

SAMSUNG

Galaxy A10e | A20



User manual

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Features



Meet Bixby

Bixby responds to your voice commands and can help you understand your settings and set up your Samsung device. See [Bixby Home](#) on page 25.



Camera

The camera on your device has several unique features. See [Camera](#) on page 44.



Dark mode

Use a darker theme to keep your eyes comfortable at night. See [Dark mode](#) on page 106.



Expandable storage

Expand storage with a supported microSD™ card. See [Memory card](#) on page 110.

Getting started

Galaxy A10e

Galaxy A20

Set up your device

Start using your device



Galaxy A10e



Devices and software are constantly evolving — the illustrations you see here are for reference only.

Galaxy A20



Devices and software are constantly evolving — the illustrations you see here are for reference only.

Set up your device

Your device uses a nano-SIM card. A SIM card may be preinstalled, or you may be able to use your previous SIM card. Contact your carrier for more details.

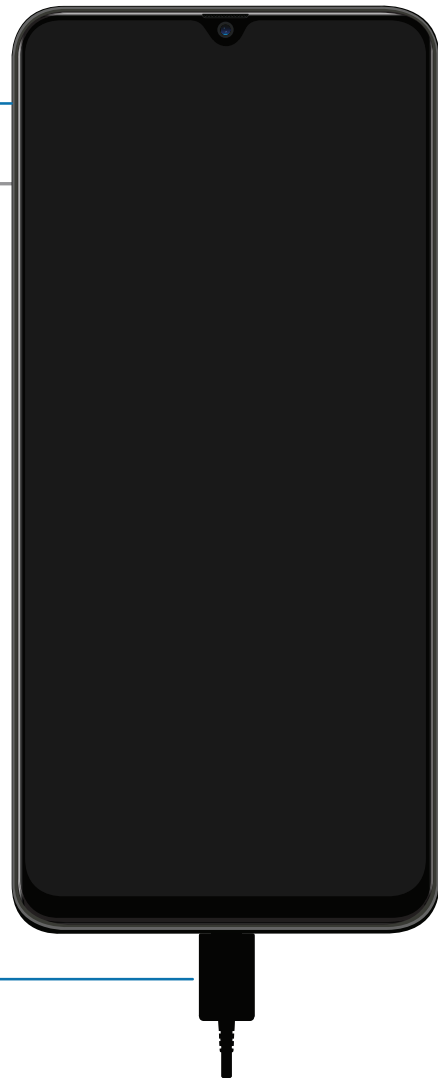
Install SIM/microSD card


Place the SIM card and optional microSD card (sold separately) into the tray with the gold contacts facing down.




Charge your device

Before turning on your device, charge it fully.




 **NOTE** The use of mobile devices on an aircraft or a ship may be subject to federal and local guidelines and restrictions. Check with appropriate authorities and always follow crew instructions regarding when and how you may use your device.

 **NOTE** Use only charging devices and batteries (if applicable) that are approved by Samsung. Samsung charging devices and batteries are designed for your device to maximize battery life. Using other charging devices and batteries may void your warranty and may cause damage.



Charge the battery

Your device is powered by a rechargeable battery. A charger (charging head and USB Type-C cable) is included with the device for charging the battery from a power outlet.

 **TIP** While charging, the device and the charger may become hot and stop charging. This usually does not affect the device's lifespan or performance and is in the device's normal range of operation. Disconnect the charger from the device and wait for the device to cool down. For more information, visit samsung.com/us/support/answer/ANS00076952.

Start using your device

Use the Power key to turn your device on. Do not use the device if the body is cracked or broken. Use the device only after it has been repaired.

- Press and hold the **Power** key to turn the device on.
 - To turn the device off, press and hold the **Power** key >  **Power off**. Confirm when prompted.
 - To restart your device, press and hold the **Power** key >  **Restart**. Confirm when prompted.

Use the Setup Wizard


The first time you turn your device on, the Setup Wizard guides you through the basics of setting up your device.

Follow the prompts to choose a default language, connect to a Wi-Fi® network, set up accounts, choose location services, learn about your device's features, and more.

Transfer data from an old device

Use Smart Switch™ to transfer contacts, photos, music, videos, messages, notes, calendars, and more from your old device. Smart Switch can transfer your data via USB cable, Wi-Fi, or computer.

Visit samsung.com/us/support/owners/app/smart-switch to learn more.

1. From Settings, tap  **Accounts and backup** > **Smart Switch**.
2. Follow the prompts and select the content to transfer.

Visit samsung.com/smartswitch for more information.

Lock or unlock your device

Use your device's screen lock features to secure your device. By default, the device locks automatically when the screen times out. For more information about screen locks, see [Lock screen and security](#) on page 119.




Power key

Press to lock.

Press to turn on the screen, and then swipe the screen to unlock it.



Accounts


Set up and manage your accounts.

 **TIP** Accounts may support email, calendars, contacts, and other features. See your carrier for more information.

Add a Google Account



Sign in to your Google Account to access your Google Cloud Storage, apps installed from your account, and make full use of your device's Android™ features.



1. From Settings, tap  **Accounts and backup** > **Accounts**.
2. Tap  **Add account** > **Google**.

 **NOTE** When you sign in to a Google Account, Factory Reset Protection (FRP) is activated. FRP requires your Google Account information when resetting to factory settings. For more information, see **Factory Reset Protection** on page 118.

Add a Samsung account



Sign in to your Samsung account to access exclusive Samsung content and make full use of Samsung apps.

1. From Settings, tap  **Accounts and backup** > **Accounts**.
2. Tap  **Add account** > **Samsung account**.

 **TIP** To quickly access your Samsung account, from Settings tap  **Samsung account profile**.



Add an email account

Sign in to one or more of your email accounts to view and manage email messages.

1. From Settings, tap  **Accounts and backup** > **Accounts**.
2. Tap  **Add account** > **Email**.

Set up voicemail

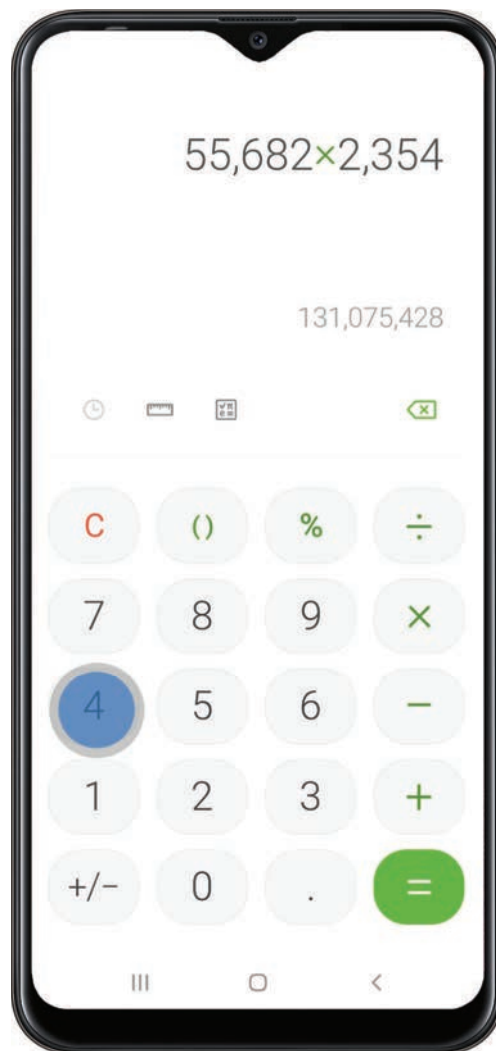
You can set up your voicemail service when you access it for the first time. You can access voicemail through the Phone app.

1. From  Phone, touch and hold the  1 key.
2. Follow the tutorial to create a password, record a greeting, and record your name.

Navigation

A touch screen responds best to a light touch from the pad of your finger or a capacitive stylus. Using excessive force or a metallic object on the touch screen may damage the surface of the screen and the damage will not be covered by the warranty.

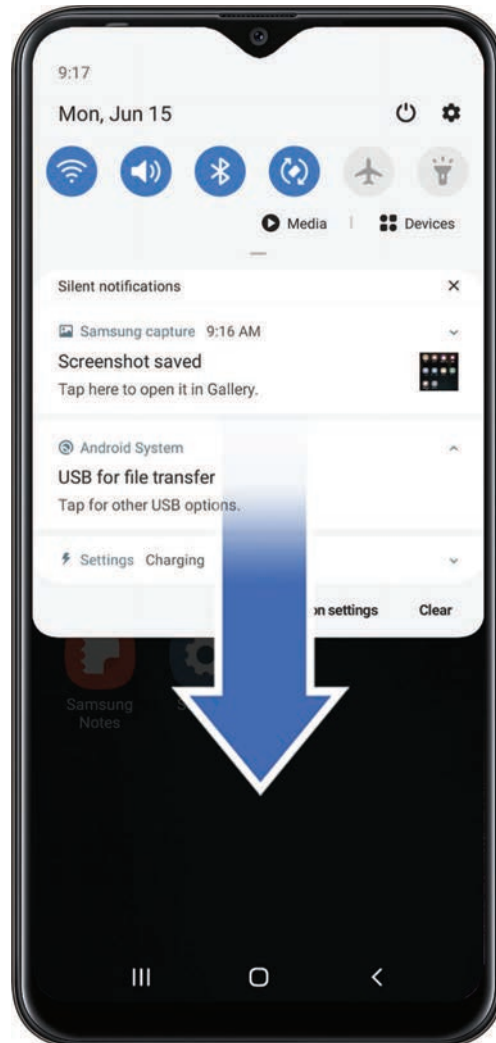
Tap



Lightly touch items to select or launch them.

- Tap an item to select it.
- Double-tap an image to zoom in or out.

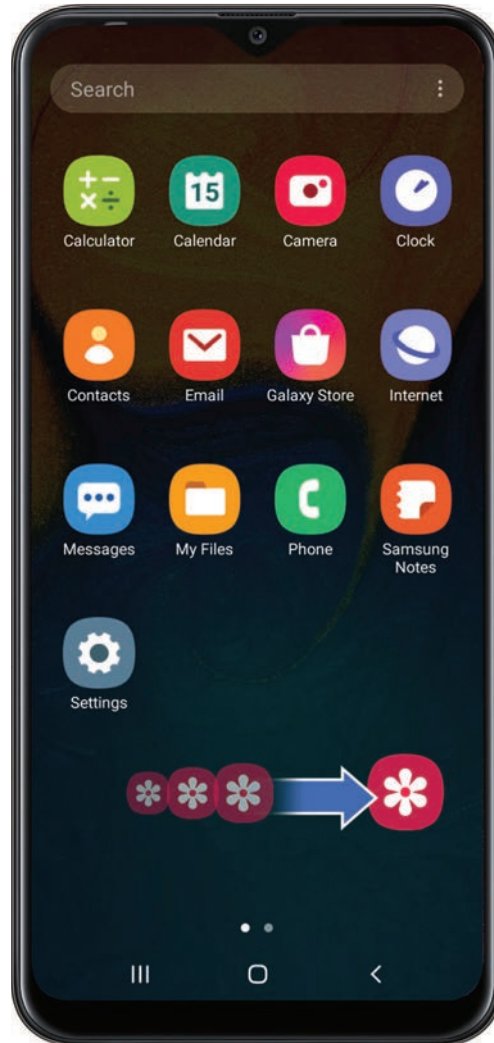
Swipe



Lightly drag your finger across the screen.

- Swipe the screen to unlock the device.
- Swipe the screen to scroll through the Home screens or menu options.

Drag and drop



Touch and hold an item, and then move it to a new location.

- Drag an app shortcut to add it to a Home screen.
- Drag a widget to place it in a new location.

Zoom in and out



Bring your thumb and forefinger together or apart on the screen to zoom in and out.

- Move your thumb and forefinger together on the screen to zoom out.
- Move your thumb and forefinger apart on the screen to zoom in.

Touch and hold

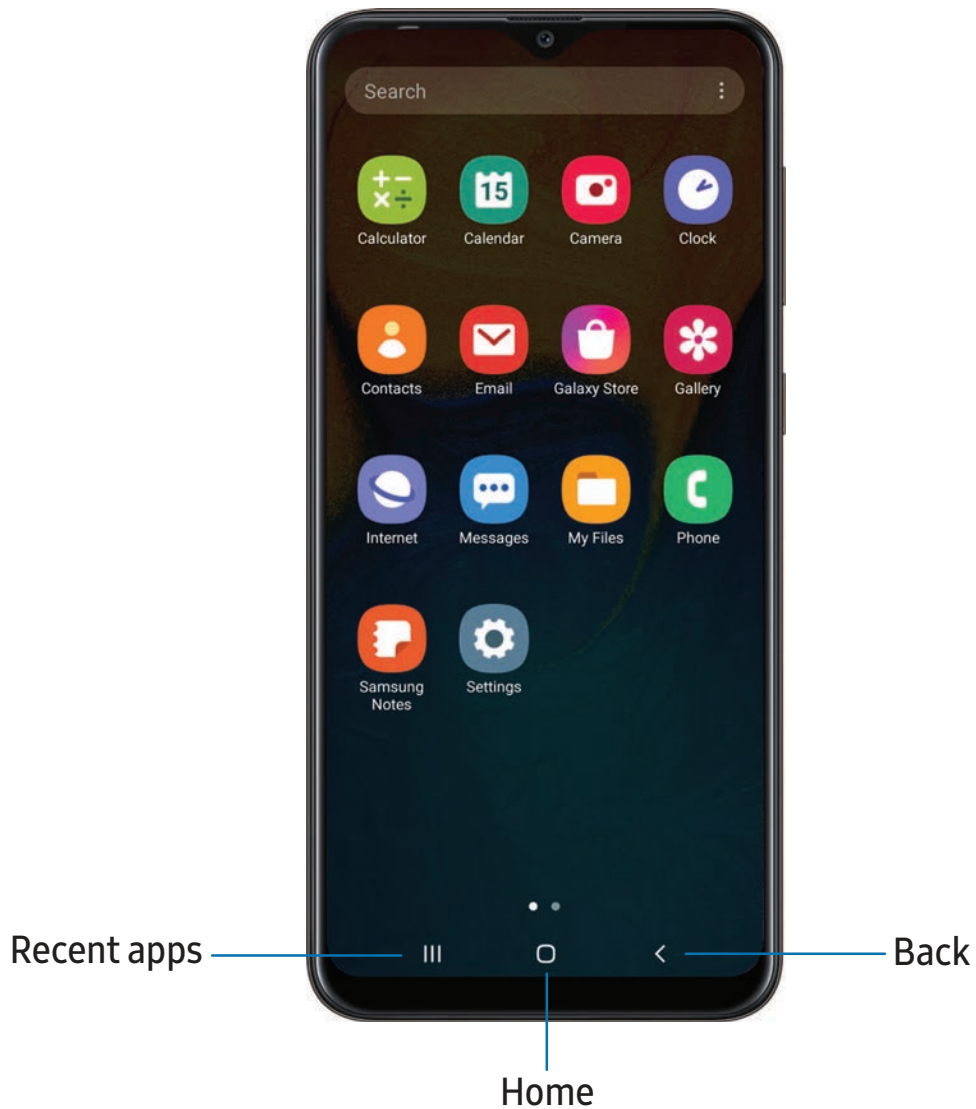


Touch and hold items to activate them.

- Touch and hold a field to display a pop-up menu of options.
- Touch and hold a Home screen to customize the Home screen.


Navigation bar

You may navigate your device by using either the navigation buttons or full screen gestures.




Navigation buttons

Use buttons along the bottom of the screen for quick navigation.

1. From Settings, tap  **Display** > **Navigation bar** > **Navigation buttons**.
2. Tap an option under **Button order** to choose which side of the screen the Back and Recent apps icons display.

Navigation gestures

Hide the navigation buttons at the bottom of the screen for an unobstructed screen experience. Instead swipe to navigate your device.

1. From Settings, tap  **Display** > **Navigation bar** > **Full screen gestures** to enable the feature.
2. Tap an option to customize:
 - **More options:** Choose a gesture type and sensitivity.
 - **Gesture hints:** Display lines at the bottom of the screen where each screen gesture is located.
 - **Show button to hide keyboard:** Show an icon on the bottom right corner of the screen to hide the keyboard when the device is in portrait mode.

Customize your home screen


The Home screen is the starting point for navigating your device. You can place your favorite apps and widgets here, in addition to setting up additional Home screens, removing screens, changing the order of screens, and choosing a main Home screen.


App icons

Use app icons to launch an app from any Home screen.

- From Apps, touch and hold an app icon, and tap  **Add to Home**.


To remove an icon:

- From a Home screen, touch and hold an app icon, and then tap  **Remove from Home**.

 **NOTE** Removing an icon does not delete the app, it just removes the icon from a Home screen.



Wallpaper

Change the look of the Home and Lock screens by choosing a favorite picture, video, or preloaded wallpaper.

1. From a Home screen, touch and hold the screen, and then tap  **Wallpaper**.
2. Tap one of the following menus for available wallpapers:
 - **My wallpapers:** Choose from featured and downloaded wallpapers.
 - **Gallery:** Choose pictures and videos saved in the Gallery app.
 - **Wallpaper services:** Enable additional features including guide page and Dynamic Lock screen.
 - **Explore more wallpapers:** Find and download more wallpapers from Galaxy Themes.
3. Tap a picture or video to choose it.
 - If choosing a single picture, choose which screen or screens you want to apply the wallpaper to.
 - Videos and multiple pictures can only be applied to the Lock screen.
 - If choosing videos or pictures from the Gallery, tap on one or more items, and then tap **Done**.
4. Tap **Set on Home screen**, **Set on Lock screen**, or **Set on Home and Lock screens** (depending on which screens are applicable).
 - If applying a wallpaper to both the Home and Lock screens, enable **Sync my edits** if you want any edits made to that wallpaper to be applied to both screens.



Themes

Set a theme to be applied to your Home and Lock screens, wallpapers, and app icons.

1. From a Home screen, touch and hold the screen.
2. Tap  **Themes** to customize.
3. Tap a theme to preview and download it to My themes.
4. Tap  **Navigation drawer** > **My stuff** > **Themes** to see downloaded themes.
5. Tap a theme, and then tap **Apply** to apply the selected theme.


Icons

Apply different icon sets to replace the default icons.

1. From a Home screen, touch and hold the screen.
2. Tap  **Themes** > **Icons** to customize.
3. Tap an icon set to preview and download it to My icons.
4. Tap  **Navigation drawer** > **My stuff** > **Icons** to see downloaded icons.
5. Tap an icon, and then tap **Apply** to apply the selected icon set.




Widgets

Add widgets to your home screens for quick access to info or apps.

1. From a Home screen, touch and hold the screen.
2. Tap  **Widgets**, and then touch and hold a widget, drag it to a Home screen, and release it.


Customize Widgets

Once you have added a widget, you can customize where it's located and how it functions.

- From a Home screen, touch and hold a widget, and tap an option:
 -  **Remove from Home:** Delete a widget from your screen.
 -  **Widget settings:** Customize the function or appearance of the widget.
 -  **App info:** Review the widget usage, permissions, and more.

Home screen settings


Customize your Home and Apps screens.

1. From a Home screen, touch and hold the screen.
2. Tap  **Home screen settings** to customize:
 - **Home screen layout:** Set your device to have separate Home and Apps screens, or only a Home screen where all apps are located.
 - **Home screen grid:** Choose a layout to determine how icons are arranged on the Home screen.
 - **Apps screen grid:** Choose a layout to determine how icons are arranged on the Apps screen.
 - **Apps button:** Add a button to the Home screen for easy access to the Apps screen.
 - **App icon badges:** Enable to show badges on apps with active notifications. You can also choose the badge style.
 - **Lock Home screen layout:** Prevent items on the Home screen from being removed or repositioned.
 - **Add apps to Home screen:** Automatically add newly-downloaded apps to the Home screen.
 - **Swipe down for notification panel:** Enable this feature to open the Notification panel by swiping down anywhere on the Home screen.
 - **Rotate to landscape mode:** Rotate the Home screen automatically when your device's orientation is changed from portrait to landscape.
 - **Hide apps:** Choose apps to hide from the Home and App screens. Return to this screen to restore hidden apps. Hidden apps are still installed and can appear as results in Finder searches.
 - **About Home screen:** View version information.

Easy mode

The Easy mode layout has larger text and icons, making for a more straightforward visual experience. Switch between the default screen layout and a simpler layout.



1. From Settings, tap  **Display > Easy mode**.
2. Tap to enable this feature. The following options appear:
 - **Touch and hold delay:** Set how long it takes for a continuous touch to be recognized as a touch and hold.
 - **High contrast keyboard:** Choose a keyboard with high contrast colors.

Status bar

The Status bar provides device information on the right side and notification alerts on the left.

