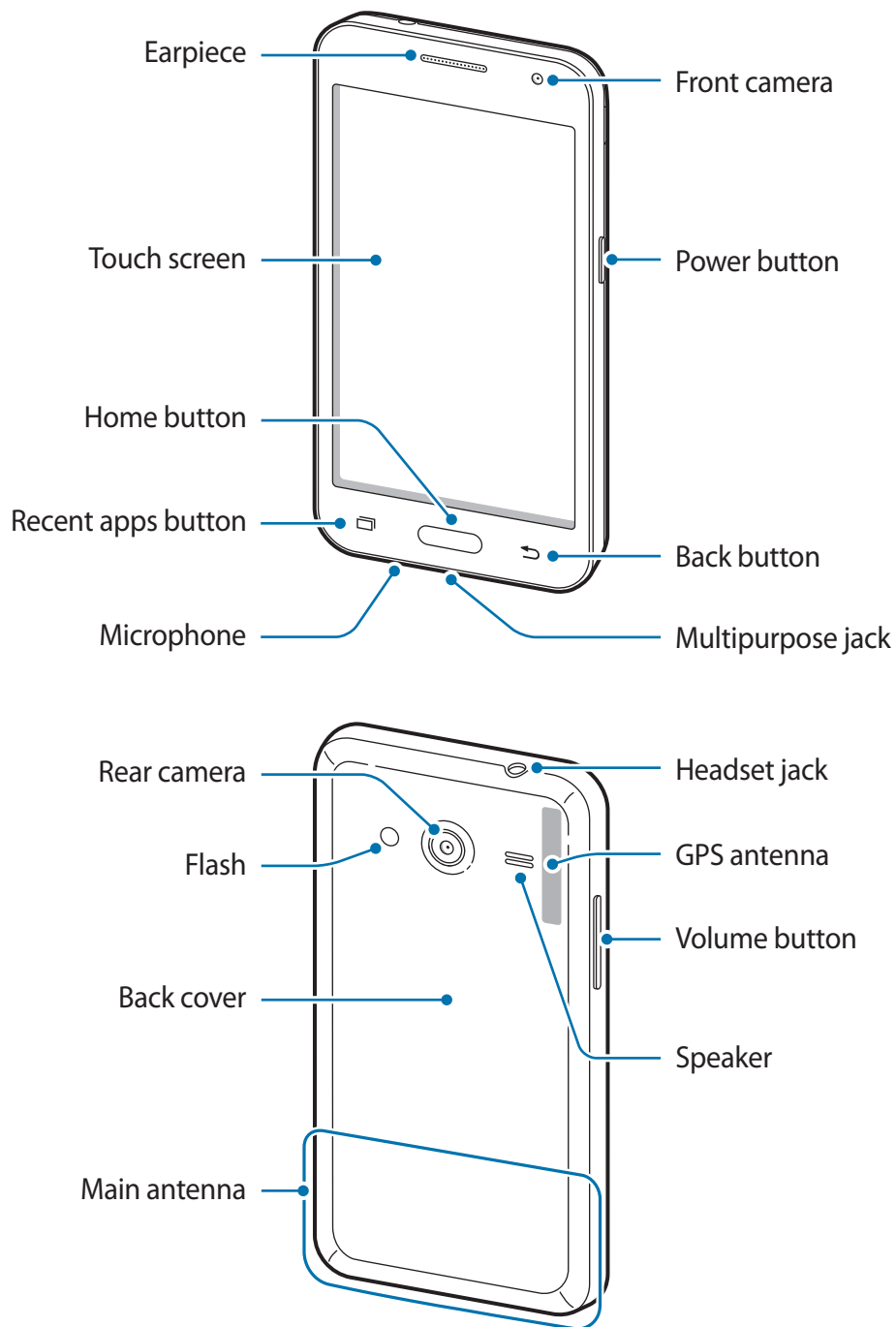
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Troubleshooting

Getting started






Device layout





- Do not cover the antenna area with your hands or other objects. This may cause connectivity problems or drain the battery.
- Using a Samsung-approved screen protector is recommended. Unapproved screen protectors may cause the sensors to malfunction.
- Do not allow water to contact the touch screen. The touch screen may malfunction in humid conditions or when exposed to water.

Buttons

Button	Function
 Power	<ul style="list-style-type: none"> • Press and hold to turn the device on or off. • Press and hold for more than 7 seconds to reset the device if it has fatal errors or hang-ups, or freezes. • Press to lock or unlock the device. The device goes into lock mode when the touch screen turns off.
 Recent apps	<ul style="list-style-type: none"> • Tap to open the list of recent applications.
 Home	<ul style="list-style-type: none"> • Press to return to the Home screen. • Press and hold to launch Google search.
 Back	<ul style="list-style-type: none"> • Tap to return to the previous screen.
 Volume	<ul style="list-style-type: none"> • Press to adjust the device volume.

Package contents

Check the product box for the following items:

- Device
- Battery
- Quick start guide



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

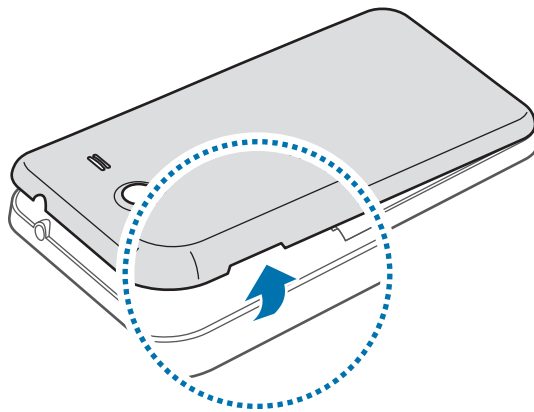
Installing the SIM or USIM card and battery

Insert the SIM or USIM card provided by the mobile telephone service provider, and the included battery.



Only microSIM cards work with the device.

1 Remove the back cover.



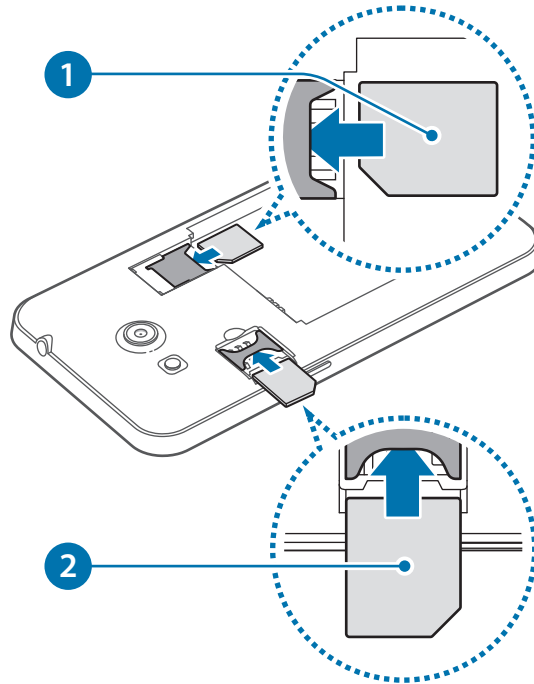
Be careful not to damage your fingernails when you remove the back cover.



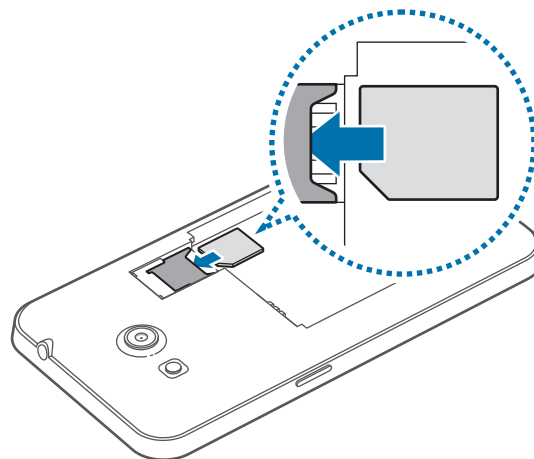
Do not bend or twist the back cover excessively. Doing so may damage the cover.

2 ► **Dual SIM models:** Insert the SIM or USIM card with the gold-coloured contacts facing downwards.

Insert the primary SIM or USIM card into SIM card slot 1 (1) and the secondary SIM or USIM card into SIM card slot 2 (2).



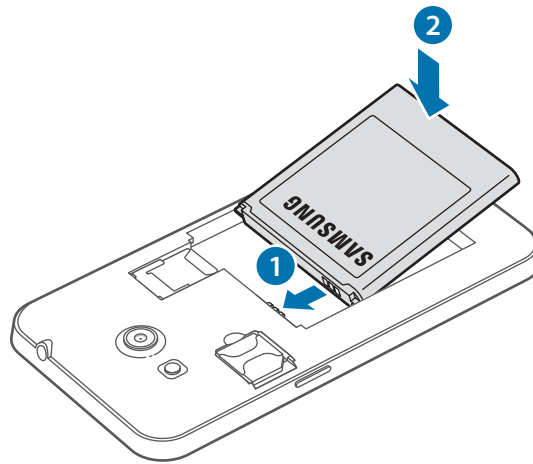
► **Single SIM models:** Insert the SIM or USIM card with the gold-coloured contacts facing downwards.



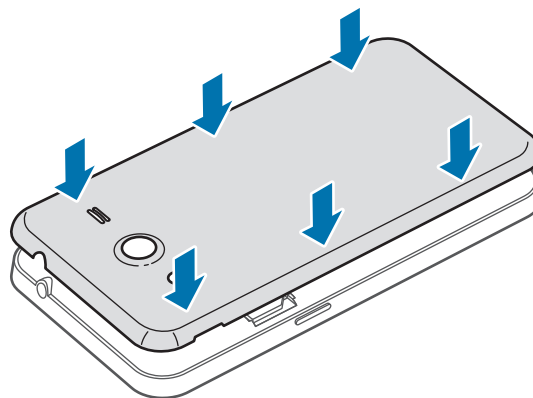


- Do not remove the protective tape covering the antenna, as this can damage the antenna.
- Do not insert a memory card into the SIM card slot. If a memory card happens to be lodged in the SIM card slot, take the device to a Samsung Service Centre to remove the memory card.
- Use caution not to lose or let others use the SIM or USIM card. Samsung is not responsible for any damages or inconveniences caused by lost or stolen cards.

3 Insert the battery.

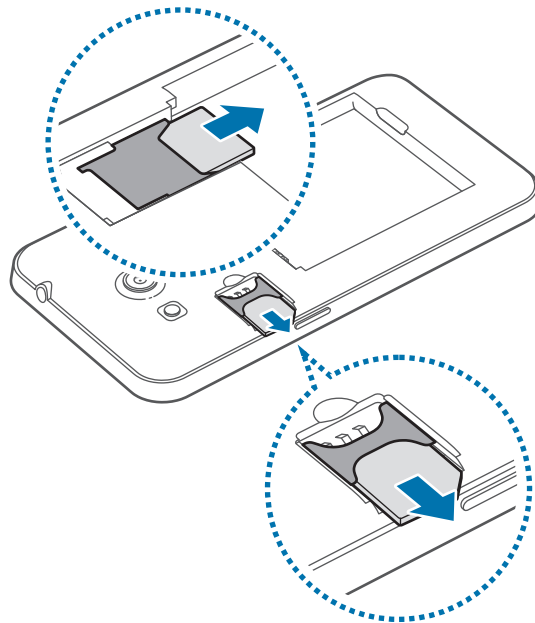


4 Replace the back cover.

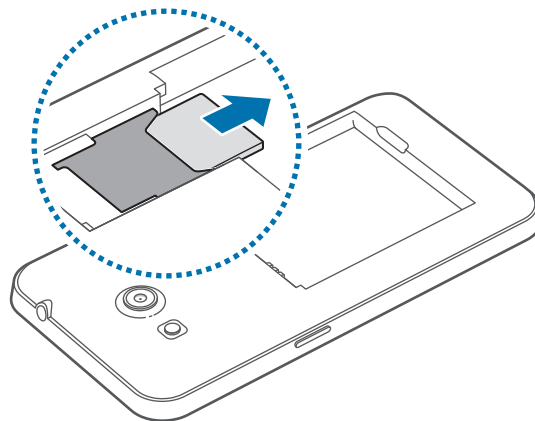


Removing the SIM or USIM card and battery

- 1 Remove the back cover.
- 2 ► **Dual SIM models:** Pull out the battery, and then the SIM or USIM card.



- **Single SIM models:** Pull out the SIM or USIM card.



Charging the battery

Use the charger to charge the battery before using it for the first time. A computer can be also used to charge the device by connecting them via the USB cable.



