

SAMSUNG

SM-P585
SM-P585Y

User Manual

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Basics

Read me first

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

- Descriptions are based on the device's default settings.
- Some content may differ from your device depending on the region, service provider, model specifications, or device's software.
- Content (high quality content) that requires high CPU and RAM usage will affect the overall performance of the device. Apps related to the content may not work properly depending on the device's specifications and the environment that it is used in.
- Samsung is not liable for performance issues caused by apps supplied by providers other than Samsung.
- Samsung is not liable for performance issues or incompatibilities caused by edited registry settings or modified operating system software. Attempting to customise the operating system may cause the device or apps to work improperly.
- Software, sound sources, wallpapers, images, and other media provided with this device are licensed for limited use. Extracting and using these materials for commercial or other purposes is an infringement of copyright laws. Users are entirely responsible for illegal use of media.
- You may incur additional charges for data services, such as messaging, uploading and downloading, auto-syncing, or using location services depending on your data plan. For large data transfers, it is recommended to use the Wi-Fi feature.
- Default apps that come with the device are subject to updates and may no longer be supported without prior notice. If you have questions about an app provided with the device, contact a Samsung Service Centre. For user-installed apps, 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.
- Be careful not to forget your unlock codes for the screen lock, accounts, and other security features. If you forget an unlock code, you will not be able to use the device if you do not reset it. Samsung is not responsible for any data loss or inconvenience caused by forgotten unlock codes.

- Depending on the region or model, some devices are required to receive approval from the Federal Communications Commission (FCC). If your device is approved by the FCC, you can view the FCC ID of the device. To view the FCC ID, tap **Apps** → **Settings** → **About tablet** → **Battery information**.
- Depending on the region, you can view the regulatory information on the device. To view the information, tap **Apps** → **Settings** → **About tablet** → **Regulatory information**.

Instructional icons



Warning: situations that could cause injury to yourself or others



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



Notice: notes, usage tips, or additional information

Device overheating situations and solutions

When the device heats up while charging the battery

While charging, the device and the charger may become hot. This does not affect the device's lifespan or performance and is in the device's normal range of operation. If the battery becomes too hot, the charger may stop charging.

Do the following when the device heats up:

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



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

When the device heats up during use

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

The following are examples of situations in which the device may overheat. Depending on the functions and apps you use, these examples may not apply to your model.

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

Do the following when the device heats up:

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

Device limitations when the device overheats

When the device heats up, the features and performance may be limited or the device may turn off to cool down. This feature is only available on supported models.

- If the device becomes hotter than usual, a device overheating message will appear. To lower the device's temperature, the screen brightness and the performance speed will be limited and battery charging will stop. Running apps will be closed and you will only be able to make emergency calls until the device cools down.
- If the device overheats or feels hot for a prolonged period, a power off message will appear. Turn off the device, and wait until it cools down.

Precautions for operating environment

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

- Do not store your device in very cold or very hot temperatures.
- Do not expose your device to direct sunlight for extended periods.

- Do not use or store your device for extended periods in very hot areas, such as inside a car in the summertime.
- Do not place the device in any areas that may overheat, such as on an electric heating mat.
- Do not store your device near or in heaters, microwaves, hot cooking equipment, or high pressure containers.
- Never use a damaged charger or battery.

Package contents

Check the product box for the following items:

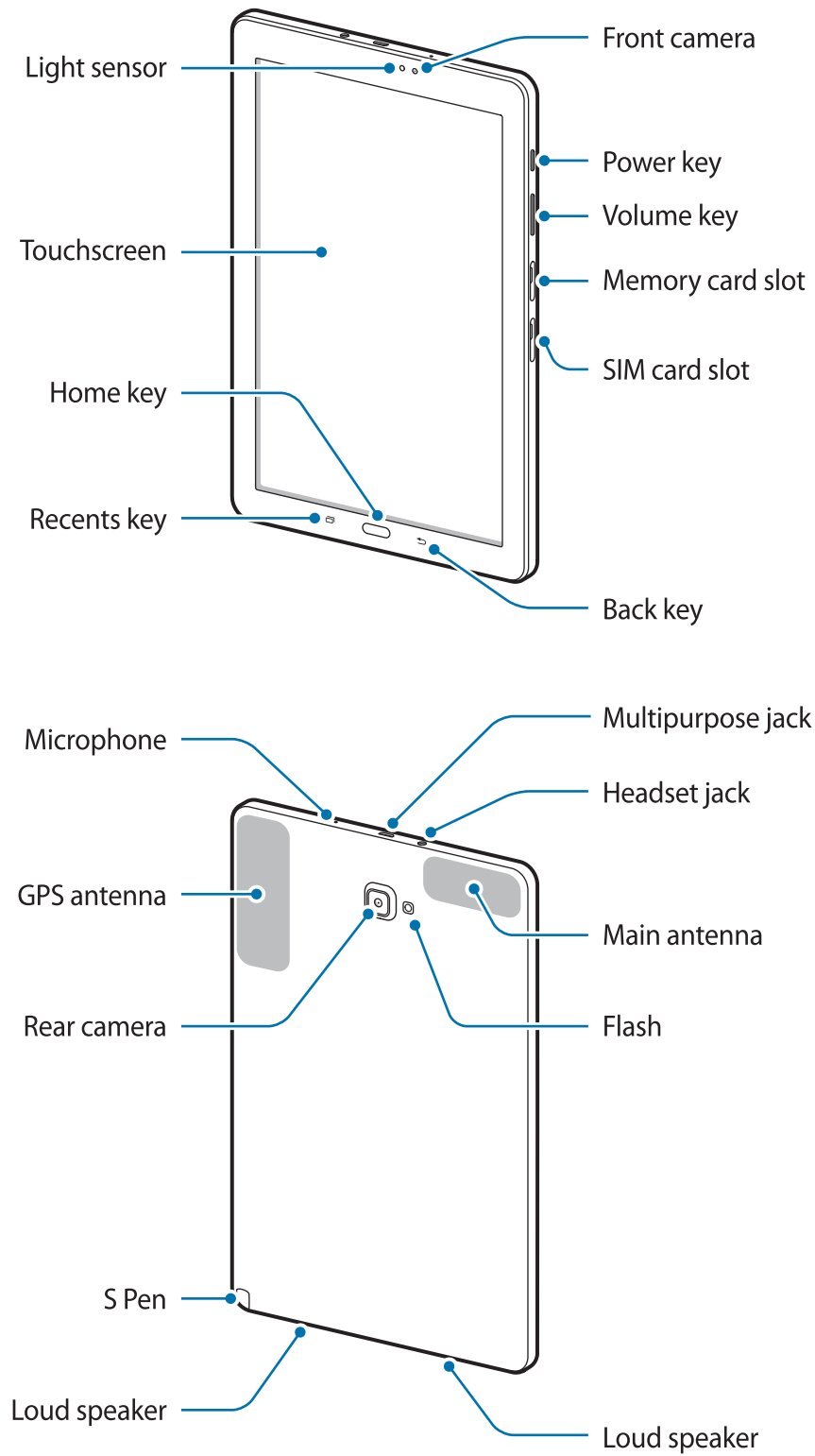
- Device
- Quick start guide



- 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.
- Use only Samsung-approved accessories. Using unapproved accessories may cause the performance problems and malfunctions that are not covered by the warranty.
- Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, refer to the Samsung website.

Device layout

Device





The device and the Keyboard Cover contain magnets. The American Heart Association (US) and the Medicines and Healthcare Products Regulatory Agency (UK) both warn that magnets can affect the operation of implanted pacemakers, cardioverters, defibrillators, insulin pumps or other electro medical devices (collectively, “Medical Device”) within the range of 15 cm (6 inches). If you are a user of any of these Medical Devices, **DO NOT USE THIS DEVICE AND THE KEYBOARD COVER UNLESS YOU HAVE CONSULTED WITH YOUR PHYSICIAN.**



Do not store your device and the Keyboard Cover near magnetic fields. Magnetic stripe cards, including credit cards, phone cards, passbooks, and boarding passes, may be damaged by magnetic fields.

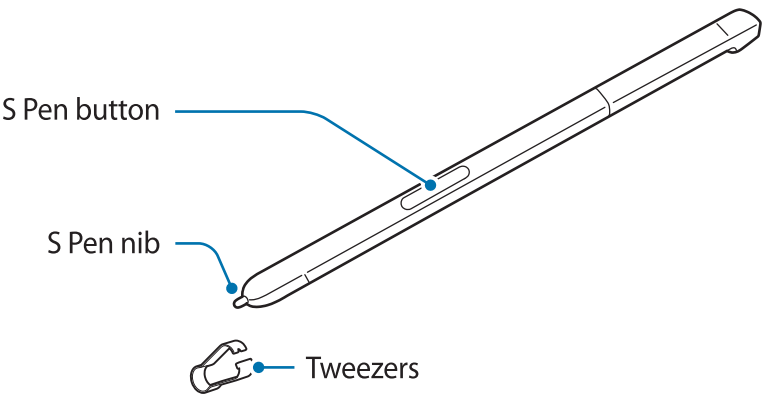


- Connectivity problems and battery drain may occur in the following situations:
 - If you attach metallic stickers on the antenna area of the device
 - If you attach a device cover made with metallic material to the device
 - If you cover the device’s antenna area with your hands or other objects while using certain features, such as calls or the mobile data connection
- Using a Samsung-approved screen protector is recommended. Unapproved screen protectors may cause the sensors to malfunction.
- Do not allow water to contact the touchscreen. The touchscreen may malfunction in humid conditions or when exposed to water.

Keys

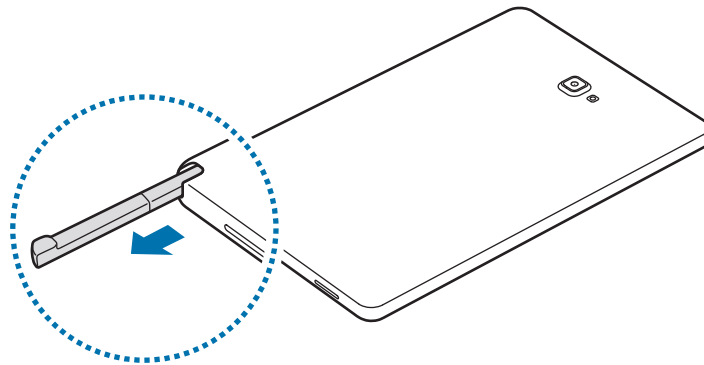
Key	Function
 Power	• Press and hold to turn the device on or off. • Press to turn on or lock the screen.
 Recents	• Tap to open the list of recent apps.
 Home	• Press to turn on the screen while the screen is locked. • Press to return to the Home screen. • Press and hold to launch Google.
 Back	• Tap to return to the previous screen. • Tap and hold to access additional options for the current screen.
 Volume	• Press to adjust the device volume.

S Pen



Name	Functions
S Pen nib	• Use the S Pen to write, draw, or perform touch actions on the screen. The Recents key and the Back key can be used with the S Pen. • Hover the S Pen over items on the screen to access additional S Pen features, such as the Air view feature.
S Pen button	• Hover the S Pen over the screen and press the S Pen button to display the Air command features. • While pressing and holding the S Pen button, drag the S Pen over items to select them.
Tweezers	• Remove the S Pen nib with the tweezers when replacing the nib.

Detaching the S Pen

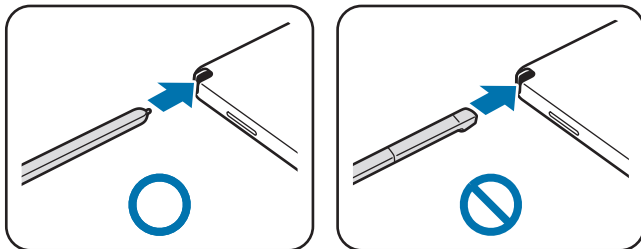


When you remove the S Pen from the slot, the device launches **Air command** or displays the air command features depending on the S Pen detachment option setting.

To change the setting, open the Apps screen and tap **Settings** → **Advanced features** → **S Pen** → **Detachment options**.



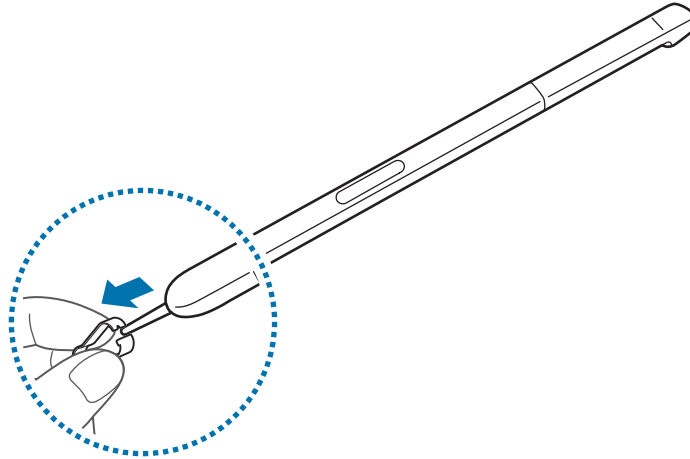
When you insert the S Pen into the slot, insert the S Pen's nib first. Failure to do so can cause the S Pen to become stuck. Forcefully detaching the S Pen from the slot may cause damage to the S Pen and your device.



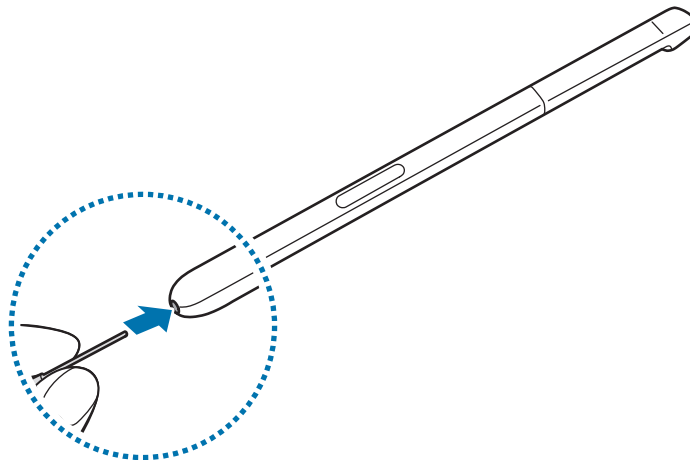
Replacing the S Pen nib

If the nib is dull, replace it with a new one.

- 1 Firmly hold the nib with the tweezers and remove it.



- 2 Insert a new nib into the S Pen.



Be careful not to pinch your fingers with the tweezers.



- Do not reuse old nibs. Doing so may cause the S Pen to malfunction.
- Do not press the nib excessively when inserting the nib into the S Pen.
- Do not insert the round end of the nib into the S Pen. Doing so may cause damage to the S Pen or your device.
- Do not bend or apply excessive pressure with the S Pen while using it. The S pen may be damaged or the nib may be deformed.



- If you use the S Pen at sharp angles on the screen, the device may not recognise the S Pen actions.
- The Recents key and the Back key can be used with the S Pen.
- For more information about the S Pen, visit the Samsung website.
- If the S Pen is not working properly, take it to a Samsung Service Centre.

Battery

Charging the battery

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



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

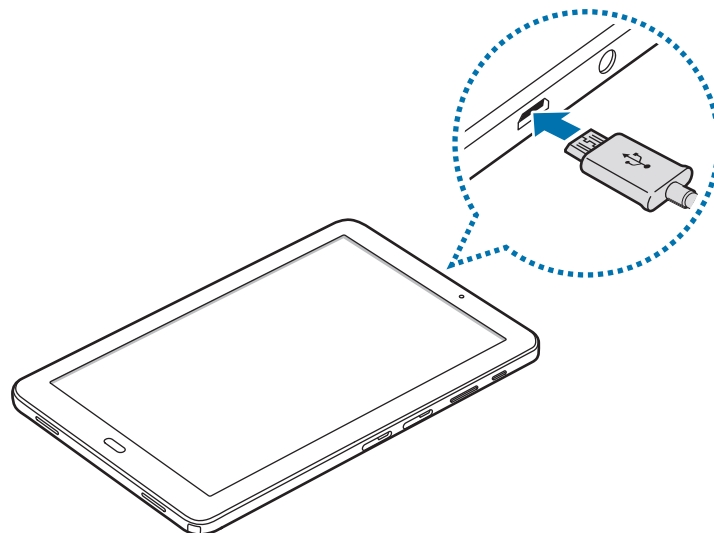


Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.



To save energy, unplug the charger when not in use. The charger does not have a power switch, so you must unplug the charger from the electric socket when not in use to avoid wasting power. The charger should remain close to the electric socket and easily accessible while charging.

- 1 Connect the USB cable to the USB power adaptor, and plug the USB cable into the device's multipurpose jack.



- 2 Plug the USB power adaptor into an electric socket.
- 3 After fully charging, disconnect the device from the charger. First unplug the charger from the device, and then unplug it from the electric socket.

Viewing the remaining charging time

While charging, open the Home screen and tap **Apps** → **Settings** → **Device maintenance** → **Battery**.



The actual charging time may vary depending on the status of your device and the charging conditions. The remaining charging time may not be displayed when you charge the device in very cold or very hot conditions.

Reducing the battery consumption

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

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

Battery charging tips and precautions

- 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 apps at once, network apps, or apps that need a connection to another device, the battery will drain quickly. To avoid losing power during a data transfer, always use these apps after fully charging the battery.
- Using a power source other than the charger, such as a computer, may result in a slower charging speed due to a lower electric current.
- The device can be used while it is charging, but it may take longer to fully charge the battery.
- If the device receives an unstable power supply while charging, the touchscreen may not function. If this happens, unplug the charger from the device.
- While charging, the device and the charger may heat up. This is normal and should not affect the device's lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.
- If you charge the device while the multipurpose jack is wet, the device may be damaged. Thoroughly dry the multipurpose jack before charging the device.
- If the device is not charging properly, take the device and the charger to a Samsung Service Centre.

Power saving mode

Activate power saving mode to extend the battery's usage time.

- 1 On the Home screen, tap **Apps** → **Settings** → **Device maintenance** → **Battery** → **MID**.
- 2 Tap **CUSTOMISE** to change the power saving settings before entering power saving mode.
- 3 Tap **APPLY**.

Maximum power saving mode

In maximum power saving mode, the device decreases battery consumption by applying the dark theme and limiting the apps and features available. Network connections, except for the mobile network, will be deactivated.

- 1 On the Home screen, tap **Apps** → **Settings** → **Device maintenance** → **Battery** → **MAX**.
- 2 Tap **CUSTOMISE** to change the power saving settings before entering maximum power saving mode.
- 3 Tap **APPLY**.

After entering maximum power saving mode, on the Home screen, tap  and select an app to use. To remove apps, tap  → **Edit** and select an app with .

To deactivate maximum power saving mode, tap  → **Disable Maximum power saving mode**.



The estimated battery usage time may vary depending on your device settings and operating conditions.

SIM or USIM card (nano-SIM card)

Installing the SIM or USIM card

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

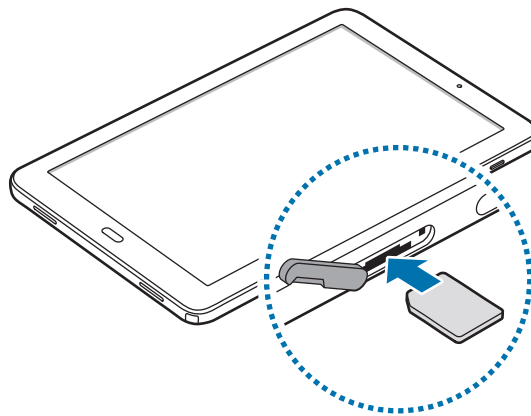


Use caution not to lose or let others use the SIM or USIM card. Samsung is not responsible for any damages or inconveniences caused by lost or stolen cards.



- Use only a nano-SIM card.
- Some LTE services may not be available depending on the service provider. For more information about service availability, contact your service provider.

- 1 Open the cover of the SIM card slot.
- 2 Insert the SIM or USIM card with the gold-coloured contacts facing downwards.



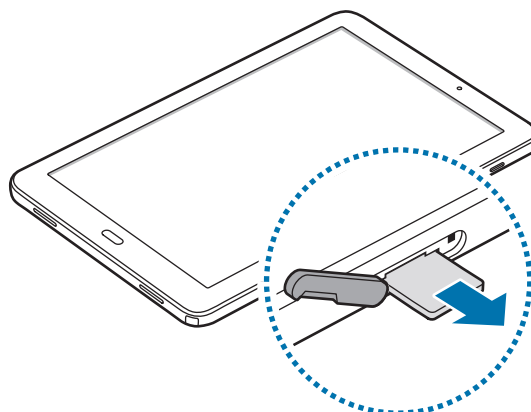
- 3 Push the SIM or USIM card into the slot until it locks in place.

 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.

- 4 Close the cover of the SIM card slot.

Removing the SIM or USIM card

- 1 Open the cover of the SIM card slot.
- 2 Press the SIM or USIM card with your finger, and then pull it out.



- 3 Close the cover of the SIM card slot.

Memory card (microSD card)

Installing a memory card

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

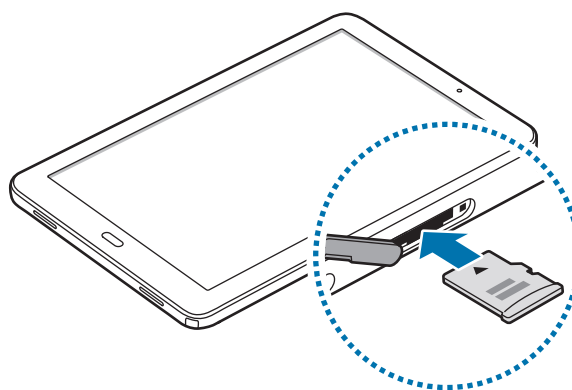


- Some memory cards may not be fully compatible with the device. Using an incompatible card may damage the device or the memory card, or corrupt the data stored in it.
- Use caution to insert the memory card right-side up.



- The device supports the FAT and the exFAT file systems for memory cards. When inserting a card formatted in a different file system, the device will ask to reformat the card or will not recognise the card. If the device does not recognise your memory card, format it on your computer.
- 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 **My Files** → **SD card** folder.