Status icons



Battery full



Battery low



Charging



Mute



Vibrate



Airplane mode



Bluetooth active



Wi-Fi active



Location active



Alarm

Notification icons



Missed calls



Call in progress



Call on hold



New message



Voicemail



New email



Download



Upload



Wi-Fi available



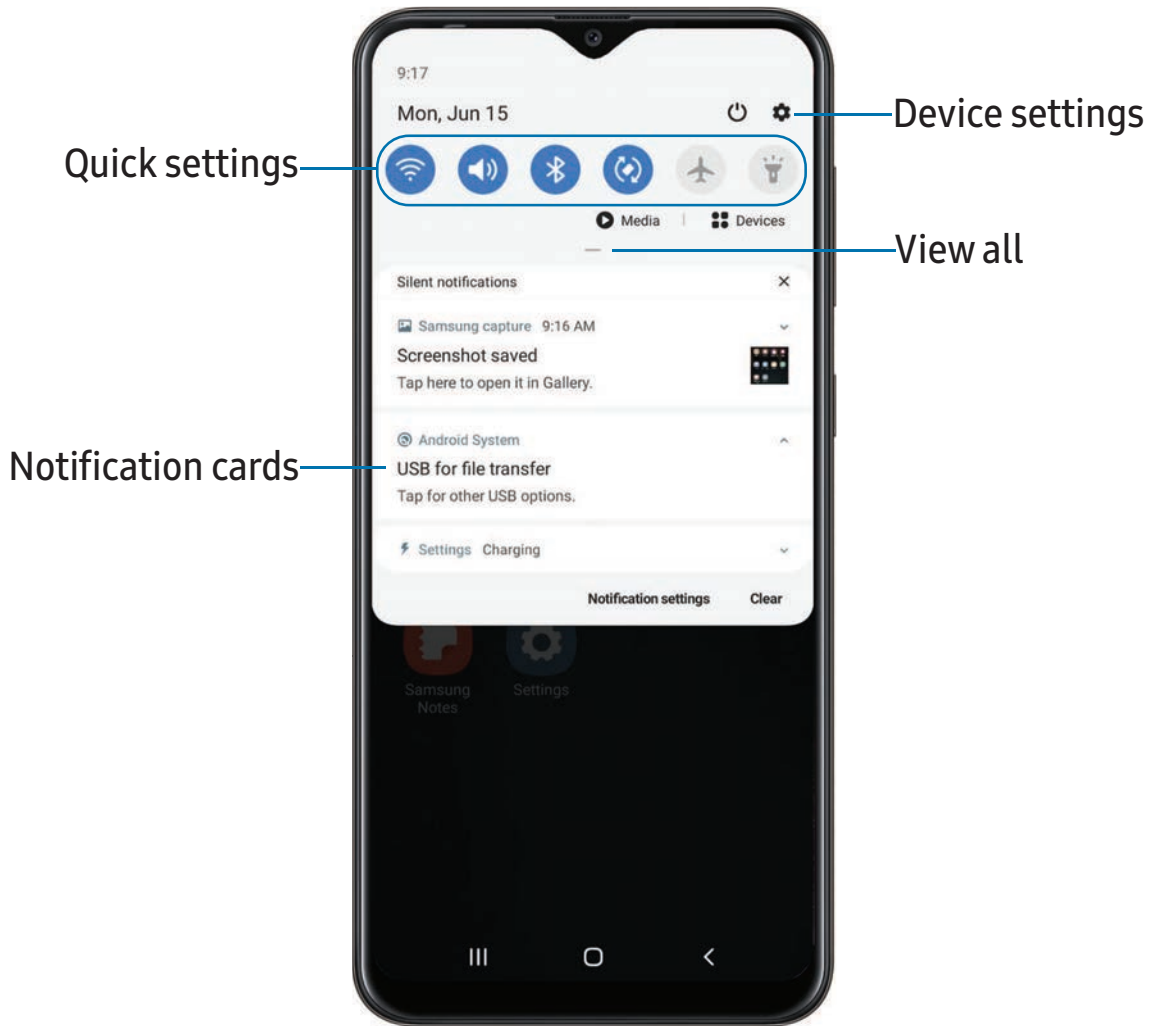
App update

Configure display options for the Status bar.

- From Quick settings, tap **More options** > **Status bar** for the following options:
 - **Show notification icons:** Choose how to display notification icons on the Status bar.
 - **Show battery percentage:** Display the battery charge percentage next to the battery icon on the Status bar.


Notification panel

For quick access to notifications, settings, and more, simply open the Notification panel.





View the Notification panel

You can access the Notification panel from any screen.

1. Drag the Status bar down to display the Notification panel.
2. Swipe down the list to see notification details.
 - To open an item, tap it.
 - To clear a single notification, drag the notification left or right.
 - To clear all notifications, tap **Clear**.
 - To customize notifications, tap **Notification settings**.
3. Drag upward from the bottom of the screen or tap  **Back** to close the Notification panel.







Finger sensor gestures

You can also open or close the Notification panel by swiping up or down on the fingerprint sensor (Galaxy A20 only).

1. From Settings, tap  **Advanced features** > **Motions and gestures** > **Finger sensor gestures**.
2. Tap  to enable the feature.

Quick settings

The Notification panel provides quick access to device functions using Quick settings.

1. Drag the Status bar down to display the Notification panel.
2. Drag  **View all** downward.
 - Tap a quick setting icon to turn it on or off.
 - Touch and hold a quick setting icon to open the setting.
 - Tap  **Finder search** to search the device.
 - Tap  **Power off** for Power off, Restart, and Emergency mode options.
 - Tap  **Open settings** to quickly access the device's settings menu.
 - Tap  **More options** to reorder Quick settings or to change the button layout.
 - Drag the **Brightness slider** to adjust the screen brightness.
3. Drag  **View all** upward to close Quick settings.


Bixby Home

The Bixby Home page displays customized content based on your interactions. Bixby learns from your usage patterns and will suggest content you may like (Galaxy A20 only).

- From a Home screen, swipe right.

Digital wellbeing and parental controls

You can monitor and manage your digital habits by getting a daily view of how frequently you use apps, how many notifications you receive, and how often you check your device. You can also set your device to help you wind down before going to bed.

- From Settings, tap  **Digital wellbeing and parental controls** for the following features:
 - **Screen time:** Tap the time value in the dashboard for details on how long each app has been opened and used today.
 - **Notifications:** Tap to see how many notifications have been received from each app today.
 - **Unlocks:** Tap to see how many times each app has been opened today.
 - **App timers:** Set a daily limit for how long you use each app.
 - **Focus mode:** Configure times and activities to avoid distractions from your device.
 - **Wind down:** Enable to turn the screen to grayscale and limit notifications before going to bed.
 - **Parental controls:** Supervise your children's digital life with Google's Family Link app. You can choose apps, set content filters, keep an eye on screen time, and set screen time limits.


Biometric security

Use biometrics to securely unlock your device and log in to accounts.

Face recognition


You can enable Face Recognition to unlock your screen. To use your face to unlock your device, you must set a pattern, PIN, or password.

- Face recognition is less secure than Pattern, PIN, or Password. Your device could be unlocked by someone or something that looks like your image.
- Some conditions may affect face recognition, including wearing glasses, hats, beards, or heavy make-up.
- When registering your face, ensure that you are in a well-lit area and the camera lens is clean.

1. From Settings, tap  **Biometrics and security** > **Face recognition**.
2. Follow the prompts to register your face.

Face recognition management


Customize how face recognition works.

- From Settings, tap  **Biometrics and security** > **Face recognition**.
 - **Remove face data:** Delete existing faces.
 - **Add alternative look:** Enhance face recognition by adding an alternative appearance.
 - **Face unlock:** Enable or disable face recognition security.
 - **Stay on Lock screen:** When you unlock your device with face recognition, stay on the Lock screen until you swipe the screen.
 - **Faster recognition:** Turn on for faster face recognition. Turn off to increase security and make it harder to unlock using an image or video of your likeness.
 - **Require open eyes:** Facial recognition will only recognize your face when your eyes are open.

- **Brighten screen:** Increase the screen brightness temporarily so that your face can be recognized in dark conditions.
- **Samsung Pass:** Access your online accounts using face recognition (Galaxy A20 only).


Fingerprint scanner

Use fingerprint recognition as an alternative to entering passwords in certain apps (Galaxy A20 only). You can also use your fingerprint to verify your identity when logging in to your Samsung account. To use your fingerprint to unlock your device, you must set a pattern, PIN, or password.

1. From Settings, tap  **Biometrics and security** > **Fingerprints**.
2. Follow the prompts to register your fingerprint.


Fingerprint management

Add, delete, and rename fingerprints.

- From Settings, tap  **Biometrics and security** > **Fingerprints** for the following options:
 - The list of registered fingerprints is at the top of this list. You can tap a fingerprint to remove or rename it.
 - **Add fingerprint:** Simply follow the prompts to register another fingerprint.
 - **Check added fingerprints:** Scan your fingerprint to see if it has been registered.


Fingerprint verification settings



Use fingerprint recognition to verify your identity in supported apps and actions.

- From Settings, tap  **Biometrics and security** > **Fingerprints**.
 - **Fingerprint unlock:** Use your fingerprint for identification when unlocking your device.
 - **Samsung Pass:** Use your fingerprint for identification when using supported apps.

Biometrics preferences

Configure your preferences for biometric security options.

- From Settings, tap  **Biometrics and security** > **Biometrics preferences** for the following:
 - **Screen transition effect:** Show a transition effect when you use biometrics to unlock your device.



 **NOTE** From Settings, tap  **Biometrics and security** > **Biometrics security patch** to view the software version of your device's biometric security features (Galaxy A20 only).


Mobile continuity

Access storage and other functions of your device across compatible mobile devices and computers.

Call and text on other devices

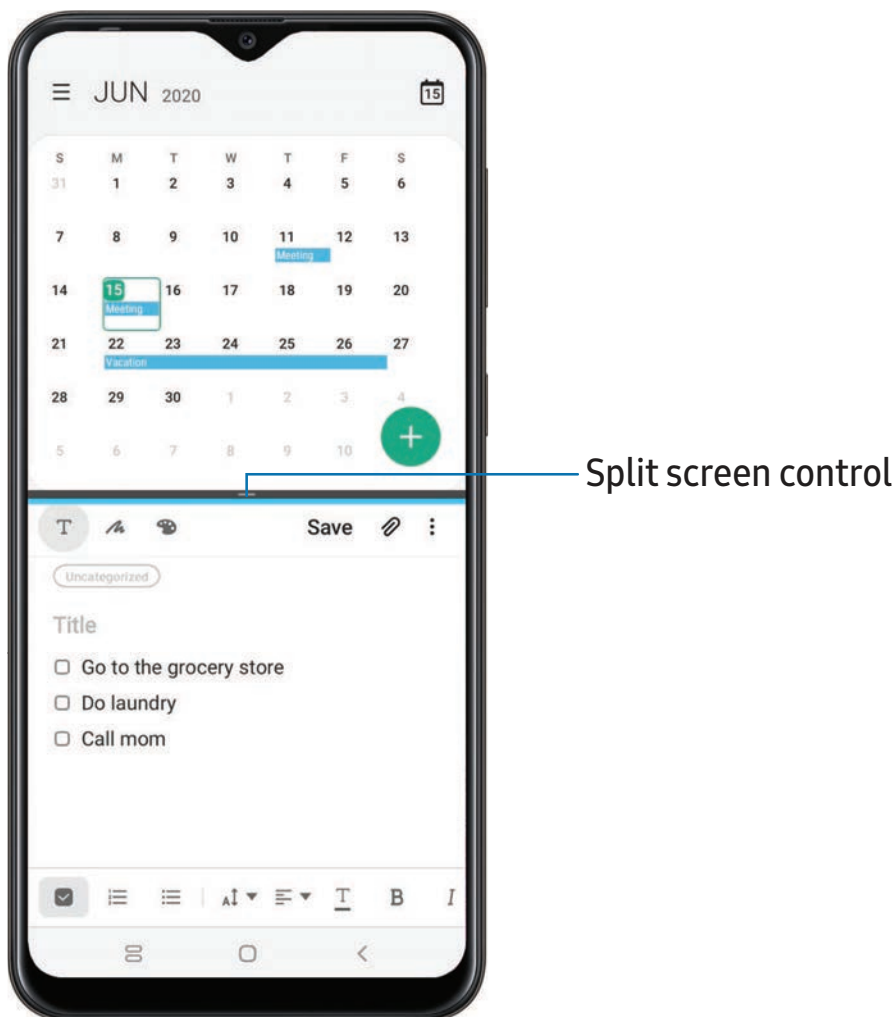
This feature allows you to make and answer calls and text messages from your Galaxy devices that are signed in to your Samsung account (Galaxy A20 only).

1. From Settings, tap  **Advanced features** > **Call & text on other devices**.
2. Tap  to turn on the feature. Connection occurs automatically.
3. Sign in to your Samsung account on your Galaxy devices.

 **TIP** Move your contacts from your device to your Samsung account so you can access them on all registered devices.

Multi window

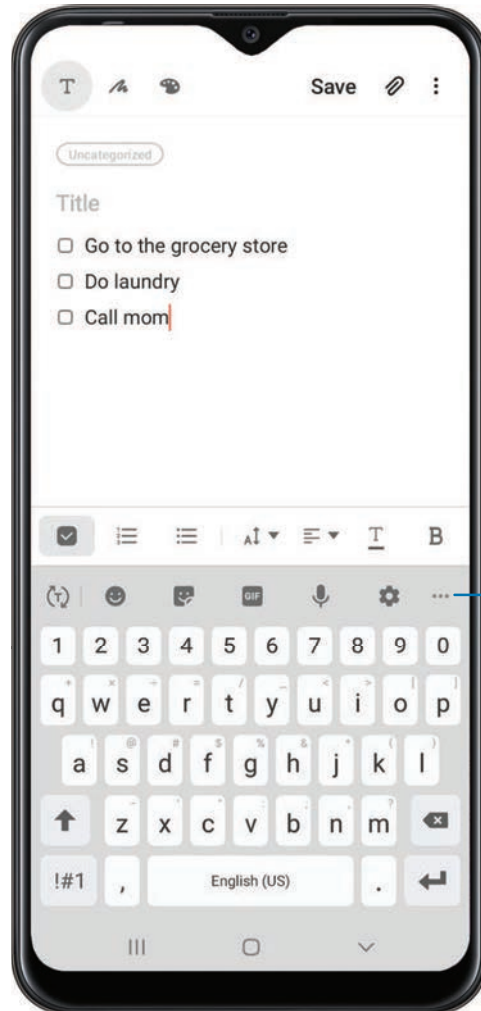
Multitask by using multiple apps at the same time. Apps that support Multi window™ can be displayed together on a split screen. You can switch between the apps and adjust the size of their windows.





1. From any screen, tap **Recent apps**.
2. Tap the app icon, and then tap **Open in split screen view**.
3. Tap an app in the other window to add it to the split screen view.
 - Drag the middle of the window border to adjust the window size.

Enter text

Text can be entered using a keyboard or your voice.











Expand toolbar

- Tap a field to display the Samsung keyboard.
 - Tap  **Show predictive text** to view suggested words while you type.
 - Tap  **Show toolbar functions** to view all keyboard options.


Toolbar

The toolbar provides quick access to features of the keyboard.

- From the Samsung keyboard, tap **⋮ Expand toolbar** for the following options:
 -  **Clipboard**: Access the clipboard.
 -  **Emojis**: Insert an emoji.
 -  **GIF keyboard**: Add animated GIFs.
 -  **Modes**: Select a keyboard layout.
 -  **Settings**: Access keyboard settings.
 -  **Stickers**: Add illustrated stickers.
 -  **Text editing**: Use an editing panel to help pinpoint text that you want to cut, copy, and paste.
 -  **Voice input**: Use Google Voice™ typing.

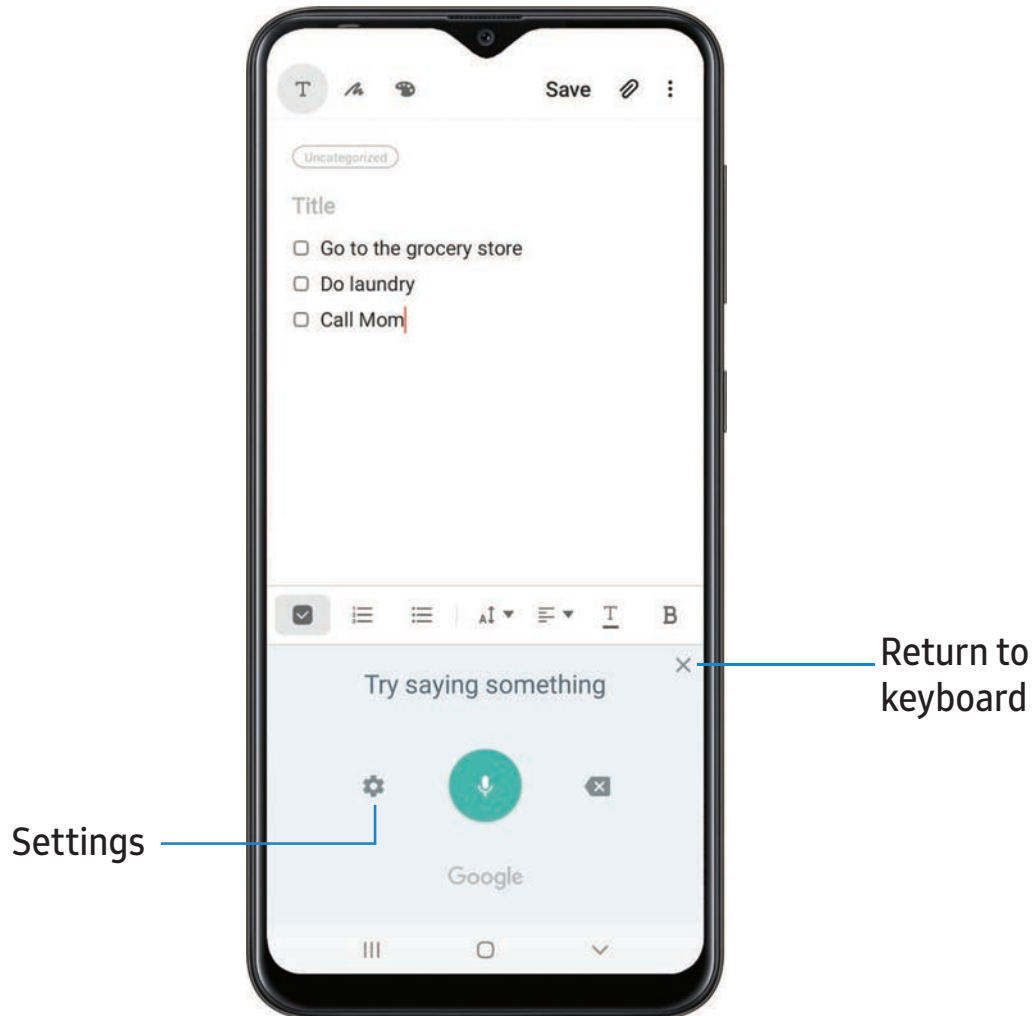
Configure the Samsung keyboard


Set customized options for the Samsung keyboard.

- From the Samsung keyboard, tap  **Settings** for the following options:
 - **Languages and types**: Set the keyboard type and choose which languages are available on the keyboard.
 - To switch between languages, swipe the Space bar left or right.
 - **Smart typing**: Use predictive text and auto-correction features to prevent common typing mistakes. Type by swiping between letters.
 - **Style and layout**: Customize the appearance and function of the keyboard.
 - **Swipe, touch, and feedback**: Customize gestures and feedback.
 - **Reset to default settings**: Return keyboard to original settings and clear personalized data.
 - **About Samsung keyboard**: View version and legal information for the Samsung keyboard.

Use Google Voice typing



Instead of typing, enter text by speaking.



1. From the Samsung keyboard, tap  Voice input.
2. Tap the screen and speak your text.

Configure Google Voice typing

Set customized options for Google Voice typing.

1. From the Samsung keyboard, tap  **Voice input**.
2. Tap  **Settings** for options.
 - **Languages:** Choose the language for the keyboard.
 - **Offline speech recognition:** Download languages for offline Google Voice typing.
 - **Hide offensive words:** Hide potentially offensive words with asterisks.

Emergency mode


Use Emergency mode to access helpful emergency features and conserve your device's power during an emergency situation.

To save battery power, Emergency mode:

- Restricts application usage to only essential applications and those you select.
- Turns off connectivity features and Mobile data when the screen is off.

Activate Emergency mode




To activate Emergency mode:

1. Press and hold the **Power** key.
2. Tap  **Emergency mode**.
 - When accessing for the first time, read and accept the terms and conditions.
3. Tap **Turn on**.

Emergency mode features

While in Emergency mode, only the following apps and features are available on the Home screen:

- **Flashlight:** Use the device's flash as a steady source of light.
- **Emergency alarm:** Sound an audible siren.

- **Share my location:** Send your location information to your emergency contacts.
- **Phone:** Launch the call screen.
- **Internet:** Launch the web browser.
-  **Add:** Choose additional apps to include on the Emergency mode screen.
-  **Battery charge:** Displays estimated battery charge percentage.
- **Estimated battery life:** Displays estimated remaining battery charge time based on current battery charge and usage.
- **Emergency call:** Dial the emergency telephone number (for example, 911). This kind of call can be made even without activated service.
-  **More options:**
 - **Turn off Emergency mode:** Disable Emergency mode and return to standard mode.
 - **Remove apps:** Choose apps to remove from the screen.
 - **Emergency contacts:** Manage your medical profile and ICE (In Case of Emergency) group contacts.
 - **Settings:** Configure the available settings. Only a limited number of settings are enabled in Emergency mode.

Turn off Emergency mode

When emergency mode is turned off, the device returns to standard mode.

- Tap  **More options**, and tap **Turn off Emergency mode**.

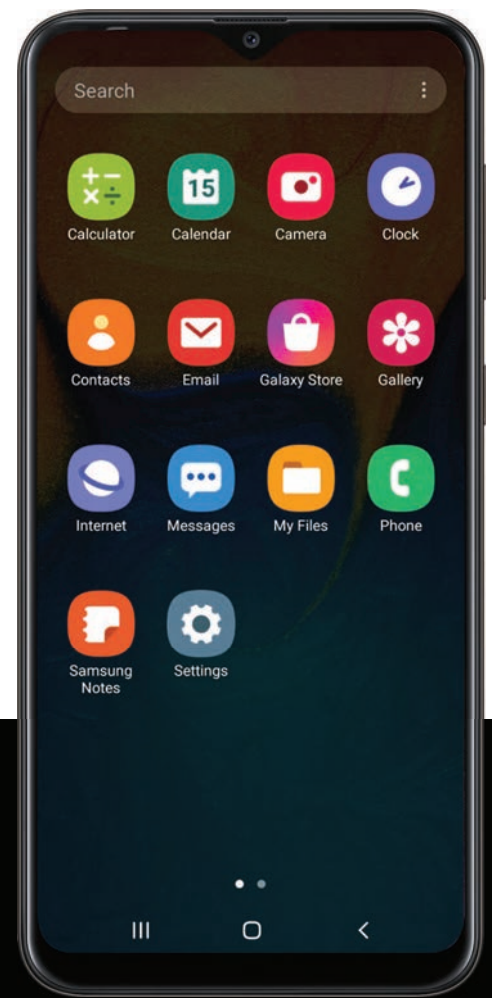
Apps

Using apps

Samsung apps

Google apps

Microsoft apps



Using apps

The Apps list displays all preloaded and downloaded apps. Apps can be downloaded from Galaxy Store and the Google Play™ store.

- From a Home screen, swipe the screen upward to access the Apps list.

Uninstall or disable apps



Installed apps can be removed from your device. Some apps that are preloaded (available on your device by default) can only be disabled. Disabled apps are turned off and hidden from the Apps list.

- From Apps, touch and hold an app, and tap **Uninstall/Disable**.