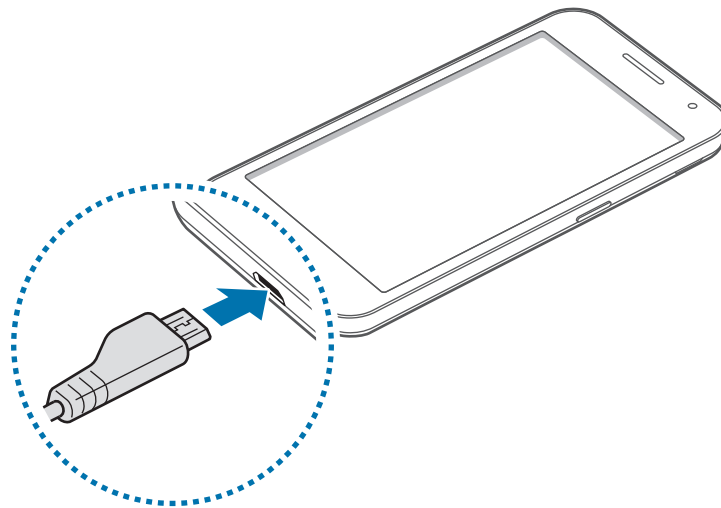
Use only Samsung-approved chargers, batteries, and cables. Unapproved chargers or cables can cause the battery to explode or damage the device.



- When the battery power is low, the battery icon appears empty.
- 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 applications at once, network applications, or applications that need a connection to another device, the battery will drain quickly. To avoid disconnecting from the network or losing power during a data transfer, always use these applications after fully charging the battery.

Charging with the charger

Plug the small end of the charger into the multipurpose jack of the device, and plug the large end of the charger into an electric socket.



Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.



- 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 touch screen may not function. If this happens, unplug the charger from the device.
- While charging, the device 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.

After fully charging, disconnect the device from the charger. First unplug the charger from the device, and then unplug it from the electric socket.



Do not remove the battery before removing the charger. This may damage 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.

Checking the battery charge status

When you charge the battery while the device is off, the following icons will show the current battery charge status:



Charging



Fully charged

Reducing the battery consumption

Your device provides options that help you save battery power. By customising these options and deactivating features in the background, you can use the device longer between charges:

- When you are not using the device, switch to sleep mode by pressing the Power button.
- Close unnecessary applications with the task manager.
- Deactivate the Bluetooth feature.
- Deactivate the Wi-Fi feature.
- Deactivate auto-syncing of applications.
- Decrease the backlight time.
- Decrease the brightness of the display.

Inserting a memory card

Your device accepts memory cards with maximum capacities of 64 GB. Depending on the memory card manufacturer and type, some memory cards may not be compatible with your device.




- Some memory cards may not be fully compatible with the device. Using an incompatible card may damage the device or the memory card, or corrupt the data stored in it.
- Use caution to insert the memory card right-side up.



- The device supports the VFAT and the exFAT file systems for memory cards. When inserting a card formatted in a different file system, the device asks to reformat the memory card.
- Frequent writing and erasing of data shortens the lifespan of memory cards.
- When inserting a memory card into the device, the memory card's file directory appears in the **SD card** folder.

- 1 Remove the back cover and battery.
- 2 Insert a memory card with the gold-coloured contacts facing downwards.
- 3 Replace the battery and back cover.

Removing the memory card

Before removing the memory card, first unmount it for safe removal. On the Home screen, tap  → **Settings** → **Storage** → **Unmount SD card**.

- 1 Remove the back cover and battery.
- 2 Pull out the memory card.
- 3 Replace the battery and back cover.



Do not remove the memory card while the device is transferring or accessing information. Doing so can cause data to be lost or corrupted or damage to the memory card or device. Samsung is not responsible for losses that result from the misuse of damaged memory cards, including the loss of data.

Formatting the memory card

A memory card formatted on a computer may not be compatible with the device. Format the memory card on the device.

On the Home screen, tap  → **Settings** → **Storage** → **Format SD card** → **Format USB storage** → **Erase everything**.

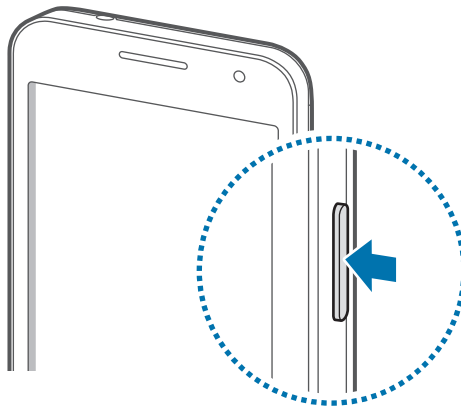


Before formatting the memory card, remember to make backup copies of all important data stored on the device. The manufacturer's warranty does not cover loss of data resulting from user actions.

Turning the device on and off

When turning on the device for the first time, follow the on-screen instructions to set up your device.

Press and hold the Power button for a few seconds to turn on the device.



- Follow all posted warnings and directions from authorised personnel in areas where the use of wireless devices is restricted, such as aeroplanes and hospitals.
- Press and hold the Power button and tap **Flight mode** to disable the wireless features.

To turn off the device, press and hold the Power button, and then tap **Power off**.

Holding the device

Do not cover the antenna area with your hands or other objects. This may cause connectivity problems or drain the battery.

Locking and unlocking the device

When not in use, lock the device to prevent unwanted operation. Pressing the Power button turns off the screen and puts the device into lock mode. The device automatically gets locked if it is not used for a specified period.

To unlock the device, press the Power button or the Home button when the touch screen is turned off, tap anywhere on the screen, and then flick your finger in any direction.

Adjusting the volume

Press the Volume button up or down to adjust the ringtone volume, or to adjust the sound volume when playing music or video.

Switching to silent mode


Use one of the following methods:

- Press and hold the Volume button down until it switches to silent mode.
- Press and hold the Power button, and then tap **Mute** or **Vibrate**.
- Open the notifications panel at the top of the screen, and then tap **Sound** or **Vibrate**.

Using dual SIM or USIM cards

If you insert two SIM or USIM cards, you can have two phone numbers or service providers for a single device.


Activating SIM or USIM cards

On the Home screen, tap  → **Settings** → **SIM card manager**. Drag one or both of the switches for the SIM or USIM cards to the right.



If both cards are activated, you can receive calls and messages on each card. While you are on a call on one card, you can answer a new call on the other card. When you answer the second call, the first call will be placed on hold.

Changing the display name and icon of SIM or USIM cards

On the Home screen, tap  → **Settings** → **SIM card manager**. Select a SIM or USIM card and tap **Select icon** or **Register name**. Set a display name and icon for each card.






















Switching between cards



When two SIM or USIM cards are activated, card selection icons appear on the dashboard of the notifications panel. Open the notifications panel and then select a card.

Basics

Indicator icons

The icons displayed at the top of the screen provide information about the status of the device. The icons listed in the table below are most common.

Icon	Meaning
	No signal
	Signal strength
	Currently accessing SIM or USIM card (dual SIM models)
	Roaming (outside of normal service area)
	GPRS network connected
	EDGE network connected
	UMTS network connected
	HSDPA network connected
	HSPA+ network connected
	Wi-Fi connected
	Bluetooth feature activated
	GPS activated
	Call in progress
	Missed call
	Connected to computer
	No SIM or USIM card
	New text or multimedia message
	Alarm activated
	Mute mode activated
	Vibration mode activated
	Flight mode activated

Icon	Meaning
	Error occurred or caution required
	Battery power level

Using the touch screen

Use only fingers to use the touch screen.



- Do not allow the touch screen to come into contact with other electrical devices. Electrostatic discharges can cause the touch screen to malfunction.
- To avoid damaging the touch screen, do not tap it with anything sharp or apply excessive pressure to it with your fingertips.

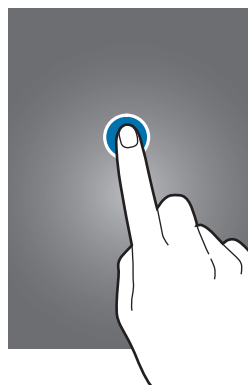


- The device may not recognise touch inputs close to the edges of the screen, which are outside of the touch input area.
- Leaving the touch screen idle for extended periods may result in afterimages (screen burn-in) or ghosting. Turn off the touch screen when you do not use the device.

Finger gestures

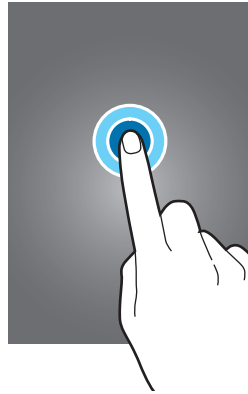
Tapping

To open an application, to select a menu item, to press an on-screen button, or to enter a character using the on-screen keyboard, tap it with a finger.



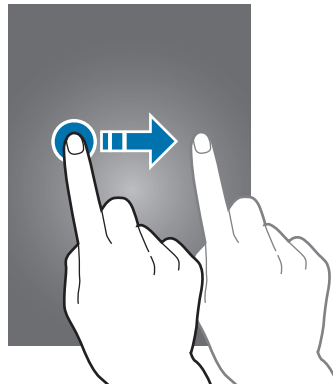
Tapping and holding

Tap and hold an item for more than 2 seconds to access available options.



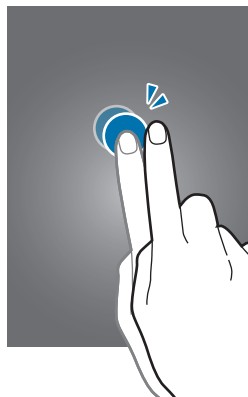
Dragging

To move an icon, thumbnail, or preview to a new location, tap and hold it and drag it to the target position.



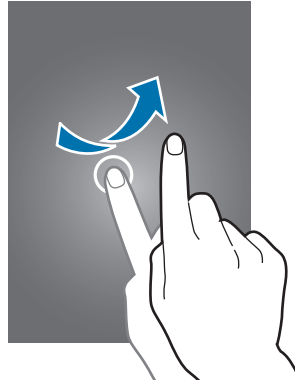
Double-tapping

Double-tap on a webpage or image to zoom in a part. Double-tap again to return.



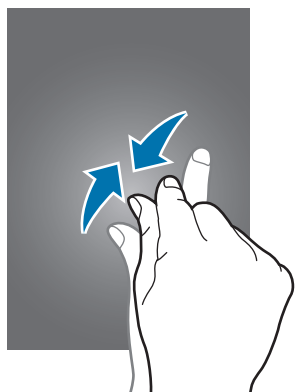
Flicking

Flick left or right on the Home screen or the Applications screen to see another panel. Flick up or down to scroll through a webpage or a list, such as contacts.



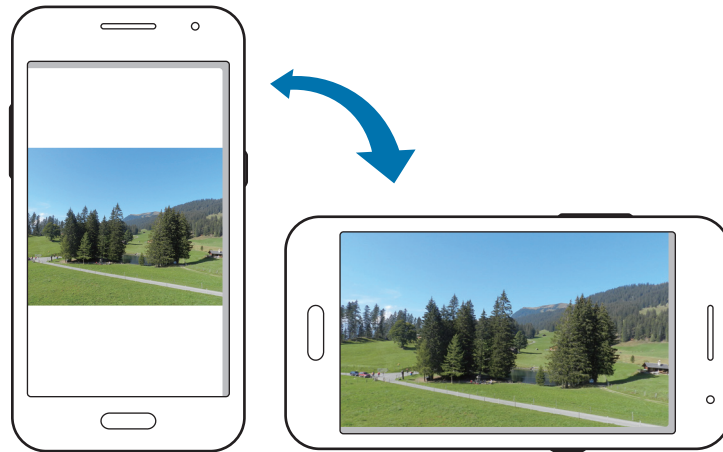
Pinching

Spread two fingers apart on a webpage, map, or image to zoom in a part. Pinch to zoom out.



Rotating the screen

Many applications allow display in either portrait or landscape orientation. Rotating the device causes the display to automatically adjust to fit the new screen orientation.



To prevent the display from rotating automatically, open the notifications panel and deselect **Screen rotation**.



- Some applications do not allow screen rotation.
- Some applications display a different screen depending on the orientation. The calculator turns into a scientific calculator when rotated to landscape.

Notifications

Notification icons appear on the status bar at the top of the screen to report missed calls, new messages, calendar events, device status, and more. Drag down from the status bar to open the notifications panel. Scroll the list to see additional alerts. To close the notifications panel, drag up the bar that is at the bottom of the screen.

From the notifications panel, you can view your device's current status and use the following options:

- **Wi-Fi:** Activate or deactivate the Wi-Fi feature.
- **Location:** Activate or deactivate the GPS feature.
- **Sound:** Activate or deactivate silent mode. You can vibrate or mute your device in silent mode.
- **Screen rotation:** Allow or prevent the interface from rotating when you rotate the device.
- **Bluetooth:** Activate or deactivate the Bluetooth feature.
- **Mobile data:** Activate or deactivate the data connection.
- **Mobile hotspot:** Activate or deactivate the Wi-Fi tethering feature.
- **Sync:** Activate or deactivate auto-syncing of applications.
- **Power saving:** Activate or deactivate power-saving mode.
- **Flight mode:** Activate or deactivate flight mode.



The available options may vary depending on the region or service provider.


Home screen

The Home screen is the starting point to access all of the device's features. It displays indicator icons, widgets, shortcuts to applications, and others.