- 1 Open the cover of the memory card slot.
- 2 Insert a memory card with the gold-coloured contacts facing downwards.



- 3 Push the memory card into the slot until it locks in place.
- 4 Close the cover of the memory card slot.

Removing the memory card

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

On the Home screen, tap **Apps** → **Settings** → **Device maintenance** → **Storage** →  → **Storage settings** → **SD card** → **UNMOUNT**.

- 1 Open the cover of the memory card slot.
- 2 Push the memory card until it disengages from the device, and then pull it out.
- 3 Close the cover of the memory card slot.



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 **Apps** → **Settings** → **Device maintenance** → **Storage** →  → **Storage settings** → **SD card** → **Format** → **FORMAT**.



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

Turning the device on and off

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

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

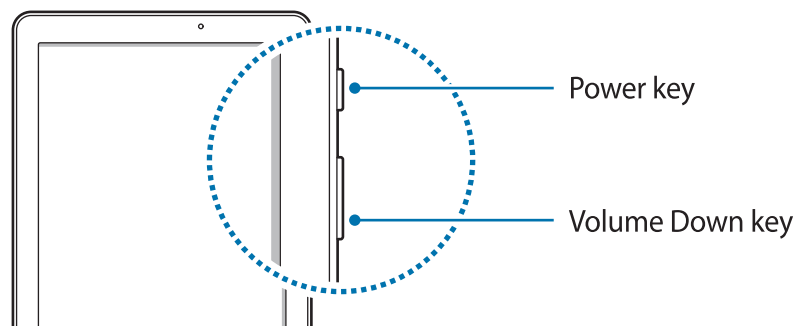
To turn off the device, press and hold the Power key, and then tap **Power off**.



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

Restarting the device

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



Controlling the touchscreen



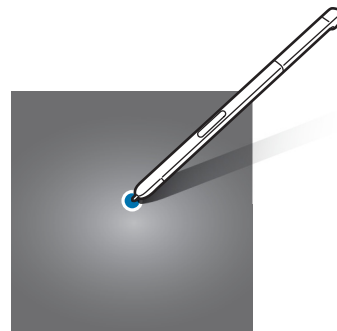
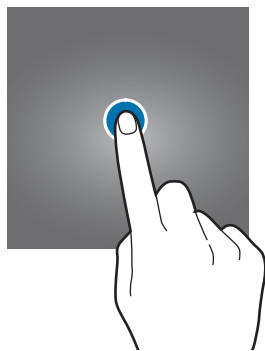
- Do not allow the touchscreen to come into contact with other electrical devices. Electrostatic discharges can cause the touchscreen to malfunction.
- To avoid damaging the touchscreen, do not tap it with anything sharp or apply excessive pressure to it with your fingertips.



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

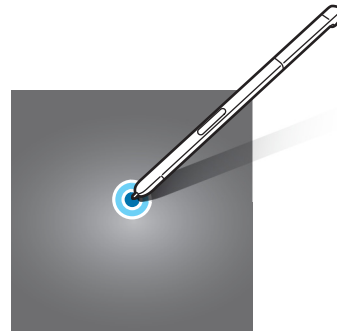
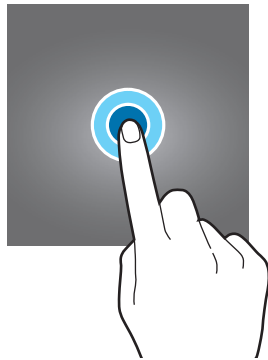
Tapping

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



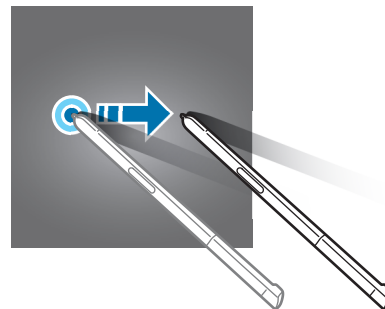
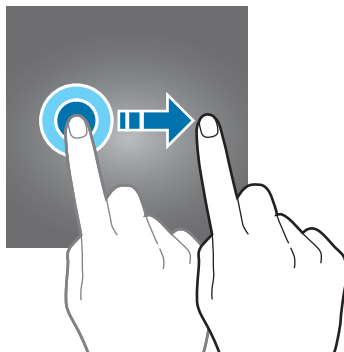
Tapping and holding

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



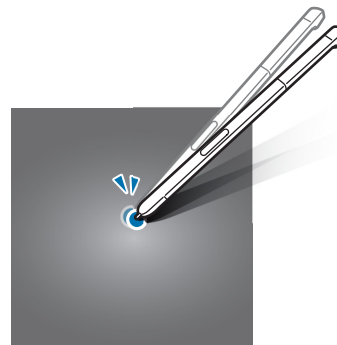
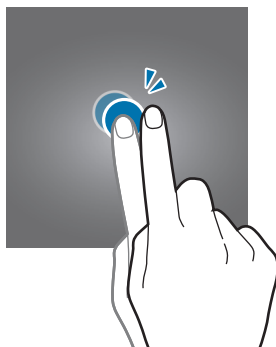
Dragging

To move an item, tap and hold it and drag it to the target position.



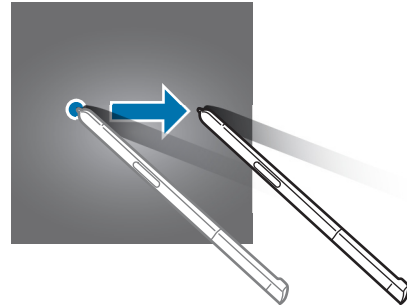
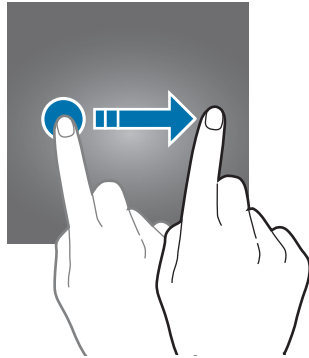
Double-tapping

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



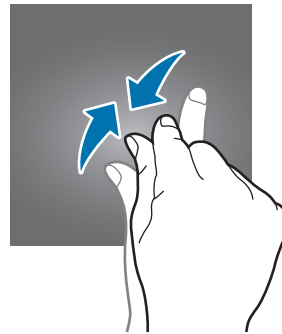
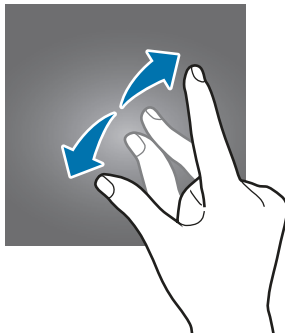
Swiping

Swipe to the left or right on the Home screen or the Apps screen to view other panels. Swipe upwards or downwards to scroll through a webpage or a list of items, such as contacts.



Spreading and pinching

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



Home screen

Home screen

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

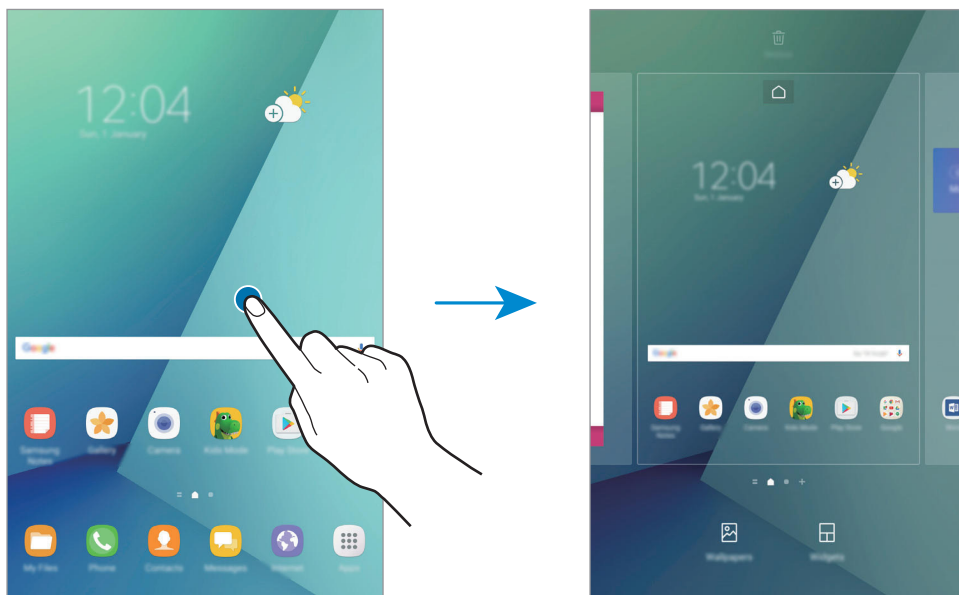
To view other panels, swipe to the left or right, or tap one of the screen indicators at the bottom of the screen.



Home screen options

On the Home screen, tap and hold an empty area, or pinch your fingers together to access the available options. Customise the Home screen by adding, deleting, or rearranging Home screen panels. You can also set the Home screen wallpaper, add widgets to the Home screen, and more.

- **Wallpapers:** Change the wallpaper settings for the Home screen and the locked screen.
- **Widgets:** Add widgets to the Home screen. Widgets are small apps that launch specific app functions to provide information and convenient access on your Home screen.



Adding items

Tap and hold an app or a folder from the Apps screen, and then drag it to the Home screen.

To add widgets, tap and hold an empty area on the Home screen, tap **Widgets**, tap and hold a widget, and then drag it to the Home screen.

Moving items

Tap and hold an item on the Home screen, and then drag it to a new location.

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

To move the item to another panel, drag it to the side of the screen.

To move an item more easily, tap and hold an item, and drag it to **Move apps** at the top of the screen. The item will move to the panel at the top of the screen. Swipe to the left or right to move to another panel and drag the item to a new location.

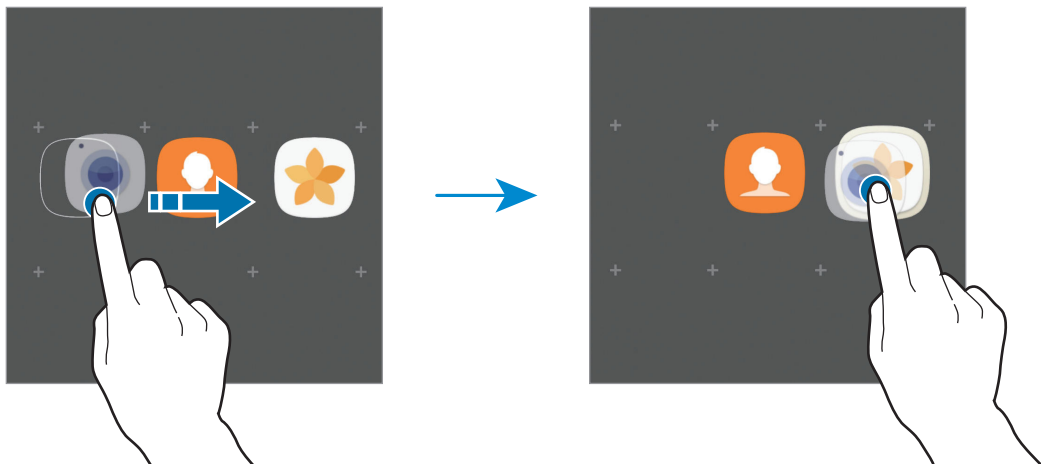
Removing items

Tap and hold an item, and then drag it to **Remove shortcut**, **Delete**, or **Remove** at the top of the screen.

Creating folders

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

- 1 On the Home screen, tap and hold an app, and then drag it over another app.
- 2 Drop the app when a folder frame appears around the apps.
A new folder containing the selected apps will be created.



- 3 Tap **Enter folder name** and enter a folder name.

To change the folder colour, tap 🎨.

To add more apps to the folder, tap **ADD**, tick the apps, and then tap **ADD**. You can also add an app by dragging it to the folder on the Home screen.

To move apps from a folder to the Home screen, tap the folder, and then drag an app to the Home screen.

To delete apps in a folder, tap the folder, and then drag the app you want to delete to **Remove shortcut** at the top of the screen.

Managing panels

On the Home screen, tap and hold an empty area to add, move, or remove a panel.

To add a panel, swipe to the left, and then tap **+**.

To move a panel, tap and hold a panel preview, and then drag it to a new location.

To remove a panel, tap and hold a panel preview, and then drag it to **Remove** at the top of the screen.

To set a panel as the main Home screen, tap .

Using quick options

On the Home screen, tap and hold an app icon or folder to quickly access options.

Apps screen

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

On the Home screen, tap **Apps** to open the Apps screen. To view other panels, swipe to the left or right, or select a screen indicator at the bottom of the screen.

Moving items



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

On the Apps screen, tap  → **Edit**. Tap and hold an item and drag it to a new location.

To move the item to another panel, drag it to the side of the screen.

Creating folders

Create folders and gather similar applications to quickly access and launch apps you want.

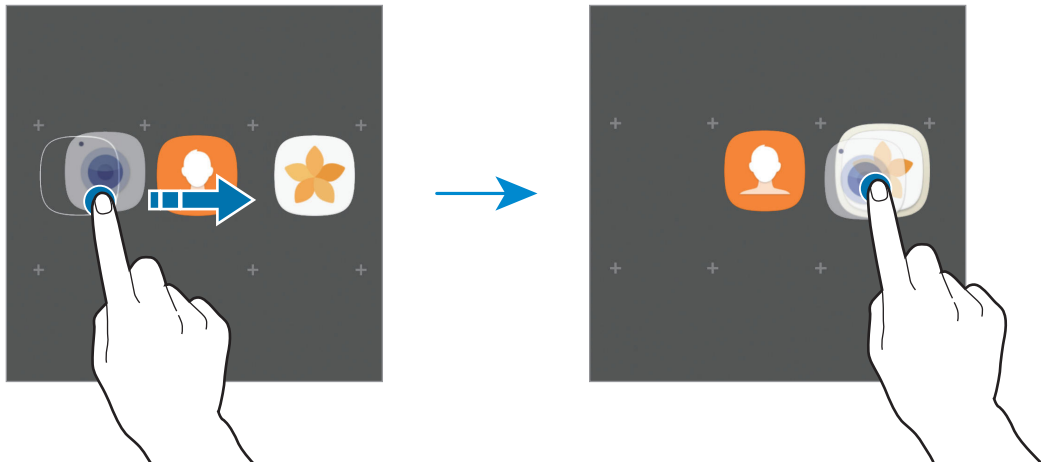


This feature may not be available depending on the region or service provider.

1 On the Apps screen, tap  → **Edit**.

2 Tap and hold an app, and then drag it over another app.

- 3 Drop the app when a folder frame appears around the apps.
A new folder containing the selected apps will be created.



- 4 Tap **Enter folder name** and enter a folder name.

To change the folder colour, tap .

To add more apps to the folder, tap **ADD**, tick the apps, and then tap **ADD**. You can also add an app by dragging it to the folder on the Apps screen.

To delete a folder, tap  on the folder. Only the folder will be deleted. The folder's apps will be relocated to the Apps screen.

Rearranging items

You can rearrange items in alphabetical order on the Apps screen.

On the Apps screen, tap  → **Sort** → **Alphabetical order**.

Searching for items

You can search for apps on the Apps screen or from **Galaxy Apps** or **Play Store**.

On the Apps screen, enter characters in the search field. The device will search for and display the items containing the characters you entered.

Indicator icons

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



The status bar may not appear at the top of the screen in some apps. To display the status bar, drag down from the top of the screen.

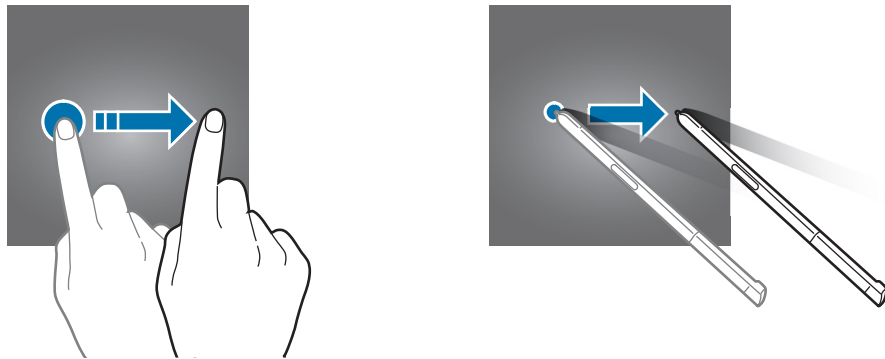
Icon	Meaning
	No signal
	Signal strength
	Roaming (outside of normal service area)
	GPRS network connected
	EDGE network connected
	UMTS network connected
	HSDPA network connected
	HSPA+ network connected
	LTE network connected
	Wi-Fi connected
	Bluetooth feature activated
	GPS activated
	Call in progress
	Missed call
	New text or multimedia message
	Alarm activated
	Mute mode activated
	Vibration mode activated
	Flight mode activated
	Error occurred or caution required
	Battery charging
	Battery power level

Lock screen

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

The screen is locked with **Swipe**, the default screen lock method.

Press the Power key or the Home key and swipe in any direction to unlock the screen.



To change the screen lock method, on the Apps screen, tap **Settings** → **Lock screen and security** → **Screen lock type**, and then select a method.

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

- **Swipe:** Swipe in any direction on the screen to unlock it.
- **Pattern:** Draw a pattern with four or more dots to unlock the screen.
- **PIN:** Enter a PIN with at least four numbers to unlock the screen.
- **Password:** Enter a password with at least four characters, numbers, or symbols to unlock the screen.
- **None:** Do not set a screen lock method.



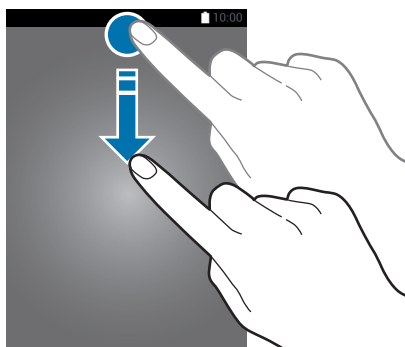
- You can unlock your device's screen remotely from the Find My Mobile website (findmymobile.samsung.com) using your Samsung account. To use this feature, the device must be connected to a Wi-Fi or mobile network and you must sign in to your Samsung account.
- If the unlock code is forgotten, you will not be able to use the device if you do not reset it. Samsung is not responsible for any data loss or inconvenience caused by forgotten unlock codes.
- You can set your device to perform a factory data reset if you enter the unlock code incorrectly several times in a row and reach the attempt limit. On the Apps screen, tap **Settings** → **Lock screen and security** → **Secure lock settings** and tap the **Auto factory reset** switch to activate it.

Notification panel

Using the notification panel

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

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



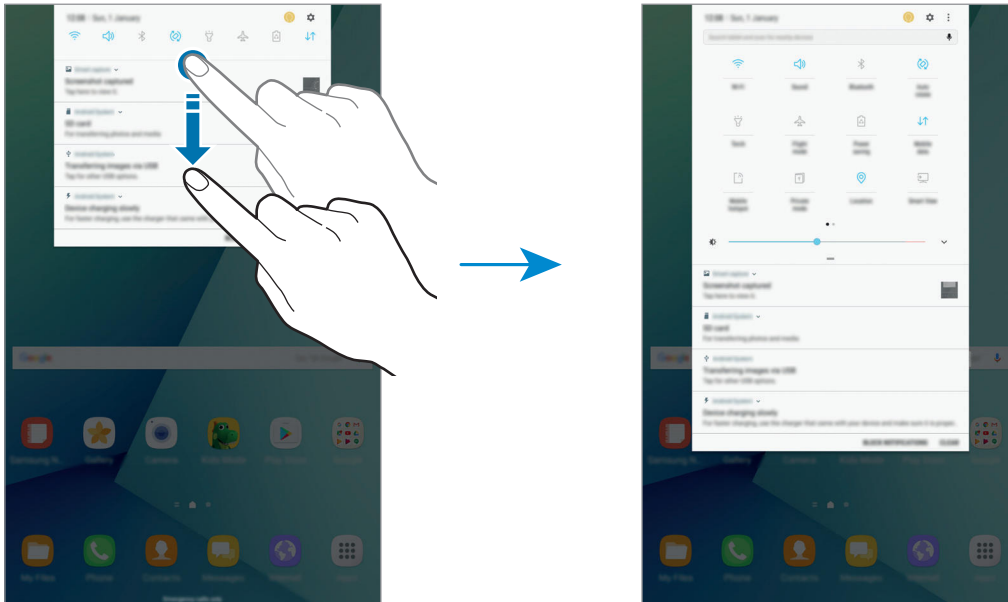
You can open the notification panel, even on the locked screen.

You can use the following functions on the notification panel.



Using quick setting buttons

Tap quick setting buttons to activate certain features. Swipe downwards on the notification panel to view more buttons.



To change feature settings, tap the text under each button. To view more detailed settings, tap and hold a button.

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

Finder

Search for a variety of content with a keyword or search for nearby devices.

Searching for content or nearby devices

Open the notification panel, swipe downwards on the notification panel, and then tap **Search tablet and scan for nearby devices**.

Enter a keyword in the search field.

To get more refined results, tap **Filter** under the search field, and then select filter details.

To search for nearby devices, tap **QUICK CONNECT**. Refer to [QUICK CONNECT](#) for more information.

Setting search categories

You can set search categories to search for content in specific search fields.

Tap **Settings** → **Select search locations** and select categories.