Search for apps


If you are not sure where to find an app or a setting, you can use the Search feature.



1. From Apps, tap **Search**, and enter a word or words. As you type, matching apps and settings appear as results on the screen.
2. Tap a result to go to that app.

 **TIP** You can customize the search settings by tapping  **More options** > **Finder settings**.

Sort apps




App shortcuts can be listed alphabetically or in your own custom order.

- From Apps, tap  **More options** > **Sort** for the following sorting options:
 - **Custom order**: Arrange apps manually.
 - **Alphabetical order**: Sort apps alphabetically.

 **TIP** When apps are arranged manually (Custom order), empty icon spaces can be removed by tapping  **More options** > **Clean up pages**.


Create and use folders

You can make folders to organize App shortcuts on the Apps list.

1. From Apps, touch and hold an app shortcut, and then drag it on top of another app shortcut until it is highlighted.
2. Release the app shortcut to create the folder.
 - **Folder name:** Name the folder.
 -  **Palette:** Change the folder color.
 -  **Add apps:** Place more apps in the folder. Tap apps to select them, and then tap **Done**.
3. Tap  **Back** to close the folder.


Copy a folder to a Home screen

You can copy a folder to a Home screen.

- From Apps, touch and hold a folder, and tap  **Add to Home**.



Delete a folder

When you delete a folder, the app shortcuts return to the Apps list.

1. From Apps, touch and hold a folder to delete.
2. Tap  **Delete folder**, and confirm when prompted.

App settings

Manage your downloaded and preloaded apps. Options vary by app.

1. From Settings, tap  **Apps**.
2. Tap  **More options** for the following options:
 - **Sort by:** Sort the apps by size, name, last used, or last updated.
 - **Default apps:** Choose or change apps that are used by default for certain features, like email or browsing the Internet.
 - **Permission manager:** Control which apps have permissions to use certain features of your device.
 - **Show/Hide system apps:** Show or hide system (background) apps.

- **Special access:** Select which apps can have special access permissions to features on your device.
 - **Reset app preferences:** Reset options that have been changed. Existing app data is not deleted.
3. Tap an app to view and update information about the app. The following options may be displayed:

Usage

- **Mobile data:** View mobile data usage.
- **Battery:** View battery usage since the last full charge.
- **Storage:** Manage the app's storage usage.
- **Memory:** View memory usage.

App settings

- **Notifications:** Configure notifications from the app.
- **Permissions:** View permissions granted to the app for access to your device's information.
- **Set as default:** Set the app as a default for a certain category of apps.

Advanced

- Options vary by app.

App info options


- **Open:** Launch the app. Not all apps have this option.
- **Uninstall/Disable:** Uninstall or disable the app. Some preloaded apps can only be disabled, not uninstalled.
- **Force stop:** Stop an app that is not working correctly.

Samsung apps

The following apps are either preloaded or downloaded over-the-air to your device during setup.

Galaxy Essentials

Galaxy Essentials is a collection of specially chosen applications available through Samsung apps. You can access and download a collection of premium content.

- From Apps, tap  **More options** > **Galaxy Essentials**.



Galaxy Store

Find and download premium apps that are exclusive to Galaxy devices. A Samsung account is required to download from Galaxy Store.

- From Apps, tap  **Galaxy Store**.



Galaxy Wearable

Connect your device to your Samsung Watch using this application (Galaxy A20 only).

For more information, visit samsung.com/us/support/owners/app/galaxy-wearable-watch.

- From Apps, tap  **Galaxy Wearable**.





Game Launcher

Automatically arrange all your games in one place. For more information on Game Launcher, visit samsung.com/us/support/owners/app/game-launcher.


- From Apps, tap  **Game Launcher**.



TIP If Game Launcher is not seen in the Apps list, then from Settings, tap  **Advanced features** > **Game Launcher**, and then tap .

Samsung Members

Get more and do more from your Galaxy device. Enjoy DIY support tools and exclusive experiences and content — for Samsung members only. Samsung Members may be preloaded on your device, or you can download and install it from Galaxy Store or the Google Play store.

- From Apps, tap **Samsung** folder >  **Samsung Members**.

SmartThings

SmartThings allows you to control, automate, and monitor your home environment through a mobile device to fit your specific needs (Galaxy A20 only). You can use the app to connect multiple devices at once or one device at a time. Check the status of your devices by looking at the dashboard.

- From Apps, tap **Samsung** folder >  **SmartThings**, and sign in with your Samsung account.

 **NOTE** Non-Samsung connected device errors or defects are not covered by the Samsung warranty; contact the non-Samsung device manufacturer for support.

Calculator

The Calculator app features both basic and scientific math functions, as well as a unit converter.

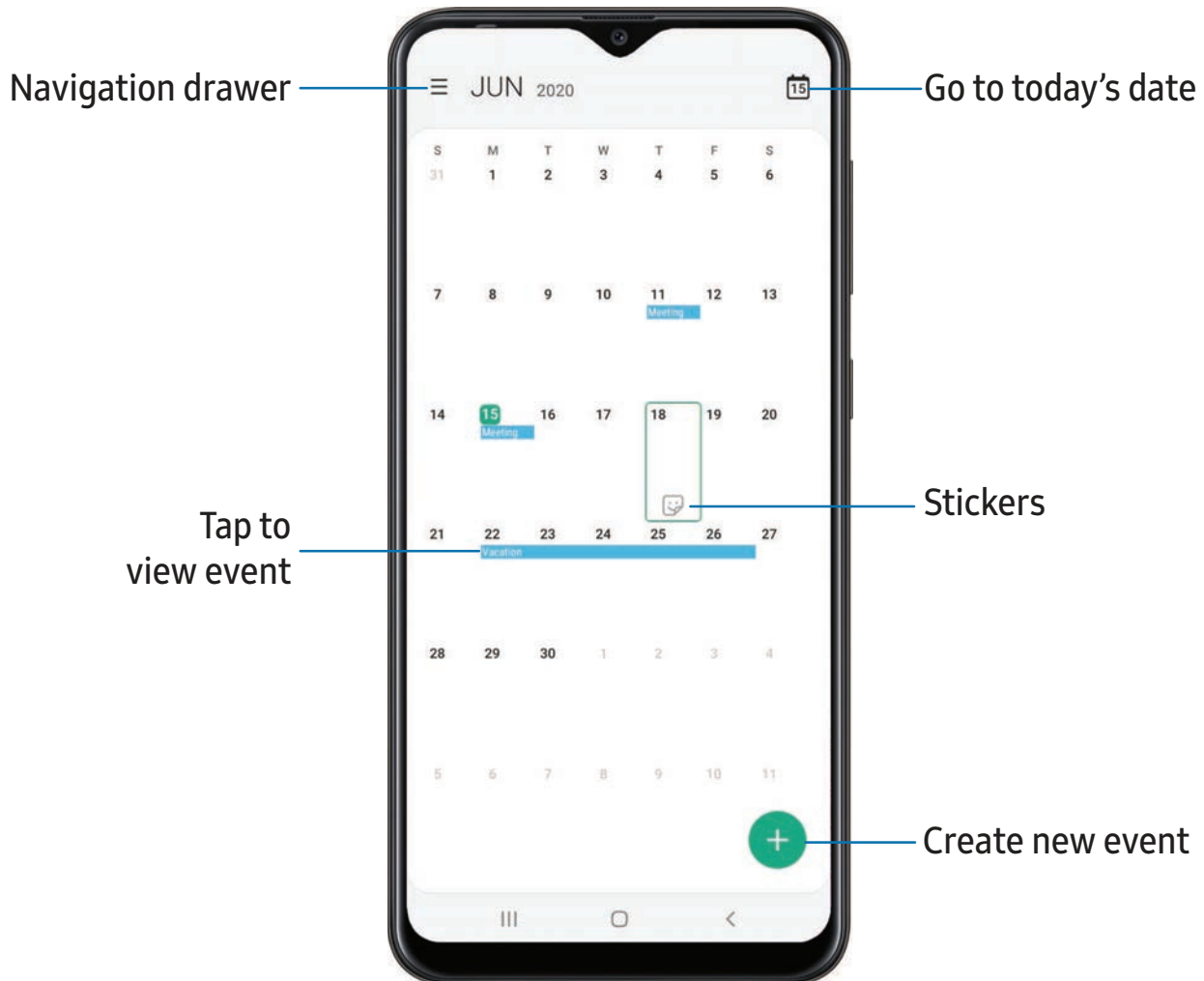
- From Apps, tap  Calculator.



1 Calendar




The Calendar app can be connected to your various online accounts to consolidate all your calendars in one place.

- From Apps, tap  Calendar.



Add calendars




Add your accounts to the Calendar app.

1. From  **Calendar**, tap  **Navigation drawer**.
2. Tap  **Calendar settings** > **Add new account** and select an account type.
3. Enter your account information and follow the prompts.

 **TIP** Accounts may also support email, contacts, and other features.



Calendar alert style

Alerts from the Calendar app can be set to different styles.

1. From  **Calendar**, tap  **Navigation drawer** >  **Calendar settings** > **Alert style**. The following options are available:
 - **Light**: Receive a notification and hear a short sound.
 - **Medium**: Get a full screen alert and hear a short sound.
 - **Strong**: Get a full-screen alert and ring sound that persist until dismissed.
2. Depending on the alert style selected above, the following sound options are available:
 - **Ring once sound**: Choose the alert sound for Light or Medium alert styles.
 - **Keep ringing sound**: Choose the alert sound for the Strong alert style.



Create an event

Use your Calendar to create events.

1. From  **Calendar**, tap  **Add event** to add an event.
2. Enter details for the event, and then tap **Save**.


Delete an event


Delete events from your Calendar.

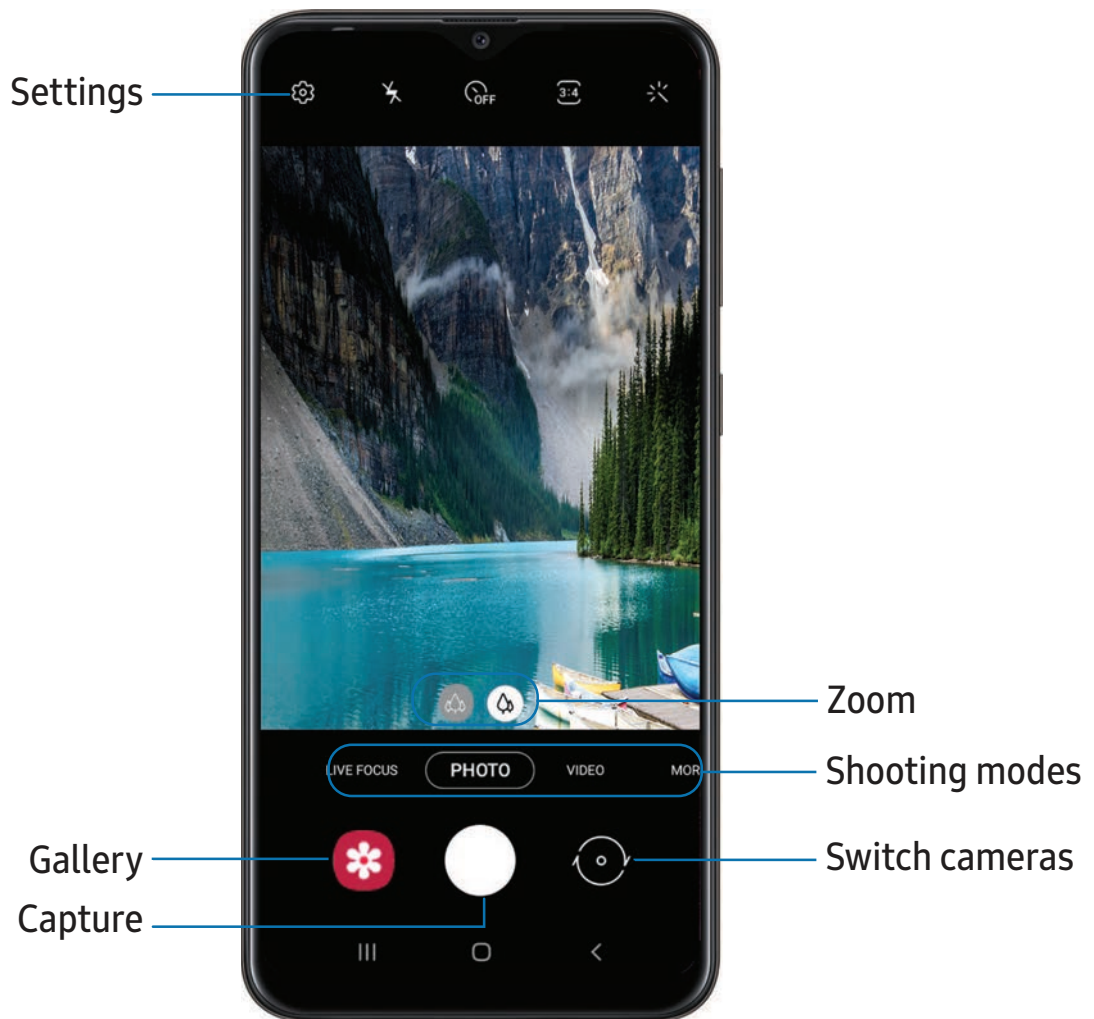
1. From  **Calendar**, tap an event, and tap again to edit it.
2. Tap  **Delete**, and confirm when prompted.

Camera

You can capture high-quality pictures and videos using the Camera app.

- From Apps, tap  Camera.




 **TIP** If Quick launch is enabled, quickly press the **Power** key twice to open the Camera app.



Devices and software are constantly evolving — the illustrations you see here are for reference only.



Navigate the camera screen

Take stunning pictures with your device's front and rear cameras.

1. From  **Camera**, set up your shot with the following features:
 - Tap the screen where you want the camera to focus.
 - When you tap the screen, a brightness scale appears. Drag the slider to adjust the brightness.
 - To quickly switch between the front and rear cameras, swipe the screen up or down.
 - To change to a different shooting mode, swipe the screen right or left.
 - To change camera settings, tap  **Settings**.
2. Tap  **Capture**.







Live focus

Add interactive focus effects to your pictures (Galaxy A20 only).

1. From  **Camera**, swipe to **Live focus**.
2. Drag the slider to fine-tune the effect.
3. Tap  **Capture**.



Record videos

Record high-quality videos using your device.

1. From  **Camera**, swipe right or left to change the shooting mode to **Video**.
2. Tap  **Record** to begin recording a video.
 - To take a picture while recording, tap  **Capture**.
 - To temporarily stop recording, tap  **Pause**. To continue recording, tap  **Resume**.
3. Tap  **Stop** when you are finished recording.

Configure shooting mode

Allow the camera to determine the ideal mode for your pictures or choose from several shooting modes.

- From  **Camera**, swipe to the right or left to see the available shooting modes.
 - **Live focus:** Take artistic pictures by adjusting the depth of field (Galaxy A20 only).
 - **Photo:** Allow the camera to determine the ideal settings for pictures.
 - **Video:** Allow the camera to determine the ideal settings for videos.
 - **More:** Choose other available shooting modes. Tap  **Edit** to drag modes into or out of the Modes tray at the bottom of the Camera screen.
 - **Pro:** Manually adjust the ISO sensitivity, exposure value, white balance, and color tone while taking pictures.
 - **Panorama:** Create a linear image by taking pictures in either a horizontal or vertical direction.

Camera settings

Use the icons on the main camera screen and the settings menu to configure your camera's settings.

- From  **Camera**, tap  **Settings** for the following options:

Pictures

- **Hold shutter button to:** Choose whether to take a picture, take a burst shot, or create a GIF when holding the shutter button down (Galaxy A20 only).
- **HEIF pictures (Photo):** Save pictures as high efficiency images to save space. Some sharing sites may not support this format.

Videos


- **Rear video size:** Choose an aspect ratio and resolution for videos captured with the rear cameras.
- **Front video size:** Choose an aspect ratio and resolution for videos captured with the front camera.
- **High efficiency video:** Record videos in HEVC format to save space.

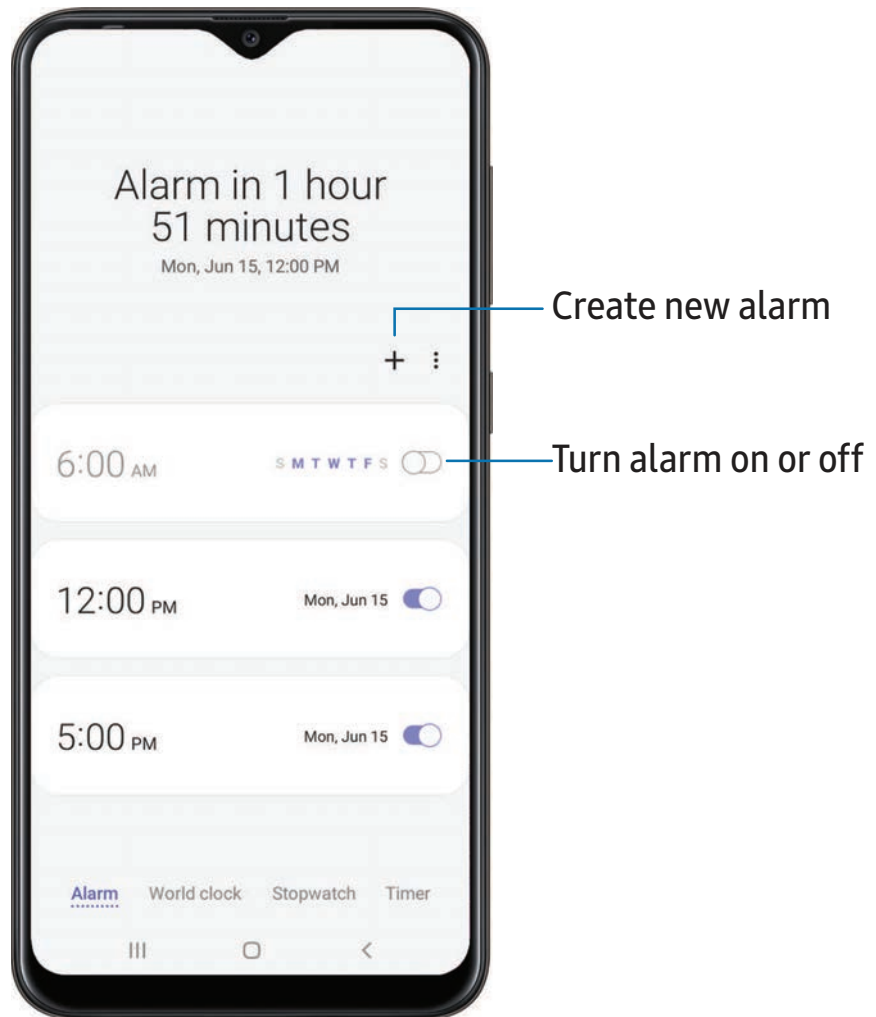
Useful features

- **HDR (rich tone):** Enables the light sensitivity and color depth features of the device to produce a brighter and richer picture.
- **Pictures as previewed:** Save selfies as they appear in the preview without flipping them.
- **Grid lines:** Display viewfinder grid lines to help compose a picture or video.
- **Location tags:** Attach a GPS location tag to the picture.
- **Shooting methods:**
 - **Press Volume key to:** Use the Volume key to take pictures, record video, zoom, or control system volume.
 - **Floating shutter button:** Add an extra shutter button that you can move anywhere on the screen.
 - **Show palm:** Hold your hand out with your palm facing the camera to have your picture taken in a few seconds.
- **Storage location:** Select a memory location.
 - A memory card (not included) must be installed to view Storage location.
- **Quick launch:** Press the Power key twice in quick succession to open the camera.
- **Shutter sound:** Play a tone when taking a picture.
- **Reset settings:** Reset the Camera settings.
- **About Camera:** View app and software information.

Clock



The Clock app offers features for keeping track of time and setting alarms.

- From Apps, tap  Clock, and tap a tab to use a feature.





Alarm

Use the Alarm tab to set one-time or recurring alarms and choose options for how to be notified.

1. From  **Clock**, tap  **Add alarm**.
2. Tap the following items to configure an alarm:
 - **Time**: Set a time for the alarm.
 - **Day**: Choose the days for this alarm.
 - **Alarm name**: Enter a name for the alarm.
 - **Alarm sound**: Choose a sound to play for the alarm and drag the slider to set the volume of the alarm.
 - **Vibration**: Choose whether the alarm uses vibration alert.
 - **Snooze**: Allow snoozing. Set interval and repeat values for the alarm while snoozing.
3. Tap **Save** to save the alarm.