The Home screen can have multiple panels. To view other panels, scroll left or right.

Rearranging items

Adding an application icon

On the Home screen, tap , tap and hold an application icon, and then drag it into a panel preview.

Moving an item

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

Removing an item

Tap and hold an item, and drag it to the rubbish bin that appears at the top of the Home screen. When the rubbish bin turns red, release the item.

Rearranging panels

Adding a new panel

Pinch on the screen and tap .

Moving a panel

Pinch on the screen, tap and hold a panel preview, and then drag it to a new location.

Removing a panel

Pinch on the screen, tap and hold a panel preview, and then drag it to the rubbish bin at the top of the screen.

Setting wallpaper

Set an image or photo stored in the device as wallpaper for the Home screen.

On the Home screen, tap and hold the empty area, tap **Wallpapers** → **Home screen**, and then select one of the following:

- **Gallery:** See photos taken by the device's camera or images downloaded from the Internet.
- **Live wallpapers:** See animated images.
- **Photos:** See images in **Photos**.
- **Wallpapers:** See wallpaper images.

Select an image, resize the frame if necessary, and then set it as wallpaper.

Using widgets

Widgets are small applications that provide convenient functions and information on your Home screen. To use them, add widgets from the widgets panel to the Home screen.



- Some widgets connect to web services. Using a web-based widget may result in additional charges.
- The widgets available may vary depending on the region or service provider.

On the Home screen, tap and hold the empty area, tap **Widgets**. Scroll left or right on the widgets panel, tap and hold a widget to add it to the Home screen, and then drag it into a panel preview. Put it on a location you want, resize it by dragging the frame if necessary, and then tap anywhere on the screen to save the location of the widget.

To add a widget to a new panel, drag it to the last panel.


Applications screen

The Applications screen displays icons for all applications, including any new applications installed.

On the Home screen, tap  to open the Applications screen.

To view other panels, scroll left or right.

Rearranging applications

Tap  → **Edit**, tap and hold an application, and then drag it to a new location. To move it to another panel, drag it to the side of the screen.

Organising with folders

Put related applications together in a folder for convenience.

Tap and hold an application, drag it to **Create folder**, and then enter a folder name. Put applications into the new folder by dragging.

Installing applications

Use application stores, such as **Samsung Apps**, to download and install applications.


Uninstalling applications


Tap  → **Uninstall/disable apps**, and then select an application to uninstall it.



Default applications that come with the device cannot be uninstalled.

Disabling applications

Tap  → **Uninstall/disable apps**, and then select an application to disable it.

To enable applications, on the Applications screen, tap  → **Show disabled apps**, select the applications, and then tap **Done**.



- Downloaded applications and some default applications that come with the device cannot be disabled.
- When you use this feature, disabled applications disappear from the Applications screen but are still stored in the device.

Using applications

This device can run many different types of applications, ranging from media to Internet applications.

Opening an application

On the Home screen or the Applications screen, select an application icon to open it.



Some applications are grouped into folders. Tap a folder, and then tap an application to open it.





Opening from recently-used applications

Tap  to open the list of recently-used applications.

Select an application icon to open.

Closing an application

Close applications not in use to save battery power and maintain device performance.

Tap  → , and then tap **End** next to an application to close it. To close all running applications, tap **End all**. Alternatively, tap  → .

Entering text

Use the Samsung keyboard or the voice input feature to 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 keyboard type

Tap any text field, open the notifications panel, tap **Choose input method**, and then select the type of keyboard to use.

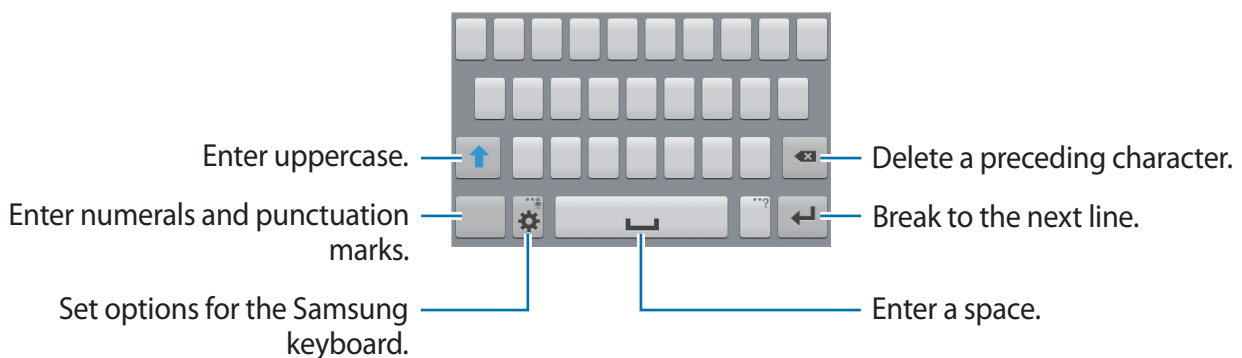
Using the Samsung keyboard

Changing the keyboard layout


Tap , select a language, and then tap **Qwerty keyboard** or **3x4 keyboard**.



- On the 3x4 keyboard, a key has three or four characters. To enter a character, tap repeatedly the key corresponding to the character.
- The keyboard layout may not be changed in some languages.



Entering uppercase

Tap  before entering a character. For all caps, tap it twice.

Changing language keyboards

Add languages to the keyboard, and then slide the space key left or right to change language keyboards.



Entering text by voice

Activate the voice input feature and then speak into the microphone. The device displays what you speak.

If the device does not recognise your words correctly, tap the underlined text and select an alternative word or phrase from the dropdown list.

To change the language or add languages for the voice recognition, tap the current language.

Copying and pasting

Tap and hold over text, drag  or  to select more or less text, and then tap **Copy** to copy or **Cut** to cut. The selected text is copied to the clipboard.

To paste it into a text entry field, tap and hold at the point where it should be inserted, and then tap **Paste**.

Connecting to a Wi-Fi network

Connect the device to a Wi-Fi network to use the Internet or share media files with other devices. (p. 83)

Turning Wi-Fi on and off

Open the notifications panel, and then tap **Wi-Fi** to turn it on or off.



Turn off Wi-Fi to save the battery when not in use.

Joining Wi-Fi networks

On the Applications screen, tap **Settings** → **Wi-Fi**, and then drag the **Wi-Fi** switch to the right. Select a network from the list of detected Wi-Fi networks, enter a password if necessary, and then tap **Connect**. Networks that require a password appear with a lock icon. After the device connects to a Wi-Fi network, the device will automatically connect to it any time it is available.

Adding Wi-Fi networks

If the desired network does not appear in the networks list, tap **Add Wi-Fi network** at the bottom of the networks list. Enter the network name in **Network SSID**, select the security type and enter the password if it is not an open network, and then tap **Connect**.

Forgetting Wi-Fi networks

Any network that has ever been used, including the current network, can be forgotten so the device will not automatically connect to it. Select the network in the networks list, and then tap **Forget**.

Setting up accounts

Google applications, such as **Play Store**, require a Google account, and **Samsung Apps** requires a Samsung account. Create Google and Samsung accounts to have the best experience with the device.

Adding accounts

Follow the instructions that appear when opening a Google application without signing in to set up a Google account.

To sign in with or sign up for a Google account, on the Applications screen, tap **Settings** → **Add account** → **Google**. After that, tap **New** to sign up, or tap **Existing**, and then follow the on-screen instructions to complete the account setup. More than one Google account can be used on the device.

Set up a Samsung account as well.

Removing accounts

On the Applications screen, tap **Settings**, select an account name under **ACCOUNTS**, select the account to remove, and then tap **Remove account**.

Transferring files

Move audio, video, image, or other types of files from the device to the computer, or vice versa.

Connecting with Samsung Kies

Samsung Kies is a computer application that manages media contents and personal information with Samsung devices. Download the latest Samsung Kies from the Samsung website.

- 1 Connect the device to the computer using the USB cable.
Samsung Kies launches on the computer automatically. If Samsung Kies does not launch, double-click the Samsung Kies icon on the computer.
- 2 Transfer files between your device and the computer.
Refer to the Samsung Kies help for more information.

Connecting with Windows Media Player

Ensure that Windows Media Player is installed on the computer.

- 1 Connect the device to the computer using the USB cable.
- 2 Open Windows Media Player and sync music files.

Connecting as a media device

- 1 Connect the device to the computer using the USB cable.
- 2 Open the notifications panel, and then tap **Connected as a media device** → **Media device (MTP)**.
Tap **Camera (PTP)** if your computer does not support Media Transfer Protocol (MTP) or not have any appropriate driver installed.
- 3 Transfer files between your device and the computer.

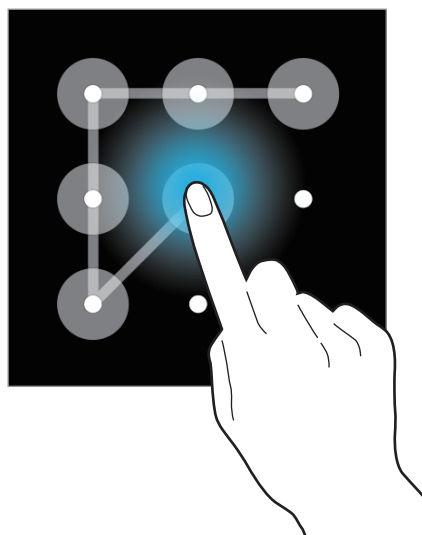
Securing the device

Prevent others from using or accessing personal data and information stored in the device by using the security features. The device requires an unlock code whenever unlocking it.

Setting a pattern

On the Applications screen, tap **Settings** → **Lock screen** → **Screen lock** → **Pattern**.

Draw a pattern by connecting four dots or more, and then draw the pattern again to verify it. Set a backup unlock PIN to unlock the screen when you forget the pattern.



Setting a PIN

On the Applications screen, tap **Settings** → **Lock screen** → **Screen lock** → **PIN**.
Enter at least four numbers, and then enter the password again to verify it.

Setting a password

On the Applications screen, tap **Settings** → **Lock screen** → **Screen lock** → **Password**.
Enter at least four characters including numbers and symbols, and then enter the password again to verify it.

Unlocking the device

Turn on the screen by pressing the Power button or the Home button, and enter the unlock code.



If the unlock code is forgotten, take the device to a Samsung Service Centre to reset it.

Upgrading the device

The device can be upgraded to the latest software.



This feature may not be available depending on the region or service provider.

Upgrading with Samsung Kies

Launch Samsung Kies and connect the device to the computer. Samsung Kies automatically recognises the device and shows available updates in a dialogue box, if any. Click the Update button in the dialogue box to start upgrading. Refer to the Samsung Kies help for details on how to upgrade.



- Do not turn off the computer or disconnect the USB cable while the device is upgrading.
- While upgrading the device, do not connect other media devices to the computer. Doing so may interfere with the update process.

Upgrading over the air

The device can be directly upgraded to the latest software by the firmware over-the-air (FOTA) service.

On the Applications screen, tap **Settings** → **About device** → **Software update** → **Update**.

Communication

Phone




Use this application to make or answer a call.

Tap **Phone** on the Applications screen.

Making calls

Making a call

Use one of the following methods:

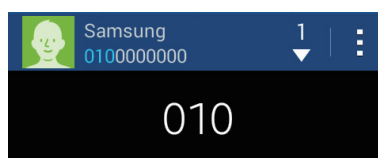
- **Keypad:**
 - ▶ **Dual SIM models:** Enter the number using the keypad, and then tap  or .
 - ▶ **Single SIM models:** Enter the number using the keypad, and then tap .
- **Logs:** Make a call from the history of incoming and outgoing calls and messages.
- **Favourites:** Make a call from the list of favourite contacts.
- **Contacts:** Make a call from the contacts list.

Speed dial numbers

For speed dial numbers, tap and hold the corresponding digit.

Number prediction



When entering numbers on the keypad, automatic predictions appear. Select one of these to make a call.




Finding contacts

Enter a name, phone number, or email address to find a contact in the contacts list. As characters are entered, predicted contacts appear. Select one to place a call to it.








Making an international call

► **Dual SIM models:** Tap and hold **0** until the + sign appears. Enter the country code, area code, and phone number, and then tap  or .

► **Single SIM models:** Tap and hold **0** until the + sign appears. Enter the country code, area code, and phone number, and then tap .

During a call

The following actions are available:

- **Add call:** Dial a second call.
- **Keypad:** Open the keypad.
- **End call:** End the current call.
- **Speaker:** Activate the speakerphone. Keep the device away from your ears when using the speakerphone.
- **Mute:** Turn off the microphone so that the other party cannot hear you.
- **Headset:** Switch to a Bluetooth headset if it is connected to the device.
- **Swap:** Switch between two calls.
- **Merge:** Make a multiparty call when connected to two calls. Repeat this to add more parties. This feature is available only if the multiparty call service is active.
-  → **Contacts:** Open the contacts list.
-  → **Memo:** Create a memo.
-  → **Message:** Send a message.
-  → **Hold:** Hold a call. Tap **Unhold** to retrieve the held call.
-  → **Extra volume:** Increase the volume.
-  → **Call settings:** Configure settings for voice call.
-  → **Transfer:** Connect the first party to the second party. This disconnects you from the conversation.