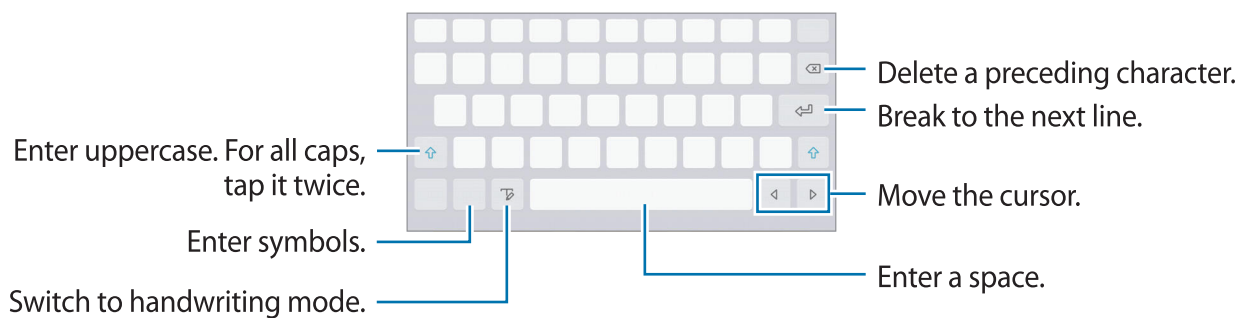
Entering text

Keyboard layout

A keyboard appears automatically when you enter text to send messages, create notes, and more.



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



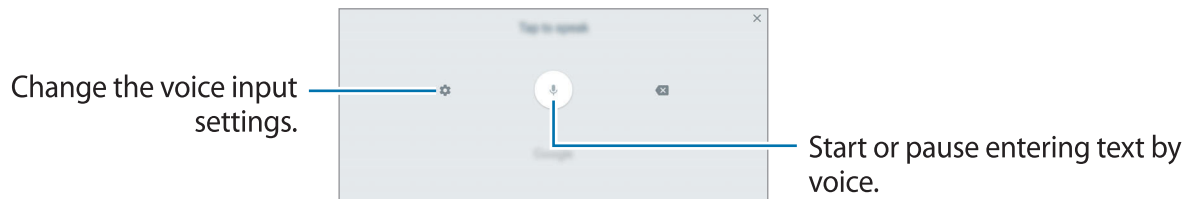
Changing the input language

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

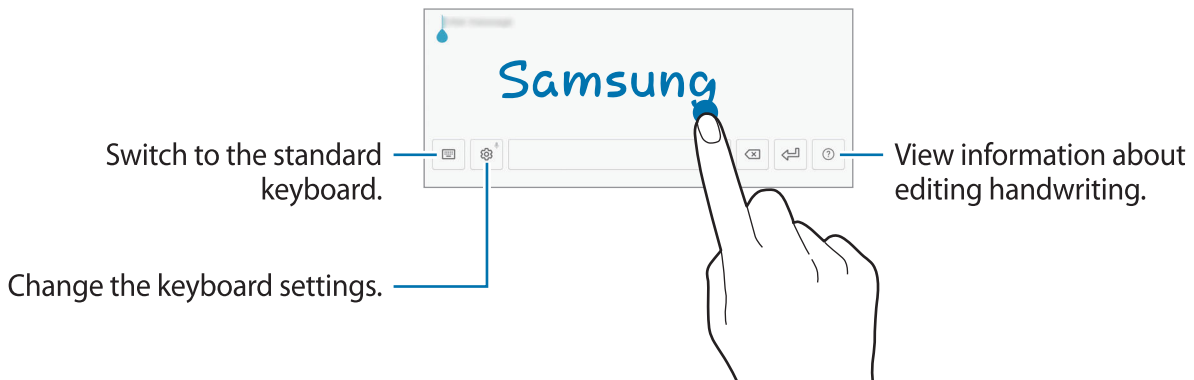
Additional keyboard functions

Tap and hold  to use various functions. Other icons may appear instead of the  icon depending on the last function that was used.

-  : Enter text by voice.



-  : Switch to handwriting mode.



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

-  : Add an item from the clipboard.
-  : Enter emoticons.
-  : Switch to the floating or split keyboard. You can move the keyboard to another location by dragging the tab.
-  : Change the keyboard settings.

Copying and pasting

- 1 Tap and hold over text.
- 2 Drag  or  to select the desired text, or tap **Select all** to select all text.
- 3 Tap **Copy** or **Cut**.
The selected text is copied to the clipboard.
- 4 Tap and hold where the text is to be inserted and tap **Paste**.
To paste text that you have previously copied, tap **Clipboard** and select the text.

Screen capture

Capture a screenshot while using the device.

Capturing screenshots

Press and hold the Home key and the Power key simultaneously. You can view captured images in **Gallery**.

You can also capture screenshots by swiping your hand to the left or right across the screen. If this feature is not activated, open the Apps screen, tap **Settings** → **Advanced features** → **Palm swipe to capture** and tap the switch to activate it.



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

Capturing screenshots with the S Pen

You can also use the Air command features to capture screenshots.

Screen write allows you to write on captured screenshots. Use **Scroll capture** to capture content that continues across multiple screens.

To select and capture a specific area, use **Smart select**.

Refer to [Screen write](#) and [Smart select](#) for more information.

Smart capture

You can capture the current screen and scrollable area. You can also immediately crop and share the captured screen.

If this feature is not activated, open the Apps screen, tap **Settings** → **Advanced features** → **Smart capture**, tap the switch to activate it, and then capture a screenshot. On the screen you are capturing, use one of the following options:

- **Scroll capture:** Capture more content that continues across multiple screens, such as a web page. The screen will automatically scroll down and more content will be captured.
- **Draw:** Write or draw on the screenshot.
- **Crop:** Crop a portion from the screenshot.
- **Share:** Share the screenshot.

Opening apps

On the Home screen or the Apps screen, select an app icon to open it.

To open an app from the list of recently used apps, tap  and select a recent app window.

Closing an app

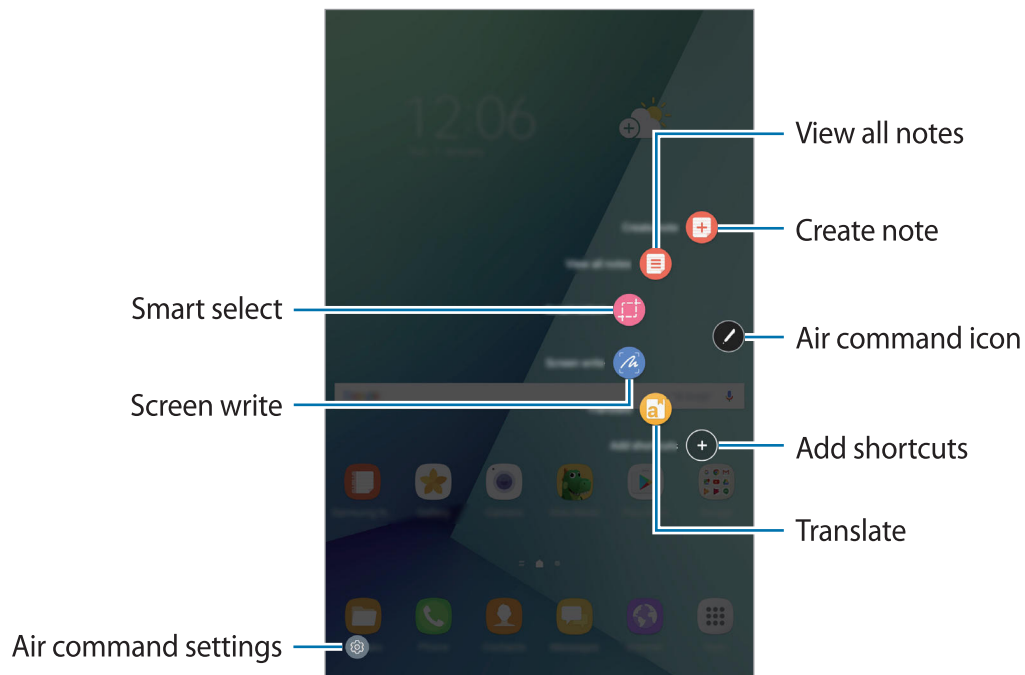
Tap  and drag a recent app window to the left or right to close it. To close all running apps, tap **CLOSE ALL**.

S Pen features

Air command

To open the Air command panel, hover the S Pen over the screen and press the S Pen button. You can also tap the Air command icon.

You can access useful features and frequently used apps.



- **Create note:** Launch **Samsung Notes** and create a new note. Refer to [Samsung Notes](#) for more information.
- **View all notes:** Launch **Samsung Notes** and view all notes.

- **Smart select:** Collect content quickly. Refer to [Smart select](#) for more information.
- **Screen write:** Capture, edit, and write memos on screenshots, and then share them. Refer to [Screen write](#) for more information.
- **Translate:** Hover the S Pen over a word to translate it. Refer to [Translate](#) for more information.
- **Add shortcuts:** Add shortcuts to frequently used apps to the Air command panel. Refer to [Add shortcuts](#) for more information.
- : Change the Air command settings.

Air command icon

When the Air command panel is closed, the Air command icon will remain on the screen. You can open the Air command panel by tapping the icon.

To move the icon, tap  and drag it to a new location.

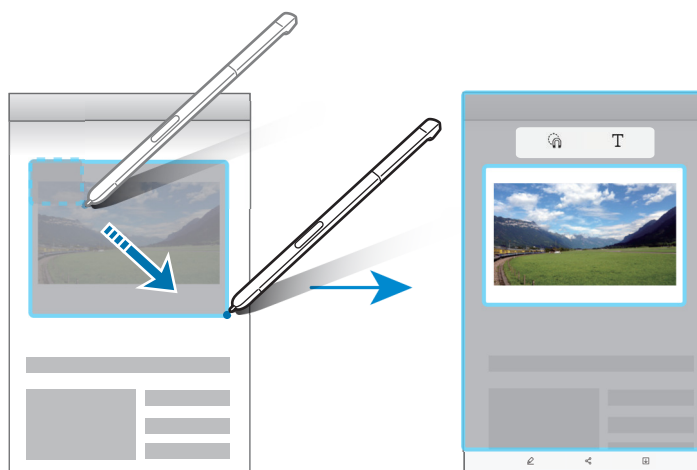
Smart select

Use the S Pen to select an area and perform actions, such as sharing or saving.

- 1 When there is content you want to capture, such as a part of an image, open the Air command panel and tap **Smart select**.
- 2 Select a desired shape icon on the toolbar and drag the S Pen across the content you want to select.

Tap **Auto select** to automatically reshape the selected area.

If text is included in the selected area, tap **Extract text** to recognise and extract text from the selected area.



3 Select an option to use with the selected area.

- **Draw:** Write or draw on the screen.
- **Share:** Share the selected area with others.
- **Save:** Save the selected area in **Gallery**.

Screen write

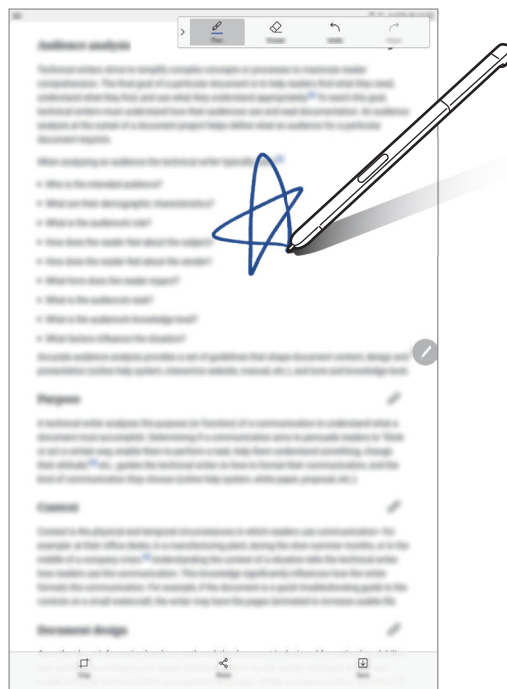
Capture screenshots to write or draw on them.

1 When there is content you want to capture, open the Air command panel and tap **Screen write**.

The current screen is automatically captured and the editing toolbar appears on the screen.

2 If you capture content that continues across multiple screens, such as a webpage, tap **Scroll capture** to capture more content. The screen will automatically scroll down and allow you to select **SCROLL CAPTURE** again. When you are finished capturing, tap **DONE**.

3 Write a memo on the screenshot.



4 Select an option to use with the screenshot.

- **Crop:** Crop the screenshot.

- **Share:** Share the screenshot with others.
- **Save:** Save the screenshot in **Gallery**.



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

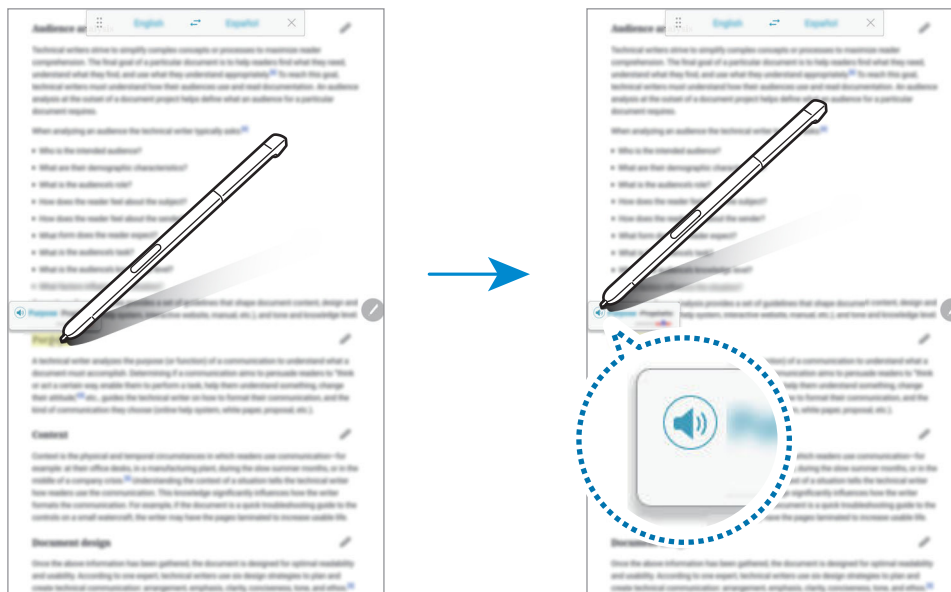
Translate

Hover the S Pen over a word to translate it.



- To use this feature, the device must be connected to a Wi-Fi or mobile network.
- This feature does not support some languages.
- This feature is available only on screens that allow you to perform a screen capture.

- 1 Open the Air command panel and tap **Translate**.
- 2 Select the languages on the translator panel at the top of the screen.
- 3 Hover the S Pen over the word you want to translate.
The translated word will appear above the original word.
To view more definitions, tap the translated word.



- 4 To close the translator, tap **X** on the translator panel.

Add shortcuts

Add shortcuts to frequently used apps or functions to the Air command panel.

On the Air command panel, tap **Add shortcuts** and select apps or functions to open from the panel.

To edit shortcuts, open the Air command panel and tap  → **Shortcuts**.

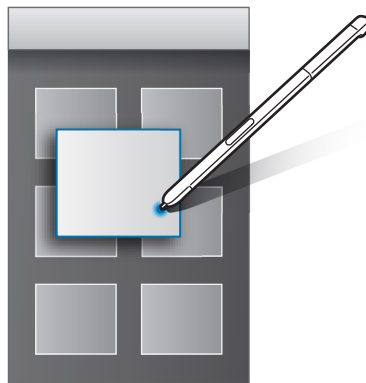
You can also remove the **Create note** shortcut.

Air view

Hover over an item on the screen with the S Pen to perform various functions.

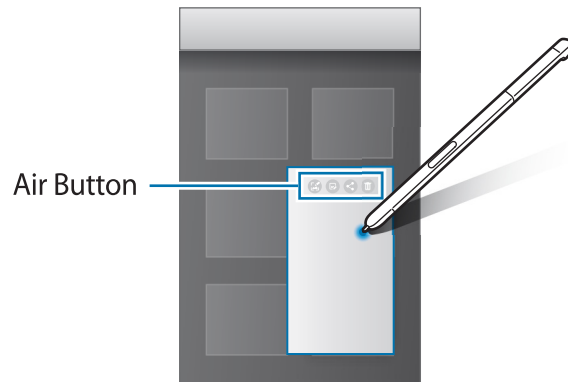
Previewing information

Point at the screen to preview content or view information in a pop-up window.



Using Air Button

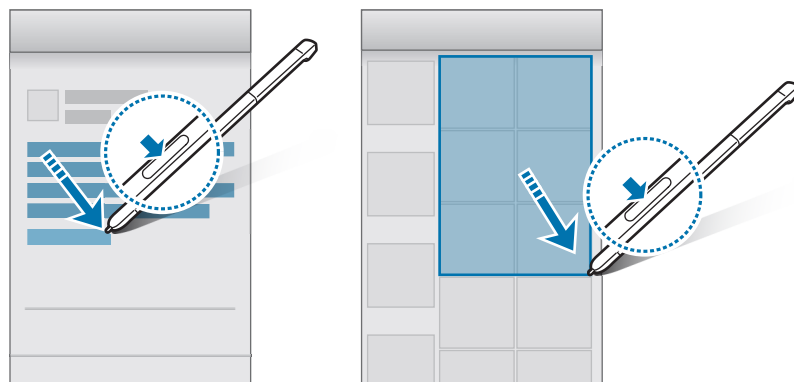
Hovering the S Pen over items in some apps, such as **Gallery**, will display Air Button on the preview window. You can perform various actions directly from the preview window using Air Button.



If this feature is not activated, open the Apps screen, tap **Settings** → **Advanced features** → **S Pen** → **Air view**, and then tap the switch to activate it.

Pen Select

While pressing and holding the S Pen button, drag the S Pen over text or item lists to select multiple items or text. You can also copy and paste the selected items or text into another app or share them with others.



Direct pen input

Fill in forms and write messages using your handwriting with the S Pen.

- 1 Hover the S Pen over a text field.
- 2 Tap  to open the handwriting field.



- 3 Write with the S Pen.



If this feature is not activated, open the Apps screen, tap **Settings** → **Advanced features** → **S Pen** → **Direct pen input**, and then tap the switch to activate it.

Screen off memo

You can quickly create memos by writing on the screen without turning on it.

To activate this feature, open the Apps screen, tap **Settings** → **Advanced features** → **S Pen**, and then tap the **Screen off memo** switch to activate it.

When the screen is off, write a memo with the S Pen. When you are finished writing the memo, tap **SAVE**. Then, the memo will be saved in **Samsung Notes**.



To view memos, open the Apps screen and then tap **Samsung Notes** → **COLLECTIONS** → **Screen off memo**.

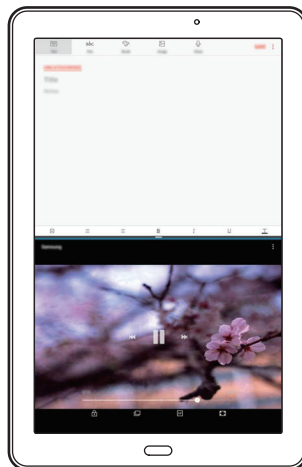
Multi window

Introduction

Multi window lets you run two apps at the same time in the split screen view.



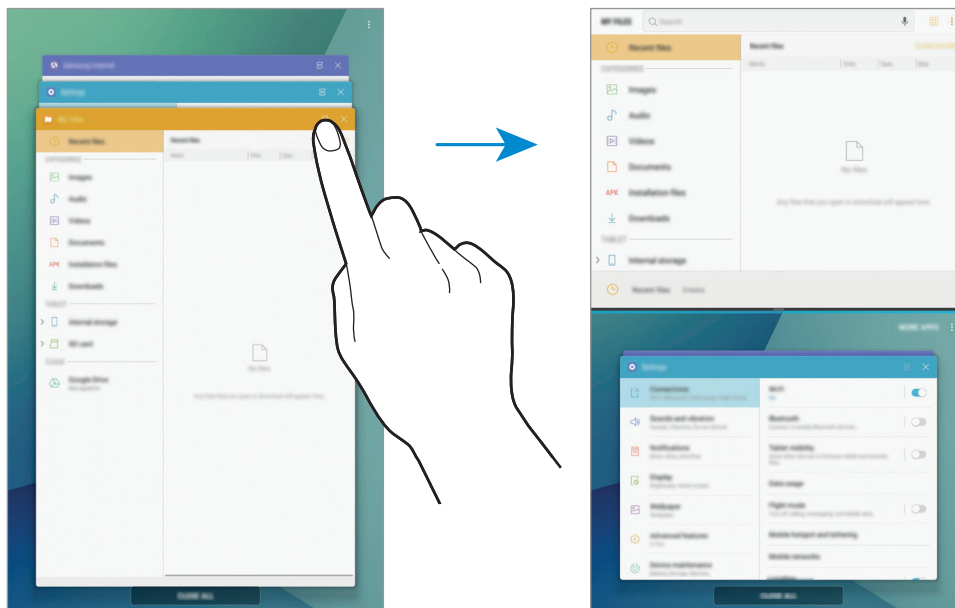
Some apps may not support this feature.



Split screen view

Split screen view

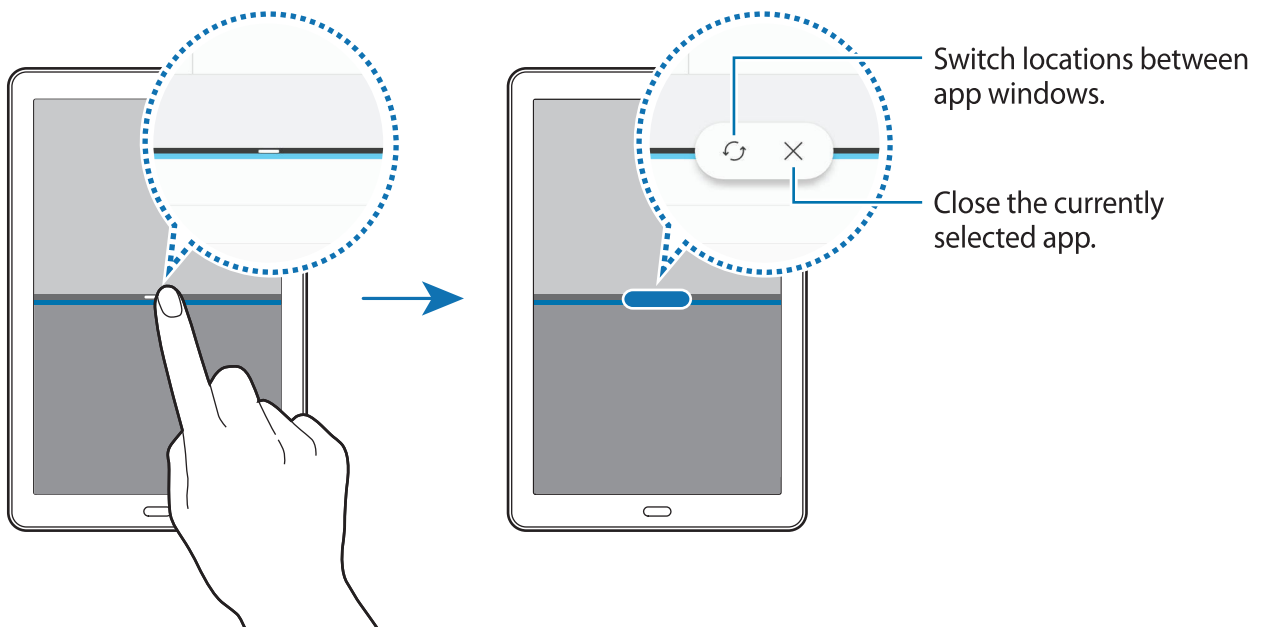
- 1 Tap  to open the list of recently used apps.
- 2 Swipe upwards or downwards and tap  on a recent app window.
The selected app will launch in the upper window.