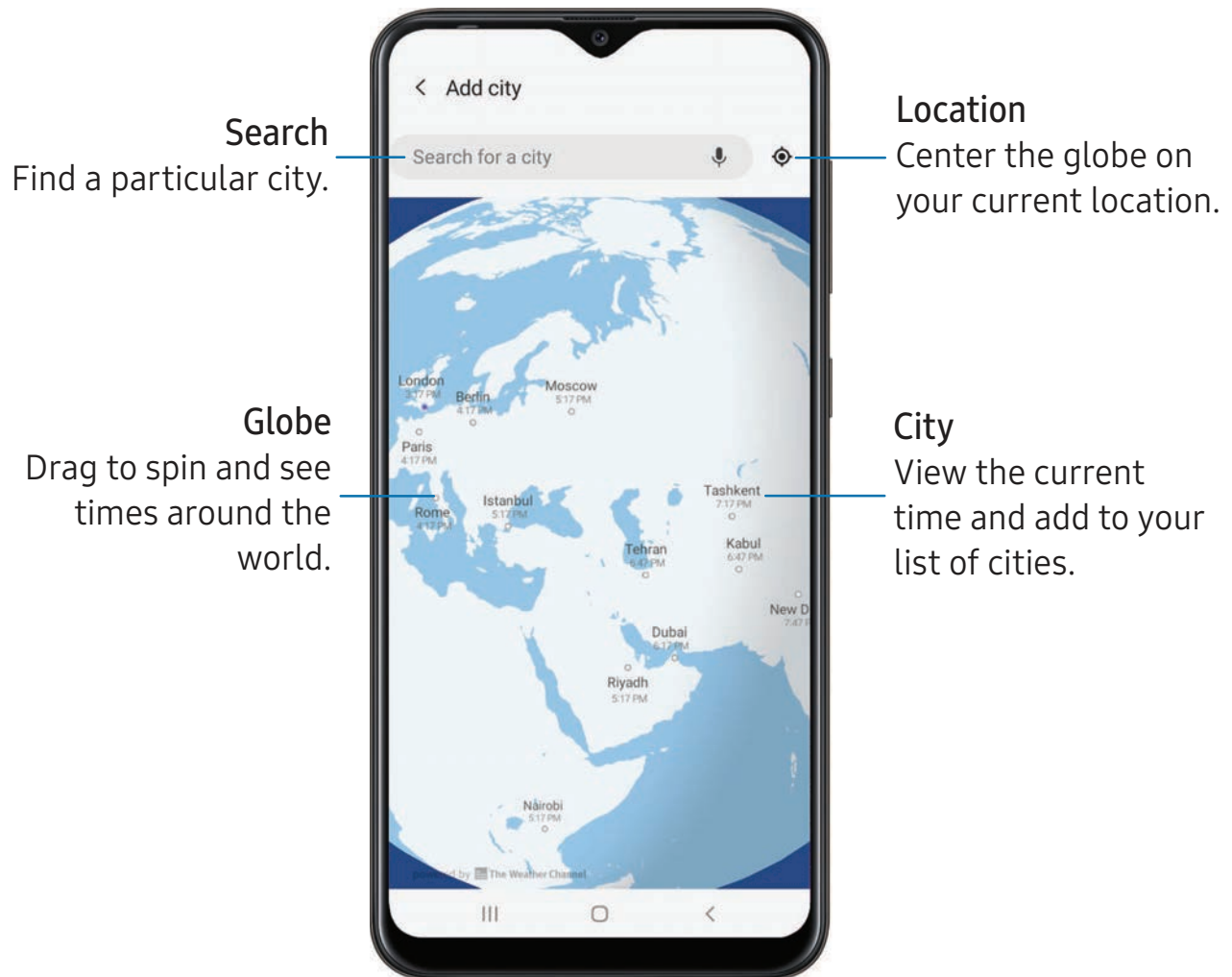
Delete an alarm

You can delete an alarm that you created.

1. From  **Clock**, touch and hold an alarm.
2. Tap  **Delete**.

World clock





The World clock lets you keep track of the current time in multiple cities around the globe.



1. From **1** Clock, tap **World clock**.
2. Tap **+ Add city** > **Search for a city**, and enter the name of the city.
3. Tap the city name in the list, and then tap **Add**.
 - To remove a city, touch and hold it, and tap **Delete**.



Time zone converter

Set a time in a city on your World clock list to see what the local times would be in the other listed cities.

1. From  **Clock**, tap **World clock**.
2. Tap  **More options** > **Time zone converter**.
3. Tap  **Menu** to choose a different city.
 - To add a city to the list, tap  **Add city**.
4. Swipe the hours, minutes, and period (**AM** or **PM**) on the clock to set a time. Local times for the other cities listed are automatically updated.
 - To return the clock to the current time, tap **Reset**.


Weather settings

Show weather information on your World clock.

1. From  **Clock**, tap **World clock**.
2. Tap  **More options** > **Settings** > **Show weather** to enable or disable weather information.
3. Tap **Unit** to change from Fahrenheit to Celsius.


Stopwatch

The Stopwatch lets you time events down to a hundredth of a second.

1. From  **Clock**, tap **Stopwatch**.
2. Tap **Start** to begin timing.
 - To keep track of lap times, tap **Lap**.
3. Tap **Stop** to end timing.
 - To continue timing after stopping the clock, tap **Resume**.
 - To reset the Stopwatch to zero, tap **Reset**.




Timer

Set a countdown timer for up to 99 hours, 59 minutes, and 59 seconds.

1. From  **Clock**, tap **Timer**.
2. Use the keypad and tap **Hours**, **Minutes**, and **Seconds** to set the Timer.
3. Tap **Start** to begin the Timer.
 - To temporarily stop the Timer, tap **Pause**. To continue, tap **Resume**.
 - To stop and reset the Timer, tap **Cancel**.



Preset timer

Name and save preset timers.

1. From  **Clock**, tap **Timer** >  **Add preset timer**.
2. Configure the countdown time and timer name.
3. Tap **Add** to save the timer.
 - To edit a saved preset timer, tap  **More options** > **Edit preset timers**.



Timer options

You can customize the Timer options.

1. From  **Clock**, tap **Timer**.
2. Tap  **More options** > **Settings**.
 - **Sound**: Choose a preloaded timer sound or add your own.
 - **Vibration**: Enable to disable vibration for the timer.

General settings

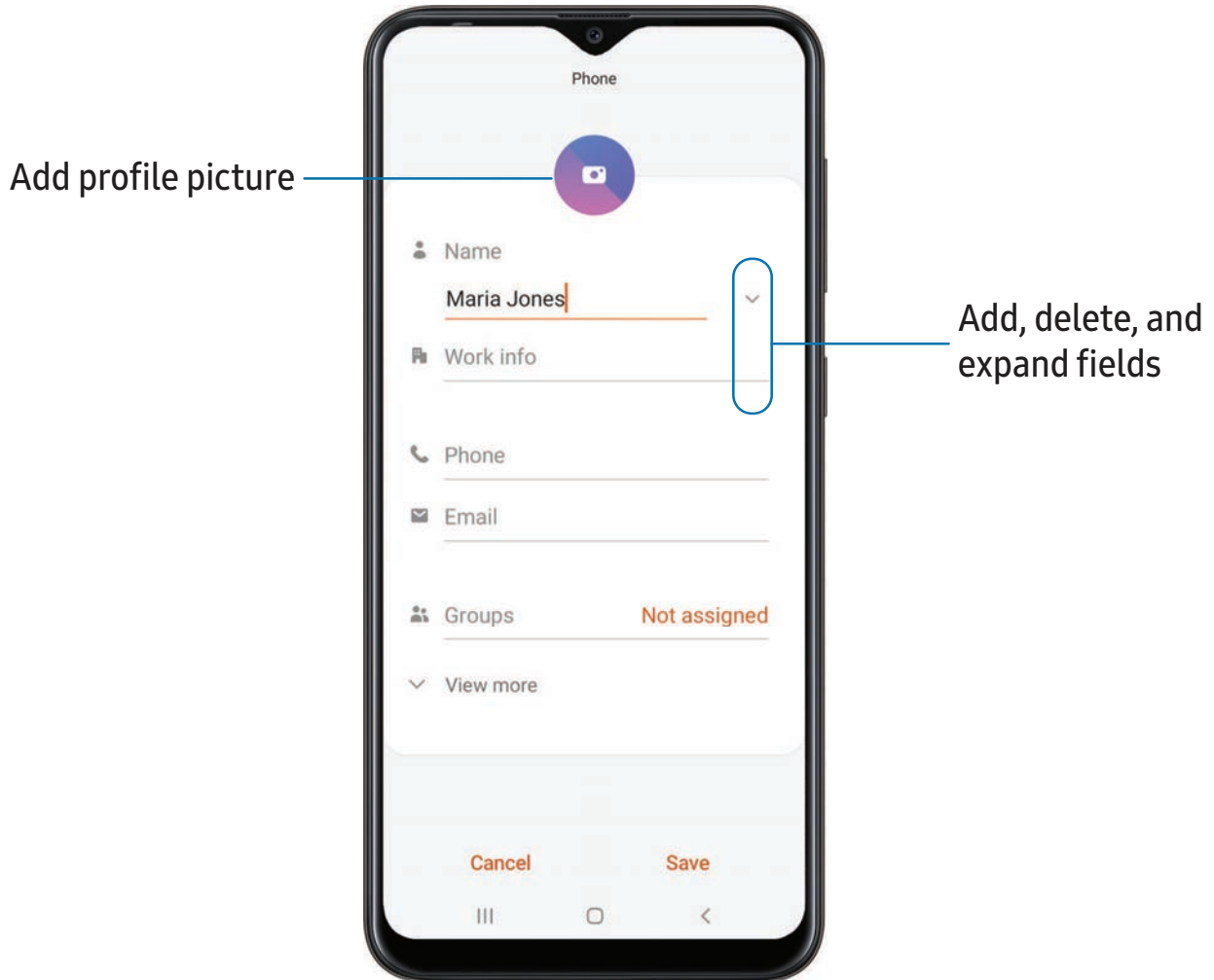
View and configure settings for all Clock tools.

- From  **Clock**, tap  **More options** > **Settings**.
 - **Vibrate for alarms and timers**: Enable to always vibrate for alarms and timers if the Sound mode is set to either Mute or Vibrate.
 - **Customization Service**: Sign in to your Samsung account to customize personal content in supported apps.
 - **About Clock**: View the current software version and check for updates.

Contacts



Store and manage your contacts. You can synchronize with personal accounts added to your device. Accounts may also support email, calendars, and other features.

- From Apps, tap  **Contacts** >  **Create contact**.






Edit a contact

When editing a contact, you can tap a field and change or delete information, or you can add more fields to the contact's list of information.

1. From  **Contacts**, tap a contact.
2. Tap  **Edit**.
3. Tap any of the fields to add, change, or delete information.
4. Tap **Save**.




Call or message a contact

You can quickly call or message a contact using their default phone number.

1. From  **Contacts**, tap a contact.
2. Tap  **Voice call** or  **Send message**.



Favorites



When you mark contacts as favorites, they are easily accessible from other apps.

1. From  **Contacts**, tap a contact.
2. Tap  **Add to Favorites** to mark the contact as a favorite.
 - To remove the contact from Favorites, tap  **Remove from Favorites**.

Share a contact

Share a contact with others by using various sharing methods and services.

1. From  **Contacts**, tap a contact.
2. Tap  **Share**.
3. Tap either **File** or **Text**.
4. Choose a sharing method and follow the prompts.

 **TIP** When viewing a contact, tap  **QR code** to quickly share the information with friends or family. The QR code automatically updates when you change the contact information fields.

Direct share

Share content directly with your contacts from within any app. Once enabled, your frequent contacts are displayed in the Share window.



- From Settings, tap  **Advanced features** > **Direct share**, and tap  to enable the feature.

Groups

You can use groups to organize your contacts.





Create a group

Create your own contact groups.

1. From  **Contacts**, tap  **Open drawer** > **Groups**.
2. Tap **Create group**, and then tap fields to enter information about the group:
 - **Group name:** Enter a name for the new group.
 - **Group ringtone:** Customize the sounds for the group.
 - **Add member:** Select contacts to add to the new group, and then tap **Done**.
3. Tap **Save**.




Add or remove group contacts

Add more contacts to a group, or remove contacts.

- From  **Contacts**, tap  **Open drawer** > **Groups**, and then tap a group.
 - To remove a contact, touch and hold a contact to select it, and then tap  **Remove**.
 - To add a contact, tap  **Edit** > **Add member**, and then tap the contacts you want to add. When finished, tap **Done** > **Save**.




Send a message to a group

Send a text message to members of a group.

1. From  **Contacts**, tap  **Open drawer** > **Groups**, and then tap a group.
2. Tap  **More options** > **Send message**.




Send an email to a group

Send an email to members of a group.

1. From  **Contacts**, tap  **Open drawer** > **Groups**, and then tap a group.
2. Tap  **More options** > **Send email**.
3. Tap contacts to select them, or tap the **All** checkbox at the top of the screen to select all, and then tap **Done**.
 - Only group members that have an email address in their records are displayed.
4. Choose an email account and follow the prompts.

Delete a group

Delete a group you have created.



1. From  **Contacts**, tap  **Open drawer** > **Groups**, and then tap a group.
2. Tap  **More options** > **Delete**.
 - To only delete the group, tap **Group only**.
 - To delete the group and the contacts in the group, tap **Group and members**.

Manage contacts

You can import or export contacts, as well as link multiple contacts into one contact entry.



Import contacts

Import contacts to your device as vCard files (VCF).

1. From  **Contacts**, tap  **Open drawer** > **Manage contacts**.
2. Tap **Import or export contacts**.
3. Tap **Import** and follow the prompts.



Export contacts

Export contacts from your device as vCard files (VCF).



1. From  **Contacts** tap  **Open drawer** > **Manage contacts**.
2. Tap **Import or export contacts**.
3. Tap **Export** and follow the prompts.

Link contacts

Consolidate contact information from multiple sources into one contact by linking entries into a single contact.



1. From  **Contacts**, tap the contact to select it.
2. Tap  **More options** > **Link to another contact**.
3. Tap contacts to choose them.
4. Tap **Link**.

To unlink contacts:

1. From  **Contacts**, tap the contact to select it.
2. Tap  **More options** > **Add/remove linked contacts**.
3. Tap **Unlink** beside contacts to unlink them from the main contact.


Delete contacts

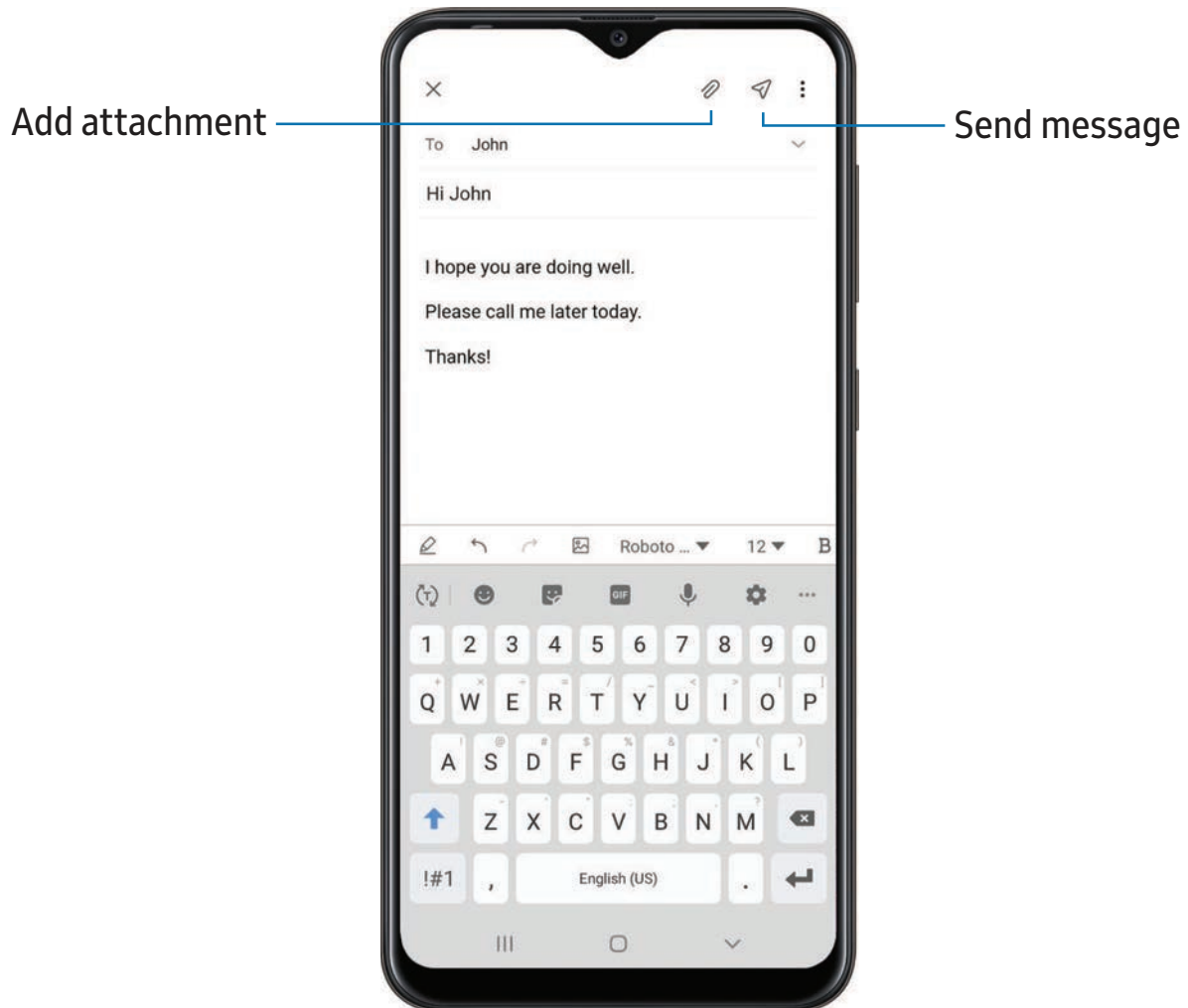
Delete a single contact or multiple contacts.

1. From  **Contacts**, touch and hold a contact to select it.
 - You can also tap other contacts to select them for deletion.
2. Tap  **Delete**, and confirm when prompted.

Email








View and manage multiple email accounts in one app. To add an email account, see [Add an email account](#) on page 9.

- From Apps, tap  Email.







Create and send an email

Compose and send email messages from your device.

1. From  **Email**, tap  **Compose**.
 - Different email account may have additional steps and options.
2. Tap the **To** field to add an email address or tap  **Add from Contacts** to select a recipient from your contacts.
 - When adding multiple recipients, separate them with a semicolon (;). More recipients can be added at any time before the message is sent.
 - If adding a recipient from your Contacts, tap the contact to place a checkmark, and then tap **Done**. The contact is displayed in the recipients field.
 - Tap  **Show additional fields** to add Cc and Bcc fields.
3. Tap the **Subject** and **Message** fields to enter text.
 - Tap  **Attach** to add files, images, audio, and more to your email.
 - Tap  **More options** for additional email options.
4. Review your message and tap  **Send**.



Manage the inbox


Organize and search your inbox.

- From  **Email**:
 - Tap a message to read and reply or forward it.
 - Tap  to search for key words in your email inbox.
 - Tap  **More options** > **Edit** for additional message options.
 - Tap  **More options** > **Sort by** to customize how messages display.

View multiple email accounts




You can view email you receive for multiple accounts, or you can view email accounts individually.

- From  Email, tap  **Navigation drawer** for the following options:
 - **[Account name]**: View email for only one email account.
 - **All accounts**: View all email in a combined inbox.

 **TIP** Accounts may also support calendars, contacts, and other features.




Email settings

Modify settings associated with using the Email app.

- From  Email, tap  **Navigation drawer** >  **Settings**.
 - Under **General**, tap an option, and then follow the prompts.
 - Tap an account to configure specific settings for only that account.


Remove email accounts

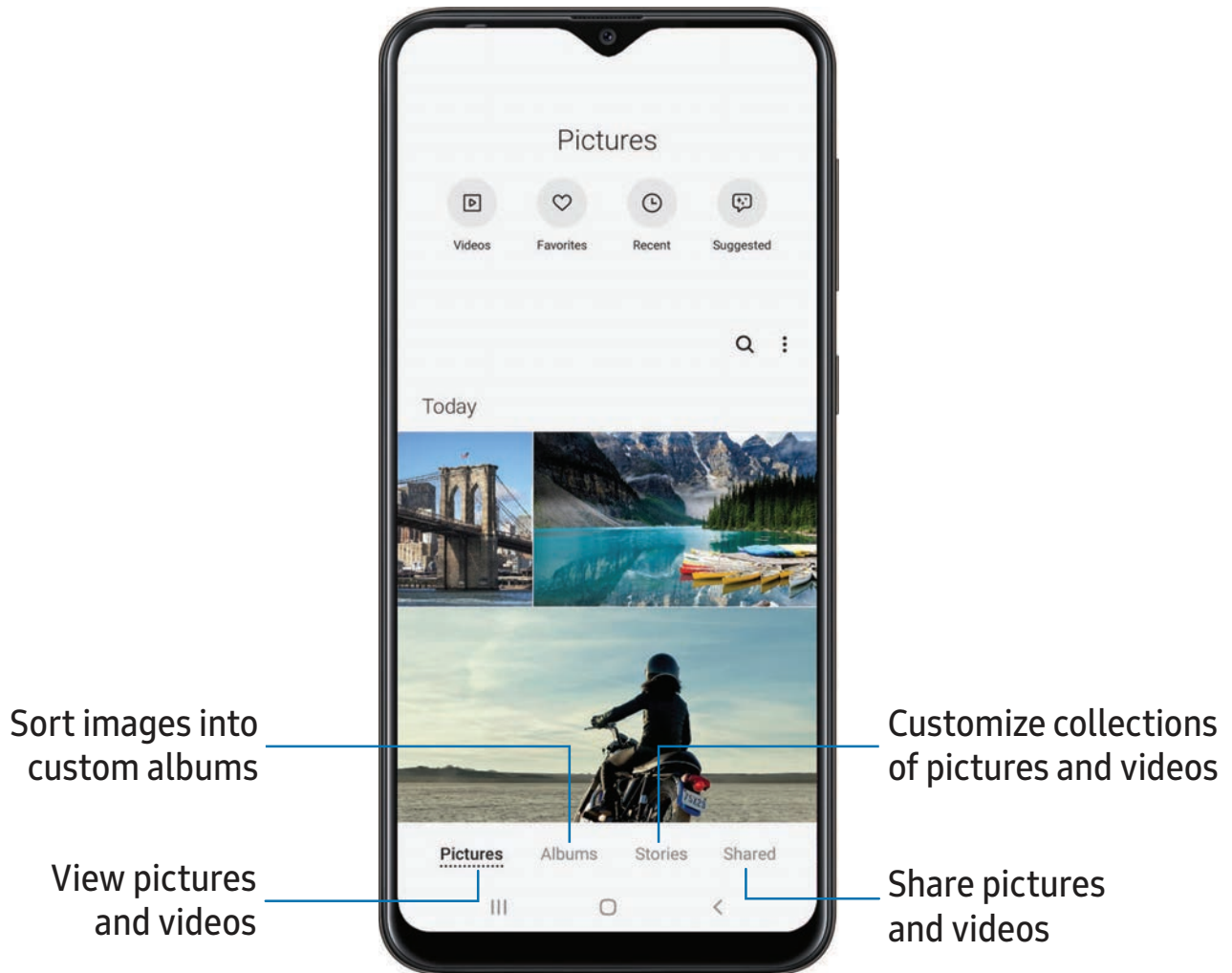
Should you need to remove an email account from your device, you can do so through the Settings menu.

1. From  Email, tap  **Navigation drawer** >  **Settings**.
2. Tap the account you want to remove.
3. Tap **Remove**, and confirm when prompted.

Gallery




Go to the Gallery to look at the all the visual media stored on your device. You can view, edit, and manage pictures and videos.

- From Apps, tap  Gallery.











View pictures

Pictures stored on your device are viewable in the Gallery app.