Adding contacts


To add a phone number to the contacts list from the keypad, enter the number and tap **Add to contacts**.

Sending a message

Tap  → **Send message** to send a message to the number on display.

Viewing call logs


Tap **Logs** to view the history of incoming and outgoing calls.


▶ **Dual SIM models:** To filter a call log, tap  → **View** → a SIM or USIM card, and then select an option.

▶ **Single SIM models:** To filter a call log, tap  → **View**, and then select an option.

Fixed dialling number


The device can be set to restrict outgoing calls only to numbers with specified prefixes. Those prefixes are stored in the SIM or USIM card.

▶ **Dual SIM models:** Tap  → **Call settings** → **Additional settings** → a SIM or USIM card → **Fixed Dialling Numbers** → **Enable FDN**, and then enter the PIN2 supplied with the SIM or USIM card. Tap **FDN list** and add numbers.

▶ **Single SIM models:** Tap  → **Call settings** → **Additional settings** → **Fixed Dialling Numbers** → **Enable FDN**, and then enter the PIN2 supplied with the SIM or USIM card. Tap **FDN list** and add numbers.

Call barring

The device can be set to prevent certain calls from being made. For example, international calling can be disabled.

▶ **Dual SIM models:** Tap  → **Call settings** → **Additional settings** → a SIM or USIM card → **Call barring**, select a call type, select a call barring option, and then enter a password.

▶ **Single SIM models:** Tap  → **Call settings** → **Additional settings** → **Call barring**, select a call type, select a call barring option, and then enter a password.

Receiving calls


Answering a call

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


If the call waiting service is active, another call can be made. When the second call is answered, the first call is put on hold.

Rejecting a call

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


To send a message when rejecting an incoming call, drag the reject message bar upwards. To create the rejection message, tap  → **Call settings** → **Set up call reject messages**.


Missed calls

If a call is missed,  appears on the status bar. Open the notifications panel to view the list of missed calls.

Call waiting


Call waiting is a service provided by the service provider. A user can use this service to suspend a current call and switch to an incoming call. This service is not available for video calls.


► **Dual SIM models:** To make use of this service, tap  → **Call settings** → **Additional settings** → a SIM or USIM card → **Call waiting**.

► **Single SIM models:** To make use of this service, tap  → **Call settings** → **Additional settings** → **Call waiting**.

Call forwarding

The device can be set to send incoming calls to a specified number.

► **Dual SIM models:** Tap  → **Call settings** → **Additional settings** → a SIM or USIM card → **Call forwarding**, and then select a call type and condition. Enter a number and tap **Enable**.

► **Single SIM models:** Tap  → **Call settings** → **Additional settings** → **Call forwarding**, and then select a call type and condition. Enter a number and tap **Enable**.








Video calls

Making a video call

Enter the number, and then tap . Or, select a contact from the contacts list, and tap .

During a video call

The following actions are available:

- **Switch:** Switch between the front and rear camera.
- **Mute:** Turn off the microphone so that the other party cannot hear you.
- **End call:** End the current call.
-  → **Hide me:** Hide your image from the other party.
-  → **Outgoing image:** Select an image to show it to the other party.
-  → **Capture image:** Capture the other party's image.
-  → **Record video:** Take a video of the other party's images.
-  → **Keypad:** Open the keypad.
-  → **Speaker off:** Deactivate the speakerphone feature.
-  → **Switch to headset:** Switch to a Bluetooth headset if it is connected to the device.

Listening to a voice message

Tap and hold **1** on the keypad, and then follow the instructions from your service provider.

Contacts

Use this application to manage contacts, including phone numbers, email addresses, and others.




Tap **Contacts** on the Applications screen.

Managing contacts

Tap **Contacts**.

Creating a contact


Tap  and enter contact information.

- : Add an image.
-  / : Add or delete a contact field.


Editing a contact

Select a contact to edit, and then tap .

Deleting a contact

Tap  → **Delete**.

Setting a speed dial number

Tap  → **Speed dial setting**, select a speed dial number, and then select a contact for it. To remove a speed dial number, tap and hold it, and then tap **Remove**.






Searching for contacts

Tap **Contacts**.

Use one of the following search methods:

- Scroll up or down the contacts list.
- Tap the search field at the top of the contacts list and enter search criteria.

Once a contact is selected, take one of the following actions:

- : Add to favourite contacts.
-  / : Make a voice or video call.
- : Compose a message.
- : Compose an email.

Displaying contacts

Tap **Contacts**.


By default, the device shows all saved contacts.

Tap  → **Contacts to display**, and then select a location where contacts are saved.


Importing and exporting contacts

Tap **Contacts**.

Importing contacts

Tap  → **Import/Export**, and then select an import option.


Exporting contacts

Tap  → **Import/Export**, and then select an export option.

Favourite contacts

Tap **Favourites**.

Tap  to add contacts to favourites.

Tap , and then take one of the following actions:

- **Remove from favourites:** Remove contacts from favourites.

Contact groups


Tap **Groups**.

Adding contacts to a group

Select a group, and then tap . Select contacts to add, and then tap **Done**.

Managing groups

Tap , and then take one of the following actions:

- **Delete groups:** Select user-added groups, and then tap . Default groups cannot be deleted.


Sending a message or email to a group's members

Select a group, tap  → **Send message** or **Send email**, select members, and then tap **Done**.

Business card

Tap **Contacts**.

Create a business card and send it to others.

Tap **Set up my profile**, enter details, such as phone number, email address, and postal address, and then tap **Save**. If user information has been saved when you set up the device, select the business card, and then tap  to edit.

Tap  → **Share namecard via**, and then select a sharing method.

Messages

Use this application to send text messages (SMS) or multimedia messages (MMS).

Tap **Messages** on the Applications screen.




You may incur additional charges for sending or receiving messages while you are outside your home service area. For details, contact your service provider.

Sending messages




► **Dual SIM models:** Tap , add recipients, enter a message, and then tap  or .

► **Single SIM models:** Tap , add recipients, enter a message, and then tap .


Use the following methods to add recipients:

- Enter a phone number.
- Tap , select contacts, and then tap **Done**.

Use the following methods to make a multimedia message:

- Tap , and attach images, videos, contacts, events, and others.
- Tap  → **Insert smiley** to insert emoticons.
- Tap  → **Add subject** to enter a subject.

Sending scheduled messages

While composing a message, tap  → **Schedule message**. Set a time and date, and then tap **Done**. The device will send the message at the specified time and date.



- If the device is turned off at the scheduled time, is not connected to the network, or the network is unstable, the message will not be sent.
- This feature is based on the time and date set on the device. The time and date may be incorrect if you move across time zones and the network does not update the information.

Viewing incoming messages

Incoming messages are grouped into message threads by contact.

Select a contact to view the person's message.

Email


Use this application to send or view email messages.

Tap **Email** on the Applications screen.



Setting up email accounts

Set up an email account when opening **Email** for the first time.

Enter the email address and password. Tap **Next** for a private email account, such as Google Mail, or tap **Manual setup** for a company email account. After that, follow the on-screen instructions to complete the setup.

To set up another email account, tap  → **Settings** → **Add account**.


Sending messages

Tap the email account to use, and then tap  at the bottom of the screen. Enter recipients, subject, and message, and then tap .

Tap  to add a recipient from the contacts list.

Tap  to attach images, videos, contacts, memos, events, and others.


Sending scheduled messages

While composing a message, tap  → **Scheduled email**. Tick **Scheduled email**, set a time and date, and then tap **Done**. The device will send the message at the specified time and date.

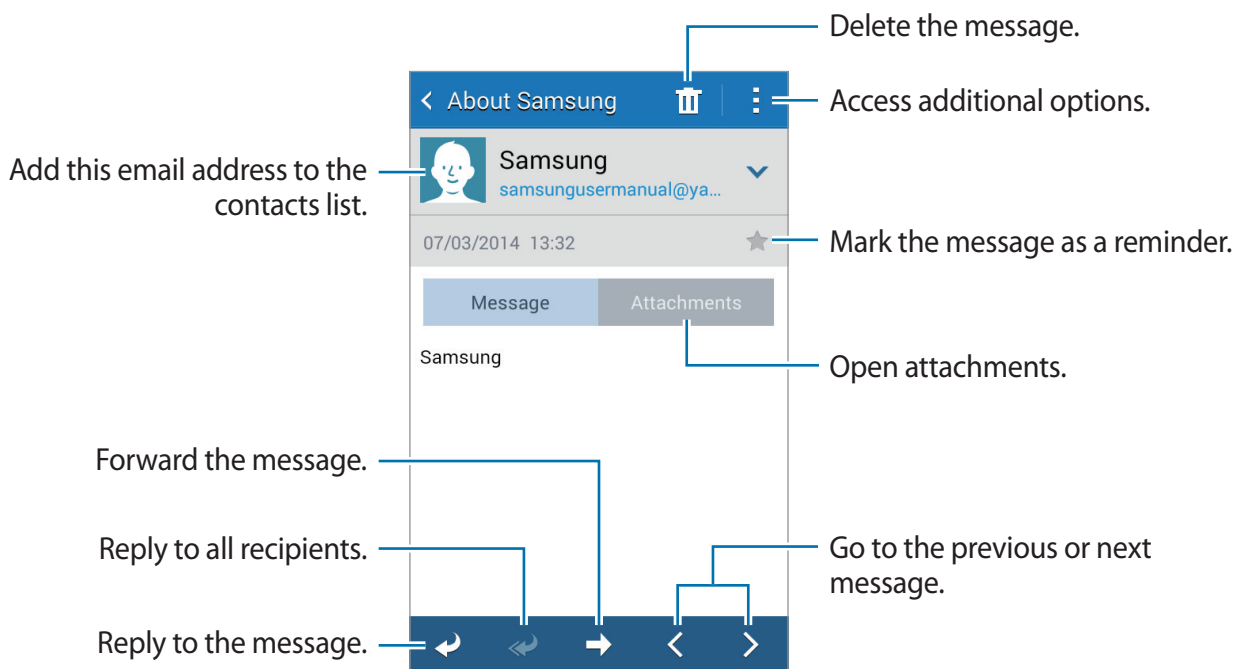


- If the device is turned off at the scheduled time, is not connected to the network, or the network is unstable, the message will not be sent.
- This feature is based on the time and date set on the device. The time and date may be incorrect if you move across time zones and the network does not update the information.

Reading messages

Select an email account to use, and new messages are retrieved. To manually retrieve new messages, tap .

Tap a message to read.



Tap the attachment tab to open attachments, and then tap **Save** to save it.

Google Mail



Use this application to quickly and directly access the Google Mail service.

Tap **Google Mail** on the Applications screen.




- This application may not be available depending on the region or service provider.
- This application may be labelled differently depending on the region or service provider.

Sending messages

In any mailbox, tap , enter recipients, a subject, and a message, and then tap .


Tap  → **Attach file** to attach images, videos, music, and others.

Tap  → **Add Cc/Bcc** to add more recipients.

Tap  → **Save draft** to save the message for later delivery.

Tap  → **Discard** to start over.

Tap  → **Settings** to change the Google Mail settings.

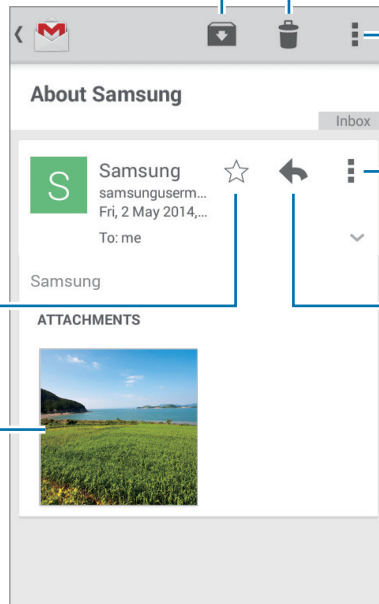
Tap  → **Send feedback** to report your opinions for application development.

Tap  → **Help** to access help information for the Google Mail.

Reading messages

Keep the message for long-term storage.

Delete the message.



Access additional options.

Mark the message as a reminder.

Reply to all recipients, forward the message to others, or print the message.


Preview attachment.

Reply to the message.

Labels

Google Mail does not use actual folders, but uses labels instead. When Google Mail is launched, it displays messages labelled Inbox.

Tap  to view messages in other labels.

To add a label to a message, select the message, tap  → **Change labels**, and then select the label to assign.

Hangouts

Use this application to chat with others.

Tap **Hangouts** on the Applications screen.



This application may not be available depending on the region or service provider.

Select a friend from the friends list or enter data to search and select a friend from the results to start chatting.

Google+

Use this application to stay connected with people via Google's social network service.

Tap **Google+** on the Applications screen.



This application may not be available depending on the region or service provider.

Tap **All** to change the category, and then scroll up or down to view posts from your circles.


Photos

Use this application to view and share images or videos via Google's social network services. Tap **Photos** on the Applications screen.