- 3 In the lower window, swipe upwards or downwards to select another app to launch.
To launch apps not in the list of recently used apps, tap **MORE APPS** and select an app.

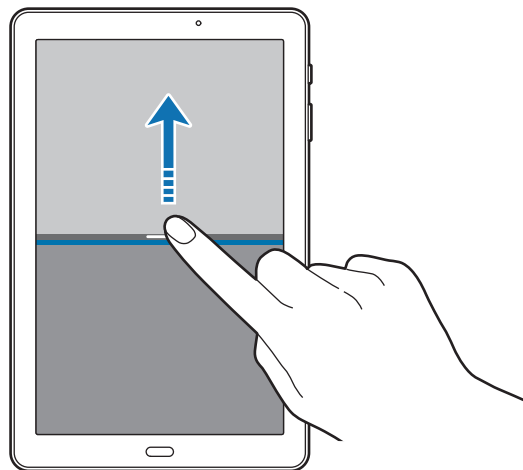
Using additional options

Tap the bar between the app windows to access additional options.



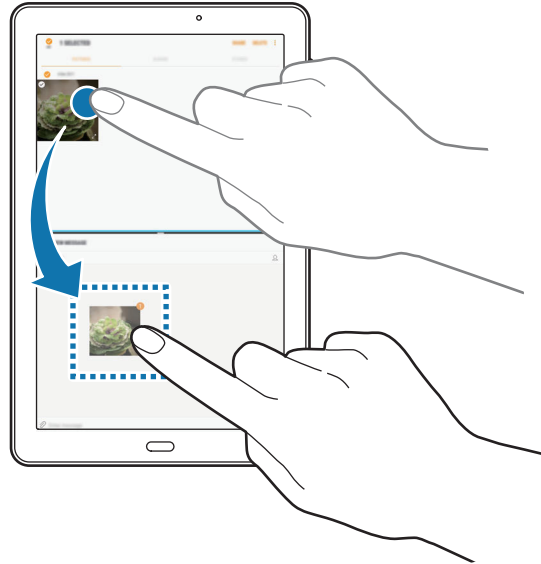
Adjusting the window size

Drag the bar between the app windows up or down to adjust the size of the windows.



Sharing text or images between windows

Drag and drop text or copied images from one window to another. Tap and hold an item in the selected window and drag it to a location in another window.



Some apps may not support this feature.

Minimising the split screen view

Press the Home key to minimise the split screen view. The  icon will appear on the status bar. The app in the lower window will close and the app in the upper window will remain active in the minimised split screen view.

To close the minimised split screen view, open the notification panel and tap the  icon on the Multi window notification.

Maximising a window

Tap an app window and drag the bar between the app windows to the top or bottom edge of the screen.

Samsung account

Introduction

Your Samsung account is an integrated account service that allows you to use a variety of Samsung services provided by mobile devices, TVs, and the Samsung website. Once your Samsung account has been registered, you can use apps provided by Samsung, without signing in to your account.

Create your Samsung account with your email address.

To check the list of services that can be used with your Samsung account, visit account.samsung.com. For more information on Samsung accounts, open the Apps screen and tap **Settings** → **Cloud and accounts** → **Accounts** → **Samsung account** → **Help**.

Registering your Samsung account

Registering a new Samsung account

If you do not have a Samsung account, you should create one.

- 1 On the Apps screen, tap **Settings** → **Cloud and accounts** → **Accounts** → **Add account**.
- 2 Tap **Samsung account** → **CREATE ACCOUNT**.
- 3 Follow the on-screen instructions to complete creating your account.

Registering an existing Samsung account

If you already have a Samsung account, register it to the device.

- 1 On the Apps screen, tap **Settings** → **Cloud and accounts** → **Accounts** → **Add account**.
- 2 Tap **Samsung account**.
- 3 Enter your email address and password, and then tap **SIGN IN**.

If you forget your account information, tap **Forgotten your ID or password?** You can find your account information when you enter the required information and security code displayed that is on the screen.

Removing your Samsung account

When you remove your registered Samsung account from the device, your data, such as contacts or events, will also be removed.

- 1 On the Apps screen, tap **Settings** → **Cloud and accounts** → **Accounts**.
- 2 Tap **Samsung account** and tap the account to remove.
- 3 Tap  → **Settings** → **Remove account** → **REMOVE ACCOUNT** → **OK**.
- 4 Enter your Samsung account password and tap **CONFIRM**.

Transferring data from your previous device

You can transfer contacts, images, and other data from a previous device to your device via Smart Switch or Samsung Cloud.



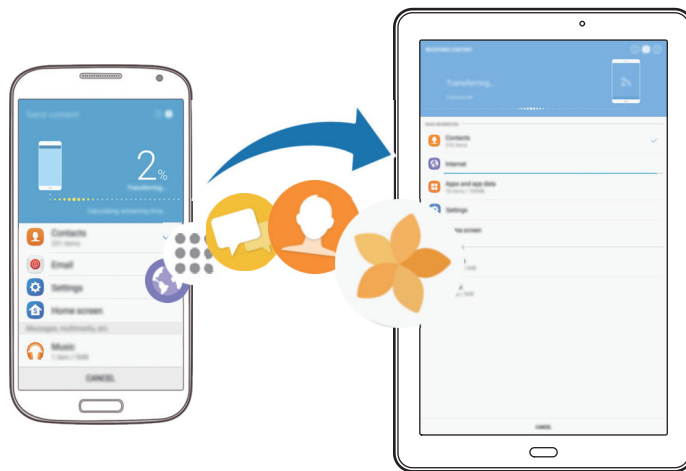
- This feature may not be supported on some devices or computers.
- Limitations apply. Visit www.samsung.com/smartswitch for details. Samsung takes copyright seriously. Only transfer content that you own or have the right to transfer.

Transferring data via Smart Switch

Transfer data between mobile devices via Smart Switch. You can download the app from **Galaxy Apps** or **Play Store**.

Transferring data from a mobile device

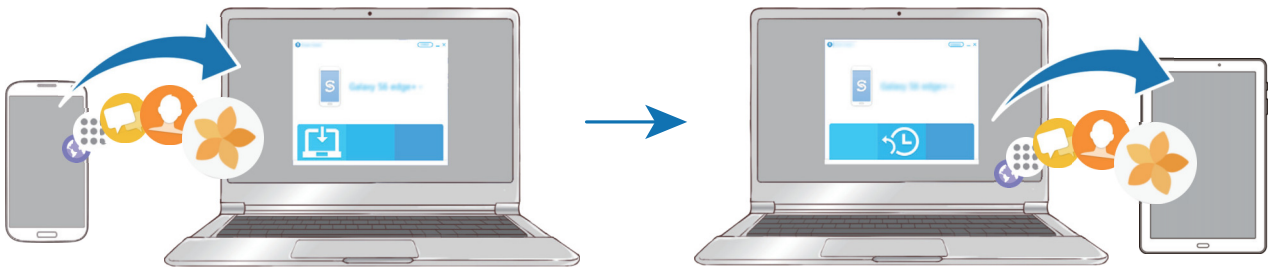
Transfer data from your previous device to your device.



- 1 On the previous device, download and install Smart Switch from **Galaxy Apps** or **Play Store**.
- 2 Place the devices near each other.
- 3 Launch **Smart Switch** on both devices.
- 4 When using this feature for the first time, tap **START** on your device.
- 5 After you select how to send data and connect your previous device to your device, follow the on-screen instructions to transfer data from the previous device.

Transferring backup data from a computer

Back up data from your previous device to a computer and import the data to your device.



1 On the computer, visit www.samsung.com/smartswitch to download Smart Switch.

2 On the computer, launch Smart Switch.



If your previous device is not a Samsung device, back up data to a computer using a program provided by the device's manufacturer. Then, skip to the fifth step.

3 Connect your previous device to the computer using the USB cable.

4 On the computer, follow the on-screen instructions to back up data from the device. Then, disconnect your previous device from the computer.

5 Connect your device to the computer using the USB cable.

6 On the computer, follow the on-screen instructions to transfer data to your device.

Transferring data via Samsung Cloud

Back up data from your previous device to Samsung Cloud and restore the data to your device. You must register and sign in to your Samsung account to use Samsung Cloud. Refer to [Samsung account](#) for more information.

1 On the previous device, back up the data to your Samsung account.

2 On your device, tap **Apps** → **Settings** → **Cloud and accounts** → **Samsung Cloud** → **Restore**.

3 Tap ▼ and select the previous device from the devices list.

4 Tick the data types you want to restore and tap **RESTORE NOW**.

Device and data management

Connecting the device to a computer for data transfer

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



Do not disconnect the USB cable from the device when you are transferring files. Doing so may cause data loss or device damage.



The devices may not connect properly if they are connected via a USB hub. Directly connect the device to the computer's USB port.

- 1 Connect the device to the computer using the USB cable.
- 2 Open the notification panel, and then tap **Transferring media files via USB** → **Transferring media files**.
If the computer cannot recognise your device, tap **Transferring images**.
- 3 Tap **ALLOW** to permit the computer to access your device's data.
When the computer recognises your device, the device will appear in My PC.
- 4 Transfer files between your device and the computer.

Updating the device

The device can be updated to the latest software.

Updating over the air

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

On the Apps screen, tap **Settings** → **Software update** → **Download updates manually**.



When you tap the **Download updates automatically** switch to activate it, updates will be downloaded when the device is connected to a Wi-Fi network.

Updating with Smart Switch

Connect the device to a computer and update the device to the latest software.

- 1 On the computer, visit www.samsung.com/smartswitch to download and install Smart Switch.
- 2 On the computer, launch Smart Switch.
- 3 Connect the device to the computer using a USB cable.
- 4 If a software update is available, follow the on-screen instructions to update the device.



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

Backing up and restoring data

Keep your personal information, app data, and settings safe on your device. You can back up your sensitive information and access it later. You must sign in to your Google or Samsung account to back up or restore data. Refer to [Samsung account](#) and [Accounts](#) for more information.

Using a Samsung account

On the Apps screen, tap **Settings** → **Cloud and accounts** → **Backup and restore** → **Backup settings** for the Samsung account, tap the switches next to the items you want to back up to activate them, and then tap **BACK UP NOW**.

Data will be backed up to Samsung Cloud. Refer to [Samsung Cloud](#) for more information.

To set the device to automatically back up data, tap the **Auto back up** switch to activate it.

To restore backup data from Samsung Cloud using a Samsung account, tap **Restore**. Select a device and the data types you want to restore and tap **RESTORE NOW**. The selected data will be restored to your device.

Using a Google account

On the Apps screen, tap **Settings** → **Cloud and accounts** → **Backup and restore** and tap the **Back up my data** switch for the Google account to activate it. Tap **Backup account** and select an account as the backup account. To add the backup account, tap **Add account**.

To restore data using a Google account, tap the **Automatic restore** switch to activate it. When you reinstall apps, backed up settings and data will be restored.

Performing a data reset

Delete all settings and data on the device. Before performing a factory data reset, ensure you back up all important data stored on the device. Refer to [Backing up and restoring data](#) for more information.

On the Apps screen, tap **Settings** → **General management** → **Reset** → **Factory data reset** → **RESET** → **DELETE ALL**. The device automatically restarts.

QUICK CONNECT

Introduction

Quickly search for and connect with nearby devices, such as Bluetooth headsets or TVs, using the Quick connect feature.



- If the device you want to connect does not support the Quick connect feature, activate its Wi-Fi Direct or Bluetooth feature before launching **QUICK CONNECT** on your device.
- Connection methods may vary depending on the type of connected devices or the shared content.

Connecting to other devices

- 1 Open the notification panel, swipe downwards on the notification panel, and then tap **Search tablet and scan for nearby devices**.
- 2 Tap **QUICK CONNECT**.
The Wi-Fi and Bluetooth features will be activated and the device will automatically search for nearby devices.
- 3 Select a device from the list and connect to it by following the on-screen instructions.
The next steps may vary depending on the connected device.

Connecting to a TV

Connect your device and a TV to view the device's content on the larger screen. You may be able to use more features depending on the connected TV.

- 1 Turn on the TV and place your device close to the TV.
- 2 Open the notification panel, swipe downwards on the notification panel, and then tap **Search tablet and scan for nearby devices**.
- 3 Tap **QUICK CONNECT**.
- 4 Select the TV.
The list of features you can use with the TV appears.

5 Select a feature and follow the on-screen instructions to use the feature.

Available features may vary depending on the TV.

- **View tablet on TV (Smart View):** View your device's content on the TV screen. You may need to activate the Screen Mirroring feature on the TV depending on the TV you want to connect. If the TV does not support the Screen Mirroring feature, use compatible accessories to enable the feature. Compatible accessories include HomeSync and an AllShare Cast dongle.
- **View TV on tablet:** Watch TV on your device's screen. You can continue watching TV within the allowed connection range.
- **Register TV / Deregister TV:** Register the TV to your device to use additional features.



- Some files may be buffered during playback, depending on the connection.
- If the TV does not support High-bandwidth Digital Content Protection (HDCP), you cannot view Digital Rights Management (DRM)-protected content on the TV.

Streaming content on the registered TV

If you register a TV to your device, you can more easily connect to the TV while playing content.

When your device recognises the registered TV while you are watching content, the  icon will appear on the device. Tap the icon to stream the content from your device to your TV.



- This feature is supported only by the device's default gallery app.
- When the registered TV is connected to an electric socket, you can use this feature even if the TV screen is turned off.

Sharing features

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



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

- 1 Tap **Gallery** on the Apps screen.
- 2 Select an image.
- 3 Tap **Share** and select a sharing method, such as Bluetooth and email.

You can also use the following options:

- **Transfer files to device:** Share content with nearby devices via Wi-Fi Direct or Bluetooth. The visibility settings must be activated on the devices.
- **View content on TV (Smart View):** View your device's displayed content on a larger screen via a wireless connection.



When you have a communication or sharing history, the people you contacted will appear on the sharing options panel. To directly share content with them via the corresponding app, select a person's icon. If the feature is not activated, open the Apps screen, tap **Settings** → **Advanced features**, and then tap the **Direct share** switch to activate it.

- 4 Follow the on-screen instructions to share the image with others.

When the image is sent to the recipients' devices, a notification will appear on their devices. Tap the notification to view or download the image.

Applications

Installing or uninstalling apps

Galaxy Apps

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

Tap **Samsung** → **Galaxy Apps** on the Apps screen.



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

Installing apps

Browse apps by category or tap the search field to search for a keyword.

Select an app to view information about it. To download free apps, tap **INSTALL**. To purchase and download apps where charges apply, tap the price and follow the on-screen instructions.



To change the auto update settings, tap  → **Settings** → **Auto update apps**, and then select an option.

Play Store

Purchase and download apps.

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

Installing apps

Browse apps by category or search for apps by keyword.

Select an app to view information about it. To download free apps, tap **INSTALL**. To purchase and download apps where charges apply, tap the price and follow the on-screen instructions.



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

Managing apps

Uninstalling or disabling apps

On the Apps screen, tap  → **Edit**. The  icon appears on the apps that you can disable or uninstall. Select an app and tap **DISABLE** or **OK**. Alternatively, on the Apps screen, tap **Settings** → **Apps**, select an app, and then tap **DISABLE** or **UNINSTALL**.

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

Enabling apps

On the Apps screen, tap **Settings** → **Apps** →  → **Disabled**, select an app, and then tap **ENABLE**.

Setting app permissions

For some apps to operate properly, they may need permission to access or use information on your device. When you open an app, a pop-up window may appear and request access to certain features or information. Tap **ALLOW** on the pop-up window to grant permissions to the app.

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

To view or change app permission settings by permission category, open the Apps screen, tap **Settings** → **Apps** →  → **App permissions**. Select an item and tap the switches next to apps to grant permissions.



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

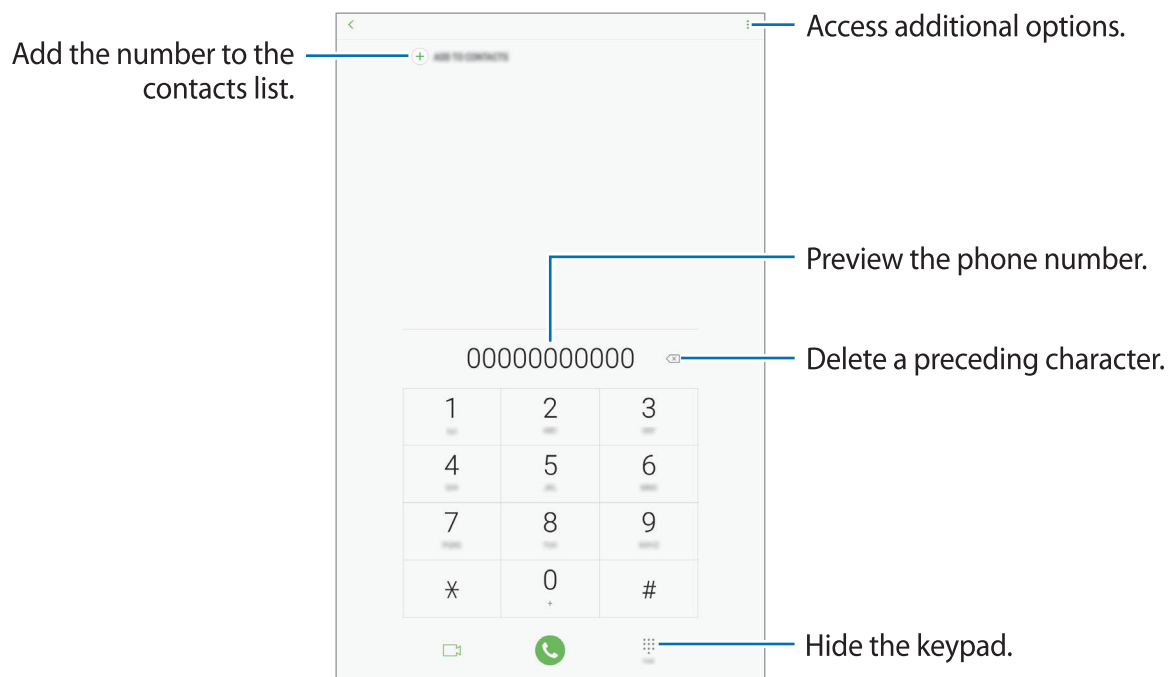
Phone

Introduction

Make or answer voice and video calls.

Making calls

- 1 Tap **Phone** on the Apps screen.
- 2 Enter a phone number.
If the keypad does not appear on the screen, tap  to open the keypad.
- 3 Tap  to make a voice call, or tap  to make a video call.



Using speed dial

Set speed dial numbers to quickly make calls.

To set a number to speed dial, tap  → **Speed dial**, select a speed dial number, and then add a phone number.

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

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

Making calls from the locked screen

On the locked screen, drag  outside the large circle.

Making calls from call logs or contacts list

Tap **RECENTS** or **CONTACTS**, and then swipe to the right on a contact or a phone number to make a call.

Making an international call

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

Receiving calls

Answering a call

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

Rejecting a call

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

To send a message when rejecting an incoming call, drag the rejection message bar upwards.

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

Missed calls

If a call is missed, the  icon appears on the status bar. Open the notification panel to view the list of missed calls. Alternatively, on the Apps screen, tap **Phone** → **RECENTS** to view missed calls.

Blocking phone numbers

Block calls from specific numbers added to your block list.

1 On the Apps screen, tap **Phone** →  → **Settings** → **Block numbers**.

2 Tap  to select contacts and tap **DONE**.

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

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



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

Options during calls

During a voice call

The following actions are available:

- **VOLUME:** Adjust the volume.
- : Access additional options.
- **Add call:** Dial a second call.
- **Extra volume:** Increase the volume.
- **Bluetooth:** Switch to a Bluetooth headset if it is connected to the device.
- **Hold:** Hold a call. Tap **Resume call** to retrieve the held call.
- **Keypad / Hide:** Open or close the keypad.
- **Mute:** Turn off the microphone so that the other party cannot hear you.
- : End the current call.

During a video call

Tap the screen to use the following options:

- **VOLUME:** Adjust the volume.
- : Access additional options.
- **Camera:** Turn off the camera so that the other party cannot see you.
- **Switch:** Switch between the front and rear cameras.
- : End the current call.
- **Mute:** Turn off the microphone so that the other party cannot hear you.
- **Bluetooth:** Switch to a Bluetooth headset if it is connected to the device.