1. From  **Gallery**, tap **Pictures**.
2. Tap a picture to view it. Swipe left or right to view other pictures or videos.
 - To mark the picture as a favorite, tap  **Add to Favorites**.
 - To access the following features, tap  **More options**:
 - **Details**: View and edit information about the picture.
 - **Set as wallpaper**: Set the picture as wallpaper.
 - **Move to Secure Folder**: Move the picture to a Secure Folder.
 - **Print**: Send the picture to a connected printer.





Edit pictures

Enhance your pictures using the Gallery's editing tools.

1. From  **Gallery**, tap **Pictures**.
2. Tap a picture to view it, and then tap  **Edit** for the following options:
 -  **Transform**: Rotate, flip, crop, or make other changes to the overall appearance of the picture.
 -  **Filters**: Add color effects.
 -  **Tone**: Adjust the brightness, exposure, contrast, and more.
 -  **Sticker**: Overlay illustrated or animated stickers.
 -  **Draw**: Add handwritten text or hand drawn content.
 -  **Text**: Add text to the picture.
3. Tap **Save** when finished.



Play video

View the videos stored on your device. You can save videos as favorites, and view video details.

1. From  **Gallery**, tap **Pictures**.
2. Tap a video to view it. Swipe left or right to view other pictures or videos.
 - To mark the video as a favorite, tap  **Add to Favorites**. The video is added to Favorites under the Albums tab.
 - To access the following features, tap  **More options**:
 - **Details**: View and edit information about the video.
 - **Set as wallpaper**: Set the video as wallpaper on the Lock screen.
 - **Move to Secure Folder**: Add this video to your Secure Folder.
3. Tap  **Play video** to play the video.




Edit video

Edit videos stored on your device.

1. From  **Gallery**, tap **Pictures**.
2. Tap a video to view it.
3. Tap  **Edit** to cut segments of the video.
4. Tap **Save**, and then confirm when prompted.




Share pictures and videos

Share pictures and videos from the Gallery app.

1. From  **Gallery**, tap **Pictures**.
2. Tap  **More options** > **Share**, and then tap pictures and videos to select them.
3. Tap  **Share**, and then choose an app or connection to use for sharing your selection. Follow the prompts.

Delete pictures and videos

Delete pictures and videos stored on your device.

1. From  Gallery, tap  **More options** > **Edit**.
2. Tap pictures and videos to select them.
3. Tap  **Delete**, and confirm when prompted.



Take a screenshot

Capture an image of your screen. Your device will automatically create a Screenshots album in the Gallery app.

- From any screen, press and release the **Power** and **Volume down** keys.


Palm swipe to capture a screenshot

Capture an image of the screen by swiping the edge of your hand across it, from side to side, keeping in contact with the screen (Galaxy A20 only).

1. From Settings, tap  **Advanced features** > **Motions and gestures** > **Palm swipe to capture**.
2. Tap  to enable this feature.


Screenshot Settings

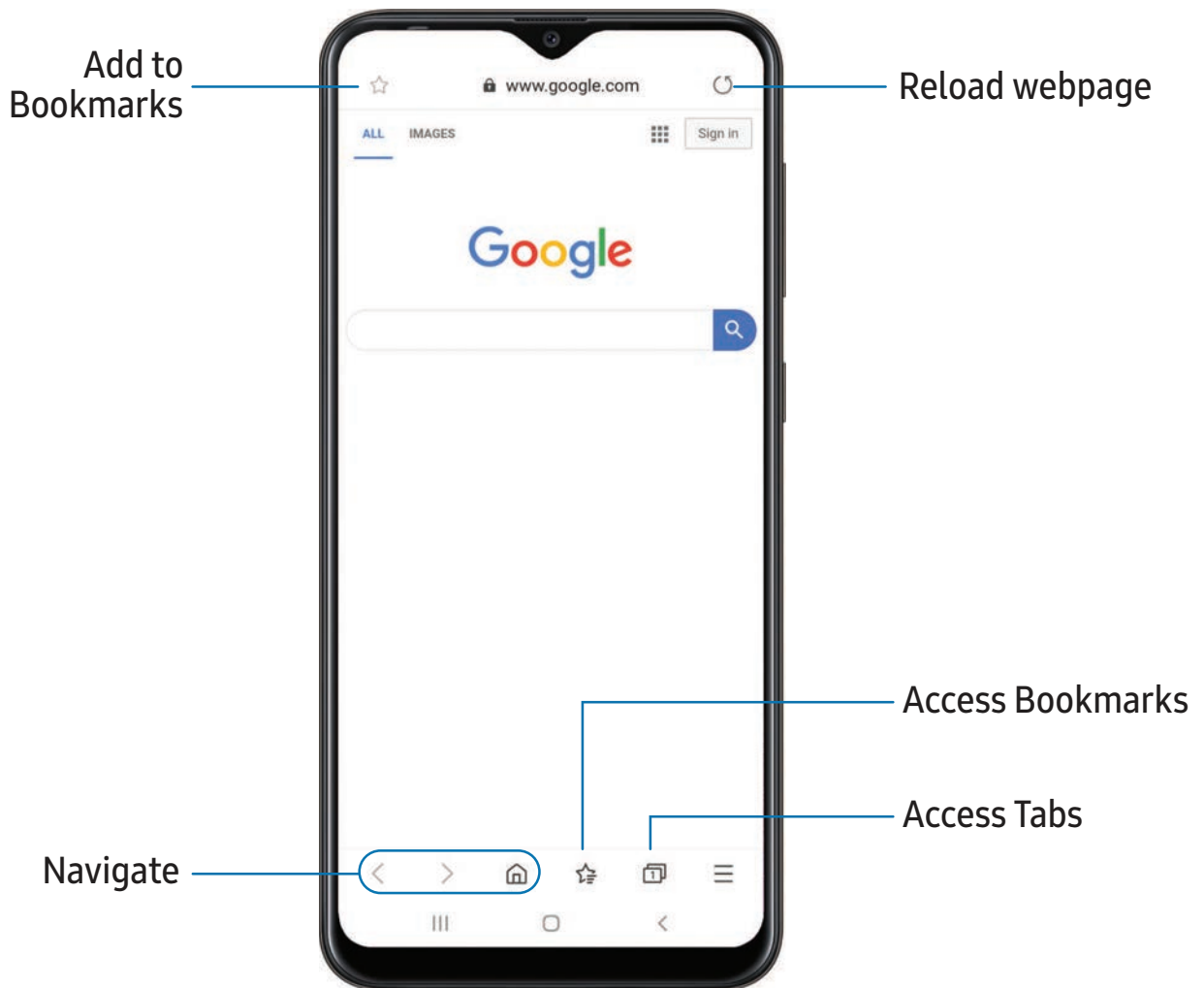
Modify screenshot settings (Galaxy A20 only).


- From Settings, tap  **Advanced features** > **Screenshots**.
 - **Screenshot toolbar**: Show additional options after you take a screenshot.
 - **Delete shared screenshots**: Automatically delete screenshots after they are shared through the screenshot toolbar.
 - **Screenshot format**: Select if you would like your screenshots to be saved as JPG or PNG files.

Internet

Samsung Internet is a simple, fast, and reliable web browser for your device. Experience more secure Web browsing features with Secret Mode, Biometric Web Login, and Contents Blocker.

- From Apps, tap  Internet.



 **TIP** Visit samsung.com/us/support/owners/app/samsung-internet for more information.

Browser tabs

Use tabs to view multiple web pages at the same time.



- From  Internet, tap  Tabs > New tab.
 - To close a tab, tap  Tabs >  Close tab.

Bookmarks

The Bookmarks page stores Bookmarks, Saved pages, and your browsing History.

Open a Bookmark

Quickly launch a web page from the Bookmarks page.

1. From  Internet, tap  Bookmarks.
2. Tap a bookmark entry.

Save a web page



Saving a web page stores its content on your device so that you can access it offline.

- From  Internet, tap  Tools > Add page to > Saved pages.

 **NOTE** To view saved web pages, tap  Tools > Saved pages.

View history

To view a list of recently visited web pages:

- From  Internet, tap  Tools > History.

 **TIP** To clear your browsing history, tap  More options > Clear history.

Share pages



Web pages can be shared with your contacts.

- From  Internet, tap  Tools > Share, and follow the prompts.

Secret mode

Pages viewed in Secret mode are not listed in your browser history or search history, and leave no traces (such as cookies) on your device. Secret tabs are a darker shade than the normal tab windows.

Any downloaded files remain on your device after you close the secret tab.

1. From  **Internet**, tap  **Tabs** > **Turn on Secret mode**. Tap any of the following features for additional protection:
 - Smart anti-tracking
 - Ask sites not to track me
 - Lock Secret mode
2. Tap **Start** to begin browsing in Secret mode.

To turn off Secret mode:

- From  **Internet**, tap  **Tabs** > **Turn off Secret mode**.

Internet settings

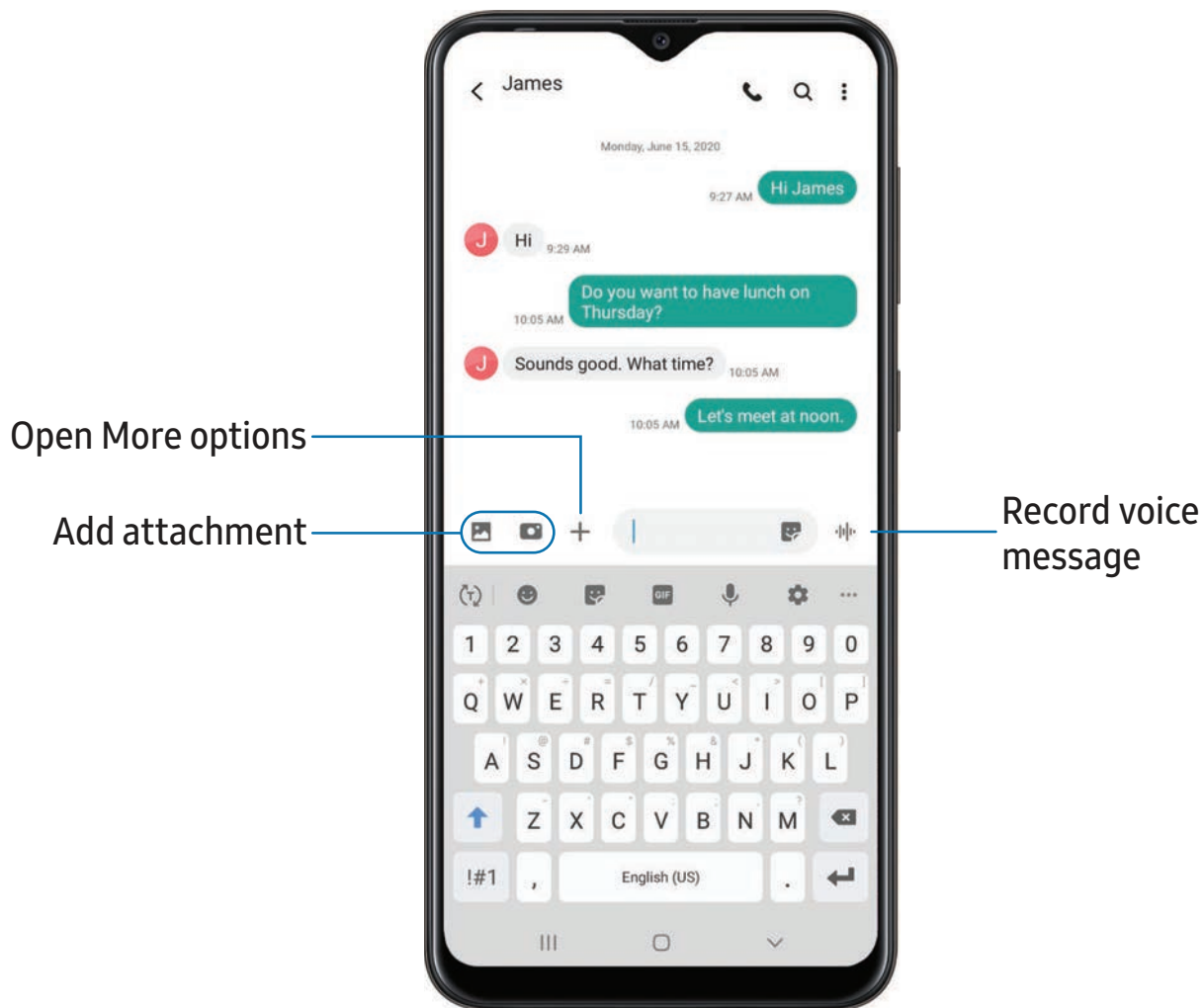
Modify settings associated with using the Internet app.

- From  **Internet**, tap  **Tools** > **Settings**.

Messages




Keep in touch with your contacts by using the Messages app to share photos, send emojis, or just say a quick hello.

- From Apps, tap  Messages >  Compose new message.






Message search

To quickly locate a message, use the search feature.

1. From  Messages, tap  Search.
2. Enter keywords in the Search field, and then tap  Search on the keyboard.



Delete conversations

You can remove your conversation history by deleting conversations.

1. From  **Messages**, tap  **More options** > **Delete**.
2. Tap each conversation you want to delete.
3. Tap  **Delete**, and confirm when prompted.



Emergency alerts

Emergency alerts notify you of imminent threats and other situations. There is no charge for receiving an Emergency alert message.

1. From  **Messages**, tap  **More options** > **Settings**.
2. Tap **Emergency alert settings** to customize notifications for emergency alerts.

Send SOS messages

Send a message with your location to designated contacts when you are in an emergency situation.

1. From Settings, tap  **Advanced features** > **Send SOS messages**, and then tap  to enable this feature.
 - To include a picture from your front and rear cameras, tap **Attach pictures**.
 - To include a five-second audio recording in your SOS message, tap **Attach audio recording**.
 - To add recipients by creating new contacts or selecting from Contacts, tap **Send messages to**.
2. Press the **Power** key quickly three times to send an SOS message.

Message settings

Configure the settings for text and multimedia messages.

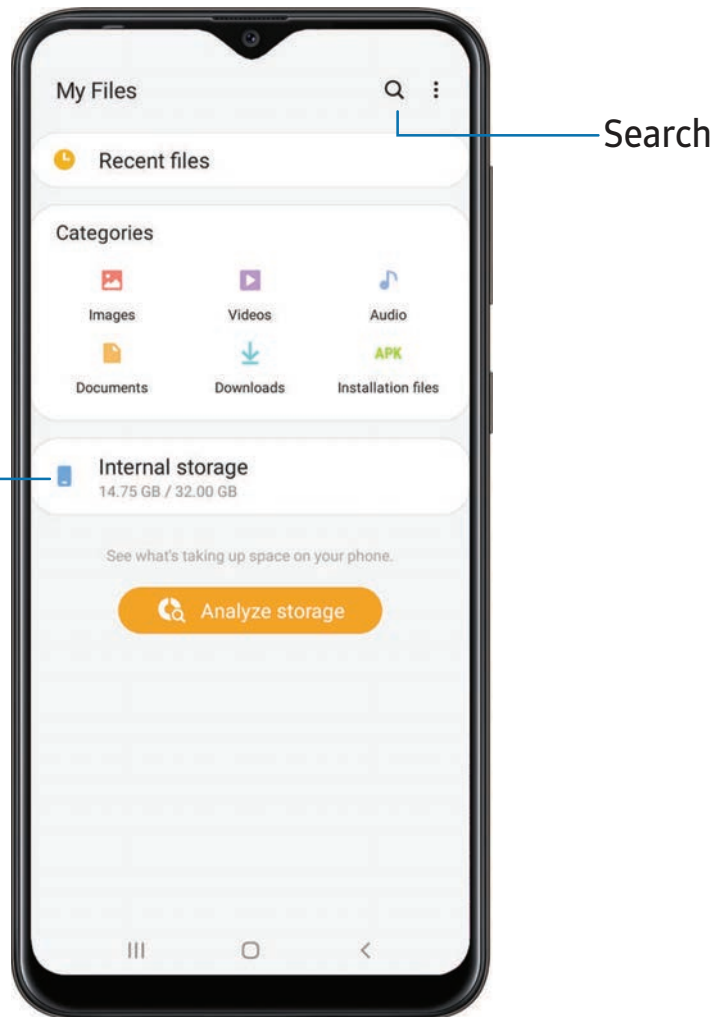
- From  **Messages**, tap  **More options** > **Settings**.

My Files

View and manage files stored on your device, including images, videos, music, and sound clips. You can also access and manage files saved to your cloud accounts and SD card, if supported.

- From Apps, tap **Samsung** folder >  **My Files**.

Storage location
Additional
locations, such as
cloud accounts,
are displayed here
if supported.






File groups

Files stored in the device are organized into the following groups:

- **Recent files:** View recently accessed files.
- **Categories:** View your files based on the file type.
- **Storage:** View files saved on your device, optional SD card, and cloud accounts.
 - Cloud accounts vary depending on the services you sign in to.
- **Analyze storage:** See what's taking up space in your storage.


My Files options

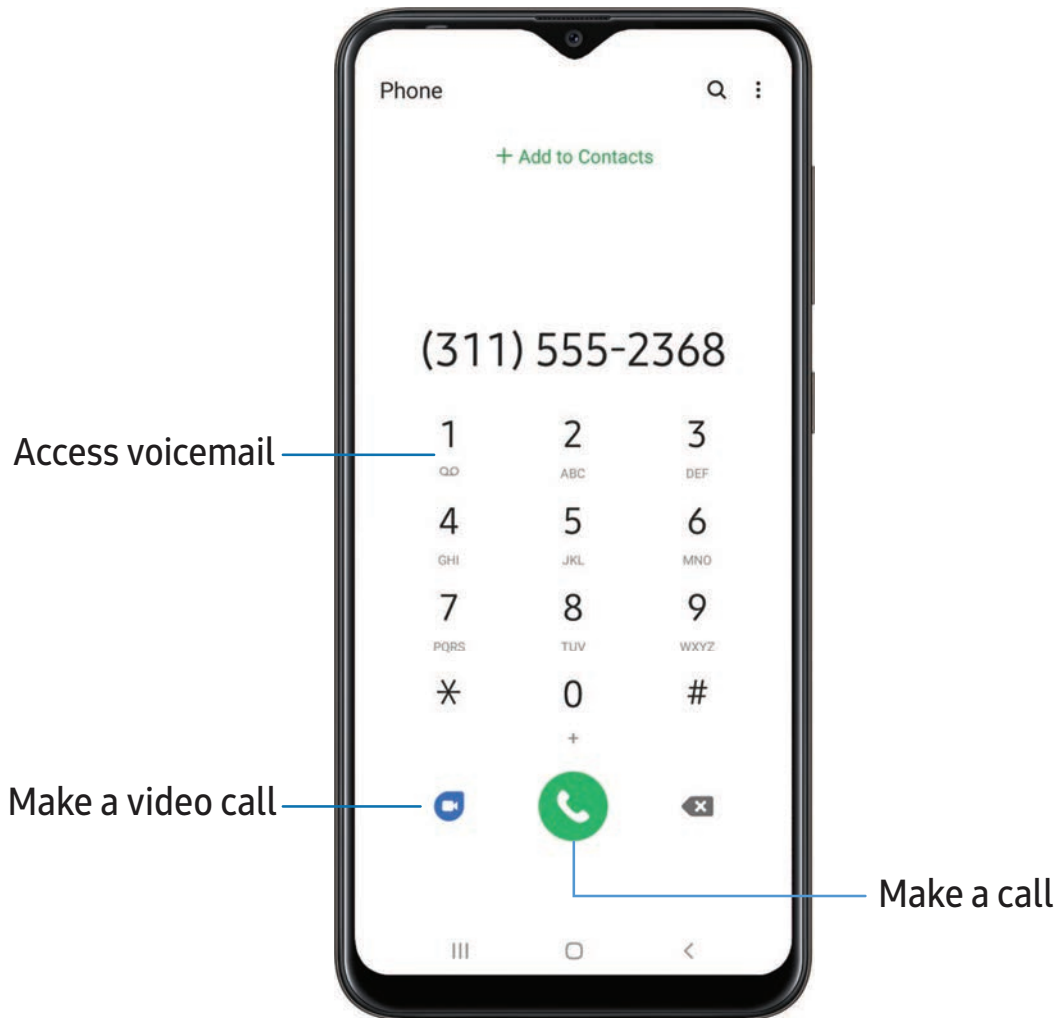
Use My Files options to search, edit, clear file history, and more.

- From  **My Files**, the following options are available:
 -  **Search:** Search for a file or folder.
 -  **More options:**
 - **Analyze storage:** See what's taking up space in your storage.
 - **Trash:** Choose to restore or permanently remove files that you delete.
 - **Settings:** View settings for the app.

Phone

The Phone app does more than just make telephone calls. Explore the advanced calling features. See your carrier for more information.

- From Apps, tap  Phone.





Calls

The Phone app allows you to make and answer calls from the Home screen, Recents tab, Contacts and more.



Make a call

Use your phone to make and answer calls from a Home screen.

- From  **Phone**, enter a number on the keypad and tap  **Call**.
 - Tap **Keypad** if the keypad is not displayed.



Enable swipe to call

Swipe a contact or number to the right to make a call.

1. From Settings, tap  **Advanced features** > **Motions and gestures** > **Swipe to call or send messages**.
2. Tap  to enable this feature.


Make a call from Recents

All incoming, outgoing, and missed calls are recorded in the Call log.

1. From  **Phone**, tap **Recents** to display a list of recent calls.
2. Tap a contact, and then tap  **Call**.

Make a call from Contacts

Call a contact from the Contacts app.

- From  **Contacts**, swipe your finger across a contact to the right to call the contact.

Answer a call

When a call is received, the phone rings and the caller's phone number or name is displayed. If you are using an app, a pop-up screen is displayed for the incoming call.



- On the incoming call screen, drag  **Answer** to the right to answer the call.

 **TIP** On the incoming call pop-up screen, tap  **Answer** to answer the call.

Decline a call

You can choose to decline an incoming call. If you are using an app, a pop-up screen is displayed for the incoming call.


- On the incoming call screen, drag  **Decline** to the left to reject the call and send it to your voicemail.

 **TIP** On the incoming pop-up screen, tap  **Decline** to reject the call and send it to your voicemail.


Decline with a message

You can choose to decline an incoming call with a text message response.

- On the incoming call screen, drag **Send message** upward and select a message.