This application may not be available depending on the region or service provider.

Select one of the following categories:

- **ALL:** View all the images or videos that are taken or downloaded to the device.
- **HIGHLIGHTS:** View images or videos grouped by date or album. Tap  to view all of the images or videos in the group.

Then, select an image or video.

While viewing it, use one of the following icons:

- : Modify the image.
- : Share the image or video with others.
- : Delete the image or video.


ChatON

Use this application to chat with any device. To use this application, you must sign in to your Samsung account or verify your phone number.

Tap **ChatON** on the Applications screen.



This application may not be available depending on the region or service provider.

Create a buddies list by entering phone numbers or Samsung account email addresses, or by selecting buddies from the list of suggestions. Alternatively, tap  → **Sync contact list** to manually sync contacts from the device.

Tap , select buddies to start chatting with, and then tap **Done**.

Web & network

Internet

Use this application to browse the Internet.

Tap **Internet** on the Applications screen.

Viewing webpages

Tap the address field, enter the web address, and then tap **Go**.

Tap  to access additional options while viewing a webpage.



To change the search engine, tap the address field, and then tap the search engine icon next to the web address.

Opening a new page

Tap  → .

To go to another webpage, tap , and then tap the page to select it.

Searching the web by voice

Tap the address field, tap  → , speak a keyword, and then select one of the suggested keywords that appear.





This feature may not be available depending on the region or service provider.

Bookmarks

To bookmark the current webpage, tap  →  → **Save**.

To open a bookmarked webpage, tap , and then select one.

History

Tap  → **History** to open a webpage from the list of recently-visited webpages. To clear the history, tap  → **Clear history**.

Links

Tap and hold a link on the webpage to open it in a new page, save, or copy.

To view saved links, use **Downloads**. (p. 81)

Sharing webpages

To share a webpage address with others, tap  → **Share page**.

To share a part of a webpage, tap and hold the desired text, and then tap **Share via**.

Chrome

Use this application to search for information and browse webpages.

Tap **Chrome** on the Applications screen.




This application may not be available depending on the region or service provider.

Viewing webpages

Tap the address field, and then enter a web address or search criteria.

Opening a new page

Tap  → **New tab**.



To go to another webpage, tap , scroll up or down, and tap the page to select it.

Bookmarks

To bookmark the current webpage, tap  →  → **Save**.


To open a bookmarked webpage, tap  → **Bookmarks**, and then select one.

Searching the web by voice

Tap the address field, tap  → , speak a keyword, and then select one of the suggested keywords that appear.

Syncing with other devices

Sync open tabs and bookmarks to use with Chrome on another device, when you are logged in with the same Google account.

To view open tabs on other devices, tap  → **Other devices**. Select a webpage to open.

To view bookmarks, tap .

Bluetooth

Bluetooth creates a direct wireless connection between two devices over short distances. Use Bluetooth to exchange data or media files with other devices.




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

To activate Bluetooth, on the Applications screen, tap **Settings** → **Bluetooth**, and then drag the **Bluetooth** switch to the right.

Pairing with other Bluetooth devices

On the Applications screen, tap **Settings** → **Bluetooth** → **Scan**, and detected devices are listed. Select the device you want to pair with, and then accept the auto-generated passkey on both devices to confirm.

Sending and receiving data

Many applications support data transfer via Bluetooth. An example is **Gallery**. Open **Gallery**, select an image, tap  → **Bluetooth**, and then select one of the Bluetooth devices. After that, accept the Bluetooth authorisation request on the other device to receive the image.


When another device sends you data, accept the Bluetooth authorisation request made by another device. Received files are saved in the **Download** folder. If a contact is received, it is added to the contacts list automatically.

Media

Camera

Use this application to take photos or videos.

Use **Gallery** to view photos and videos taken with the device's camera. (p. 63)

Tap **Camera** on the Applications screen. Alternatively, from the locked screen, drag  anywhere on the screen.




- The camera automatically shuts off when unused.
- Make sure that the lens is clean. Otherwise, the device may not work properly in some modes that require high resolutions.

Camera etiquette

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

Taking photos


Taking a photo

Tap the image on the preview screen where the camera should focus. When the subject is in focus, the focus frame turns green. Tap  to take the photo.



Shooting mode

Several photo effects are available.

Tap , and then scroll up or down the screen at the right side of the screen.

- **Auto:** Use this to allow the camera to evaluate the surroundings and determine the ideal mode for the photo.
- **Best photo:** Take a series of photos, and then save the best one.
- **Continuous shot:** Take a series of photos of moving subjects.
- **Sound & shot:** Use this to take a photo with sound.

Tap  to take a photo. The device records a few seconds of audio after taking a photo.





While taking photos in this mode, sound is recorded by the internal microphone.

- **Panorama:** Take a photo composed of many photos strung together. To get the best shot, follow these tips.
 - Move the camera slowly in one direction.
 - Keep the camera's viewfinder within the guide frame.
 - Avoid taking photos of a subject in front of unrecognisable backgrounds, such as empty skies or plain walls.
- **Sports:** Use this setting for fast-moving subjects.
- **Night:** Use this setting for images taken in darker conditions.

Panoramic photos

A panoramic photo is a wide landscape image consisting of multiple shots.

Tap  → **Panorama**.

Tap  and move the camera in one direction. When two panorama guide frames are aligned, the camera automatically takes another shot in a panoramic sequence. To stop shooting, tap .

If the viewfinder is out of the direction, the device stops shooting.

Applying filter effects

Use the filter effects to take unique photos or videos.

Tap  and select a filter effect. The available options vary by mode.

Taking videos

Taking a video

Tap  to take a video. To pause recording, tap . To stop recording, tap .

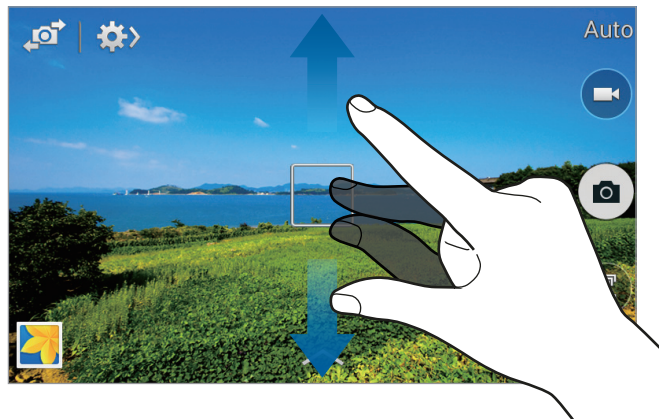


Recording mode

Tap  →  to change the recording mode.

- **Normal:** Use this mode for normal quality.
- **Limit for MMS:** Use this mode to lower the recording quality for sending via messages.

Zooming in and out



Use one of the following methods:

- Use the Volume button to zoom in or out.
- Spread two fingers apart on the screen to zoom in, and pinch to zoom out.





The zoom in/out effect is available when using the zoom feature while shooting video.

Share shot

Tap  → , and then select one of the following:

- **Share shot:** Send a photo directly to another device via Wi-Fi Direct.
- **ChatON photo share:** Send a photo to another device via ChatON.

Configuring settings for Camera

Tap  →  to configure settings for Camera. Not all of the following options are available in both still camera and video camera modes. The available options vary depending on the mode used.

- **Photo size / Video size:** Select a resolution. Use higher resolution for higher quality. But it takes up more memory.
- **Focus mode:** Select a focus mode. **Auto focus** is camera-controlled. **Macro** is for very close objects.

- **Metering modes:** Select a metering method. This determines how light values are calculated. **Centre-weighted** measures background light in the centre of the scene. **Spot** measures the light value at a specific location. **Matrix** averages the entire scene.
- **ISO:** Select an ISO value. This controls camera light sensitivity. It is measured in film-camera equivalents. Low values are for stationary or brightly-lit objects. Higher values are for fast-moving or poorly-lit objects.
- **Location tag:** Attach a GPS location tag to the photo.



- To improve GPS signals, avoid shooting in locations where the signal may be obstructed, such as between buildings or in low-lying areas, or in poor weather conditions.
- Your location may appear on your photos when you upload them to the Internet. To avoid this, deactivate the GPS tag setting.
- **Volume key:** Set the device to use the Volume button to control the shutter or zoom function.
- **Timer:** Use this for delayed-time shots.
- **White balance:** Select an appropriate white balance, so images have a true-to-life colour range. The settings are designed for specific lighting situations. These settings are similar to the heat range for white-balance exposure in professional cameras.
- **Exposure value:** Change the exposure value. This determines how much light the camera's sensor receives. For low-light situations, use a higher exposure.
- **Guidelines:** Display viewfinder guides to help composition when selecting subjects.
- **Flash:** Activate or deactivate the flash.
- **Contextual filename:** Set the camera to add contextual tags, such as location information, to filenames.
- **Save as flipped:** Invert the image to create a mirror-image of the original scene.
- **Storage:** Select the memory location for storage.
- **Edit quick settings:** Reorganise shortcuts to frequently-used options.
- **Reset:** Reset the camera settings.

Gallery

Use this application to view images and videos.

Tap **Gallery** on the Applications screen.

Viewing images

Launching **Gallery** displays available folders. When another application, such as **Email**, saves an image, the **Download** folder is automatically created to contain the image. Likewise, capturing a screenshot automatically creates the **Screenshots** folder. Select a folder to open it.

In a folder, images are displayed by creation date. Select an image to view it in full screen.

Scroll left or right to view the next or previous image.

Zooming in and out

Use one of the following methods to zoom in an image:

- Double-tap anywhere to zoom in.
- Spread two fingers apart on any place to zoom in. Pinch to zoom out, or double-tap to return.

Playing videos

Video files show the  icon on the preview. Select a video to watch it and tap .


Editing images

When viewing an image, tap  and use the following functions:

- **Slideshow:** Start a slideshow with the images in the current folder.
- **Copy to clipboard:** Copy to clipboard.




- **Print:** Print the image by connecting the device to a printer. Some printers may not be compatible with the device.
- **Rename:** Rename the file.
- **Rotate left:** Rotate anticlockwise.
- **Rotate right:** Rotate clockwise.
- **Crop:** Resize the blue frame to crop and save the image in it.
- **Set as:** Set the image as wallpaper or a contact image.
- **Details:** View image details.
- **Settings:** Change the Gallery settings.

Modifying images

When viewing an image, tap .




Deleting images

Use one of the following methods:


- In a folder, tap  → **Select item**, select images, and then tap .
- When viewing an image, tap .

Sharing images

Use one of the following methods:


- In a folder, tap  → **Select item**, select images, and then tap  to send them to others or share them via social network services.
- When viewing an image, tap  to send it to others or share it via social network services.

Setting as wallpaper

When viewing an image, tap  → **Set as** to set the image as wallpaper or to assign it to a contact.

Organising with folders

Create a folder to organise images or videos stored in the device. You can copy or move files from one folder to another.

To create a new folder, tap . Enter a name for the folder, tap **OK**, and then tick images or videos. Tap and hold any selected image or video, drag it to the new folder, and then tap **Done**. Tap **Copy** to copy or **Move** to move.

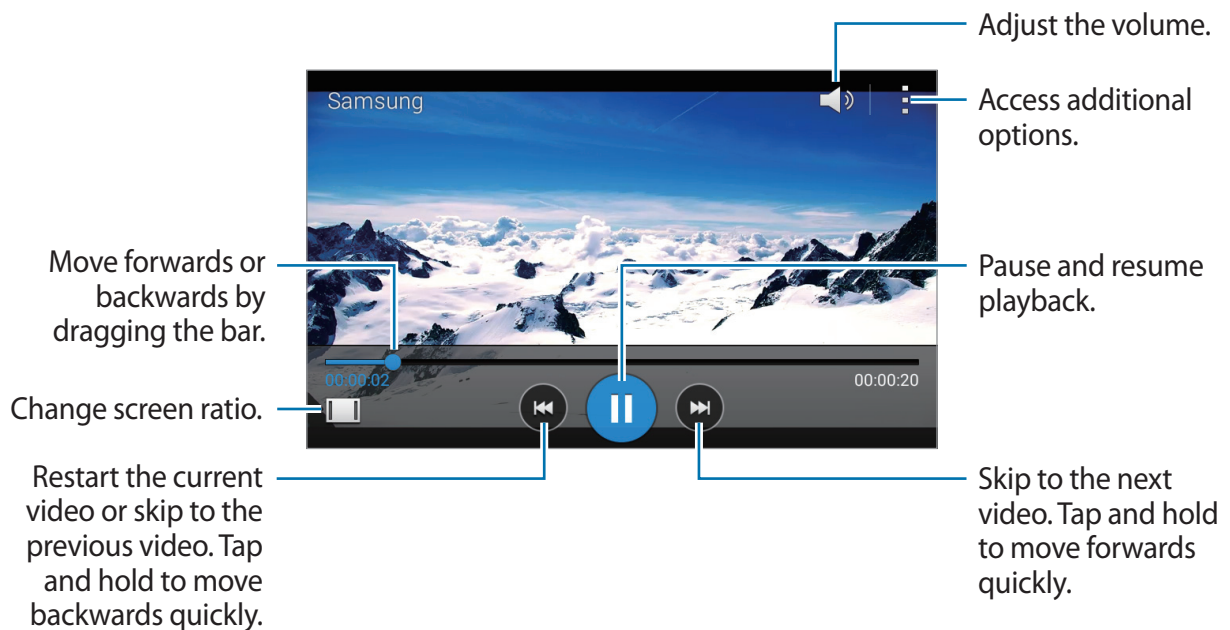
Video

Use this application to play video files.