Contacts

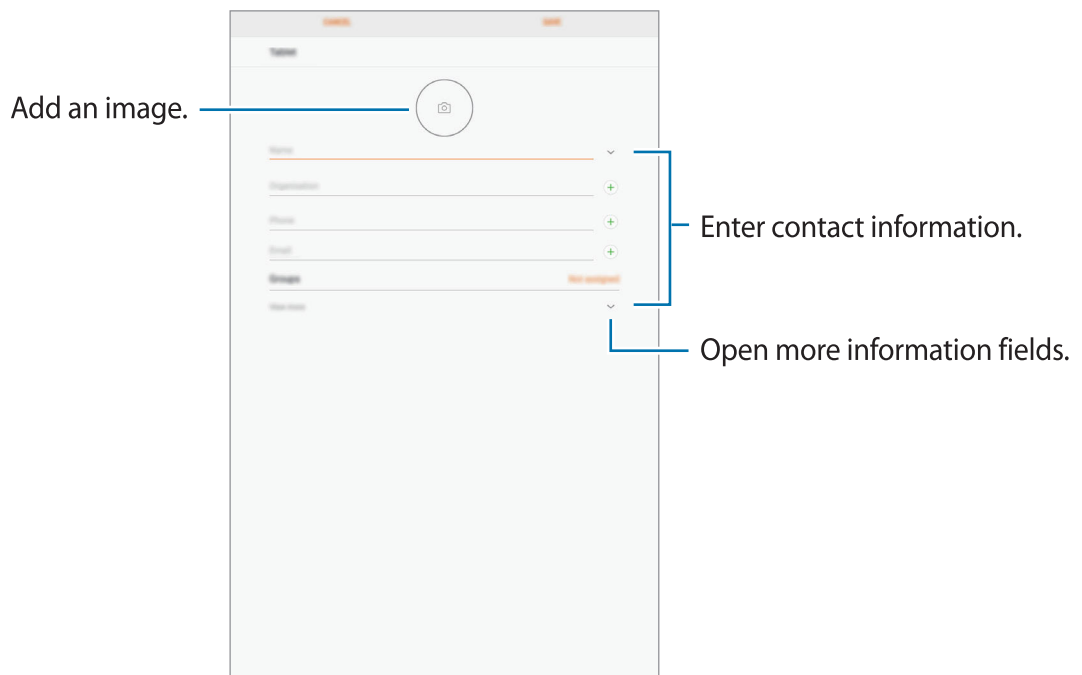
Introduction

Create new contacts or manage contacts on the device.

Adding contacts

Creating a new contact

- 1 Tap **Contacts** on the Apps screen.
- 2 Tap  and select a storage location.
- 3 Enter contact information.



Depending on the selected storage location, the types of information you can save may vary.

- 4 Tap **SAVE**.

Adding a phone number to Contacts from the keypad

- 1 Tap **Phone** on the Apps screen.
- 2 Enter the number and tap **ADD TO CONTACTS**.
If the keypad does not appear on the screen, tap  to open the keypad.
- 3 Tap **Create contact** to create a new contact, or tap **Update existing** to add the number to an existing contact.

Adding a phone number to Contacts from the calls list

- 1 On the Apps screen, tap **Phone** → **RECENTS**.
- 2 Tap a phone number.
- 3 Tap **CREATE CONTACT** to create a new contact, or tap **UPDATE EXISTING** to add the number to an existing contact.

Importing contacts

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

- 1 Tap **Contacts** on the Apps screen.
- 2 Tap  → **Settings** → **Import/Export contacts** → **IMPORT**.
- 3 Select a storage location to import contacts from.
- 4 Select a storage location to save contacts to.
- 5 Tick VCF files or contacts to import and tap **DONE**.

Syncing contacts with your web accounts

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

On the Apps screen, tap **Settings** → **Cloud and accounts** → **Accounts**, select an account name, select the account to sync with, and then tap **Contacts (Samsung account)** or **Sync Contacts**.

Searching for contacts

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

Use one of the following search methods:

- Scroll up or down the contacts list.
- Drag a finger along the index at the left side of the contacts list to scroll through it quickly.
- 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.

Sharing contacts

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

- 1 Tap **Contacts** on the Apps screen.
- 2 Tap  → **Share**.
- 3 Tick contacts and tap **SHARE**.
- 4 Select a sharing method.

Merging duplicate contacts

When you import contacts from other storages, or sync or move contacts to other accounts, your contacts list may include duplicate contacts. Merge duplicate contacts into one to streamline your contacts list.

- 1 Tap **Contacts** on the Apps screen.
- 2 Tap  → **Settings** → **Merge duplicate contacts**.
- 3 Tick contacts and tap **MERGE**.

Deleting contacts

- 1 Tap **Contacts** on the Apps screen.
- 2 Tap  → **Delete**.
- 3 Tick contacts and tap **DELETE**.

Messages

Introduction

Send and view messages by conversation.

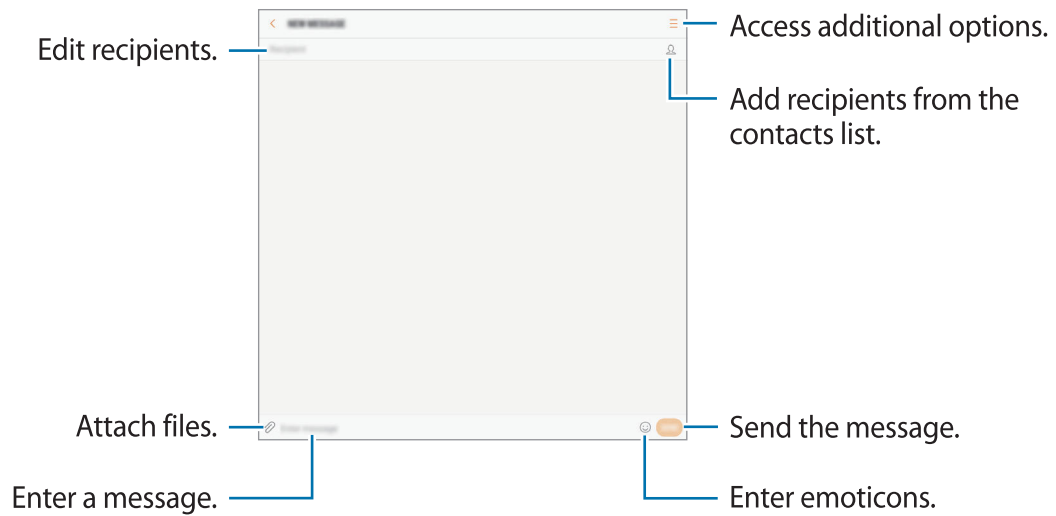
Sending messages



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

- 1 Tap **Messages** on the Apps screen.
- 2 Tap .
- 3 Add recipients and tap **COMPOSE**.

4 Enter a message.



5 Tap **SEND** to send the message.

Viewing messages

Messages are grouped into message threads by contact.



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

1 Tap **Messages** on the Apps screen.

2 On the messages list, select a contact.

3 View your conversation.

To reply to the message, enter a message and tap **SEND**.

Blocking unwanted messages

Block messages from specific numbers added to your block list.

- 1 Tap **Messages** on the Apps screen.
- 2 Tap **:** → **Settings** → **Block messages** → **Block numbers**.
- 3 Tap **INBOX** or **CONTACTS** to select contacts and tap **+**.
To manually enter a number, tap **Enter number**, and then enter a phone number.

Setting the message notification

You can change notification sound, display options, and more.

- 1 Tap **Messages** on the Apps screen.
- 2 Tap **:** → **Settings** → **Notifications**, and then tap the switch to activate it.
- 3 Change the notification settings.
 - **Notification sound:** Change the notification sound.
 - **Vibrate when sound plays:** Set the device to vibrate when you receive messages.
 - **Pop-up display:** Set the device to display messages in pop-up windows.
 - **Preview message:** Set the device to display message content on the locked screen and in pop-up windows.

Setting a message reminder

You can set an alert at an interval to let you know that you have unchecked notifications. If this feature is not activated, open the Apps screen, tap **Settings** → **Accessibility** → **Notification reminder**, and then tap the switch to activate it. Then, tap the **Messages** switch to activate it.

Internet

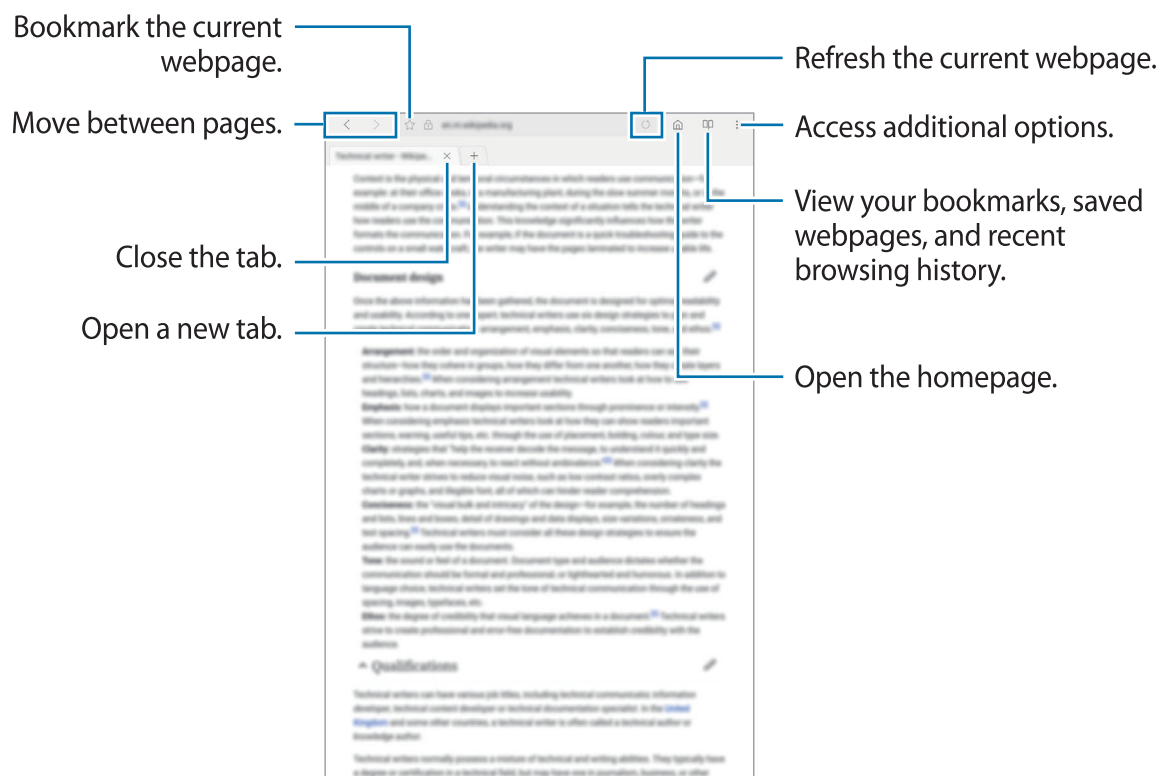
Introduction

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

Browsing webpages

- 1 Tap **Samsung** → **Internet** on the Apps screen.
- 2 Tap the address field.
- 3 Enter the web address or a keyword, and then tap **Go**.

To view the toolbars, drag your finger downwards slightly on the screen.



Using secret mode

In secret mode, you can separately save and manage open tabs, bookmarks, and saved pages. You can lock secret mode using a password.

Activating secret mode

Tap  → **Turn on Secret mode**. If you are using this feature for the first time, set whether to use a password for secret mode.



In secret mode, you cannot use some features, such as screen capture.

In secret mode, the device will change the colour of the toolbars.

Changing security settings

You can change your password or the lock method.

Tap  → **Settings** → **Privacy** → **Secret mode security** → **Change password**.

Deactivating secret mode

Tap  → **Turn off Secret mode**.

Email

Setting up email accounts

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

- 1 Tap **Samsung** → **Email** on the Apps screen.
- 2 Enter the email address and password, and then tap **SIGN IN**.
To manually register an email account, tap **MANUAL SETUP**.
- 3 Follow the on-screen instructions to complete the setup.

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

If you have more than one email account, you can set one as the default account. Tap  →  →  → **Set default account**.

Sending emails

- 1 Tap  to compose an email.
- 2 Add recipients and enter an email text.
- 3 Tap **SEND** to send the mail.

Reading emails

When **Email** is open, the device will automatically retrieve new emails. To manually retrieve emails, swipe downwards on the screen.

Tap an email on the screen to read it.



If email syncing is disabled, new emails cannot be retrieved. To enable email syncing, tap  →  → your account name, and then tap the **Sync account** switch to activate it.

Camera

Introduction

Take photos and record videos using various modes and settings.

Camera etiquette

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

Launching Camera

Use the following methods to launch Camera:

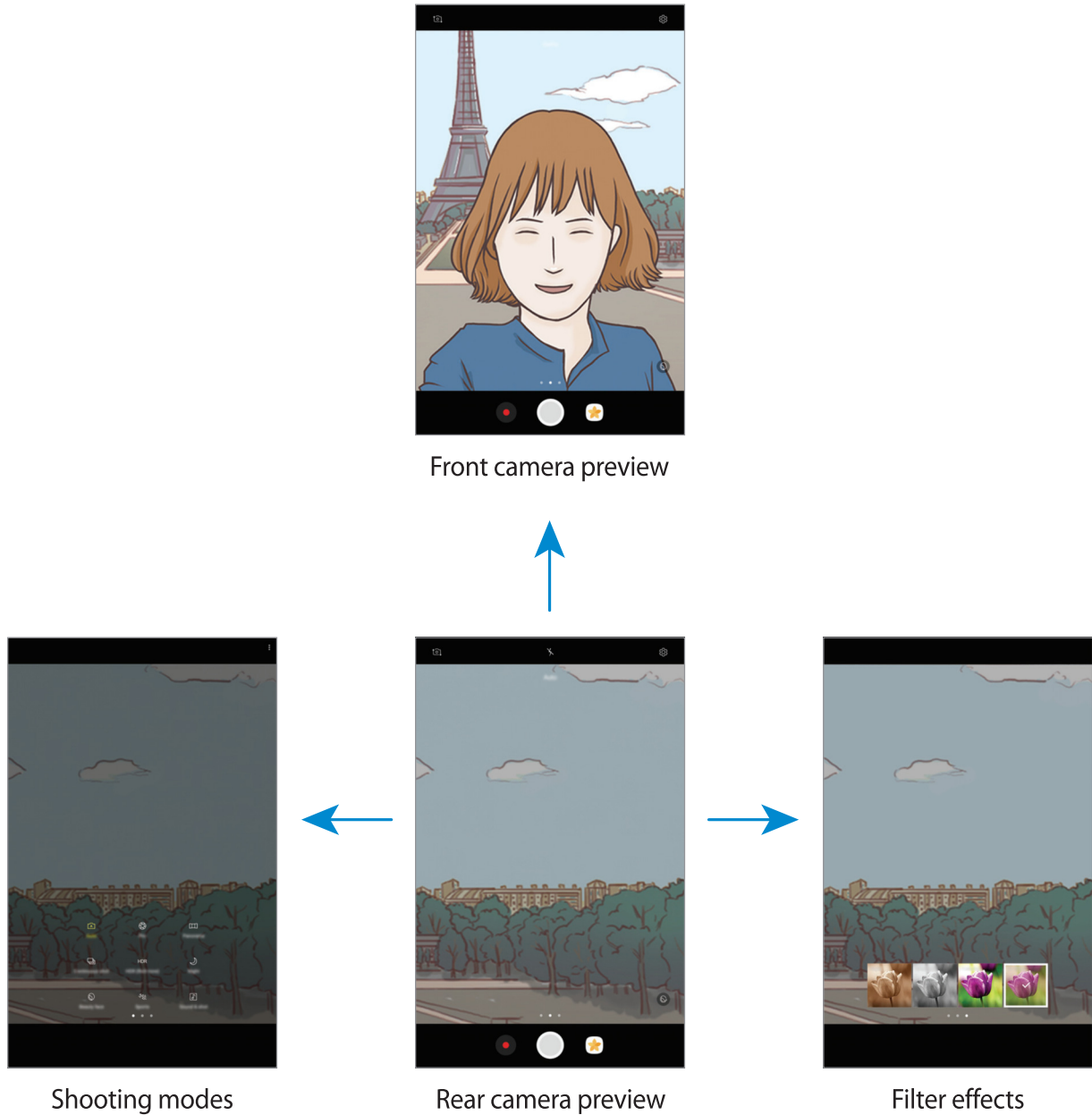
- Tap **Camera** on the Apps screen.
- On the locked screen, drag  outside the large circle.



Some camera features are not available when you launch **Camera** from the locked screen or when the screen is turned off while the security features are activated.

Using swipe gestures

Quickly control the preview screen by swiping in different directions. You can change the shooting mode, switch between cameras, or apply filter effects.



Switching cameras

On the preview screen, swipe upwards or downwards to switch between cameras.

Viewing shooting modes

On the preview screen, swipe from the left to the right to open the shooting modes list.

Viewing filter effects

On the preview screen, swipe from the right to the left to open the filter effects list. You can apply a unique feel to your photos or videos.



This feature is only available in some shooting modes.

Basic shooting

Taking photos or recording videos

- 1 Tap the image on the preview screen where the camera should focus.
- 2 Tap  to take a photo or tap  to record a video.
 - Spread two fingers apart on the screen to zoom in, and pinch to zoom out.
 - To adjust the brightness of photos or videos, tap the screen. When the adjustment bar appears, drag  on the adjustment bar towards **+** or **-**.
 - To capture an image from the video while recording, tap .
 - To change the focus while recording a video, tap where you want to focus. To focus on the centre of the screen, tap .





- The preview screen may vary depending on the shooting mode and which camera is being used.
- 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.
- The front camera features a wide-angle lens. Minor distortion may occur in wide-angle photos and does not indicate device performance problems.

Locking the focus and exposure

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

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



This feature is only available in some shooting modes.

Customising shooting modes

On the preview screen, swipe to the right to open the shooting modes list and select a mode.

To view the description of each mode, tap  → **Info**.

To rearrange modes, tap  → **Edit**, tap and hold a mode icon, and then drag it to a new location.

To add mode shortcuts to the Home screen, tap  → **Add shortcut on home screen**.

Auto mode

Auto mode allows the camera to evaluate the surroundings and determine the ideal mode for the photo.

On the shooting modes list, tap **Auto**.

Pro mode

Take photos while manually adjusting various shooting options, such as exposure value and ISO value.

On the shooting modes list, tap **Pro**. Select options and customise the settings, and then tap  to take a photo.

-  : Select an appropriate white balance, so images have a true-to-life colour range. You can set the colour temperature.
-  : Select an ISO value. This controls camera light sensitivity. Low values are for stationary or brightly lit objects. Higher values are for fast-moving or poorly lit objects. However, higher ISO settings can result in noise in photos.
-  : Change the exposure value. This determines how much light the camera's sensor receives. For low-light situations, use a higher exposure.

Panorama

Take a series of photos horizontally or vertically and then stitch them together to create a wide scene.

On the shooting modes list, tap **Panorama**.



To get the best shots using panorama mode, follow these tips:

- Move the camera slowly in one direction.
- Keep the image within the frame on the camera's viewfinder. If the preview image is out of the guide frame or you do not move the device, the device will automatically stop taking photos.
- Avoid taking photos of indistinct backgrounds, such as an empty sky or a plain wall.

Continuous shot

Take a series of photos of moving subjects.

On the shooting modes list, tap **Continuous shot**.

Tap and hold  to take several photos continuously.

HDR (Rich tone)

Take photos with rich colours and reproduce details even in bright and dark areas.

On the shooting modes list, tap **HDR (Rich tone)**.



Without effect



With effect

Selfie

Take self-portraits with the front camera. You can preview various beauty effects on the screen.

- 1 On the preview screen, swipe upwards or downwards, or tap  to switch to the front camera for self-portraits.
- 2 On the shooting modes list, tap **Selfie**.
- 3 Face the front camera lens.
- 4 When the device detects your face, show your palm to the front camera. After recognising your palm, a countdown timer will appear. When the time is up, the device will take a photo.



To use various shooting options for the front camera, tap  → **Ways to take pictures**, and then tap the switches to activate them.

Night

Take a photo in low-light conditions, without using the flash.

On the shooting modes list, tap **Night**.

Beauty face

Take a photo with lightened faces for gentler images.

On the shooting modes list, tap **Beauty face**.

Sports

Take a photo of fast-moving subjects.

On the shooting modes list, tap **Sports**.

Sound & shot

Take a photo with sound. The device identifies the photos with  in **Gallery**.

On the shooting modes list, tap **Sound & shot**.

Camera settings

Quick settings

On the preview screen, use the following quick settings.



The available options may vary depending on the shooting mode and which camera is being used.

-  : Select a metering method. This determines how light values are calculated.  **Centre-weighted** uses the light in the centre portion of the shot to calculate the exposure of the shot.  **Spot** uses the light in a concentrated centre area of the shot to calculate the exposure of the shot.  **Matrix** averages the entire scene.
-  : Activate or deactivate the flash.
-  : Set the device to record sound before or after taking a photo.

Camera settings

On the preview screen, tap .



The available options may vary depending on the shooting mode and which camera is being used.

REAR CAMERA

- **Picture size:** Select a resolution for photos. Using a higher resolution will result in higher quality photos, but they will take up more memory.
- **Video size:** Select a resolution for videos. Using a higher resolution will result in higher quality videos, but they will take up more memory.

FRONT CAMERA

- **Picture size:** Select a resolution for photos. Using a higher resolution will result in higher quality photos, but they will take up more memory.
- **Video size:** Select a resolution for videos. Using a higher resolution will result in higher quality videos, but they will take up more memory.
- **Save pictures as previewed:** Invert the image to create a mirror-image of the original scene, when taking photos with the front camera.
- **Ways to take pictures:** Select shooting options to use.

COMMON

- **Timer:** Select the length of the delay before the camera automatically takes a photo.
- **Full screen view (16:9):** Set the device to preview photos or videos using the full screen ratio.
- **Grid lines:** Display viewfinder guides to help composition when selecting subjects.
- **Location tags:** Attach a GPS location tag to the photo.

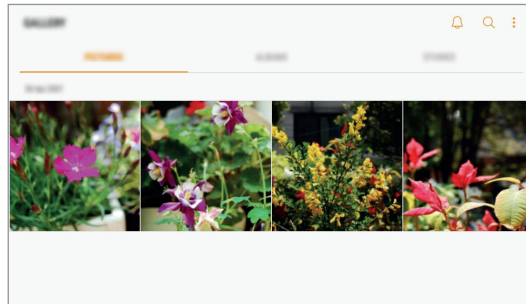


- GPS signal strength may decrease in locations where the signal is obstructed, such as between buildings or in low-lying areas, or in poor weather conditions.
 - Your location may appear on your photos when you upload them to the Internet. To avoid this, deactivate the location tag setting.
- **Review pictures:** Set the device to show photos after capturing them.
- **Storage location:** Select the memory location for storage.
- **Floating Camera button:** Add the customisable shutter button on the preview screen.
- **Volume key function:** Set the device to use the Volume key to control the shutter.
- **Reset settings:** Reset the camera settings.