 **TIP** On the incoming call pop-up screen, tap **Send message** and select a message.

End a call

- Tap  **End call** when you are ready to end your call.



Actions while on a call

You can adjust call volume, switch to a headset or speaker, and even multitask while on a call.

- Press the **Volume** keys to increase or decrease the volume.

Switch to headset or speaker

Listen to the call using the speaker or through a Bluetooth® headset (not included).

- Tap  **Speaker** to hear the caller using the speaker or tap  **Bluetooth** to hear the caller using a Bluetooth headset.


Multitask

If you exit the call screen to use another app, your active call is indicated in the Status bar.

To return to the call screen:



- Drag the Status bar down to display the Notification panel and tap the call.

To end a call while multitasking:

- Drag the Status bar down to display the Notification panel, and then tap  End call.


Call pop-up settings

When calls are received while using other apps, they can be displayed as pop-ups.

- From  Phone, tap  **More options** > **Settings** > **Call display while using apps**. The following options are available:
 - **Full screen:** Display an incoming call in the full screen Phone app.
 - **Pop-up:** Display an incoming call as a pop-up at the top of the screen.
 - **Mini pop-up:** Display an incoming call as a smaller pop-up.
 - **Keep calls in pop-up:** Enable this option to keep calls in the pop-up after they are answered.

Places

Explore nearby business and venues to get contact information and directions.

1. From  Phone, tap **Places**.
2. Tap a category to search nearby.
3. Tap a location to view contact information and directions.


 **NOTE** Location services must be enabled to use this feature.

Manage calls

Your calls are recorded in a call log. You can set up speed dials, block numbers, and use voicemail.



Call log

The numbers of the calls you have dialed, received, or missed are stored in the Call log.

- From  Phone, tap **Recents**. A list of recent calls is displayed. If the caller is in your Contacts list, the caller's name is displayed.



Save a contact from a recent call

Use recent call information to create a contact or update your Contacts list.

1. From  Phone, tap **Recents**.
2. Tap the call that contains the information that you want to save to your Contacts list, and tap  **Add to contacts**.
3. Tap **Create new contact** or **Update existing contact**.




Delete call records




To delete Call log entries:

1. From  Phone, tap **Recents**.
2. Touch and hold the call you want to delete from the Call log.
3. Tap  **Delete**.

Block a number





By adding a caller to your Block list, future calls from this number are sent directly to your voicemail, and messages are not received.

1. From  Phone, tap **Recents**.
2. Tap the caller you want to add to the Block list.
3. Tap  **Details** >  **Block**, and confirm when prompted.

 **TIP** You can also modify your Block list in Settings. From  Phone, tap  **More options** > **Settings** > **Block numbers**.


Speed dial

You can assign a shortcut number to a contact for speed dialing their default number.

1. From  **Phone**, tap **Keypad** >  **More options** > **Speed dial numbers**. The Speed dial numbers screen displays the reserved speed dial numbers.
2. Tap an unassigned number.
 - Tap  **Menu** to select a different Speed dial number than the next one in sequence.
 - Number 1 is reserved for Voicemail.
3. Type in a name or number, or tap  **Add from Contacts** to assign a contact to the number.
 - The selected contact is displayed in the Speed dial number box.




Make a call with Speed dial

You can make a call using Speed dial.

- From  **Phone**, touch and hold the Speed dial number.
 - If the Speed dial number is more than one digit long, enter the first digits, and then hold the last digit.

Remove a Speed dial number



You can remove an assigned Speed dial number.

1. From  **Phone**, tap  **More options** > **Speed dial numbers**.
2. Tap  **Delete** by the contact you want to remove from Speed dial.

Voicemail



Use your phone's voicemail feature.


For information on setting up voicemail, see **Set up voicemail** on page 10.

1. From  **Phone**, touch and hold the  **1** key.
2. Follow the voice prompts from the voicemail center.

Emergency calls

You can dial the emergency telephone number in your region regardless of the phone's service status. If your phone is not activated, you can only make an emergency call.

1. From  **Phone**, enter the emergency telephone number (911 in North America) and tap .
2. Complete your call. During this type of call, you have access to most in-call features.

 **TIP** The emergency telephone number can be dialed even if the phone is locked, allowing anyone to use your phone to call for help in an emergency. When accessed from a locked screen, only the emergency calling feature is accessible to the caller. The rest of the phone remains secured.

Phone settings

These settings allow you to modify settings associated with the Phone app.




- From  **Phone**, tap  **More options** > **Settings**.

Optional calling services

If available with your service plan, the following calling services are supported.



Place a multi-party call


If your service plan supports this feature, you can make another call while a call is in progress.

1. From the active call, tap  **Add call** to dial the second call.
2. Dial the new number and tap  **Call**. When the call is answered:
 - Tap the **On hold** number to switch between the two calls.
 - Tap  **Merge** to hear both callers at once (multi-conferencing).

Video calls



To make Video calls:

- Tap  **Phone**, enter a number, and then tap  **Duo call**.

 **NOTE** Not all devices support video calling. The receiver has the option to accept the video call or answer the call as a regular voice call.

TTY mode


A teletypewriter (TTY) is a telecommunications device that allows people who are deaf, hard of hearing, or who have speech or language disabilities to communicate by telephone.

1. From  **Phone**, tap  **More options** > **Settings**.
2. Tap **Other call settings** > **TTY mode**.
3. Tap **TTY Off**, **TTY Full**, **TTY HCO**, or **TTY VCO**.

Samsung Health

Use Samsung Health™ to plan, track various aspects of daily life contributing to well-being such as physical activity, diet, and sleep (Galaxy A20 only). For more information, visit samsung.com/us/support/owners/app/samsung-health.

- From Apps, tap **Samsung** folder >  **Samsung Health**.

 **NOTE** The information gathered from this device, Samsung Health, or related software is not intended for use in the diagnosis of disease or other conditions, or in the cure, mitigation, treatment or prevention of disease.

The accuracy of the information and data provided by this device and its related software, may be affected by factors such as environmental conditions, specific activity performed while using/wearing the device, settings of the device, user configuration/user-provided information, and other end-user interactions.

Before you start exercising

Although the Samsung Health application is a great companion to your exercise routine, it is always best to make sure you consult with your physician before beginning any exercise regimen. While moderate physical activity, such as brisk walking, is safe for most people, health experts suggest that you talk with your doctor before you start an exercise program, particularly if you have any of the following conditions:

- Heart disease; Asthma or lung disease; Diabetes, or liver or kidney disease; and Arthritis.

Before beginning your exercise regimen check with your doctor if you have symptoms suggestive of heart, lung, or other serious disease, such as:

- Pain or discomfort in your chest, neck, jaw, or arms during physical activity;
- Dizziness or loss of consciousness;
- Shortness of breath with mild exertion or at rest, or when lying down or going to bed;
- Ankle swelling, especially at night;
- A heart murmur or a rapid or pronounced heartbeat;
- Muscle pain when walking upstairs or up a hill that goes away when you rest.

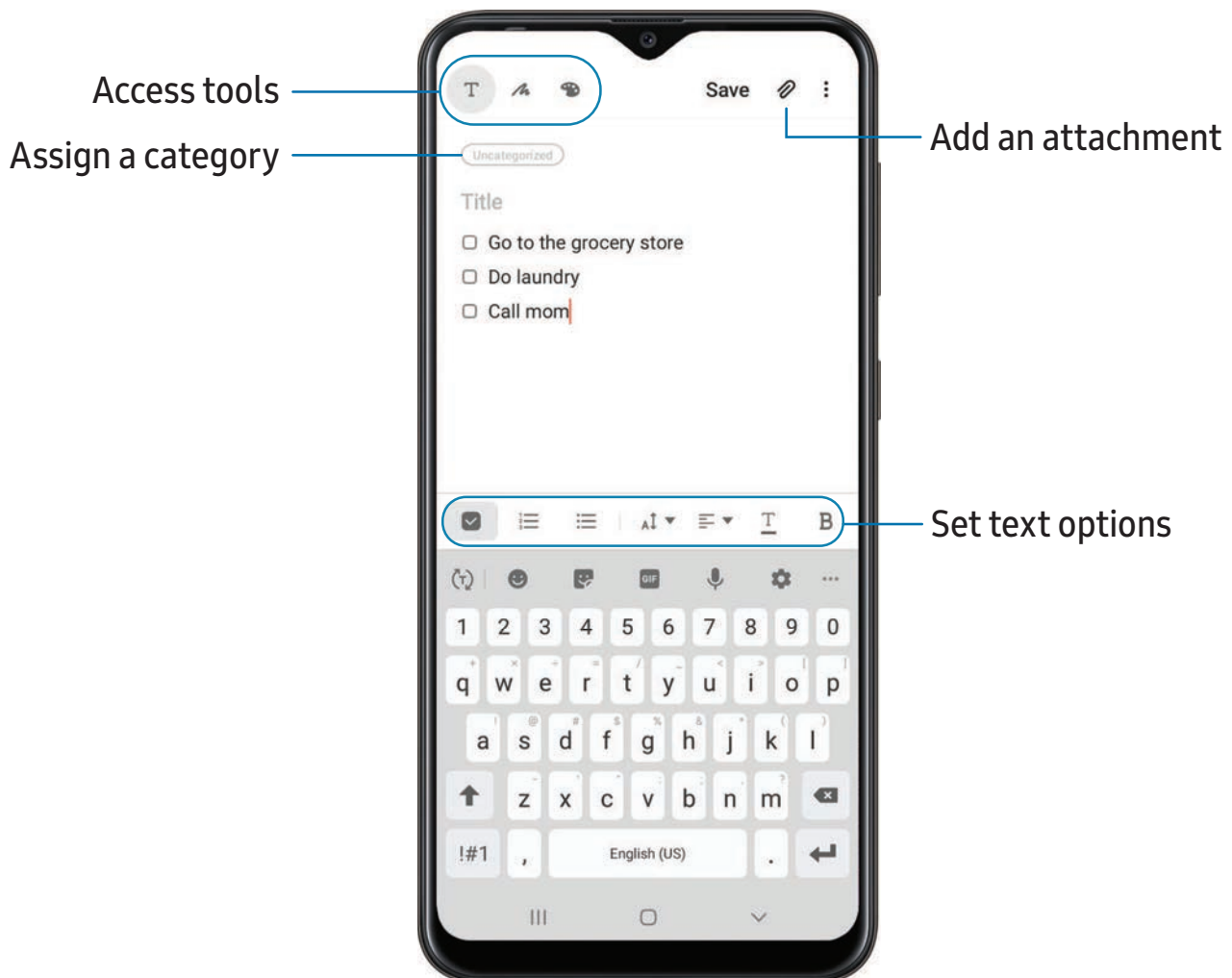
It is recommended that before engaging in an exercise routine, you consult with your doctor or medical practitioner. If you are unsure of your health status, have several health problems, or are pregnant, you should speak with your doctor before starting a new exercise program.

Samsung Notes

Use Samsung Notes to create notes containing text, images with footnotes, voice recordings, and music. You can share your notes easily using social networking services.



Visit samsung.com/us/support/owners/app/samsung-notes to learn more.

- From Apps, tap  Samsung Notes >  Add.






Edit notes

Make edits to notes you create.

1. From  **Samsung Notes**, tap a note to view it.
2. Tap  **Edit** and make changes.
3. When you are finished, tap **Save**.




Notes options

You can edit, sort, or manage notes.

- From  **Samsung Notes**, the following options are available:
 -  **Search**: Search for a keyword.
 -  **More options**:
 - **Edit**: Select notes to share, delete, lock, or move.
 - **Sort**: Change the way notes are organized.
 - **View**: Switch between Grid, List, or Simple list.

Notes menu

You can view your notes by category.

- From  **Samsung Notes**, tap  **Navigation drawer** for the following options:
 -  **Samsung Notes settings**: View settings for the Samsung Notes app.
 - **All notes**: View all notes.
 - **Frequently used**: Quick access to commonly used notes.
 - **Shared notebooks**: View notebooks shared with your contacts through your Samsung account.
 - **Trash**: View deleted notes for up to 15 days.
 - **Categories**: View notes by groups.
 - **Manage categories**: Add, remove, and organize groups.

Google apps

Enjoy these apps from Google.



Browse the Internet with Chrome™ and bring your open tabs, bookmarks, and address bar data from your computer to your mobile device.

Visit support.google.com/chrome to learn more.



Open, view, rename, and share files saved to your Google Drive™ cloud account.

Visit support.google.com/drive to learn more.



Make video calls.

Visit support.google.com/duo to learn more.



Send and receive email with Google's web-based email service.

Visit support.google.com/mail to learn more.



Find online content with tools that learn what interests you. Turn on your personalized feed to receive customized content.

Visit support.google.com/websearch to learn more.



Get directions and other location-based information. You must enable location services to use Google Maps. For more information, see **Location** on page 125.

Visit support.google.com/maps to learn more.



Store and back up your photos and videos automatically to your Google Account with Google Photos™.

Visit support.google.com/photos to learn more.



Watch movies and TV shows purchased from Google Play. You can also view videos saved on your device.

Visit play.google.com/store/movies to learn more.



Play music and audio files on your device.

Visit support.google.com/music to learn more.



Find new apps, movies and TV shows, music, books, magazines, and games in the Google Play store.

Visit support.google.com/play to learn more.



Watch and upload YouTube™ videos right from your device.

Visit support.google.com/youtube to learn more.

Microsoft apps

Enjoy these apps from Microsoft.



OneDrive

Store and share photos, videos, documents, and more in your free online OneDrive® account—accessible from your personal computer, tablet, or phone.

Settings

Access Settings

Connections

Sounds and vibration

Notifications

Display

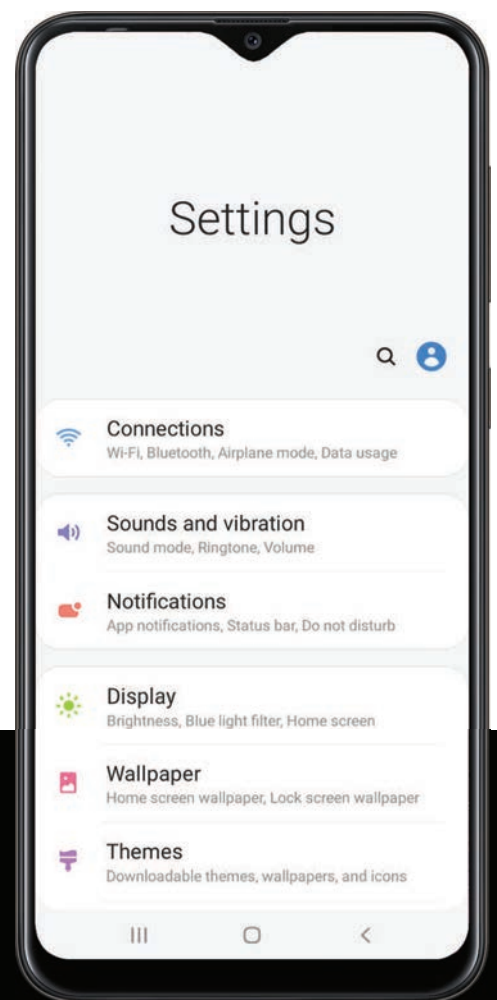
Device maintenance

Lock screen and security

Accounts



Accessibility

Other settings




Access Settings

There are a couple of ways to access your device settings.

- Drag down the Status bar, and then tap  **Settings**.
- From Apps, tap  **Settings**.

Search for Settings

If you are not sure exactly where to find a certain setting, you can search for it.



1. From Settings, tap  **Search**, and enter keywords.
2. Tap an entry to go to that setting.

Connections

Manage connections between your device and a variety of networks and other devices.

Wi-Fi




You can connect your device to a Wi-Fi network to access the Internet without using your mobile data.

1. From Settings, tap  **Connections** > **Wi-Fi**, and then tap  to turn on Wi-Fi and scan for available networks.
2. Tap a network, and enter a password if required.

Connect to a hidden Wi-Fi network

If the Wi-Fi network you want is not listed after a scan, you can still connect to it by entering the information manually.

Ask the Wi-Fi network administrator for the name and password before you begin.

1. From Settings, tap  **Connections** > **Wi-Fi**, and then tap  to turn on Wi-Fi.
2. Tap  **Add network** at the bottom of the list.




3. Enter information about the Wi-Fi network:

- **Network name:** Type the exact name of the network.
- **Security:** Select a security option from the list, and enter the password if required.
- **MAC address type:** Choose which type of MAC address to use for this connection.
- **Auto reconnect:** Choose this option if you want to automatically reconnect to this network whenever you are in range.
- **Advanced:** Add any advanced options, such as IP and Proxy settings.

4. Tap Save.

Advanced Wi-Fi settings



You can configure connections to various types of Wi-Fi networks and hotspots, manage saved networks and look up your device's network addresses.

1. From Settings, tap  **Connections** > **Wi-Fi**, and then tap  to turn on Wi-Fi.
2. Tap  **More options** > **Advanced**.
 - **Switch to mobile data:** When enabled, your device will switch to mobile data whenever the Wi-Fi connection is unstable. When the Wi-Fi signal is strong, it switches back to Wi-Fi.
 - **Turn on Wi-Fi automatically:** Turn on Wi-Fi in frequently-used locations.
 - **Detect suspicious networks:** Get notified when suspicious activity is detected on the current Wi-Fi network.
 - **Network notification:** Receive notifications when open networks in range are detected.
 - **Manage networks:** View saved Wi-Fi networks and configure whether to auto reconnect to or forget individual networks.
 - **Wi-Fi control history:** View apps that have recently turned your Wi-Fi on or off.
 - **Hotspot 2.0:** Connect automatically to Wi-Fi networks that support Hotspot 2.0.
 - **Install network certificates:** Install authentication certificates.

- **MAC address:** View your device's MAC address, which is required when connecting to some secured networks (not configurable).
- **IP address:** View your device's IP address (not configurable).

Wi-Fi Direct


Wi-Fi Direct uses Wi-Fi to share data between devices.

1. From Settings, tap  **Connections** > **Wi-Fi**, and then tap  to turn on Wi-Fi.
2. Tap **Wi-Fi Direct**.
3. Tap a device, and then follow the prompts to connect.

 **TIP** When sharing a file, tap  **Wi-Fi Direct** to use this feature.



Disconnect from Wi-Fi Direct

Disconnect your device from a Wi-Fi Direct device.

- From Settings, tap  **Connections** > **Wi-Fi** > **Wi-Fi Direct**. Tap a device to disconnect it.

Bluetooth




You can pair your device to other Bluetooth-enabled devices, like Bluetooth headphones or a Bluetooth-enabled vehicle infotainment system. Once a pairing is created, the devices remember each other and can exchange information without having to enter the passkey again.

1. From Settings, tap  **Connections** > **Bluetooth**, and then tap  to turn on Bluetooth.
2. Tap a device and follow the prompts to connect.

 **TIP** When sharing a file, tap  **Bluetooth** to use this feature.




Rename a paired device

You can rename a paired device to make it easier to recognize.

1. From Settings, tap  **Connections** > **Bluetooth**, and then tap  to turn on Bluetooth.
2. Tap  **Settings** next to the device name, and then tap **Rename**.
3. Enter a new name, and tap **Rename**.



Unpair from a Bluetooth device

When you unpair from a Bluetooth device, the two devices no longer recognize each other and you will need to pair with the device again in order to connect to it.

1. From Settings, tap  **Connections** > **Bluetooth**, and then tap  to turn on Bluetooth.
2. Tap  **Settings** next to the device, and then tap **Unpair**.



Advanced options

Additional Bluetooth features are available in the Advanced menu.

1. From Settings, tap  **Connections** > **Bluetooth**.
2. Galaxy A10e: Tap **Advanced**.
Galaxy A20: Tap  **More options** > **Advanced**.
3. The following options are available:
 - **Ringtone sync**: Use the ringtone set on your device when you receive calls through a connected Bluetooth device.
 - **Bluetooth control history**: View apps that have used Bluetooth recently.




NFC and payment

Near Field Communication (NFC) allows you to communicate with another device without connecting to a network (Galaxy A20 only). This technology is used by Android Beam and certain payment apps. The device that you are transferring to needs to support NFC, and it needs to be within four centimeters of your device.

- From Settings, tap  **Connections** > **NFC and payment**, and then tap  to turn on this feature.

Android Beam



Use Android Beam to share photos, contacts, or other data between NFC-enabled devices.

1. From Settings, tap  **Connections** > **NFC and payment**, and then tap  to turn on NFC.
2. Tap **Android Beam**, and then tap  to turn on this feature.

 **TIP** When sharing a file, tap  **Android Beam** to use this feature.



Tap and pay

Use an NFC payment app to make payments by touching your device to a compatible credit card reader.

1. From Settings, tap  **Connections** > **NFC and payment**, and then tap  to turn on NFC.
2. Tap **Tap and pay** > **Payment** to see the default payment app.
 - To use another payment app when it is open instead of the default app, tap **Tap and pay with open apps**.
 - To set another payment app as the default, tap **Others**, and then tap the app you prefer.


Airplane mode


Airplane mode turns off all network connections including calling, texting, mobile data, Wi-Fi, and Bluetooth. While Airplane mode is enabled, you can turn on Wi-Fi and Bluetooth in Settings or from the Quick settings panel.

- From Settings, tap  **Connections** > **Airplane mode**, and then tap  to enable this feature.

Mobile networks

Use Mobile networks to configure your device's ability to connect to mobile networks and use mobile data.

- From Settings, tap  **Connections** > **Mobile networks**.
 - **Data roaming:** Enable data usage while roaming on other mobile networks.
 - **Network mode:** You can select which network modes your mobile device can use.
 - **System select:** Change the CDMA roaming mode.
 - **Access Point Names:** Choose or add APNs, which have the network settings your device needs to connect to your provider.
 - **Network operators:** Choose available and preferred networks.

 **TIP** Use these features to help manage connection settings that may affect your monthly bill.




Data usage

Check your current mobile and Wi-Fi data usage. You can also customize warnings and limits.

- From Settings, tap  **Connections** > **Data usage**.


Turn on Data saver


Use Data saver to reduce your data consumption by preventing selected apps from sending or receiving data in the background.

1. From Settings, tap  **Connections** > **Data usage** > **Data saver**.
2. Tap  to turn on Data saver.
 - To allow some apps to have unrestricted data usage, tap **Allow app while Data saver on**, and tap  next to each app to specify restrictions.