Tap **Video** on the Applications screen.

Playing videos

Select a video to play.



Deleting videos

Tap  → **Delete**, select videos, and then tap **Done**.

Sharing videos

Tap  → **Select**, select videos, tap , and then select a sharing method.

YouTube

Use this application to watch videos from the YouTube website.

Tap **YouTube** on the Applications screen.




This application may not be available depending on the region or service provider.

Watching videos




Tap , and then enter a keyword. Select one of the returned search results to watch a video.

Rotate the device to landscape orientation to display full screen.

Sharing videos

Select the video to view, tap , and then select a sharing method.

Uploading videos

Tap  → **Uploads** →  → **Upload**, select a video, enter information for the video, and then tap .


Radio

Listen to music and news on the FM radio. To listen to the FM radio, you must connect a headset, which serves as the radio antenna.

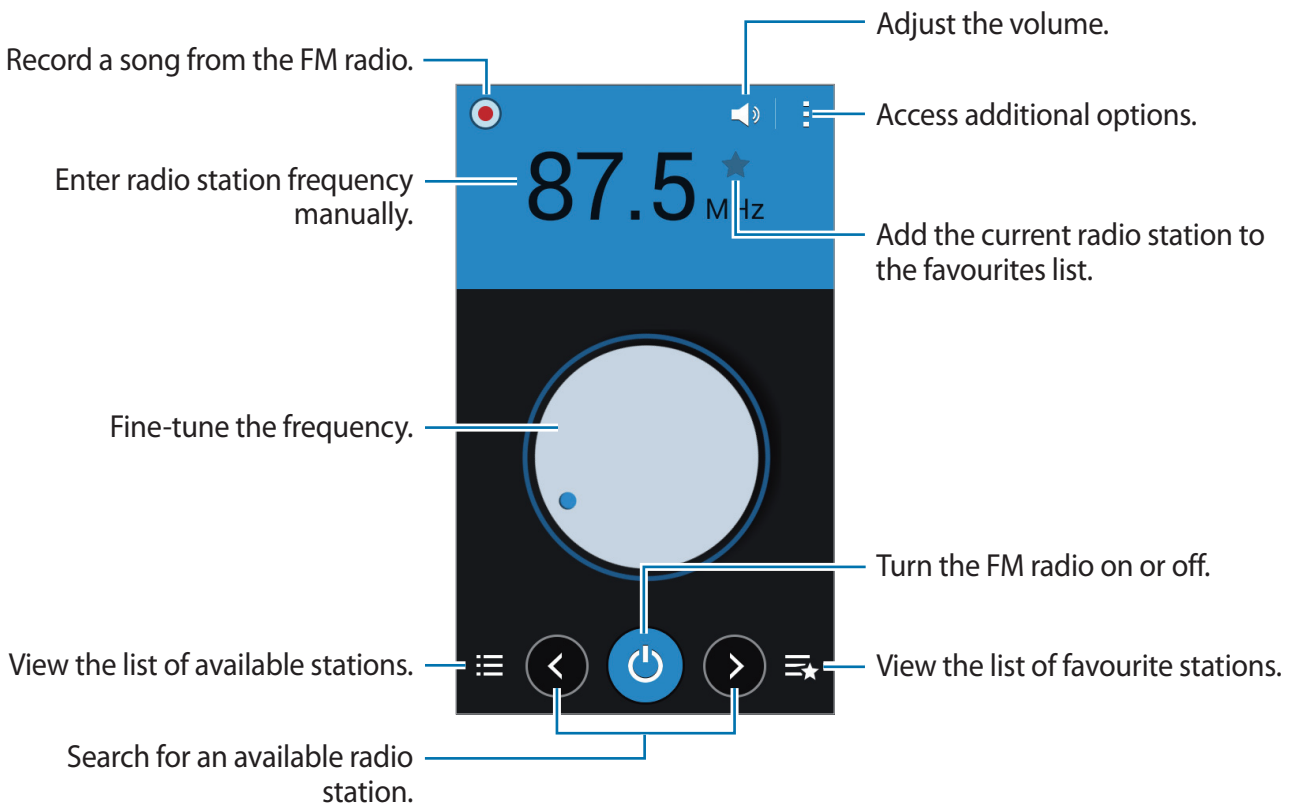
Tap **Radio** on the Applications screen.

Listening to the FM radio

Plug a headset into the device before launching the FM radio.

 The FM radio scans and saves available stations automatically when running for the first time.

Tap  to turn on the FM radio. Select the radio station you want from the stations list and tap  to return to the FM radio screen.



Scanning radio stations

Tap  → **Scan**, and then select a scan option. The FM radio scans and saves available stations automatically.

Select the radio station you want from the stations list and tap  to return to the FM radio screen.

Adding stations to the favourites list

Scroll to a radio station, and then tap  to add the station to the favourites list.

Application & media stores

Play Store


Use this application to purchase and download applications and games that are able to run on the device.

Tap **Play Store** on the Applications screen.



This application may not be available depending on the region or service provider.

Installing applications

Browse applications by category, or tap  to search with a keyword.


Select an application to view information. To download it, tap **INSTALL**. If there is a charge for the application, tap the price, and follow the on-screen instructions to complete the purchase process.



When a new version is available for any installed application, an update icon appears at the top of the screen to alert you to the update. Open the notifications panel and tap the icon to update the application.

Uninstalling applications

Uninstall the applications purchased from **Play Store**.

Tap  → **My apps**, select an application to delete in the list of installed applications, and then tap **UNINSTALL**.

Samsung Apps

Use this application to purchase and download dedicated Samsung applications. For more information, visit apps.samsung.com.


Tap **Samsung Apps** on the Applications screen.



This application may not be available depending on the region or service provider.

Installing applications

Browse applications by category. Tap **Category** to select a category.

To search for an application, tap  at the top of the screen, and then enter a keyword in the search field.

Select an application to view information. To download it, tap **Free**. If there is a charge for the application, tap the price, and follow the on-screen instructions to complete the purchase process.



When a new version is available for any installed application, an update icon appears at the top of the screen to alert you to the update. Open the notifications panel and tap the icon to update the application.

Play Books

Use this application to read and download book files.

Tap **Play Books** on the Applications screen.



This application may not be available depending on the region or service provider.

Play Movies & TV

Use this application to watch, download, and rent movies or TV shows.

Tap **Play Movies & TV** on the Applications screen.



This application may not be available depending on the region or service provider.

Play Music

Use this application to listen to music from the device or stream music from the Google cloud service.

Tap **Play Music** on the Applications screen.



This application may not be available depending on the region or service provider.

Play Games

Use this application to download and play games.

Tap **Play Games** on the Applications screen.



This application may not be available depending on the region or service provider.

Play Newsstand

Use this application to read the latest news articles.

Tap **Play Newsstand** on the Applications screen.



This application may not be available depending on the region or service provider.


Utilities

Memo

Use this application to record important information to save and view at a later date.

Tap **Memo** on the Applications screen.

Composing memos



Tap , enter a memo, and then tap **Done**.

Browsing memos



Browse memo thumbnails by scrolling up or down.


To edit the memo, tap the memo.

To search for a memo, tap  → **Search**.

To lock a memo so that others cannot view it, tap  → **Select**, select a memo, and then tap  → **Lock**.

To send the text in memos to others, tap  → **Select**, select memos, and then tap  → **Share text via**.


To send memos to others, tap  → **Select**, select memos, and then tap  → **Share via**.

To delete memos, tap  → **Delete**.

To sort memos by date, tap  → **Sort by**.

Viewing a memo

Tap the memo thumbnail to open it.

Tap  and use the following:

- **Delete:** Delete the memo.
- **Lock:** Lock the memo so that others cannot view it.
- **Share text via:** Send the text in memos to others.
- **Share via:** Send the memo to others.

S Planner

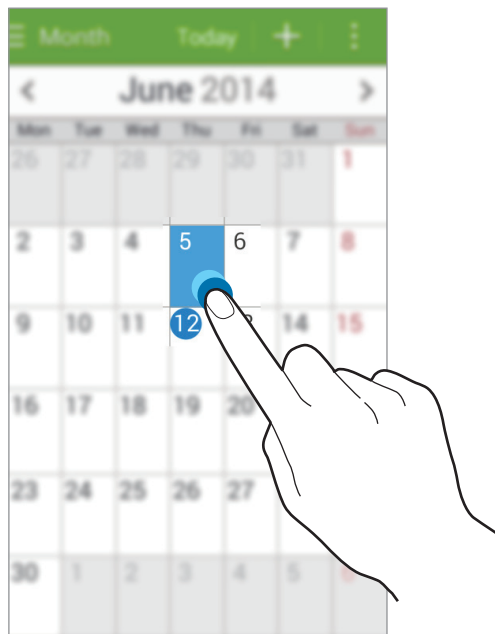
Use this application to manage events and tasks.

Tap **S Planner** on the Applications screen.

Creating events or tasks

Tap **+**, and then use one of the following methods:

- **Add event:** Enter an event with an optional repeat setting.
- **Add task:** Enter a task with an optional priority setting.



Syncing with Google Calendar

On the Applications screen, tap **Settings** → **Google** under **ACCOUNTS** → a Google account, tick **Sync Calendar**.

To manually sync for updating, on the Applications screen, tap **S Planner** → **☰** → **Sync**.

To display synced events or tasks, tap **☰** → **Calendars** → **Display**, select the Google account, and then tap **Done**.

Changing calendar type


At the top of the screen, select one from among different types of calendars including month, week, and others.

Searching for events or tasks

Tap  → **Search**, and then enter a keyword to search for.

To view today's events or tasks, tap **Today** at the top of the screen.

Deleting events or tasks

Select an event or task, and then tap  → **Delete**.

Sharing events or tasks

Select an event or task, tap  → **Share via**, and then select a sharing method.

Drive

Use this application to create and edit documents and share them with others via Google Drive storage. When you create documents or upload files to Google Drive, your device automatically syncs with the web server and any other computer with Google Drive installed. Access your files without transferring or downloading.

Tap **Drive** on the Applications screen.

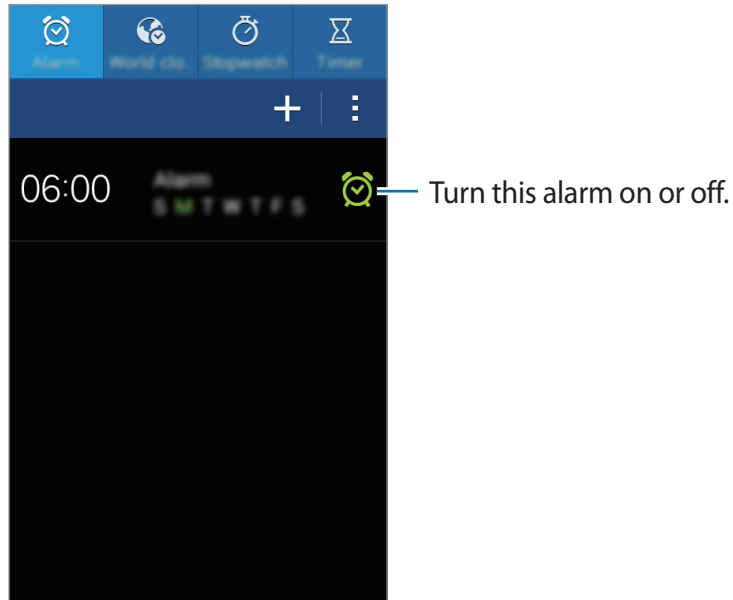


This application may not be available depending on the region or service provider.

Clock

Use this application to set alarms, check the time of many major cities in the world, measure the duration of an event, or set a timer.

Tap **Clock** on the Applications screen.



Alarm

Setting alarms

Tap **+**, set a time for the alarm to go off, select days for the alarm to repeat, and then tap **Done**.

- **Snooze:** Set an interval and the number of times for the alarm to repeat after the preset time.
- **Smart alarm:** Set a time for the alarm to go off before the preset time.

Stopping alarms

Drag **✖** outside the large circle to stop an alarm. Drag **ZZ** outside the large circle to repeat the alarm after a specified length of time.

Deleting alarms


Tap **☰** → **Delete**, select alarms, and then tap **Done**.

World clock

Creating clocks

Tap  and enter a city name or select a city from the cities list.

Deleting clocks

Tap  → **Delete**, select alarms, and then tap **Done**.

Stopwatch

Tap **Start** to time an event. Tap **Lap** to record lap times.