Gallery

Introduction

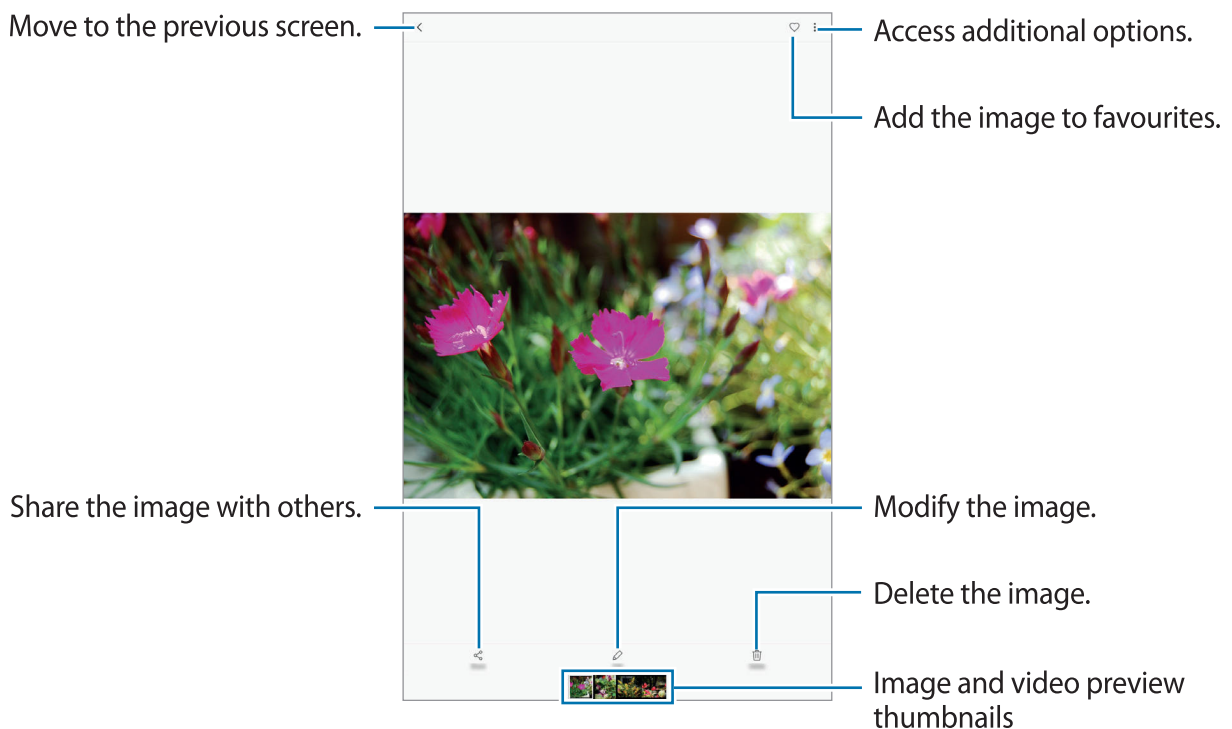
View images and videos stored in your device. You can also manage images and videos by album or create stories to share with others.



Viewing images and videos

Viewing images

- 1 On the Apps screen, tap **Gallery** → **PICTURES**.
- 2 Select an image.



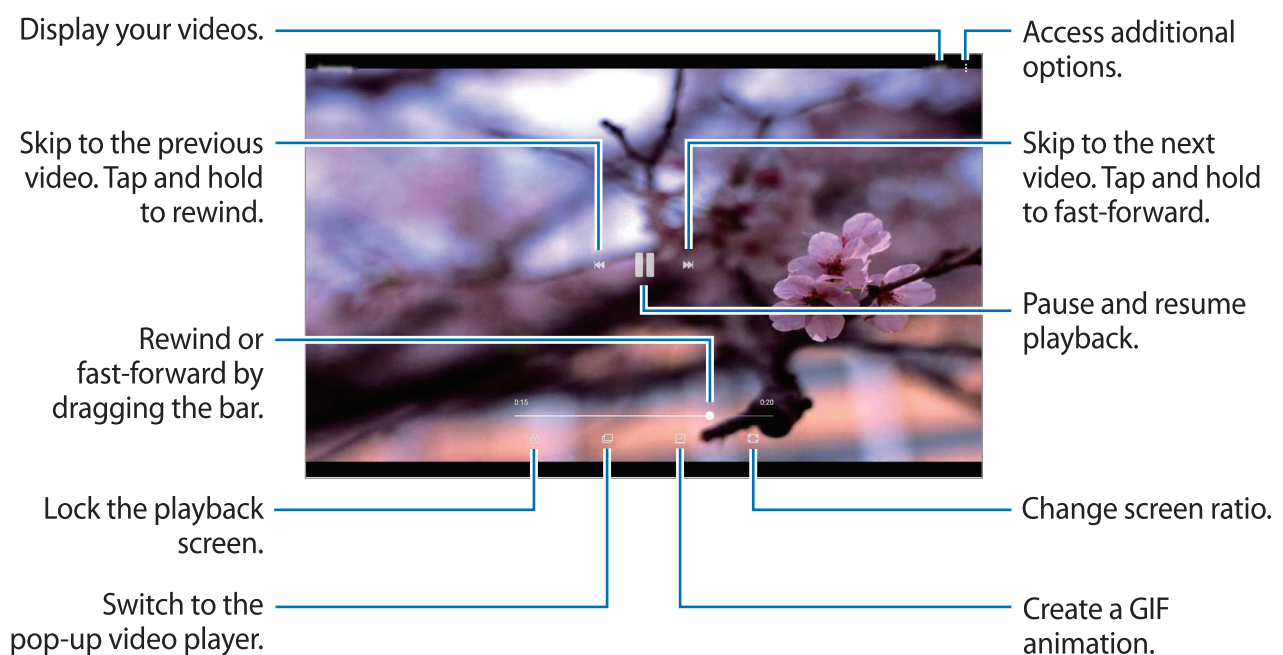
To hide or show the menus, tap the screen.



You can create a GIF animation or collage from multiple images. Tap  → **Animate** or **Collage**, and then select images. You can select up to six images for your collage.

Viewing videos

- 1 On the Apps screen, tap **Gallery** → **PICTURES**.
- 2 Select a video to play. Video files show the  icon on the preview thumbnail.



Drag your finger up or down on the left side of the playback screen to adjust the brightness, or drag your finger up or down on the right side of the playback screen to adjust the volume. To rewind or fast-forward, swipe to the left or right on the playback screen.

Viewing albums

You can sort the images and videos saved in your device by folder or album. The animations or collages you have created will also be sorted in your folders on the albums list.

On the Apps screen, tap **Gallery** → **ALBUMS** and select an album.

Viewing stories

When you capture or save images and videos, the device will read their date and location tags, sort the images and videos, and then create stories. To create stories automatically, you must capture or save multiple images and videos.

Creating stories

Create stories with various themes.

- 1 On the Apps screen, tap **Gallery** → **STORIES**.
- 2 Tap  → **Create story**.
- 3 Tick images or videos to include in the story and tap **DONE**.
- 4 Enter a title for the story and tap **CREATE**.

To add images or videos to a story, select a story and tap **ADD**.

To remove images or videos from a story, select a story, tap  → **Edit**, tick images or videos to remove, and then tap  → **Remove from story**.

Deleting stories

- 1 On the Apps screen, tap **Gallery** → **STORIES**.
- 2 Tap and hold a story to delete, and tap **DELETE**.

Syncing images and videos with Samsung Cloud

You can sync images and videos saved in **Gallery** with Samsung Cloud and access them from other devices. You must register and sign in to your Samsung account to use Samsung Cloud. Refer to [Samsung account](#) for more information.

On the Apps screen, tap **Gallery** →  → **Settings** and tap the **Samsung Cloud** switch to activate it. Images and videos captured on the device will be automatically saved to Samsung Cloud.

Deleting images or videos

Deleting an image or a video

Select an image or a video and tap **Delete** at the bottom of the screen.

Deleting multiple images and videos

- 1 On the main Gallery screen, tap and hold an image or a video to delete.
- 2 Tick the images or videos to delete.
- 3 Tap **DELETE**.

Sharing images or videos

Select an image or a video, tap **Share** at the bottom of the screen, and then select a sharing method.

Samsung Notes

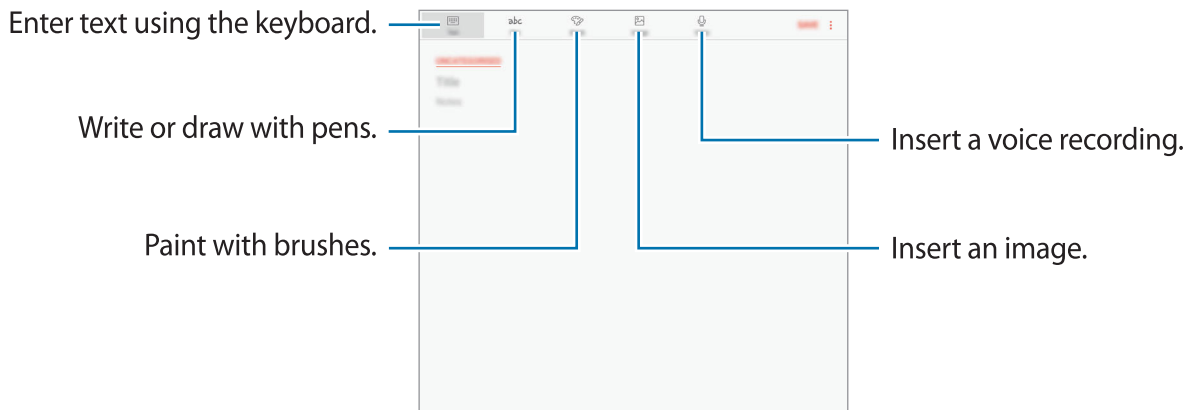
Introduction

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

Creating notes

- 1 On the Apps screen, tap **Samsung Notes** → **ALL** → .
- You can also open the Air command panel and tap the **Create note** shortcut.

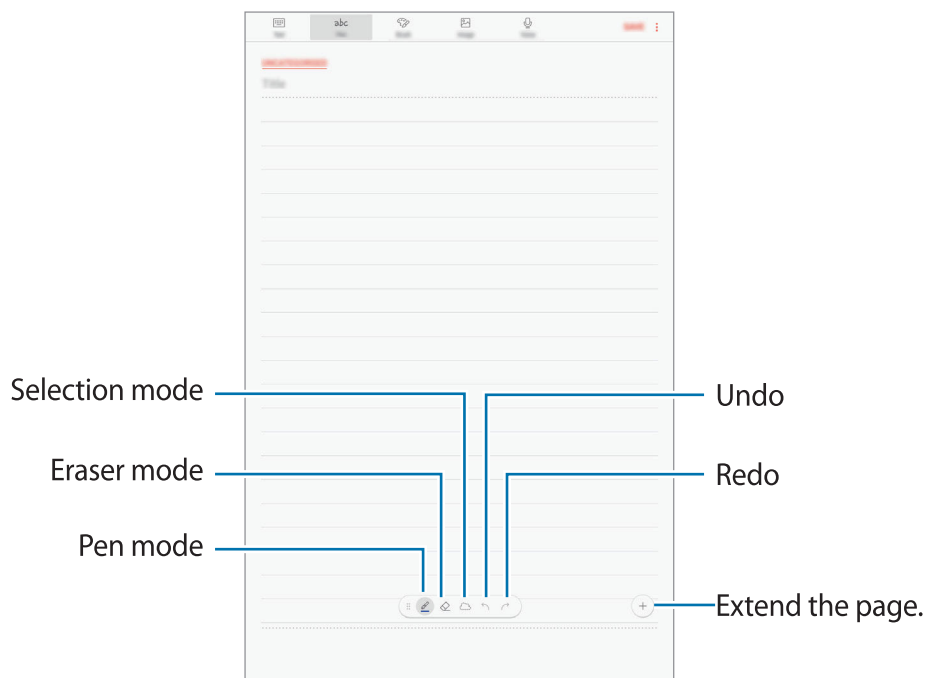
- 2** Select an input method from the toolbar at the top of the screen and compose a note.
- Tap **Image** to insert an image by selecting from **Gallery** or by taking a photo.
- Tap **Voice** to record a voice recording and insert it into the note. Voice recording will start immediately.



- 3** When you are finished composing the note, tap **SAVE**.

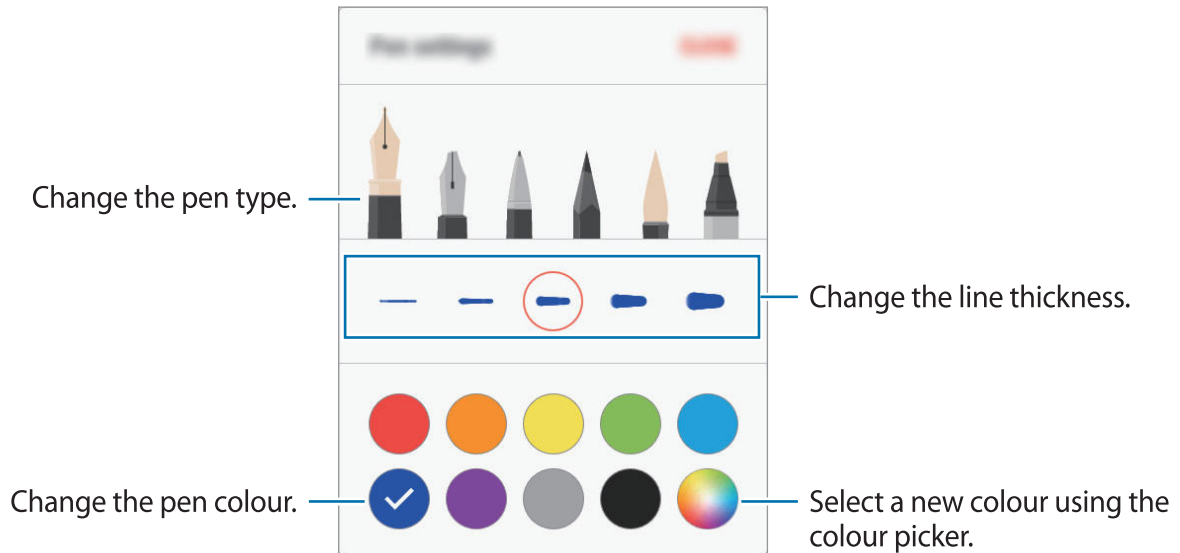
Composing notes in handwriting mode

On the note composer screen, tap **Pen** to write or draw with the S Pen.



Changing the pen settings

When writing or drawing on the screen, tap  to change the pen type, line thickness, or pen colour.



Using the line eraser

1 When you want to erase handwriting from a note, tap .

2 Tap an area to erase.

The whole line on the area will be erased. The line eraser can erase your note line by line.

- To only erase the area you touch with the S Pen, tap  once more and tap **Erase touched area**. You can adjust the size of the eraser by dragging the size adjustment bar.
- To clear the note, tap **ERASE ALL**.



- You can also erase an area in pen mode by tapping it while pressing and holding the S Pen button.
- Even with a smaller eraser, you may still not be able to precisely erase the intended part.

Editing handwritten notes

Edit handwritten notes using various editing options, such as cutting, moving, resizing, or transforming.

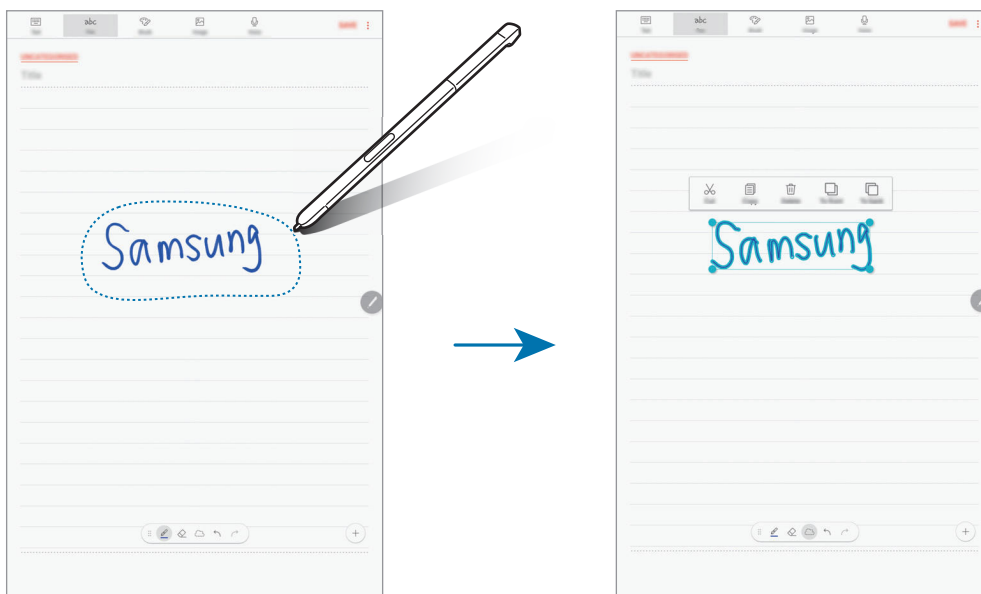
1 When there is handwriting on the note, tap .

To change the shape of the selection, tap  once more.

2 Tap or draw a line around the input to select.

To move the input to another location, select the input, and then drag it to a new location.

To change the size of the selection, tap the input and drag a corner of the frame that appears.



3 Edit the input using the available options.

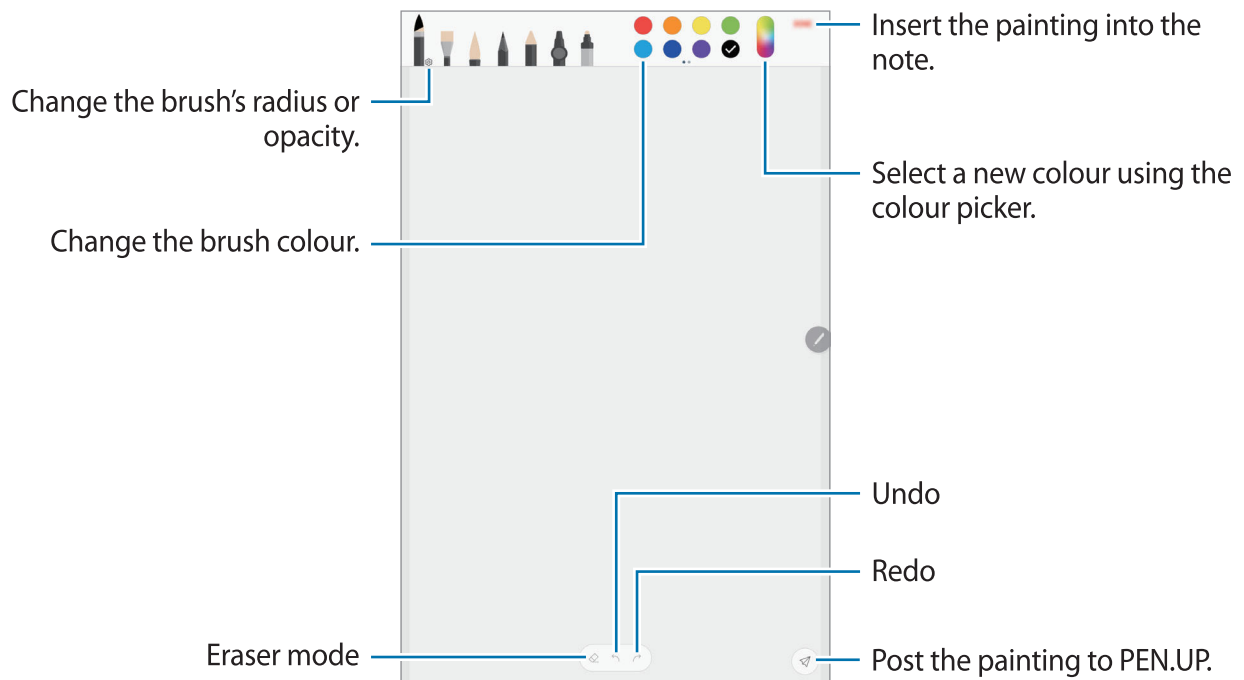
- **Cut:** Cut out the input. To paste it to another location, tap and hold the location, and then tap **Paste**.
- **Copy:** Copy the input. To paste it to another location, tap and hold the location, and then tap **Paste**.
- **Delete:** Delete the input.
- **To front:** Send the input to the front.
- **To back:** Send the input to the back.

Painting with brushes

On the note composer screen, tap **Brush** to paint with various brushes.

When you are finished, tap **DONE** to insert your painting into the note.

You can post your painting to PEN.UP to share it with others.



Inserting images into a note

On the note composer screen, tap **Image**. Tap **CAMERA** →  to take a photo, or tap **GALLERY** or **OTHER** to select an image. The image will be inserted into your note.

Inserting voice recordings into a note

On the note composer screen, tap **Voice** to make a voice recording. Tap  to stop recording. The voice recording will be inserted into your note.

Pinning a note to the Home screen

Pin a note to the Home screen to quickly view it or open and edit it.

- 1 On the Apps screen, tap **Samsung Notes**.
- 2 Tap **ALL**, or tap **COLLECTIONS** and select a category.
- 3 Select a note and tap  → **Pin to home screen**.

The note will be added to the Home screen.

On the Home screen, tap and hold a note to move or resize it. To replace the note with another one, tap  → **CHANGE NOTE**.

Deleting notes

- 1 On the Apps screen, tap **Samsung Notes**.
- 2 Tap **ALL**, or tap **COLLECTIONS** and select a category.
- 3 Tap and hold a note to delete.
To delete multiple notes, tick more notes to delete.
- 4 Tap **DELETE**.