Monitor mobile data


You can customize your mobile data access by setting limits and restrictions.

- From Settings, tap  **Connections** > **Data usage**. The following options are available:
 - **Mobile data:** Use mobile data from your plan.
 - **Mobile data only apps:** Set apps to always use mobile data, even when your device is connected to Wi-Fi.
 - **Mobile data usage:** View data usage over mobile connections over a period of time. You can view total usage as well as usage by app.
 - **Billing cycle and data warning:** Change the monthly date to align with your carrier's billing date.

 **TIP** Use these features to keep an eye on your estimated data usage.


Monitor Wi-Fi data

You can restrict Wi-Fi data access by customizing usage limits and networks.

1. From Settings, tap  **Connections** > **Data usage**.
2. Tap **Wi-Fi data usage** to view data usage over Wi-Fi connections over a period of time. You can view total usage as well as usage by app.



Roaming data usage

You can monitor data usage when roaming off outside of your carrier's network.

1. From Settings, tap  **Connections** > **Data usage**.
2. Tap **Roaming data usage** to see data usage if and when your device is roaming.


Mobile hotspot

Mobile hotspot uses your data plan to create a Wi-Fi network that can be used by multiple devices.

1. From Settings, tap  **Connections** > **Mobile hotspot and tethering** > **Mobile hotspot**.
2. Tap  to turn on Mobile hotspot.
3. On the devices you want to connect, activate Wi-Fi and select your device's Mobile hotspot. Enter the Mobile hotspot password to connect.
 - To view a list of devices that are connected to your Mobile hotspot, tap **Connected devices**.



Change the Mobile hotspot password

You can customize your Mobile hotspot password to make it easier to remember.

1. From Settings, tap  **Connections** > **Mobile hotspot and tethering** > **Mobile hotspot**.
2. Tap the password, enter a new password, and then tap **Save**.



Configure mobile hotspot settings


You can customize your mobile hotspot's security and connection settings.

1. From Settings, tap  **Connections** > **Mobile hotspot and tethering** > **Mobile hotspot**.
2. Tap  **More options** > **Configure mobile hotspot** for the following settings:
 - **Network name:** View and change the name of your Mobile hotspot.
 - **Broadcast network name (SSID):** Make your device visible to others.
 - **Security:** Choose the security level for your Mobile hotspot.
 - **Password:** If you choose a security level that uses a password, you can view or change it.
 - **Broadcast channel:** Select a broadcast channel or set it to Auto.
 - **Protected management frames:** Enable this feature for additional privacy protections.

Timeout settings



You can set the Mobile hotspot to automatically turn off when there are no connected devices.


1. From Settings, tap  **Connections** > **Mobile hotspot and tethering** > **Mobile hotspot**.
2. Tap  **More options** > **Timeout settings**, and then select an interval.

 **TIP** This feature can help you manage your data usage.

Wi-Fi sharing


Turn on Wi-Fi sharing to quickly share your Wi-Fi network with other devices.

1. From Settings, tap  **Connections** > **Mobile hotspot and tethering** > **Mobile hotspot**.
2. Tap  **More options** > **Wi-Fi sharing** to turn on this feature.

 **TIP** Use this feature to share your Wi-Fi network without giving out your Wi-Fi password.



Band

Select one of the available band options.

1. From Settings, tap  **Connections** > **Mobile hotspot and tethering** > **Mobile hotspot**.
2. Tap **Band**, and tap an option.


Auto hotspot

Share your hotspot connection automatically with other devices signed in to your Samsung account.

1. From Settings, tap  **Connections** > **Mobile hotspot and tethering** > **Mobile hotspot**.
2. Tap **Auto hotspot**, and tap  to enable the feature.



Tethering

You can use tethering to share your device's Internet connection with another device.

1. From Settings, tap  **Connections** > **Mobile hotspot and tethering**.
2. Tap an option:
 - Tap **Bluetooth tethering** to share your device's Internet connection using Bluetooth.
 - Connect the computer to the device using a USB cable, and then tap **USB tethering**.




Nearby device scanning

Easily set up connections to other available devices by turning on Nearby device scanning. This feature sends you a notification when there are available devices to connect to.

1. From Settings, tap  **Connections** > **More connection settings** > **Nearby device scanning**.
2. Tap  to turn on the feature.

Connect to a printer



Connect your device to a printer on the same Wi-Fi network to easily print documents and images from your device.

1. From Settings, tap  **Connections** > **More connection settings** > **Printing**.
2. Tap **Default print service**, and then tap  **More options** > **Add printer**.
 - If your printer requires a plugin, tap  **Download plugin** and follow the prompts to add a print service.

 **NOTE** Not all apps support printing.



Virtual Private Networks

A Virtual Private Network (VPN) allows you to connect to a private secured network from your device. You will need the connection information from your VPN administrator.

1. From Settings, tap  **Connections** > **More connection settings** > **VPN**.
2. Tap  **More options** > **Add VPN profile**.
3. Enter the VPN network information provided by your network administrator, and tap **Save**.


Manage a VPN

Use the VPN settings menu to edit or delete a VPN connection.

1. From Settings, tap  **Connections** > **More connection settings** > **VPN**.
2. Tap  **Settings** next to a VPN.
3. Edit the VPN and tap **Save**, or tap **Delete** to remove the VPN.


Connect to a VPN

Once you have set up a VPN, connecting to and disconnecting from a VPN is easy.

1. From Settings, tap  **Connections** > **More connection settings** > **VPN**.
2. Tap a **VPN**, enter your log in information, and tap **Connect**.
 - To disconnect, tap the VPN, and then tap **Disconnect**.


Private DNS


You can configure your device to connect to a private DNS host.

1. From Settings, tap  **Connections** > **More connection settings** > **Private DNS**.
2. Tap one of the available options to configure a private DNS connection.
3. Tap **Save**.

Ethernet

If wireless network connection is not available, you can use an Ethernet cable to connect your device to a local network.

1. Connect an Ethernet cable to your device.
2. From Settings, tap  **Connections** > **More connection settings** > **Ethernet**, and follow the prompts.


 **TIP** You need an adapter (not included) to connect an Ethernet cable to your device.


Sounds and vibration

You can control the sounds and vibrations used to indicate notifications, screen touches, and other interactions.

Sound mode



You can change the sound mode on your device without using the volume keys.

- From Settings, tap  **Sounds and vibration**, and then choose a mode:
 - **Sound**: Use the sounds, vibrations, and volume levels you have chosen in Sound settings for notifications and alerts.
 - **Vibrate while ringing**: Set your device to vibrate in addition to ringing when you receive a call.
 - **Vibrate**: Use vibration only for notifications and alerts.
 - **Mute**: Set your device to make no sounds.
 - **Temporary mute**: Set a time limit for muting the device.

 **TIP** Use the sound mode setting instead of the volume keys to change the sound mode without losing your customized sound levels.


Easy mute

Quickly mute sounds by covering the screen or turning the device over.

- From Settings, tap  **Advanced features** > **Motions and gestures** > **Easy mute**, and tap  to enable.


Vibrations


You can control how and when your device vibrates.

1. From Settings, tap  **Sounds and vibration**.
2. Tap options to customize:
 - **Vibration pattern:** Choose from preset vibration patterns.
 - **Vibration intensity:** Set vibration intensity levels for calls, notifications, and touch interactions by dragging the sliders (Galaxy A20 only).

Volume


Set the volume level for call ringtones, notifications, media, and system sounds.

- From Settings, tap  **Sounds and vibration** > **Volume**, and drag the sliders for each sound type.

 **TIP** You can also use the **Volume** keys to adjust the volume. When pressed, a pop-up menu shows the volume level and current sound type. You can tap the menu to expand it, and then adjust the volume of the other sound types by dragging their sliders.




Use Volume keys for media

Set the default action of the Volume keys to control the media sound volume rather than whichever sound type is in use.

1. From Settings, tap  **Sounds and vibration** > **Volume**.
2. Tap **Use Volume keys for media** to enable this feature.



Media volume limit

Limit the maximum output of the device's volume while using Bluetooth speakers or headphones (not included).

1. From Settings, tap  **Sounds and vibration** > **Volume**.
2. Tap  **More options** > **Media volume limit**.
3. Tap  to enable this feature.
 - To set the maximum output volume, drag the **Custom volume limit** slider.
 - To require a PIN to make changes to the volume setting, tap **Set volume limit PIN**.


Ringtone


Customize your call ringtone by choosing from preset sounds or adding your own.

1. From Settings, tap  **Sounds and vibration** > **Ringtone**.
2. Tap a ringtone to hear a preview and select it, or tap  **Add** to use an audio file as a ringtone.

Notification sound



Choose a preset sound for all notification alerts.

1. From Settings, tap  **Sounds and vibration** > **Notification sound**.
2. Tap a sound to hear a preview and select it.

 **TIP** You can also customize notifications sounds to be unique for each app using the App settings menu.

System sounds and vibration

Customize your device's sounds and vibrations for actions like tapping the screen and charging the device.

- Galaxy A10e: From Settings, tap  **Sounds and vibration** > **System sound**.
- Galaxy A20: From Settings, tap  **Sounds and vibration** > **System sound/vibration control** for the following options:

System sounds


- **Touch interactions:** Play tones when you touch or tap the screen to make selections.
- **Screen lock/unlock:** Play a sound when you lock or unlock the screen.
- **Charging:** Play a sound when a charger is connected.
- **Dialing keypad:** Play a tone when dialing numbers on the Phone keypad.
- **Samsung keyboard:** Play a sound when typing with the Samsung keyboard.

System vibration

- **Touch interactions:** Vibrate when you tap navigation buttons or touch and hold items on the screen (Galaxy A20 only).
- **Samsung keyboard:** Vibrate when typing with the Samsung keyboard (Galaxy A20 only).


Dolby Atmos

Enjoy Dolby Atmos quality when playing content that was specifically mixed for Atmos. This feature may only be available with a headset connected.

1. From Settings, tap  **Sounds and vibration** > **Sound quality and effects**.
2. Tap **Dolby Atmos** to experience breakthrough audio that flows above and around you.



Equalizer


Choose an audio preset that is customized to different genres of music, or manually change your audio settings.

1. From Settings, tap  **Sounds and vibration** > **Sound quality and effects**.
2. Tap **Equalizer** to choose a music genre.

Adapt sound


Customize the sound for each ear and enhance your listening experience.

1. From Settings, tap  **Sounds and vibration** > **Sound quality and effects** > **Adapt sound**.
2. Tap the sound profile that fits you best, and tap  **Settings** to customize.

 **TIP** Tap **Personalize your sound** to take a hearing test and let your device identify the best sound for you.

Separate app sound

You can choose to have an app play only media sound on a Bluetooth speaker or headset separate from the other sounds (like notifications). Connect to a Bluetooth device to make this option available in the Audio device menu.


1. From Settings, tap  **Sounds and vibration** > **Separate app sound**.
2. Tap **Turn on now** to enable Separate app sound, and then set the following options:
 - **App:** Choose an app to play its sound on a separate audio device.
 - **Audio device:** Choose the audio device that you want the app's sound to be played on.

Notifications

You can prioritize and streamline app alerts by changing which apps send notifications and how notifications alert you.


Manage notifications

You can configure notifications from apps and services.

- From Settings, tap  **Notifications**.
 - **Suggest actions and replies:** Get applicable suggestions for actions to notifications and replies to messages.
 - **Show snooze option:** Get an option to snooze a notification for a later time.
 - **App icon badges:** Identify which apps have active notifications with badges that appear on their icons. Tap to choose whether or not badges indicate the number of unread notifications.
 - **Status bar:** Modify how many notifications appear on the Status bar.
 - **Do not disturb:** Block sounds and notifications while this mode is turned on. Specify exceptions for people, apps, and alarms.

Block app notifications

You can change or block notifications for each app. Options vary by app.

1. From Settings, tap  **Notifications** > **See all**.
2. Tap an app for the following options:
 - **Show notifications:** Disable to block notifications from this app.
 - **Categories:** Configure notification options that are specific to this app.
 - **App icon badges:** Show a badge on the icon when there are notifications.

Smart alert

You can set the device to notify you about missed calls and messages by vibrating when you pick it up.

- From Settings, tap  **Advanced features** > **Motions and gestures** > **Smart alert**, and tap  to enable.

Smart pop-up view

Receive notifications as icons that can be tapped and expanded in pop-up view.


- From Settings, tap  **Advanced features** > **Smart pop-up view**, and tap  to enable.

Display

You can configure the screen brightness, timeout delay, font size, and many other display settings.

Screen brightness


Adjust the screen brightness according to lighting conditions or personal preference.

1. From Settings, tap  **Display**.
2. Customize options under Brightness:
 - Drag the **Brightness** slider to set a custom brightness level.
 - Tap **Outdoor mode** to increase the screen brightness for 15 minutes for greater visibility when outdoors (Galaxy A10e only).
 - Tap **Adaptive brightness** to automatically adjust the screen brightness based on the lighting conditions (Galaxy A20 only).

 **TIP** You can also adjust screen brightness from the Quick settings panel.


Blue light filter

The Blue light filter may help you sleep better and reduce eye strain (Galaxy A20 only). You can set a schedule to automatically turn this feature on and off.

- From Settings, tap  **Display** > **Blue light filter**, and then choose one of the following options:
 - Drag the **Opacity** slider to set the opacity of the filter.
 - Tap **Turn on now** to enable this feature.
 - Tap **Turn on as scheduled** to set a schedule for when Blue light filter should be enabled. You can choose **Sunset to sunrise** or **Custom schedule**.

Dark mode

Dark mode allows you to switch to a darker theme to keep your eyes more comfortable at night, darkening white or bright screens and notifications.

- From Settings, tap  **Display** > **Dark mode** for the following options:
 - **Turn on now:** Put your device in Dark mode.
 - **Turn on as scheduled:** Configure Dark mode for either **Sunset to sunrise** or **Custom schedule**.
 - **Apply to wallpaper:** Have Dark mode settings applied to the wallpaper when it is active.
 - **Adaptive color filter:** Turn on Blue light filter automatically between sunset and sunrise to reduce eye strain (Galaxy A20 only).



Screen mode

Your device has several screen mode options which adjust the screen quality for different situations (Galaxy A20 only). You can select the mode according to your preference.

1. From Settings, tap  **Display** > **Screen mode**.
2. Tap an option to set a different screen mode.

Font size and style

You can change the font size and style to customize your device.

- From Settings, tap  **Display** > **Font size and style** for the following options:
 - Tap **Font style** to choose a different font.
 - Tap a font to select it, or tap  **Download fonts** to add fonts from Galaxy Store.
 - Tap **Bold font** to make all fonts appear with bold weight.
 - Drag the **Font size** slider to adjust the size of text.


Screen zoom

Adjust the zoom level to make content easier to see.

1. From Settings, tap  **Display** > **Screen zoom**.
2. Drag the **Screen zoom** slider to adjust the zoom level.

Full screen apps


You can choose which apps you want to use in the full screen aspect ratio.

- From Settings, tap  **Display** > **Full screen apps** and tap apps to enable this feature.

Screen timeout

You can set the screen to turn off after a set amount of time.

- From Settings, tap  **Display** > **Screen timeout**, and tap a time limit to set it.

 **NOTE** Prolonged display of non-moving images, excluding Always On Display, may result in permanent ghost-like afterimages or degraded image quality. Turn off the display screen when not in use.

Show charging information

Battery level and estimated time until the device is fully charged can be displayed when the screen is off (Galaxy A20 only).

- From Settings, tap  **Display** > **Show charging information** to enable.


Touch sensitivity



Increase the touch sensitivity of the screen for use with screen protectors.

- From Settings, tap  **Display** > **Touch sensitivity** to enable.

Screen saver


You can display colors or photos when the screen turns off or while charging.

1. From Settings, tap  **Display** > **Screen saver**.
2. Choose one of the following options:
 - **None**: Do not display a screen saver.
 - **Colors**: Tap the selector to display a changing screen of colors.
 - **Photo table**: Display pictures in a photo table.
 - **Photo frame**: Display pictures in a photo frame.
 - **Photos**: Display pictures from your Google Photos account.
3. Tap **Preview** for a demonstration of the selected Screen saver.

 **TIP** Tap  **Settings** next to a feature for additional options.


Reduce animations

Decrease certain motion effects, such as when opening apps.

- From Settings, tap  **Advanced features** > **Reduce animations** to enable the feature.



Double tap to wake

Turn on the screen by double-tapping instead of using the Power key (Galaxy A20 only).

- From Settings, tap  **Advanced features** > **Motions and gestures** > **Double tap to wake** to enable this feature.



Smart stay

Smart stay uses the front camera to detect your face so that the screen stays on while you are looking at it.

- From Settings, tap  **Advanced features** > **Motions and gestures** > **Smart stay**, and tap  to enable the feature.

One-handed mode

You can change the screen layout to accommodate operating your device with one hand.

1. From Settings, tap  **Advanced features** > **One-handed mode**.
2. Tap **Use One-handed mode** to enable the feature and select one of the following options:
 - **Gesture:** Swipe down in the center of the bottom edge of the screen.
 - **Button:** Tap  **Home** two times in quick succession to reduce the display size.

Device maintenance

View the status of your device's battery, storage, and memory. You can also automatically optimize your device's system resources.

Quick optimization

The quick optimization feature improves device performance through the following actions:


- Identifying apps that use excessive battery power and clearing unneeded items from memory.
- Deleting unnecessary files and closing apps running in the background.
- Scanning for malware.

To use the quick optimization feature:

- From Settings, tap  **Device care** > **Optimize now**.

Battery

View how battery power is used for your various device activities.

- From Settings, tap  **Device care** > **Battery** for options:
 - **Battery usage:** View power usage by app and service.
 - **Power mode:** Select a power mode to extend battery life.
 - **App power management:** Configure battery usage for apps that are used infrequently.
 - **Charging:** Enable the following options to support fast charging capabilities (Galaxy A20 only):
 - **Fast charging**

Storage

View the device storage and usage. You can also mount, unmount, or format an optional memory card (not included).

- From Settings, tap  **Device care** > **Storage**.


Memory card

Once an optional microSD memory card (not included) has been installed in your device, the card memory is displayed in the Storage setting.

For more information, see **Set up your device** on page 5.


Mount a memory card

When you install an optional memory card, it is automatically mounted (connected to the device) and prepared for use. However, should you unmount the card without removing it from the device, you need to mount it before it can be accessed.

1. From Settings, tap  **Device care** > **Storage** > **Advanced**.
2. Under **Portable storage**, tap your SD card, and then tap **Mount**.


Remove a memory card

To prevent damage to information stored on the memory card, unmount the card before removing it from the device.

1. From Settings, tap  **Device care** > **Storage** > **Advanced**.
2. Under **Portable storage**, tap your SD card, and then tap **Unmount**.
3. Remove your memory card from the device.




Format a memory card

When formatting an SD card, you should back up your music and photo files that are stored on the card because formatting the SD card deletes **ALL** stored files.

1. From Settings, tap  **Device care** > **Storage** > **Advanced**.
2. Under **Portable storage**, tap your SD card, tap **Format**, and then follow the prompts.



Memory

Check the amount of available memory. You can close background apps and reduce the amount of memory you are using to speed up your device.

- From Settings, tap  **Device care** > **Memory**. The used and available memory are shown.
 - Tap **Clean now** to free up as much memory as possible.
 - Tap **View more** to view the full list of apps and services using memory. Tap  to include or exclude these apps and services.
 - Tap **Apps not used recently** to view apps and services that are included in this group. Tap  to include or exclude these apps and services.
 - Tap **Apps to exclude from cleaning** to choose apps to exclude from memory usage checks.

Advanced options

Other Device care features are available in the Advanced menu.



- From Settings, tap  **Device care** >  **More options** > **Advanced**. The following options are available:
 - **Notifications:** Enable or disable notifications from Device care.
 - **Auto optimization:** Automatically optimize the device daily.
 - **Time:** Choose a time of day to optimize the device.
 - **Close apps to free up memory/Free up memory by closing background apps:** Enable to free up memory by closing apps that are running in the background.
 - **Auto restart:** Automatically restart the device on a custom schedule.
 - **Days:** Choose one or more days to restart the device.
 - **Time:** Choose a time of day to restart the device.
 - **Optimize settings:** Save battery power by optimizing settings when the device is not in use.
 - **Reduce brightness:** Change brightness settings.
 - **Screen timeout:** Turn off the screen after 30 seconds of inactivity.
 - **Media volume:** Limit playback volume to 46%.

Language and input

Configure your device's language and input settings.


Change the device language

You can add languages to your list and organize them according to preference. If an app does not support your default language, then it will move to the next supported language in your list.

1. From Settings, tap  **General management** > **Language and input** > **Language**.
2. Tap  **Add language**, and select a language from the list.
3. Tap **Set as default** to change the device language.
 - To switch to another language on the list, tap the desired language, and then tap **Apply**.


Default keyboard

You can select a default keyboard for your device's menus and keyboards. Additional keyboards can be downloaded from the Google Play store.

1. From Settings, tap  **General management** > **Language and input**.
2. Tap **On-screen keyboard** > **Default keyboard** and choose a keyboard.


Google Voice typing

Speak rather than type your text entries using Google Voice™ typing.

1. From Settings, tap  **General management** > **Language and input**.
2. Tap **On-screen keyboard** > **Google Voice typing** to customize settings.


Manage on-screen keyboards

Enable or disable on-screen keyboards.

1. From Settings, tap  **General management** > **Language and input**.
2. Tap **On-screen keyboard** > **Manage keyboards**.
3. Tap each keyboard to enable or disable.


Show keyboard button

Show a button on the Navigation bar to quickly switch between keyboards.

1. From Settings, tap  **General management** > **Language and input** > **On-screen keyboard**.
2. Tap **Show keyboard button** to enable this feature.



Physical keyboards

Customize options when you have a physical keyboard connected to your device (sold separately).

1. From Settings, tap  **General management** > **Language and input**.
2. Tap **Physical keyboard**, and then choose an option:
 - **Show on-screen keyboard**: Show the on-screen keyboard while a physical keyboard is also being used.
 - **Keyboard shortcuts**: Show explanations of the keyboard shortcuts on the screen.
 - **Change language shortcut**: Enable or disable language key shortcuts for your physical keyboard.



Autofill service

Save time entering information using autofill services.