Tap **Reset** to clear lap time records.

Timer


Set the duration, and then tap **Start**.

Drag  outside the large circle when the timer goes off.

Calculator

Use this application for simple or complex calculations.

Tap **Calculator** on the Applications screen.




Rotate the device to landscape orientation to display the scientific calculator. If **Screen rotation** is disabled, tap  → **Scientific calculator**.

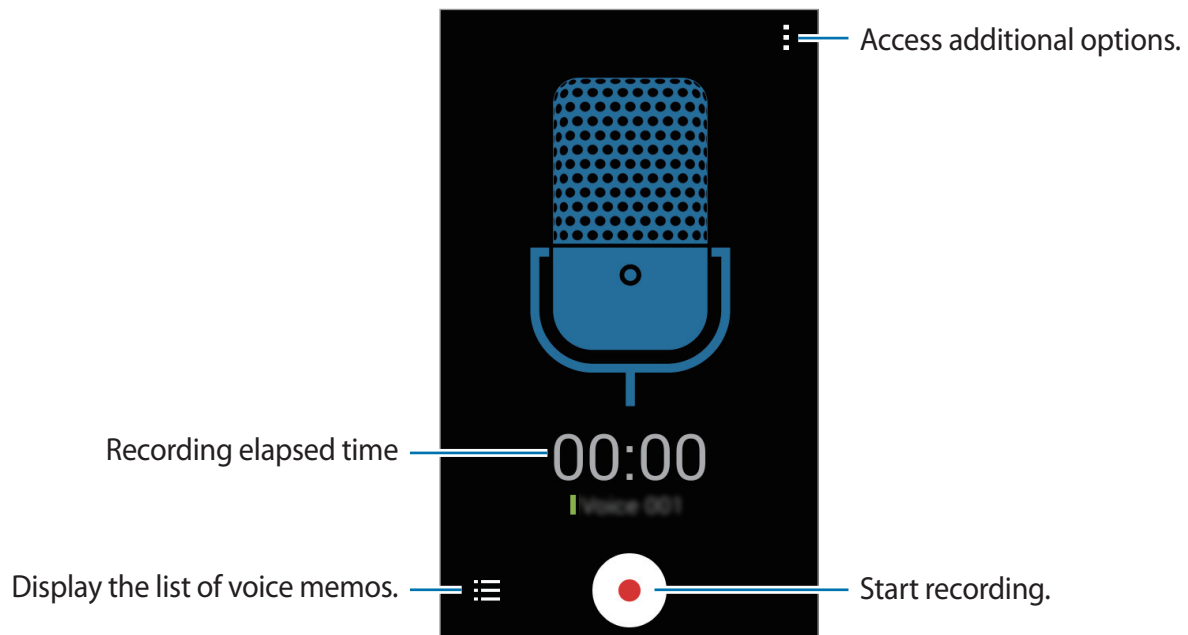
Voice Recorder

Use this application to record or play voice memos.

Tap **Voice Recorder** on the Applications screen.




Recording voice memos

Tap  to start recording. Speak into the microphone at the bottom of the device. Tap  to pause recording. Tap  to finish recording.









Playing voice memos

Select a voice memo to play.

- : Pause playback.
-  / : Skip to the previous or next voice memo.

Managing voice memos

In the list of voice memos, tap  → **Select**, select voice memos, and select one of the following:

- : Select voice memos to send, and then select a sharing method.
- : Select voice memos to delete.
-  → **Rename**: Rename the voice memo.
-  → **Set as**: Set the voice memo as a ringtone.
-  → **Details**: View the voice memo details.

Google


Use this application to search not only the Internet, but also applications and their contents on the device as well.

Tap **Google** on the Applications screen.



This application may not be available depending on the region or service provider.

Searching the device

Tap the search field, and then enter a keyword. Alternatively, tap , and then speak a keyword.


If no results are returned from the applications, the web browser appears, displaying the search results.

Search scope

To select what applications to search, tap  → **Settings** → **Phone search**, and then tick the items to search for.

Google Now

Launch Google search to view Google Now cards that show the current weather, public transit info, your next appointment, and more when you are most likely to need it.

Join Google Now when opening Google search for the first time. To change Google Now settings, tap  → **Settings**, and then drag the **Google Now** switch to the left or right.

Voice Search

Use this application to search webpages by speaking.

Tap **Voice Search** on the Applications screen.



This application may not be available depending on the region or service provider.



Speak a keyword or phrase when **Speak now** appears on the screen.

My files

Use this application to access all kinds of files stored in the device, including images, videos, songs, and sound clips.


Tap **My files** on the Applications screen.








Viewing files

Select a category, and then select a file or folder to open it. To go back to the parent folder, tap . To return to the root directory, tap .


In a folder, tap , and then use one of the following options:

- **Select item:** Select files or folders.
- **Create folder:** Create a folder.
- **View as:** Change the view mode.
- **Sort by:** Sort files or folders.
- **Add shortcut:** Add a shortcut of the folder to the shortcuts area.
- **Settings:** Change the file manager settings.

Tap  → **Select item**, select a file or folder, and then use one of the following functions:

- : Send files to others or share them.
- : Delete files or folders.
-  → **Move**: Move files or folders to another folder.
-  → **Copy**: Copy files or folders to another folder.
-  → **Rename**: Rename a file or folder.
-  → **Zip**: Compress files or folders to create a zip file.
-  → **Details**: View file or folder details.


Searching for a file

Tap , and then enter search criteria.

Viewing storage information

Tap  to view memory information for your device and memory card.

Adding shortcuts to folders

Add a shortcut of frequently-used folders to the shortcuts area. Tap , select a folder, and then tap **Done**.

Downloads


Use this application to see what files are downloaded through the applications.

Tap **Downloads** on the Applications screen.




This application may not be available depending on the region or service provider.

Select a file to open it with an appropriate application.

To sort the files by date, tap  → **Sort by** → **Date**.

To sort the files by title, tap  → **Sort by** → **Name**.

To sort the files by size, tap  → **Sort by** → **Size**.

To clear the history, tap  → **Clear list**.

Travel & local

Maps

Use this application to pinpoint the location of the device, search for places, or get directions. Tap **Maps** on the Applications screen.



This application may not be available depending on the region or service provider.

Searching for locations

Search for locations by entering an address or a keyword. Once the location is found, select a location to view the detailed information. Refer to the help for more information.

Getting directions for a destination

Tap **Y** to set starting and ending locations, and then select a travel method. The device shows the routes to get to the destination.

Settings

About Settings

Use this application to configure the device, set application options, and add accounts.

Tap **Settings** on the Applications screen.



Supported features may differ or be labelled differently depending on whether your device is a single or dual SIM model.

Wi-Fi

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

You can maintain a stable network connection by automatically selecting either the Wi-Fi or mobile network to use the strongest signal. To automatically switch between networks, tick **Smart network switch**.

To use options, tap .

- **Scan:** Search for available networks.
- **Wi-Fi Direct:** Wi-Fi Direct connects two devices via Wi-Fi without requiring an access point.
- **Advanced:** Customise Wi-Fi settings.
- **WPS push button:** Connect to a secured Wi-Fi network with a WPS button.
- **WPS PIN entry:** Connect to a secured Wi-Fi network with a WPS PIN.

Setting Wi-Fi sleep policy

On the Settings screen, tap **Wi-Fi** →  → **Advanced** → **Keep Wi-Fi on during sleep**.



When the screen is turned off, the device automatically turns off Wi-Fi connections. When this happens, the device automatically accesses data networks if it is set to use them. This may incur data transfer fees. To avoid data-usage bills, set this option to **Always**.

Setting Network notification

The device can detect open Wi-Fi networks and display an icon on the status bar to notify when available.

On the Settings screen, tap **Wi-Fi** →  → **Advanced** and tick **Network notification** to activate this feature.

Wi-Fi Direct

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

On the Settings screen, tap **Wi-Fi** →  → **Wi-Fi Direct**.

Bluetooth

Activate the Bluetooth feature to exchange information over short distances.

To use more options, tap .

- **Visibility timeout:** Set duration that the device is visible.
- **Received files:** View received files via the Bluetooth feature.

Tethering and Mobile hotspot

- **Portable Wi-Fi hotspot:** Use the portable Wi-Fi hotspot to share the device's mobile network connection with computers or other devices through the Wi-Fi network.
- **USB tethering:** Use USB tethering to share the device's mobile network connection with a computer via USB. When connected to a computer, the device is used as a wireless modem for the computer.
- **Bluetooth tethering:** Use Bluetooth tethering to share the device's mobile network connection with computers or other devices via Bluetooth.

Flight mode

This disables all wireless functions on your device. You can use only non-network services.

Data usage

Keep track of your data usage amount, and customise the settings for the limitation.

- **Mobile data:** Set the device to use data connections on any mobile network.
- **Set mobile data limit:** Set a limit for the mobile data usage.
- **Data usage cycle:** Enter monthly reset date to monitor your data usage.

To use more options, tap .

- **Data roaming:** Set the device to use data connections when you are roaming.
- **Restrict background data:** Set the device to disable sync in the background while using a mobile network.
- **Auto sync data:** Activate or deactivate auto-syncing of applications. You can select what information to sync for each account in **Settings** → **ACCOUNTS**.
- **Show Wi-Fi usage:** Set the device to show your data usage via Wi-Fi.
- **Mobile hotspots:** Select Wi-Fi hotspots to prevent applications that are running in the background from using them.

SIM card manager (dual SIM models)

Activate your SIM or USIM cards and customise the SIM card settings.

- **Voice call:** Select a SIM or USIM card for voice calls.
- **Video call:** Select a SIM or USIM card for video calls.
- **Data service network:** Select a SIM or USIM card for data service.
- **Receive incoming calls:** Set whether or not to allow incoming calls from the GPRS network while using data services.
- **Dual SIM always on:** Set the device to allow incoming calls from the other SIM or USIM card during a call.



When this feature is enabled, you may incur additional charges for call forwarding depending on the region or service provider.

More networks

Customise settings to control networks.

Default messaging app

Select the default application to use for messaging.

VPN

Set up and connect to virtual private networks (VPNs).

Mobile networks

- **Mobile data:** Use to allow packet switching data networks for network services.
- **Data roaming:** Set the device to use data connections when you are roaming.
- **Access Point Names:** Set up access point names (APNs).
- **Network mode SIM 1** (Dual SIM models): Select a network type for the primary SIM or USIM card.
Network mode SIM 2 (Dual SIM models): Select a network type for the secondary SIM or USIM card.
Network mode (Single SIM models): Select a network type.
- **Network operators:** Search for available networks and select a network for roaming.

Lock screen

Change settings for the locked screen.

- **Screen lock:** Activate the screen lock feature. The following options may vary depending on the screen lock feature selected.
- **Dual clock:** Set the device to show the dual clock on the locked screen.
- **Show date:** Set the device to show the date with the clock.
- **Camera shortcut:** Set the device to show the camera shortcut on the locked screen.
- **Owner information:** Enter your information that is shown on the locked screen.
- **Unlock effect:** Select an effect when you unlock the screen.
- **Help text:** Set the device to show the help text on the locked screen.

Sound

Change settings for various sounds on the device.

- **Volume:** Adjust the volume level for call ringtones, music and videos, system sounds, and notifications.
- **Ringtones:**
 - **Ringtones:** Add or select a ringtone for incoming calls.
 - **Notifications:** Select a ringtone for events, such as incoming messages and missed calls.
- **Vibrate when ringing:** Set the device to vibrate and play a ringtone for incoming calls.
- **Dialling keypad tone:** Set the device to sound when tapping the buttons on the keypad.
- **Touch sounds:** Set the device to sound when selecting an application or option on the touch screen.
- **Screen lock sound:** Set the device to sound when locking or unlocking the touch screen.

Display

Change the settings for the display.

- **Wallpaper:**
 - **Home screen:** Select a background image for the Home screen.
 - **Lock screen:** Select a background image for the locked screen.
 - **Home and lock screens:** Select a background image for the Home screen and the locked screen.
- **Notification panel:** Customise the items that appear on the notifications panel.
- **Brightness:** Set the brightness of the display.
- **Auto rotate screen:** Set the content to rotate automatically when the device is turned.
- **Screen timeout:** Set the length of time the device waits before turning off the display's backlight.
- **Daydream:** Set the device to launch a screensaver when your device is connected to a desktop dock or charging.
- **Font style:** Change the font type for display text.
- **Font size:** Change the font size.
- **Increase legibility:** Sharpen the text to make it easier to read.
- **Display battery percentage:** Set the device to display the remaining battery life.

Call

Customise the settings for calling features.