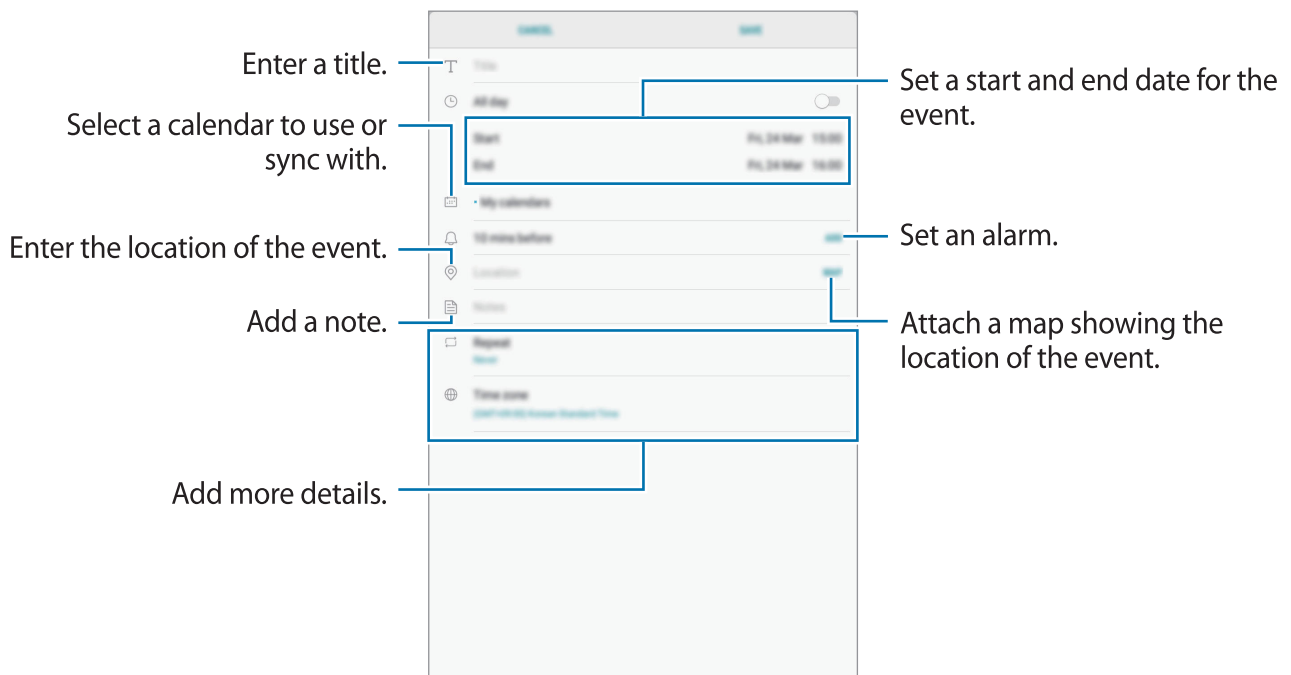
Calendar

Introduction

Manage your schedule by entering upcoming events or tasks in your planner.

Creating events

- 1 Tap **Calendar** on the Apps screen.
- 2 Tap .
- 3 Enter event details.



- 4 Tap **SAVE** to save the event.

Creating tasks

- 1 Tap **Calendar** on the Apps screen.
- 2 Tap **VIEW** → **Tasks**.
- 3 Tap  and enter task details.
- 4 Tap **SAVE** to save the task.

Syncing events and tasks with your accounts

On the Apps screen, tap **Settings** → **Cloud and accounts** → **Accounts**, select an account service, select the account to sync with, and then tap **Calendar (Samsung account)** or **Sync Calendar**.

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

My Files

Access and manage various files stored in the device or in other locations, such as cloud storage services.

On the Apps screen, tap **My Files**.

View files that are stored in each storage. You can also view files in your device or a memory card by category.

To free up the device's storage, tap  → **Manage storage usage** → **CLEAN NOW**.

To search for files or folders, tap the search field, and then enter a keyword.

Clock

Introduction

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

ALARM

On the Apps screen, tap **Samsung** → **Clock** → **ALARM**.

Setting alarms

Tap  in the alarms list, set an alarm time, select the days on which the alarm will repeat, set other various alarm options, and then tap **SAVE**.

To open the keypad to enter an alarm time, tap the time input field.

To activate or deactivate alarms, tap the switch next to the alarm in the alarms list.

Stopping alarms

Tap **DISMISS** to stop an alarm. If you have previously enabled the snooze option, tap **SNOOZE** to repeat the alarm after a specified length of time.

Deleting alarms

Tap and hold an alarm, tick alarms to delete, and then tap **DELETE**.

WORLD CLOCK

On the Apps screen, tap **Samsung** → **Clock** → **WORLD CLOCK**.

Creating clocks

Tap , enter a city name or select a city from the globe, and then tap **ADD**.

Deleting clocks

Tap and hold a clock, tick clocks to delete, and then tap **DELETE**.

STOPWATCH

- 1 On the Apps screen, tap **Samsung** → **Clock** → **STOPWATCH**.
- 2 Tap **START** to time an event.
To record lap times while timing an event, tap **LAP**.
- 3 Tap **STOP** to stop timing.
To restart the timing, tap **RESUME**.
To clear lap times, tap **RESET**.

TIMER

- 1 On the Apps screen, tap **Samsung** → **Clock** → **TIMER**.
- 2 Set the duration, and then tap **START**.
To open the keypad to enter the duration, tap the duration input field.
- 3 Tap **DISMISS** when the timer goes off.

Calculator

Perform simple or complex calculations.

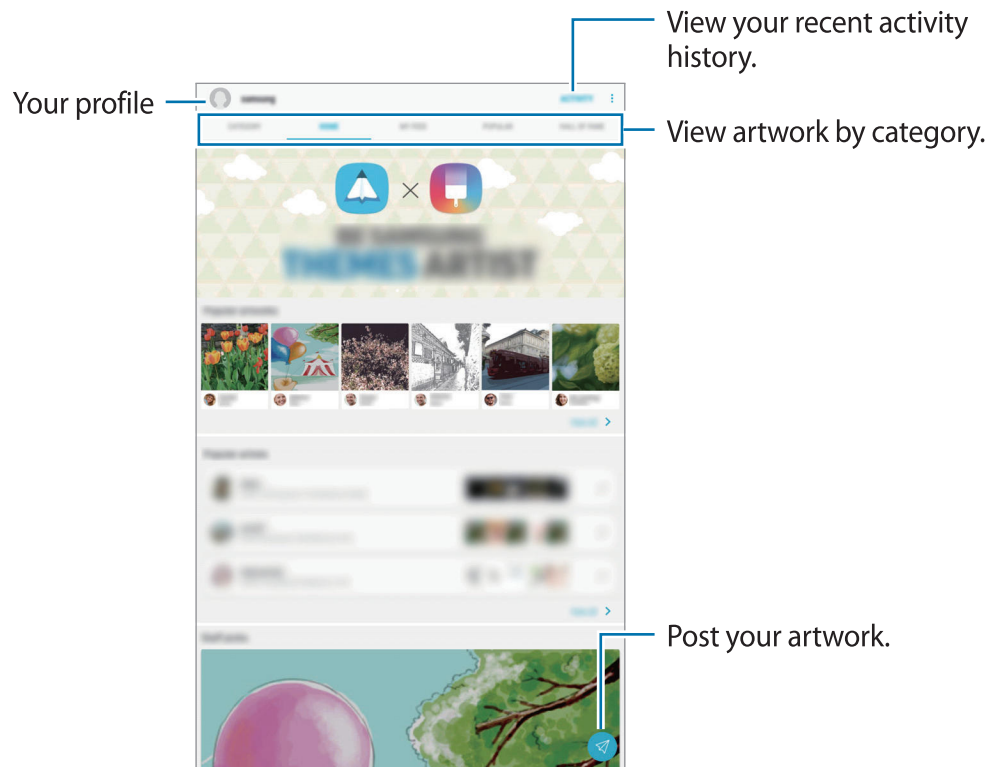
Tap **Samsung** → **Calculator** on the Apps screen.

To clear the history, tap **CLEAR HISTORY**.

PEN.UP

Introduction

PEN.UP is a social network service for sharing artwork drawn with the S Pen. Post your artwork, view others' artwork, and get useful drawing tips.

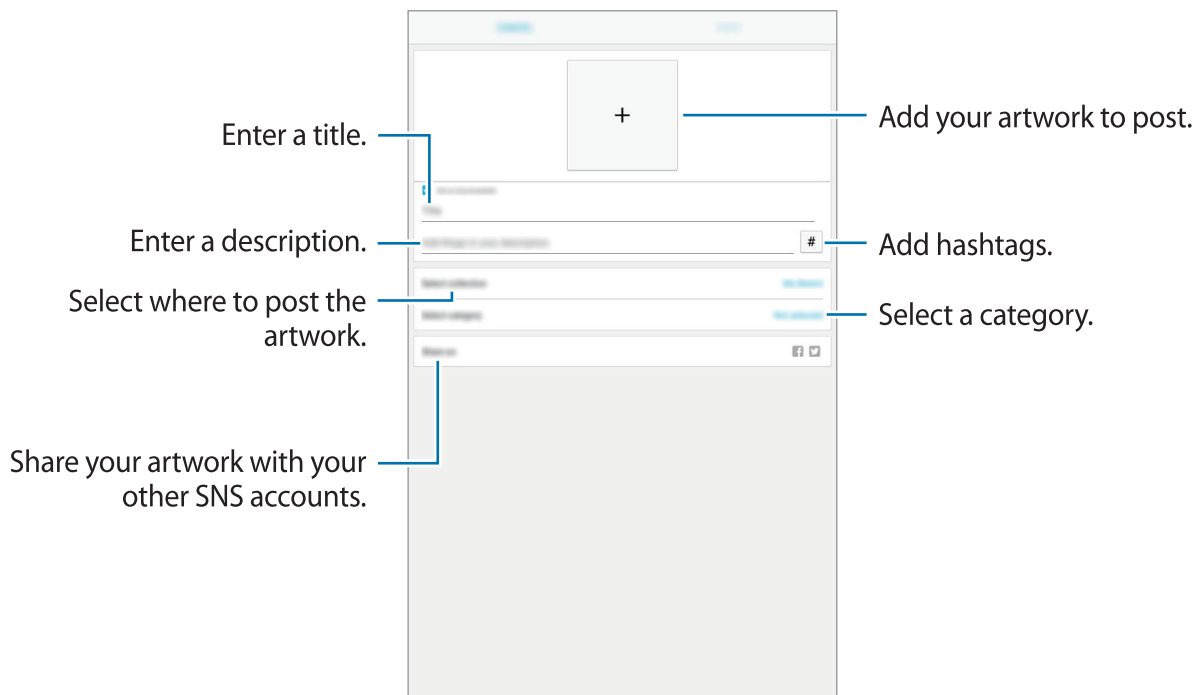


You can sign in to PEN.UP with your Samsung account or other SNS accounts.

Posting your artwork

Post your artwork created in **Samsung Notes** or other drawing apps to PEN.UP.

- 1 On the Apps screen, tap **Samsung** → **PEN.UP** → .
- 2 Add your artwork to post and enter a title, description, and hashtag.



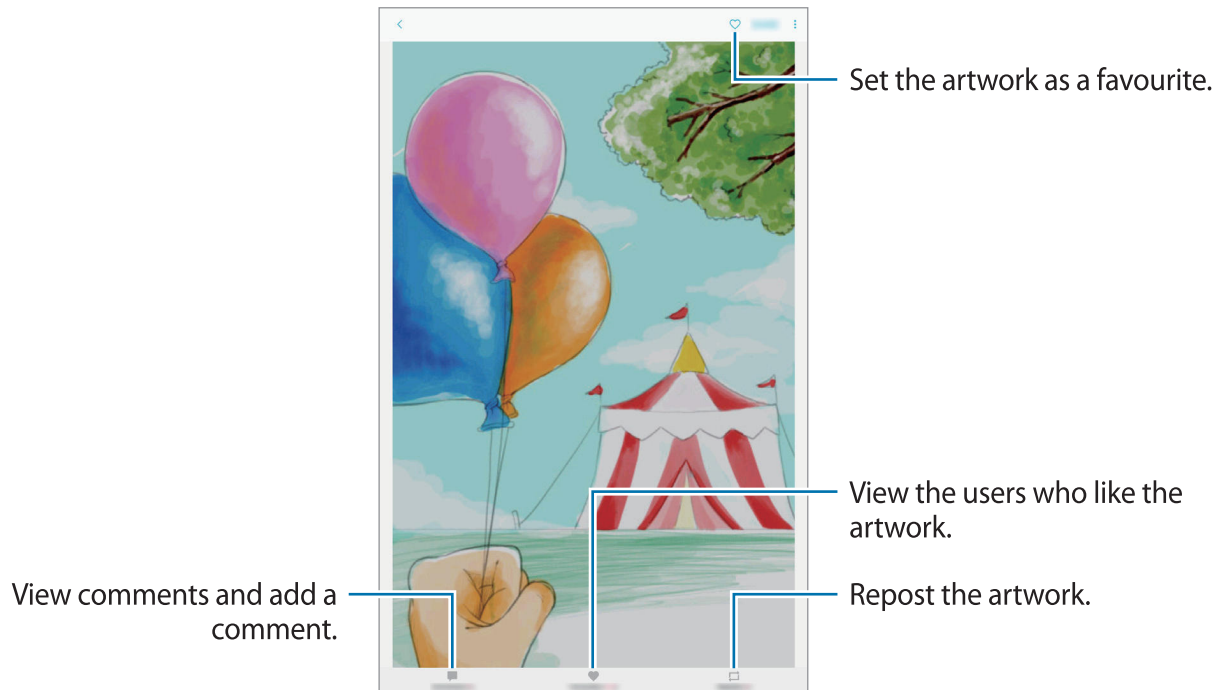
- 3 Tap **POST**.

Posting artwork from other apps

To post your artwork from **Gallery** or other drawing apps, select the artwork from an app and tap **Share** → **PEN.UP**.

Viewing artwork

Select a post you want to view. While viewing artwork, you can add comments or set it as a favourite. You can also download artwork or set one as your wallpaper.



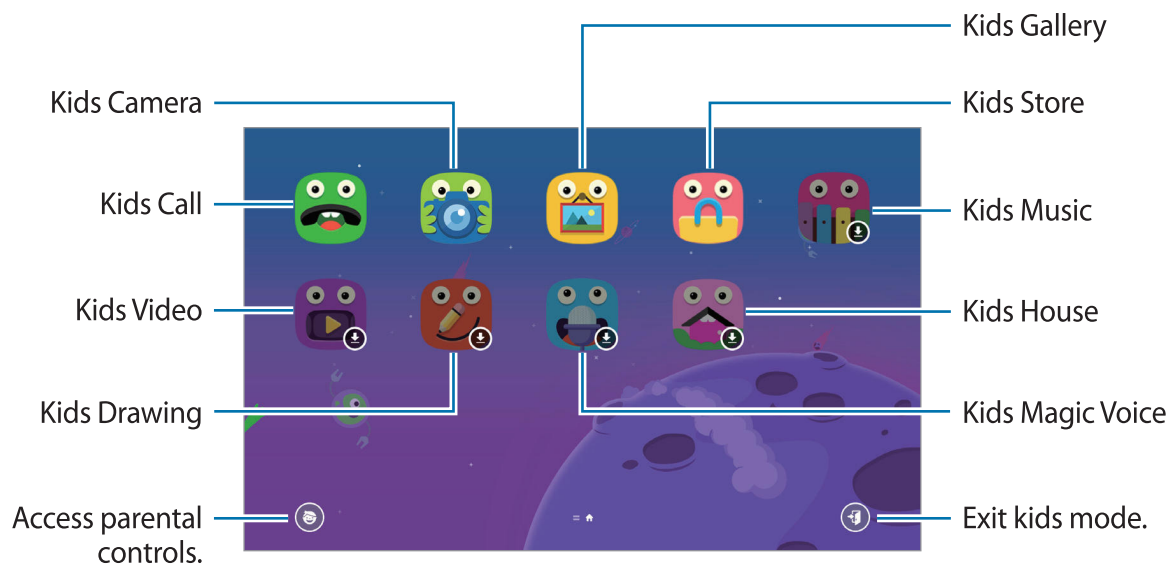
To download artwork, tap  → **Save artwork**. Downloaded artwork will be saved in **Gallery**. You can only download artwork permitted by owners.

Kids Mode

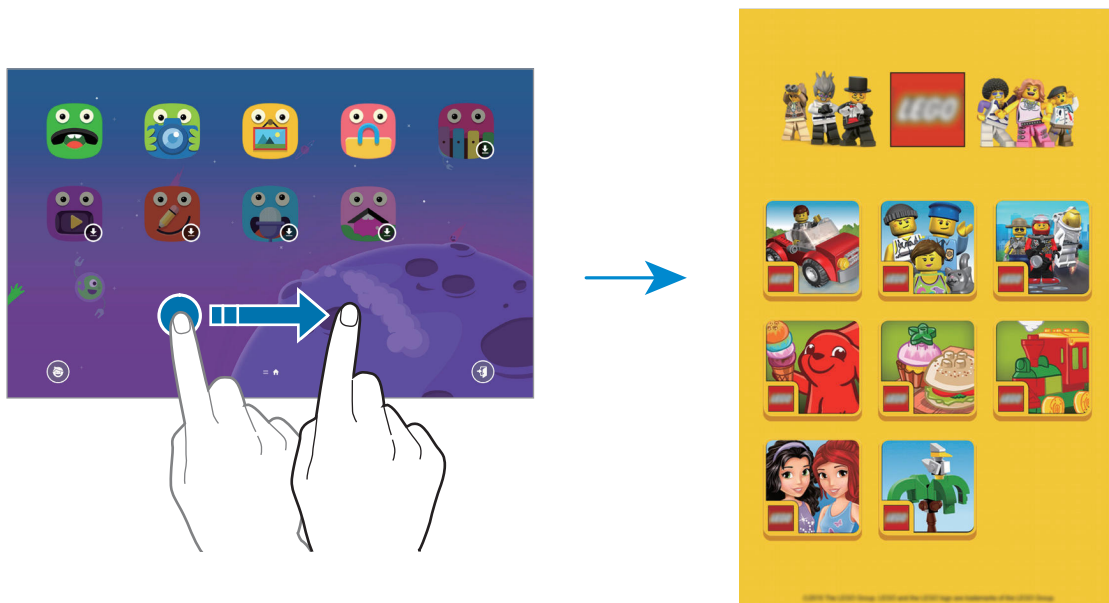
Provide a fun and safe environment for children by restricting children's access to certain apps or content.

To start kids mode, tap **Kids Mode** on the Home or Apps screen.

When you launch this app for the first time, set PIN. Then, follow the on-screen instructions.



To move to the contents page, swipe to the right on the kids mode screen.



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

Google apps

Google provides entertainment, social network, and business apps. You may require a Google account to access some apps. Refer to [Accounts](#) for more information.

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



Some apps may not be available or may be labelled differently depending on the region or service provider.

Chrome

Search for information and browse webpages.

Gmail

Send or receive emails via the Google Mail service.

Maps

Find your location on the map, search the world map, and view location information for various places around you.

Play Music

Discover, listen to, and share music on your device. You can upload music collections stored on your device to the cloud and access them later.

Play Movies & TV

Purchase or rent videos, such as movies and TV programmes, from **Play Store**.

Drive

Store your content on the cloud, access it from anywhere, and share it with others.

YouTube

Watch or create videos and share them with others.

Photos

Search for, manage, and edit all your photos and videos from various sources in one place.

Hangouts

Send messages, images, and emoticons to your friends and have video calls with them.

Google

Search quickly for items on the Internet or your device.

Settings

Introduction

Customise settings for functions and apps. You can make your device more personalised by configuring various setting options.

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

To search for settings by entering keywords, tap .

Connections

Wi-Fi

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



- Your device uses a non-harmonised frequency and is intended for use in all European countries. The WLAN can be operated in the EU without restriction indoors, but cannot be operated outdoors.
- Turn off Wi-Fi to save the battery when not in use.

Connecting to a Wi-Fi network

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

3 Tap **CONNECT**.



- Once the device connects to a Wi-Fi network, the device will reconnect to that network each time it is available without requiring a password. To prevent the device connecting to the network automatically, select it from the list of networks and tap **FORGET**.
- If you cannot connect to a Wi-Fi network properly, restart your device's Wi-Fi feature or the wireless router.

Wi-Fi Direct

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

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

2 Tap **Wi-Fi Direct**.

The detected devices are listed.

If the device you want to connect to is not in the list, request that the device turns on its Wi-Fi Direct feature.

3 Select a device to connect to.

The devices will be connected when the other device accepts the Wi-Fi Direct connection request.

Sending and receiving data

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

1 Tap **Gallery** on the Apps screen.

2 Select an image.

3 Tap **Share** → **Wi-Fi Direct** and select a device to transfer the image to.

4 Accept the Wi-Fi Direct connection request on the other device.

If the devices are already connected, the image will be sent to the other device without the connection request procedure.

Ending the device connection

- 1 On the Settings screen, tap **Connections** → **Wi-Fi**.
- 2 Tap **Wi-Fi Direct**.
The device displays the connected devices in the list.
- 3 Tap the device name to disconnect the devices.

Bluetooth

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



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

Samsung is not responsible for the repercussion of illegal use of the Bluetooth feature.

Pairing with other Bluetooth devices

- 1 On the Settings screen, tap **Connections** → **Bluetooth**, and then tap the switch to activate it.

The detected devices are listed.

- 2 Select a device to pair with.

If the device you want to pair with is not in the list, request that the device turns on its visibility option. Refer to the other device's user manuals.



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

- 3 Accept the Bluetooth connection request on your device to confirm.

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

Sending and receiving data

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

- 1 Tap **Gallery** on the Apps screen.

- 2 Select an image.

- 3 Tap **Share** → **Bluetooth**, and then select a device to transfer the image to.

If your device has paired with the device before, tap the device name without confirming the auto-generated passkey.

If the device you want to pair with is not in the list, request that the device turns on its visibility option.

- 4 Accept the Bluetooth connection request on the other device.

Unpairing Bluetooth devices

- 1 On the Settings screen, tap **Connections** → **Bluetooth**.

The device displays the paired devices in the list.

- 2 Tap  next to the device name to unpair.

- 3 Tap **Unpair**.

Tablet visibility

Allow other devices to find your device to share content with you. When this feature is activated, your device will be visible to other devices when they search for available devices using their Transfer files to device option.

On the Settings screen, tap **Connections** and tap the **Tablet visibility** switch to activate it.

Data usage

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

On the Settings screen, tap **Connections** → **Data usage**.

- **Data saver:** Prevent apps that are running in the background from using a mobile data connection.
- **Mobile data:** Set the device to use data connections on any mobile network.
- **Mobile data usage:** Monitor your mobile data usage.
- **Billing cycle:** Set a limit for mobile data usage.
- **Wi-Fi data usage:** Monitor your Wi-Fi data usage.
- **Restrict networks:** Select Wi-Fi networks to prevent apps running in the background from using them.

To change the monthly reset date for the monitoring period, tap **Billing cycle** → **Start billing cycle on**.

Limiting data usage

Set the device to automatically disable the mobile data connection when the amount of mobile data you have used reaches your specified limit.

- 1 On the Settings screen, tap **Connections** → **Data usage** → **Billing cycle**, and then tap the **Data limit** switch to activate it.
- 2 Tap **Data limit**, enter the limit, and then tap **SET**.
- 3 Tap **Data warning**, enter a data usage alert level, and then tap **SET**.
The device will alert you when the warning level is reached.

Flight mode

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

On the Settings screen, tap **Connections** and tap the **Flight mode** switch to activate it.



Make sure the device is turned off during takeoff and landing. After takeoff, you can use the device in flight mode if allowed by aircraft personnel.

Mobile hotspot and tethering

Use the device as a mobile hotspot to share the device's mobile data connection with other devices when the network connection is not available. Connections can be made via Wi-Fi, USB, or Bluetooth.

On the Settings screen, tap **Connections** → **Mobile hotspot and tethering**.



You may incur additional charges when using this feature.

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

Using the mobile hotspot

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

- 1 On the Settings screen, tap **Connections** → **Mobile hotspot and tethering** → **Mobile hotspot**.
- 2 Tap the switch to activate it.
The  icon appears on the status bar. Other devices can find your device in the Wi-Fi networks list.
To set a password for the mobile hotspot, tap  → **Configure Mobile hotspot** and select the level of security. Then, enter a password and tap **SAVE**.
- 3 On the other device's screen, search for and select your device from the Wi-Fi networks list.
- 4 On the connected device, use the device's mobile data connection to access the Internet.

Mobile networks

Configure your mobile network settings.

On the Settings screen, tap **Connections** → **Mobile networks**.

- **Data roaming:** Set the device to use data connections when you are roaming.
- **Network mode:** Select a network type.
- **Access Point Names:** Set up access point names (APNs).
- **Network operators:** Search for available networks and manually register a network.

Location

Change settings for location information permissions.

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

- **Locating method:** Select a network to use for locating your device.
- **Improve accuracy:** Set the device to use the Wi-Fi or Bluetooth feature to increase the accuracy of your location information, even when the features are deactivated.
- **RECENT LOCATION REQUESTS:** View which apps request your current location information and their battery usage.
- **LOCATION SERVICES:** View the location services your device is using.

More connection settings

Customise settings to control other features.

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

- **Nearby device scanning:** Set the device to scan for nearby devices to connect to.
- **Printing:** Configure settings for printer plug-ins installed on the device. You can search for available printers or add one manually to print files. Refer to [Printing](#) for more information.
- **Download booster:** Set the device to download files larger than 30 MB, faster via Wi-Fi and mobile networks simultaneously. Refer to [Download booster](#) for more information.
- **VPN:** Set up and connect to virtual private networks (VPNs).
- **Ethernet:** The Ethernet option is available when an Ethernet adaptor is connected to the device. Use this option to activate the Ethernet feature and configure network settings.

Printing

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



Some printers may not be compatible with the device.

- 1 On the Settings screen, tap **Connections** → **More connection settings** → **Printing** → **Download plug-in**.
- 2 Search for a printer plug-in in **Play Store**.
- 3 Select a printer plug-in and install it.
- 4 Select the printer plug-in and tap the switch to activate it.
The device searches for printers that are connected to the same Wi-Fi network as your device.
- 5 Select a printer to add.



To add printers manually, tap  → **Add printer** → **ADD PRINTER**.

Printing content

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



Printing methods may vary depending on the content type.

Download booster

Set the device to download files larger than 30 MB, faster via Wi-Fi and mobile networks simultaneously. A stronger Wi-Fi signal will provide a faster download speed.

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



- This feature may not be supported by some devices.
- You may incur additional charges when downloading files via the mobile network.
- When you download large files, the device may heat up. If the device exceeds a set temperature, the feature will turn off.
- If network signals are unstable, the speed and performance of this feature may be affected.
- If the Wi-Fi and mobile network connections have significantly different data transfer speeds, the device may use only the fastest connection.
- This feature supports Hypertext Transmission Protocol (HTTP) 1.1 and Hypertext Transmission Protocol Secure (HTTPS). The feature cannot be used with other protocols, such as FTP.

Sounds and vibration

Change settings for various sounds on the device.

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

- **Sound mode:** Set the device to use sound mode or silent mode.
- **Vibrate while ringing:** Set the device to vibrate and play a ringtone for incoming calls.
- **Default Volume key control:** Set the default Volume key control.
- **Volume:** Adjust the volume level for call ringtones, music and videos, system sounds, and notifications.
- **Ringtone:** Change the call ringtone.
- **Vibration pattern:** Select a vibration pattern.
- **Notification sounds:** Select a default notification sound. You can also change the notification settings for each app.
- **Do not disturb:** Set the device to mute incoming calls, notification sounds, and media, except for allowed exceptions.
- **Touch sounds:** Set the device to sound when you select an app or option on the touchscreen.
- **Screen lock sounds:** Set the device to sound when you lock or unlock the touchscreen.
- **Charging sound:** Set the device to sound when it is connected to a charger.
- **Dialling keypad tones:** Set the device to sound when you tap the buttons on the keypad.
- **Keyboard sound:** Set the device to sound when a key is touched.
- **Sound quality and effects:** Configure additional sound settings.

Notifications

Change the notification settings for each app.

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

To customise notification settings, tap **ADVANCED** and select an app.

- **Allow notifications:** Allow notifications from the selected app.
- **Show silently:** Set the device to mute notification sounds and hide notification previews.
- **Set as priority:** Display notifications at the top of the notification panel and include them in the allowed list when **Do not disturb** is activated.

Display

Options

Change the display and the Home screen settings.

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

- **Brightness:** Adjust the brightness of the display.
- **Auto brightness:** Adjust the brightness of the display automatically.
- **Screen zoom and font:** Change the screen zoom setting or font size and style.
- **Home screen:** Customise the Home screen by adding, deleting, or rearranging Home screen panels, and more. Refer to [Home screen options](#) for more information.
- **Icon frames:** Set whether to display shaded backgrounds to make icons stand out.
- **Status bar:** Customise the settings for displaying notifications or indicators on the status bar.
- **Screen timeout:** Set the length of time the device waits before turning off the display's backlight.
- **Screensaver:** Set the device to launch a screensaver when the device is charging.

Wallpaper

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

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

Advanced features

Options

Activate advanced features and change the settings that control them.

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



Excessive shaking or impact to the device may cause unintended input for some features.

- **S Pen:** Change the settings for using the S Pen. Refer to [S Pen features](#) for more information about **Air command**, **Air view**, and **Screen off memo**.
- **Accessories:** Change the accessory settings.
- **Smart stay:** Set the device to prevent the display backlight from turning off while you are looking at the display.
- **Multi window:** Select a Multi window launch method.
- **Smart capture:** Set the device to capture content that continues across multiple screens, and crop and share the screenshot immediately.
- **Palm swipe to capture:** Set the device to capture a screenshot when you swipe your hand to the left or right across the screen. You can view the captured images in **Gallery**.

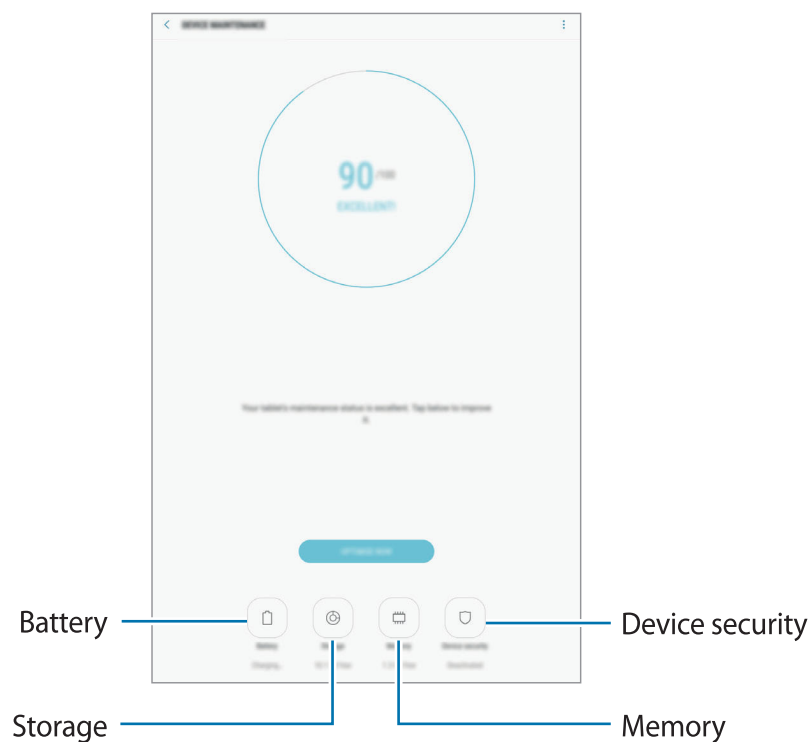


It is not possible to capture a screenshot while using some apps and features.

- **Easy mute:** Set the device to mute incoming calls or alarms by using palm motions.
- **Direct share:** Set the device to display the people you contacted on the sharing options panel to allow you to share content directly.

Device maintenance

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



Using the quick optimisation feature

On the Settings screen, tap **Device maintenance** → **FIX NOW** or **OPTIMISE NOW**.

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

- Clearing some memory.
- Deleting unnecessary files and closing apps running in the background.
- Managing abnormal battery usage.
- Scanning for malware.

Battery

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

On the Settings screen, tap **Device maintenance** → **Battery**.



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

Managing the battery

You can save battery power by preventing apps that are running in the background from using battery power when they are not being used. Tick apps from the apps list and tap **SAVE POWER**.

Also, tap  → **Advanced settings** to set app power monitor options.

Storage

Check the status of the used and available memory.

On the Settings screen, tap **Device maintenance** → **Storage**.



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

Managing the memory

To delete residual files, such as cache, tap **CLEAN NOW**. To delete files or uninstall apps that you do not use any more, select a category under **USER DATA**. Then, tick items to select and tap **DELETE** or **UNINSTALL**.

Memory

On the Settings screen, tap **Device maintenance** → **Memory**.

To speed up your device by reducing the amount of RAM you are using, tick apps from the apps list, and tap **CLEAN NOW**.

Device security

Check the device's security status. This feature scans your device for malware.

On the Settings screen, tap **Device maintenance** → **Device security** → **SCAN TABLET**.

Apps

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

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

Lock screen and security

Options

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

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



The available options may vary depending on the screen lock method selected.

- **Screen lock type:** Change the screen lock method.
- **Smart Lock:** Set the device to automatically unlock itself in certain situations.
- **Secure lock settings:** Change screen lock settings for the selected lock method.
- **Show information:** Change settings for the items displayed on the locked screen.
- **Notifications:** Set whether or not to show notification content on the locked screen and select which notifications to display.
- **App shortcuts:** Select apps to display shortcuts to them on the locked screen.
- **Find My Mobile:** Activate or deactivate the Find My Mobile feature. Access the Find My Mobile website (findmymobile.samsung.com) to track and control your lost or stolen device.
- **Unknown sources:** Set the device to allow the installation of apps from unknown sources.
- **Private mode:** Activate private mode to prevent others from accessing your personal content. Refer to [Private mode](#) for more information.
- **Secure startup:** Protect your device by setting it to require a screen unlock code when turning on the device. You must enter the unlock code to start the device and receive messages and notifications.
- **Encrypt 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.

- **Other security settings:** Configure additional security settings.

Private mode

Hide personal content in your device to prevent others from accessing it.

Activating private mode

- 1 On the Settings screen, tap **Lock screen and security** → **Private mode**, and then tap the switch to activate it.

If you are activating private mode for the first time, follow the on-screen instructions to set up a private mode access code.

- 2 Follow the on-screen instructions to enter the preset private mode access code.

Private mode is activated and the  icon appears on the status bar.



You can view and access the hidden items only when private mode is activated. To hide items stored in the private folder, deactivate private mode.

Hiding content

- 1 On the Apps screen, launch an app to hide items.

- 2 Select an item and tap  → **Move to Private**.

If private mode is not activated, follow the on-screen instructions to enter the preset private mode access code.

The selected items will be moved to the private folder.

Viewing hidden content

You can view hidden items only when private mode is activated.

- 1 On the Settings screen, tap **Lock screen and security** → **Private mode**, and then tap the switch to activate it.

- 2 Follow the on-screen instructions to enter the preset private mode access code.

- 3 On the Apps screen, tap **My Files** → **Private**.

Items moved to the private folder will appear on the screen.

Unhiding content

- 1 In the private folder, tap and hold an item to, and then tick items to unhide.
- 2 Tap  → **Remove from Private**.
- 3 Select a folder to move the items to, and then tap **DONE**.
The items will be moved to the selected folder.

Automatically deactivating private mode

You can set the device to automatically deactivate private mode each time the screen turns off.

- 1 On the Settings screen, tap **Lock screen and security** → **Private mode**, and then tap the switch to activate it.
 - 2 Follow the on-screen instructions to enter the preset private mode access code.
 - 3 Tap the **Auto disable** switch to activate it.
-  When the **Auto disable** option is enabled, the device will fail to transfer files to the private folder if the screen turns off during transfer.

Cloud and accounts

Introduction

Sync, back up, or restore your device's data using Samsung Cloud, or reset your device. You can also register and manage accounts, such as your Samsung account or Google account, and transfer data to or from other devices via Smart Switch.



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

Samsung Cloud

You can manage the content that you want to store securely in Samsung Cloud. Check the usage status of your Samsung Cloud storage, and sync, back up, and restore your data.

On the Settings screen, tap **Cloud and accounts** → **Samsung Cloud**.

Manage cloud storage

View the amount of storage space you are currently using in Samsung Cloud and the amount of usage by data type. You can also delete backup data from old devices after restoring data.

BACK UP AND RESTORE

Back up your application data and device settings to Samsung Cloud, and restore them when needed. Refer to [Backing up and restoring data](#) for more information.

DATA TO SYNC

Customise the sync settings of your data, such as contacts, calendar events, images, and videos.

Accounts

Add your Samsung account and other accounts to sync with them.

Adding accounts

Some apps used on your device require a registered account. Create accounts to have the best experience with your device.

- 1 On the Settings screen, tap **Cloud and accounts** → **Accounts** → **Add account**.
- 2 Select an account service.
- 3 Follow the on-screen instructions to complete the account setup.

To sync content with your accounts, select an account and select items to sync.

Removing accounts

On the Settings screen, tap **Cloud and accounts** → **Accounts**, select an account name, select the account to remove, and then tap  → **Settings** → **Remove account** or tap  → **Remove account**.

Users

Set up additional user accounts for other users to use the device with personalised settings, such as email accounts, wallpaper preferences, and more. Following types of user accounts are available:

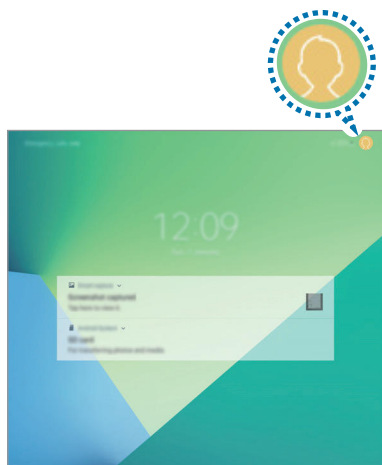
- **Owner:** The owner account is created only when setting up the device for the first time, and cannot be created more than one. This account has full control of the device including user account management. You can add or delete user accounts only when using this account.
- **Guest:** This account allows guests to access the device. Information and data used during a guest session is temporarily stored. Each time you use this account, you are asked whether to continue the previous guest session or reset it.
- **User:** This account allows users to access their own apps and content, and customise the device settings that affect all accounts.

Adding users

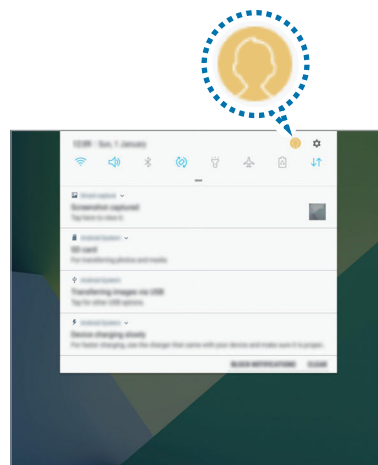
- 1 On the Settings screen, tap **Cloud and accounts** → **Users**.
- 2 Tap **Add user or profile** → **OK** → **SET UP NOW**.
The device will switch to a new user account and the default locked screen will appear on the screen.
- 3 Unlock the device and follow the on-screen instructions to complete the account setup.

Switching users

Tap the user account icon at the top of the locked screen or the notification panel, and then select an account to switch to.



Locked screen



Notification panel

Managing users

When using the owner account, you can delete accounts or change account settings.

To delete a user account, tap ⚙️ next to the account and then tap **Delete user**.

To change an account's settings, tap ⚙️ next to an account.

Backup and restore

Change the settings for managing settings and data.

On the Settings screen, tap **Cloud and accounts** → **Backup and restore**.

SAMSUNG ACCOUNT

- **Backup settings:** Back up your personal information and app data to Samsung Cloud. You can also set the device to automatically back up data.
- **Restore:** Restore previously backed up personal information and app data from Samsung Cloud.

GOOGLE ACCOUNT

- **Back up my data:** Set the device to back up settings and app data to the Google server.
- **Backup account:** Set up or edit your Google backup account.
- **Automatic restore:** Set the device to automatically restore settings and app data from the Google server when apps are reinstalled.

Google

Configure settings for some features provided by Google.

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

Accessibility

Configure various settings to improve accessibility to the device.

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

- **Vision:** Customise the settings to improve accessibility for visually impaired users.
- **Hearing:** Customise the settings to improve accessibility for users with hearing impairment.
- **Dexterity and interaction:** Customise the settings to improve accessibility for users who have reduced dexterity.
- **Text-to-speech:** Change the settings for text-to-speech features used when Voice Assistant is activated, such as languages, speed, and more.
- **Direction lock:** Change the directional combination settings for unlocking the screen.
- **Direct access:** Set the device to open selected accessibility menus when you press the Home key three times quickly.
- **Notification reminder:** Set the device to alert you to notifications that you have not checked at the interval.
- **Answering and ending calls:** Set the device to answer or end calls by pressing Home or Power key and using voice commands.
- **Single tap mode:** Set the device to control incoming calls or notifications by tapping the button instead of dragging it.
- **Manage accessibility:** Export or import the accessibility settings to share them with other devices.
- **SERVICES:** View accessibility services installed on the device.

General management

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

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

- **Language and input:** Select device languages and change settings, such as keyboards and voice input types. Some options may not be available depending on the selected language.
- **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.

- **Report diagnostic information:** Set the device to automatically send the device's diagnostic and usage information to Samsung.
- **Marketing information:** Set whether to receive Samsung marketing information, such as special offers, membership benefits, and newsletters.
- **Reset:** Reset your device's settings or perform a factory data reset.

Software update

Update your device's software or change the update settings.

On the Settings screen, tap **Software update**.

- **Download updates manually:** Check for and install updates manually.
- **Download updates automatically:** Set the device to download updates automatically when connected to a Wi-Fi network.
- **Scheduled software updates:** Set the device to install downloaded updates at a specified time.

User manual

View help information to learn how to use the device and apps or configure important settings.

On the Settings screen, tap **User manual**.

About tablet

Access your device's information.

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

- **My phone number:** View your phone number.
- **Status:** View various device information, such as the SIM card status, Wi-Fi MAC address, and serial number.
- **Legal information:** View legal information related to the device, such as safety information and the open source licence.
- **Device name:** View and edit the name that will be displayed when connecting your device with other devices via Bluetooth, Wi-Fi Direct, and other methods.
- **Model number:** View the device's model number.
- **Software information:** View the device's software information, such as its operating system version and firmware version.
- **Battery information:** View the device's battery status and information.

Appendix

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 more information, contact your service provider.

Your device displays network or service error messages

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

Your device does not turn on

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

The touchscreen responds slowly or improperly

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

Your device freezes or encounters a fatal error

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

Restarting the device

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

Forcing restart

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

Resetting the device

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

On the Apps screen, tap **Settings** → **General management** → **Reset** → **Factory data reset** → **RESET** → **DELETE ALL**. Before performing the factory data reset, remember to make backup copies of all important data stored in the device.

Calls are not connected

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

Others cannot hear you speaking on a call

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

Sound echoes during a call

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

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

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

The battery icon is empty

Your battery is low. Charge the battery.

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

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

The battery depletes faster than when first purchased

- When you expose the device or the battery to very cold or very hot temperatures, the useful charge may be reduced.
- Battery consumption increases when you use messaging features or some apps, 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 apps that require more power or use apps 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.

If the device overheats or feels hot for a prolonged period, do not use it for a while. If the device continues to overheat, contact a Samsung Service Centre.

Error messages appear when launching the camera

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

- Charge the battery.
- Free some 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 app 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 app 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.

Your device cannot find your current location

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

Data stored in the device has been lost

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

A small gap appears around the outside of the device case

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

There is not enough space in the device's storage

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

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