- **Set up call reject messages:** Add or edit the message sent when you reject a call.
- **Answering/ending calls:**
 - **The home key answers calls:** Set the device to answer a call when you press the Home button.
 - **The power key ends calls:** Set the device to end a call when you press the Power button.
- **Additional settings:**
 - **Caller ID:** Display your caller ID to other parties for outgoing calls.
 - **Call forwarding:** Divert incoming calls to another number.
 - **Auto area code:** Set the device to insert a prefix (area or country code) automatically before a phone number.
 - **Call barring:** Block incoming or outgoing calls.
 - **Call waiting:** Allow incoming call alerts when a call is in progress.
 - **Fixed Dialling Numbers:** Activate or deactivate FDN mode to restrict calls to numbers in the FDN list. Enter the PIN2 supplied with your SIM or USIM card.
- **Ringtones and keypad tones:**
 - **Ringtones:** Add or select a ringtone for incoming calls.
 - **Vibrate when ringing:** Set the device to vibrate and play a ringtone for incoming calls.
 - **Dialling keypad tone:** Set the device to sound when tapping the buttons on the keypad.
- **Video call image:** Select an image to be shown to the other party.
- **Voicemail:**
 - **Voicemail service:** Select or set your voicemail service provider.
 - **Voicemail settings:** Enter the number to access the voicemail service. Obtain this number from the service provider.
- **Accounts:** Set the device to accept IP calls and set up your accounts for IP call services.
- **Use Internet calling:** Set whether to use IP call services for all calls or only for IP calls.

Storage

View memory information for your device and memory card, or format a memory card.



Formatting a memory card permanently deletes all data from it.



The actual available capacity of the internal memory is less than the specified capacity because the operating system and default applications occupy part of the memory. The available capacity may change when you upgrade the device.

Power saving mode

Activate power-saving mode and change the settings for power-saving mode.



- The device automatically turns off if the screen is not touched, or the buttons are not pressed for a preset length of time. For extended use, select a longer time period.
- This feature is disabled when playing videos or listening to music.
- You can save battery power by turning on this feature.
- **CPU performance:** Set the device to limit some system resource usage.
- **Screen output:** Set the device to decrease the brightness of the display.
- **Learn about Power saving:** Discover how to reduce battery consumption.

Battery

View the amount of battery power consumed by your device.

Application manager

View and manage the applications on your device.

Location

Change settings for location information permissions.

- **Mode:** Select a method to collect your location data.
- **RECENT LOCATION REQUESTS:** View which applications request your current location information and their battery usage.
- **LOCATION SERVICES:** View the location services your device is using.

Security

Change settings for securing the device and the SIM or USIM card.

- **Encrypt device:** Set a password to encrypt data saved on the device. You must enter the password each time you turn on the device.



Charge the battery before enabling this setting because it may take more than an hour to encrypt your data.

- **Encrypt external SD card:** Set the device to encrypt files on a memory card.



If you reset your device to the factory defaults with this setting enabled, the device will not be able to read your encrypted files. Disable this setting before resetting the device.

- **Remote controls:** Set the device to allow control of your lost or stolen device remotely via the Internet. To use this feature, you must sign in to your Samsung account.
 - **ACCOUNT REGISTRATION:** Add or view your Samsung account.
 - **Use wireless networks:** Set the device to allow location data collection or to determine the location of your lost or stolen device via Wi-Fi or mobile network.

- **SIM Change Alert:** Activate or deactivate the Find my mobile feature which helps locate the device when lost or stolen.
- **Go to website:** Access the Find my mobile website (*findmymobile.samsung.com*). You can track and control your lost or stolen device on the Find my mobile website.
- **Set up SIM card lock:**
 - **Lock SIM card:** Activate or deactivate the PIN lock feature to require the PIN before using the device.
 - **Change SIM PIN:** Change the PIN used to access SIM or USIM data.
- **Make passwords visible:** Set the device to display passwords as they are entered.
- **Device administrators:** View device administrators installed on the device. You can allow device administrators to apply new policies to the device.
- **Unknown sources:** Set the device to allow the installation of applications from unknown sources.
- **Verify apps:** Set the device to allow Google to check applications for harmful behaviour before installing them.
- **Storage type:** Set a storage type for credential files.
- **Trusted credentials:** Use certificates and credentials to ensure secure use of various applications.
- **Install from device storage:** Install encrypted certificates stored on the USB storage.
- **Clear credentials:** Erase the credential contents from the device and reset the password.

Language and input

Change the settings for text input. Some options may not be available depending on the selected language.

Language

Select a display language for all menus and applications.

Default

Select a default keyboard type for text input.

Samsung keyboard


To change the Samsung keyboard settings, tap .



The available options may vary depending on the region or service provider.

- **English(UK):** Change the keyboard layout.
- **Select input languages:** Select languages for text input.
- **Predictive text:** Activate predictive text mode to predict words based on your input and show word suggestions. You can also customise the word prediction settings.
- **Auto replacement:** Set the device to correct misspelled and incomplete words by tapping the space bar or punctuation mark.
- **Auto capitalisation:** Set the device to automatically capitalise the first character after a final punctuation mark, such as a full stop, question mark, or exclamation mark.
- **Auto spacing:** Set the device to automatically insert a space between words.
- **Auto-punctuate:** Set the device to insert a full stop when you double-tap the space bar.
- **Keyboard swipe:**
 - **None:** Set the device to deactivate the keyboard swipe feature.
 - **Continuous input:** Set the device to enter text by sweeping on the keyboard.
 - **Cursor control:** Enable the smart keyboard navigation feature to move the cursor by scrolling the keyboard.
 - **Flick input:** Enable or disable the keyboard to enter numbers or symbols when you tap and hold a key, and then flick your finger upwards.
- **Sound:** Set the device to sound when a key is touched.
- **Character preview:** Set the device to display a large image of each character tapped.
- **Tap and hold delay:** Set the recognition time for tapping and holding the screen.
- **Reset settings:** Reset Samsung keyboard settings.

Google voice typing

To change the voice input settings, tap .

- **Choose input languages:** Select input languages for text input.
- **Block offensive words:** Set the device to prevent the device from recognising offensive words in voice inputs.

Voice search


- **Language:** Select a language for the voice recognition.
- **“Ok Google” hotword detection:** Set the device to begin voice recognition when you say the wake up command while using the search application.



This feature may not be available depending on the region or service provider.

- **Speech output:** Set the device to provide voice feedback to alert you to the current action.
- **Block offensive words:** Hide offensive words from voice search results.
- **Personalised recognition:** Set the device to use information from your Google dashboard to improve speech recognition accuracy.
- **Bluetooth headset:** Set the device to allow a voice search with a Bluetooth headset, when one is connected to the device.

Text-to-speech options

- **PREFERRED TTS ENGINE:** Select a speech synthesis engine. To change the settings for speech synthesis engines, tap .
- **Speech rate:** Select a speed for the text-to-speech feature.
- **Listen to an example:** Listen to the spoken text for an example.
- **Default language status:** View the status of the default language for the text-to-speech feature.

Pointer speed

Adjust the pointer speed for the mouse or trackpad connected to your device.

Backup and reset

Change the settings for managing settings and data.

- **Back up my data:** Set the device to back up settings and application data to the Google server.
- **Backup account:** Set up or edit your Google backup account.
- **Automatic restore:** Set the device to restore settings and application data when the applications are reinstalled on the device.
- **Factory data reset:** Reset settings to the factory default values and delete all data.

Add account

Add email or SNS accounts.

Date and time

Access and alter the following settings to control how the device displays the time and date.




If the battery remains fully discharged or removed from the device, the time and date is reset.

- **Automatic date and time:** Automatically update the time and date when moving across time zones.
- **Automatic time zone:** Set the device to receive time zone information from the network when you move across time zones.
- **Set date:** Set the current date manually.
- **Set time:** Set the current time manually.
- **Select time zone:** Set the home time zone.
- **Use 24-hour format:** Display time in 24-hour format.
- **Select date format:** Select a date format.

Accessibility

Accessibility services are special features for those with certain physical disabilities. Access and alert the following settings to improve accessibility to the device.

- **Auto rotate screen:** Set the interface to rotate automatically when you rotate the device.
- **Screen timeout:** Set the length of time the device waits before turning off the display's backlight.
- **Show shortcut:** Add a shortcut to **Accessibility** or **TalkBack** on the quick menu that appears when you press and hold the Power button.
- **Answering/ending calls:**
 - **The home key answers calls:** Set the device to answer a call when you press the Home button.
 - **Answer calls by tapping:** Set the device to answer a call when you tap the call accept button.
 - **The power key ends calls:** Set the device to end a call when you press the Power button.
- **TalkBack:** Activate TalkBack, which provides voice feedback.
- **Speak passwords:** Set the device to read aloud passwords you enter with TalkBack.
- **Negative colours:** Reverse the display colours to improve visibility.
- **Font size:** Change the font size.
- **Magnification gestures:** Set the device to zoom in and out with finger gestures.
- **Accessibility shortcut:** Set the device to activate TalkBack when you press and hold the Power button, and then tap and hold the screen with two fingers.
- **Text-to-speech options:**
 - **PREFERRED TTS ENGINE:** Select a speech synthesis engine. To change the settings for speech synthesis engines, tap .
 - **Speech rate:** Select a speed for the text-to-speech feature.
 - **Listen to an example:** Listen to the spoken text for an example.
 - **Default language status:** View the status of the default language for the text-to-speech feature.

- **Flash notification:** Set the flash to blink when you have incoming calls, new messages, or notifications.
- **Turn off all sounds:** Mute all device sounds.
- **Mono audio:** Enable mono sound when listening to audio with one earbud.
- **Tap and hold delay:** Set the recognition time for tapping and holding the screen.

Accessories

Change the accessory settings.

- **Automatic unlock:** Set the device to unlock automatically when the cover is flipped open.

Printing

Configure settings for printer plug-ins installed on the device. You can search for available printers or add one manually to print files via Wi-Fi or cloud services.

About device

Access device information, edit the device name, or update device software.

Google Settings

Use this application to configure settings for some features provided by Google.

Tap **Google Settings** on the Applications screen.

Troubleshooting

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

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

- **Password:** When the device lock feature is enabled, you must enter the password you set for the device.
- **PIN:** When using the device for the first time or when the PIN requirement is enabled, you must enter the PIN supplied with the SIM or USIM card. You can disable this feature by using the Lock SIM card menu.
- **PUK:** Your SIM or USIM card is blocked, usually as a result of entering your PIN incorrectly several times. You must enter the PUK supplied by your service provider.
- **PIN2:** When you access a menu requiring the PIN2, you must enter the PIN2 supplied with the SIM or USIM card. For details, contact your service provider.

Your device displays network or service error messages

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

Your device does not turn on

- When the battery is completely discharged, your device will not turn on. Charge the battery completely before turning on the device.
- The battery may not be inserted properly. Insert the battery again.
- Wipe both gold-coloured contacts and insert the battery again.

The touch screen responds slowly or improperly

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

Your device freezes or has fatal errors

If your device freezes or hangs, you may need to close applications or reinsert the battery and turn on the device to regain functionality. If your device is frozen and unresponsive, press and hold the Power button for more than 7 seconds to reboot.

If this does not solve the problem, perform a factory data reset. On the Applications screen, tap **Settings** → **Backup and reset** → **Factory data reset** → **Reset device** → **Erase everything**. Before performing the factory data reset, remember to make backup copies of all important data stored on the device.

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

Calls are not connected

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

Others cannot hear you speaking on a call

- Ensure that you are not covering the built-in microphone.
- Ensure that the microphone is close to your mouth.
- If using a headset, ensure that it is 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 due to issues with the service provider's base station. Move to another area and try again.
- When using the device while moving, wireless network services may be disabled due to issues with the service provider's network.

The battery icon is empty

Your battery is low. Recharge or replace the battery.

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

- Ensure that the charger is connected properly.
- If the battery terminals are dirty, the battery may not charge properly or the device may turn off. Wipe both gold-coloured contacts and try charging the battery again.
- The batteries in some devices are not user-replaceable. To have the battery replaced, visit a Samsung Service Centre.

The battery depletes faster than when first purchased

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

Your device is hot to the touch

When you use applications that require more power or use applications on your device for an extended period of time, your device may feel hot to the touch. This is normal and should not affect your device's lifespan or performance.

Error messages appear when launching the camera

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

- Charge the battery or replace it with a battery that is fully charged.
- Free some memory by transferring files to a computer or deleting files from your device.
- Restart the device. If you are still having trouble with the camera application after trying these tips, contact a Samsung Service Centre.

Photo quality is poorer than the preview

- The quality of your photos may vary, depending on the surroundings and the photography techniques you use.
- If you take photos 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 memory 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 application that supports it. To confirm the file formats that your device supports, visit www.samsung.com.

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

Another Bluetooth device is not located

- Ensure that the Bluetooth wireless feature is activated on your device.
- Ensure that the Bluetooth wireless feature is activated on the device you wish to connect to.
- Ensure that your device and the other Bluetooth device are within the maximum Bluetooth range (10 m).

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

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

- Ensure that the USB cable you are using is compatible with your device.
- Ensure that you have the proper driver installed and updated on your computer.
- If you are a Windows XP user, ensure that you have Windows XP Service Pack 3 or higher installed on your computer.
- Ensure that you have Samsung Kies or Windows Media Player 10 or higher installed 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 on the device has been lost

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

Some content may differ from your device depending on the region, service provider, or software version, and is subject to change without prior notice.