1. From Settings, tap  **General Management** > **Language and input**.
2. Tap **Autofill service** to view your selected service.
 - Tap  **Settings** to customize your service.
 - Tap **Autofill service** to change your default service.


Text-to-speech

Configure your Text-to-Speech (TTS) options. TTS is used for various accessibility features, such as Voice Assistant.

- From Settings, tap  **General management** > **Language and input** > **Text-to-speech** for options:
 - **Preferred engine:** Choose either the Samsung or Google Text-to-speech engine. Tap  **Settings** for options.
 - **Language:** Set the default speech language.
 - **Speech rate:** Set the speed at which the text is spoken.
 - **Pitch:** Set the pitch of the speech.
 - **Play:** Tap to play a short demonstration of speech synthesis.
 - **Reset:** Reset the speech rate and pitch.


Pointer speed

Configure pointer speed for an optional mouse or trackpad (not included).

1. From Settings, tap  **General management** > **Language and input**.
2. Under **Pointer speed**, drag the slider to the right to go faster or to the left to go slower.


Primary mouse button

You can define which mouse button that you favor as primary.

1. From Settings, tap  **General management** > **Language and input**.
2. Tap **Primary mouse button**, and choose either **Left** or **Right**.

Date and time

By default, your device receives date and time information from the wireless network. Outside of network coverage, you can set the date and time manually.


- From Settings, tap  **General management** > **Date and time**. The following options are available:
 - **Automatic date and time:** Receive date and time updates from your wireless network. When Automatic date and time is disabled, the following options are available:
 - **Select time zone:** Choose a new time zone.
 - **Set date:** Enter the current date.
 - **Set time:** Enter the current time.
 - **Use 24-hour format:** Set the format for displaying time.

Troubleshooting

You can check for software updates and, if necessary, reset services on your device.

Software update

Check for and install available software updates for your device.


- From Settings, tap  **Software update** for the following options:
 - **Download and install:** Check for software updates and install if any are available.
 - **Auto download over Wi-Fi:** Automatically download software updates when the device is connected to a Wi-Fi network.
 - **Last update:** View information about the installation of the current software.

Reset

Reset device and network settings. You can also reset your device to its factory defaults.


Reset settings

You can reset your device to its factory default settings, which resets everything except the security, language, and account settings. Personal data is not affected.

1. From Settings, tap  **General management** > **Reset** > **Reset settings**.
2. Tap **Reset settings**, and confirm when prompted.


Reset network settings

You can reset Wi-Fi, mobile data, and Bluetooth settings with Reset network settings.

1. From Settings, tap  **General management** > **Reset** > **Reset network settings**.
2. Tap **Reset settings**, and confirm when prompted.


Reset accessibility settings

You can reset device accessibility settings. Accessibility settings in downloaded apps and your personal data are not affected.

1. From Settings, tap  **General management** > **Reset** > **Reset accessibility settings**.
2. Tap **Reset settings**, and confirm when prompted.

Auto restart

Optimize your device by restarting it automatically at set times. Any unsaved data will be lost when the device restarts.

1. From Settings, tap  **General management** > **Reset** > **Auto restart**.
2. Tap to activate Auto restart, and then set the following parameters:
 - **Days:** Select the day of the week to automatically restart your device.
 - **Time:** Set the time of day to restart your device.


Factory Data Reset

You can reset your device to factory defaults, erasing all data from your device.

This action permanently erases ALL data from the device, including Google or other account settings, system and application data and settings, downloaded applications, as well as your music, photos, videos, and other files. Any data stored on an external SD card is not affected.

When you sign in to a Google Account on your device, Factory Reset Protection (FRP) is activated. This protects your device in the event it is lost or stolen.


If you reset your device to factory default settings with the FRP feature activated, you must enter the user name and password for a registered Google Account to regain access to the device. You will not be able to access the device without the correct credentials.

 **NOTE** If you reset your Google Account password, it can take 24 hours for the password reset to sync with all devices registered to the account.

Before resetting your device:

1. Verify that the information you want to keep has transferred to your storage area.
2. Log in to your Google Account and confirm your user name and password.


To reset your device:

1. From Settings, tap  **General management** > **Reset** > **Factory data reset**.
2. Tap **Reset** and follow the prompts to perform the reset.
3. When the device restarts, follow the prompts to set up your device.

Factory Reset Protection

When you sign in to a Google Account on your device, Factory Reset Protection (FRP) is activated. FRP prevents other people from using your device if it is reset to factory settings without your permission. For example, if your device is lost or stolen and a factory data reset is performed, only someone with your Google Account username and password can use the device.

You will not be able to access the device after a factory data reset if you do not have your Google Account username and password.


 **CAUTION** Before sending your device to Samsung or taking it to a Samsung-authorized service center, remove your Google Account and then perform a factory data reset. For more information, visit samsung.com/us/support/frp.

Enable Factory Reset Protection

Adding a Google Account to your device automatically activates the FRP security feature.

Disable Factory Reset Protection

To disable FRP, remove all Google Accounts from the device.


1. From Settings, tap  **Accounts and backup** > **Accounts** > [Google Account].
2. Tap **Remove account**.

Lock screen and security

You can secure your device and protect your data by setting a screen lock.


Screen lock types


You can choose from the following screen lock types that offer high, medium, or no security: Swipe, Pattern, PIN, Password, and None.

 **NOTE** Biometric locks are also available to protect access to your device and sensitive data on your device. For more information, see **Biometric security** on page 26.

Set a secure screen lock


It is recommended that you secure your device using a secure screen lock (Pattern, PIN, or Password). This is necessary to set up and enable biometric locks.

1. From Settings, tap  **Lock screen** > **Screen lock type** and tap a secure screen lock (Pattern, PIN, or Password).

2. Tap  to enable showing notifications on the lock screen. The following options are available:
 - **View style:** Display notification details or hide them and show only an icon.
 - **Hide content:** Do not show notifications in the Notification panel.
 - **Notifications to show:** Choose which notifications to show on the Lock screen.
3. Tap **Done** when finished.
4. Configure the following screen lock options:
 - **Smart Lock:** Unlock your device automatically when trusted locations or other devices have been detected. A secure screen lock is required for this feature.
 - **Secure lock settings:** Customize your secure lock settings. A secure screen lock is required for this feature.


Clock and information

You can configure features that appear on the Lock screen, like the clock and other useful information.

- From Settings, tap  **Lock screen** for the following options:
 - **Wallpaper services:** Enable additional features such as guide page and Dynamic Lock Screen.
 - **Clock style:** Set the type and color of the clock on the Lock screen.
 - **Roaming clock:** Show the time both where you are and at home while you are roaming.
 - **FaceWidgets:** Enable widgets on the Lock screen to get quick access to useful information.
 - **Contact information:** Show your contact information, such as your phone number or email address.
 - **Notifications:** Select which notifications to display on the Lock screen.
 - **Shortcuts:** Select which app shortcuts to add to the Lock screen.
 - **About Lock screen:** Update the Lock screen's software.

Google Play Protect

You can configure Google Play to regularly check your apps and device for security risks and threats.



- From Settings, tap  **Biometrics and security** > **Google Play Protect**.
 - Updates are checked for automatically.

Find My Mobile

You can protect your device from loss or theft by allowing your device to be locked, tracked online, and for your data to be deleted remotely. A Samsung account is required, and Google location service must be turned on in order to use Find My Mobile. For more information, visit samsung.com/us/support/owners/app/find-my-mobile.


Turn on Find My Mobile

Before you can use the Find My Mobile feature, you must turn it on and customize the options. To access your device remotely, visit findmymobile.samsung.com.

1. From Settings, tap  **Biometrics and security** > **Find My Mobile**.
2. Tap  to enable Find My Mobile and log in to your Samsung account. The following options are available:
 - **Remote unlock:** Allow Samsung to store your PIN, pattern, or password, allowing you to unlock and control your device remotely.
 - **Send last location:** Allow your device to send its last location to the Find My Mobile server when the remaining battery charge falls below a certain level.

Security update


You can easily check the date of the last installed security software update and find out if newer updates are available.

- From Settings, tap  **Biometrics and security** > **Security update** to see the latest security update installed and check if a newer update is available.

Samsung Pass


Use Samsung Pass to access your favorite services with biometric data (Galaxy A20 only). You must sign in to your Samsung account to use Samsung Pass.


Visit samsung.com/us/support/owners/app/samsung-pass to learn more.

1. From Settings, tap  **Biometrics and security** > **Samsung Pass**.
2. Sign in to your Samsung account and add your biometric data.

Install unknown apps


You can allow installation of unknown third-party apps from selected apps or sources.

1. From Settings, tap  **Biometrics and security** > **Install unknown apps**.
2. Tap an app or source, and then tap **Allow from this source**.

 **TIP** Installing unknown third-party apps could make your device and personal data more vulnerable to security risks.


Secure Folder

You can create a secure folder on your device to protect private content and apps from anyone who may be using your device. You must sign in to your Samsung account to set up and use Secure folder.

- From Settings, tap  **Biometrics and security** > **Secure Folder** and follow the prompts to secure content on your device.


Secure Wi-Fi


Get extra privacy protection while using unsecured Wi-Fi networks. You must sign in to your Samsung account to set up and use Secure Wi-Fi.

- From Settings, tap  **Biometrics and security** > **Secure Wi-Fi** and follow the prompts to configure privacy protection.

Encrypt or decrypt SD card


You can encrypt your optional memory card (not included) to protect its data. This only allows the SD card information to be accessed from your device with a password.

1. From Settings, tap  **Biometrics and security** > **Encrypt or decrypt SD card**.
2. Tap **Encrypt SD card** and follow the prompts to encrypt all data on your memory card.

 **NOTE** Performing a Factory data reset on your device prevents it from accessing an encrypted SD card. Before initiating a Factory data reset, make sure to decrypt the installed SD card first.


Decrypt SD card

You can decrypt an optional memory card (not included) if it was encrypted by this device. You may want to decrypt the memory card if you plan to use it with another device or before performing a Factory data reset.

1. From Settings, tap  **Biometrics and security** > **Encrypt or decrypt SD card**.
2. Tap **Decrypt SD card** and follow the prompts to decrypt all data on your memory card.


View passwords

You can have characters displayed briefly in password fields as you type them.

- From Settings, tap  **Biometrics and security** > **Other security settings** > **Make passwords visible** to turn on the feature.


Device administration

You can authorize security features and apps (like Find My Mobile) to have administrative access to your device.

1. From Settings, tap  **Biometrics and security** > **Other security settings** > **Device admin apps**.
2. Tap an option to turn it on as a device administrator.



Credential storage

You can manage the trusted security certificates installed on your device, which verify the identity of servers for secure connections.

- From Settings, tap  **Biometrics and security** > **Other security settings** for the following options:
 - **Storage type:** Select a storage location for credential contents.
 - **View security certificates:** Display certificates in your device's ROM and other certificates you have installed.
 - **User certificates:** View user certificates that identify your device.
 - **Install from device storage:** Install a new certificate from storage.
 - **Clear credentials:** Erase credential contents from the device and reset the password.


Strong Protection

Better protect your device by encrypting it using a secure lock type.

- From Settings, tap  **Biometrics and security** > **Other security settings** > **Strong protection**, and then tap  to enable this feature.



Advanced security settings

You can use these options to configure advanced security settings to better protect your device.

- From Settings, tap  **Biometrics and security** > **Other security settings** for the following options:
 - **Trust agents:** Allow trusted devices to perform selected actions when connected.
 - This option is only displayed when a lock screen is turned on. For more information, see [Set a secure screen lock](#) on page 119.
 - **Pin windows:** Pin an app on your device screen, which prevents access to other features of your device.
 - **Security policy updates:** Keep your device secure by checking for security updates.

Location


Location services use a combination of GPS, mobile network and Wi-Fi to determine the location of your device.

1. From Settings, tap  **Location**.
2. Tap  to turn on Location services.

 **TIP** Some apps require location services be turned on for full functionality.


App permissions

Configure permissions for apps that want to access your location information.

1. From Settings, tap  **Location** > **App permissions**.
2. Tap an app and select which of the following location permissions to grant it:
 - Allow all the time
 - Allow only while using the app
 - Deny



Improve accuracy

Enable other location scanning tools.

1. From Settings, tap  **Location** > **Improve accuracy**.
2. Tap connection method to add or remove from location services:
 - **Wi-Fi scanning:** Allow apps and services to scan for Wi-Fi networks automatically, even when Wi-Fi is turned off.
 - **Bluetooth scanning:** Allow apps to scan for and connect to nearby devices automatically through Bluetooth, even when Bluetooth is turned off.


Recent location requests

View a list of apps that have requested your location.

1. From Settings, tap  **Location**.
2. Tap  to turn on Location services.
3. Tap an entry under **Recent location requests** to view the app's settings.


Location services


Location services store and use your device's most recent location data. Certain apps can use this data to improve your search results based on places that you have visited.

1. From Settings, tap  **Location**.
2. Tap an entry under **Location services** to see how your location information is used.

Permission manager


Apps might access features of your device that you permit them to (like the camera, microphone, or location) when they are running in the background, not just when you are using the app. You can set your device to notify you when this happens.

1. From Settings, tap  **Privacy** > **Permission manager**.
2. Tap a category, then tap an app to select which permissions you want to be notified about by tapping **Allow** or **Deny**.

 **NOTE** When using an app or service for the first time that wants to access certain features of your device, a dialog box asks if you want to permit such access. You can choose from **Allow all the time**, **Allow only while using the app**, or **Deny** for each type of access requested.

Send diagnostic data

Send diagnostic information about your device to Samsung when you are having technical problems.


1. From Settings, tap  **Privacy** > **Send diagnostic data**.
2. Read and accept the consent information to enable this feature.

Accounts

You can connect to and manage your accounts, including your Google Account, Samsung account, email, and social networking accounts.



Samsung Cloud

You can keep your data safe by backing up and restoring your device. You can also sync your data from multiple devices. For more information, visit samsung.com/us/support/owners/app/samsung-cloud.

1. From Settings, tap  **Accounts and backup** > **Samsung Cloud**.
 - If a Samsung account has not been added, the screens explain how to create or sign in to your account.
2. Once a Samsung account is configured, you can view and manage items stored in the Samsung Cloud.


Add an account

You can add and sync all your email, social networking, and picture and video sharing accounts.

1. From Settings, tap  **Accounts and backup** > **Accounts** >  **Add account**.
2. Tap one of the account types.
3. Follow the prompts to enter your credentials and set up the account.
 - Tap **Auto sync data** to enable automatic updates to your accounts.


Account settings

Each account has its own custom settings. You can configure common settings for all accounts of the same type. Account settings and available features vary between account types.

1. From Settings, tap  **Accounts and backup** > **Accounts**.
2. Tap an account to configure that account's sync settings.
3. Tap other available options for the account type.

Remove an account

You can remove accounts from your device.


1. From Settings, tap  **Accounts and backup** > **Accounts**.
2. Tap the account and then tap **Remove account**.

Backup and restore

You can configure your device to back up data to your personal accounts.


Samsung account

You can enable backup of your information to your Samsung account.

- From Settings, tap  **Accounts and backup** > **Backup and restore** for options:
 - **Back up data:** Configure your Samsung account to back up your data.
 - **Restore data:** Use your Samsung account to restore your backup data.


Google Account

You can enable backup of your information to your Google Account.

- From Settings, tap  **Accounts and backup** > **Backup and restore** for options:
 - **Back up my data:** Enable back up of application data, Wi-Fi passwords, and other settings to Google servers.
 - **Backup account:** Select a Google Account to be used as your backup account.
 - **Automatic restore:** Enable automatic restoration of settings from Google servers.


External storage transfer

You can back up your data to an SD card or a USB storage device, or restore backup data using Smart Switch. For more information, see **Transfer data from an old device** on page 7.

- From Settings, tap  **Accounts and backup** > **Backup and restore** > **External storage transfer**.

Google settings

You can configure your device's Google settings. Available options depend on your Google Account.


- From Settings, tap  **Google**, and select an option to customize.

Accessibility

There are accessibility settings for people who need help seeing, hearing, or otherwise operating their device. Accessibility services are special features that make using the device easier for everyone. For more information about Accessibility for Samsung products, please contact us at accessibility@sea.samsung.com.

Screen Reader

Use special controls and settings that let you navigate without needing to see the screen.


- From Settings, tap  **Accessibility** > **Screen reader** and tap an option:
 - **Voice assistant:** Receive spoken feedback when using your device, such as what you touch, select, or activate.
 - **Tutorial:** Learn how to use Voice assistant.
 - **Settings:** Configure Voice assistant to better assist you.

Visibility enhancements

You can configure Accessibility features to assist with visual aspects of your device.


Colors and clarity

You can adjust the colors and contrast of text and other screen elements for easier viewing.

- From Settings, tap  **Accessibility** > **Visibility enhancements** and tap an option:
 - **High contrast theme:** Adjust colors and screen fonts to increase the contrast for easier viewing.
 - **High contrast fonts:** Adjust the color and outline of fonts to increase the contrast with the background.
 - **High contrast keyboard:** Adjust the size of the Samsung keyboard and change its colors to increase the contrast between the keys and the background.
 - **Show button shapes:** Show buttons with shaded backgrounds to make them stand out better against the wallpaper.
 - **Color inversion:** Reverse the display of colors from white text on a black background to black text on a white background.
 - **Color correction:** Adjust the color of the screen if you find it difficult to see some colors.
 - **Remove animations:** Remove certain screen effects if you are sensitive to motion.

Size and zoom

You can increase the size of supported screen elements and create shortcuts for accessibility features on your device.


- From Settings, tap  **Accessibility** > **Visibility enhancements** and tap an option:
 - **Magnifier window:** Magnify content shown on the screen.
 - **Magnification:** Use exaggerated gestures such as triple-tapping, double pinching, and dragging two fingers across the screen.
 - **Large mouse/touchpad pointer:** Use a large pointer for a connected mouse or touchpad (accessories not included).
 - **Font size and style:** Configure screen fonts.
 - **Screen zoom:** Configure the screen zoom level.

Hearing enhancements

You can configure Accessibility features to assist with audial aspects of the device.


Sounds

You can adjust audio quality when using hearing aids or earphones.

- From Settings, tap  **Accessibility** > **Hearing enhancements** and tap an option:
 - **Hearing aid support:** Improve the sound quality to work better with hearing aids.
 - **Amplify ambient sound:** Enable this feature and connect headphones to your device to amplify the sounds of conversations.
 - **Adapt sound:** Customize the sound for each ear and enhance your listening experience. See **Adapt sound** on page 103.
 - **Left/right sound balance:** Use the slider to adjust the left and right balance when listening to audio in stereo.
 - **Mono audio:** Switch audio from stereo to mono when using one earphone.
 - **Mute all sounds:** Turn off all notifications and audio for privacy.

Text display

You can convert speech to text and watch closed captions when viewing multimedia.


- From Settings, tap  **Accessibility** > **Hearing enhancements** and tap an option:
 - **Live transcribe**: Use the microphone to record speech and convert it to text.
 - **Subtitle settings**: Configure closed caption and subtitle services.

Interaction and dexterity

You can configure Accessibility features to assist with limited dexterity when interacting with your device.


Alternate input

You can control your device using different kinds of inputs and controls.

- From Settings, tap  **Accessibility** > **Interaction and dexterity** and tap an option:
 - **Universal switch**: Control your device with your customized switches.
 - **Assistant menu**: Improve device accessibility for users with reduced dexterity.


Interactions

You can simplify the motions needed to answer phone calls or respond to notifications and alarms.

- From Settings, tap  **Accessibility** > **Interaction and dexterity** and tap an option:
 - **Answering and ending calls**:
 - **Read caller names aloud**: Hear callers' names read aloud when using Bluetooth or headsets (sold separately).
 - **Answer automatically**: Answer calls after a set duration when using Bluetooth or headsets (sold separately).
 - **Press Volume up to answer**: Use the Volume keys to answer calls.
 - **Press Power key to end**: End calls by pressing the Power key.
 - **Interaction control**: Customize areas of screen interactions, hardkeys, and the keyboard.


Touch settings

You can adjust your screen to be less sensitive to taps and touches.

- From Settings, tap  **Accessibility** > **Interaction and dexterity** and tap an option:
 - **Touch and hold delay:** Select a time interval for this action.
 - **Tap duration:** Set how long an interaction must be held to be recognized as a tap.
 - **Ignore repeated touches:** Set a time duration in which to ignore repeated touches.


Mouse and physical keyboard

Configure settings for a connected mouse and physical keyboard.


- From Settings, tap  **Accessibility** > **Interaction and dexterity** and tap an option:
 - **Click after pointer stops:** Automatically click on an item after the pointer stops over it.
 - **Sticky keys:** When you press a modifier key like Shift, Ctrl, or Alt, the key stays pressed down, which allows you to enter keyboard shortcuts by pressing one key at a time.
 - **Slow keys:** Set how long a key must be held before it is recognized as a press, which helps avoid accidental key presses.
 - **Bounce keys:** Set how long to wait before accepting a second press from the same key, which helps avoid accidentally pressing the same key multiple times.

Advanced settings


You can customize additional accessibility features and services for your device.

 **TIP** Additional accessibility apps may be downloaded from the Google Play store.

Direct access


- From Settings, tap  **Accessibility** > **Advanced settings** and tap an option:
 - **Power and Volume up keys:** Configure selected Accessibility features to open by quickly pressing the Power and Volume up keys at the same time. Tap to enable the feature, and then tap any of the listed Accessibility features to either enable or open the feature's menu.
 - **Volume up and down keys:** Configure selected services to turn on when you press and hold the Volume up and Volume down keys for three seconds.
 - **Selected service:** Choose a service to launch with this key combination.
 - **Allow on Lock screen:** Allow this key combination to activate even when the screen is locked.


Notifications

- From Settings, tap  **Accessibility** > **Advanced settings** and tap an option:
 - **Flash notification:** Flash either the camera light or the screen when you receive notifications or when alarms sound.
 - **Notification reminders:** Set periodic reminders for any unread notifications.
 - **Time to take action:** Choose how long to show messages that ask you to take action, but are visible only temporarily (like notifications).
 - **Voice Label:** Write voice recordings to NFC tags (not included) to provide you with information about objects or locations as you near them (Galaxy A20 only).

Installed services


You can install additional assistance services for your device.

- From Settings, tap  **Accessibility** > **Installed services**.

 **NOTE** Additional accessibility services are listed and configured here after they are installed.

About Accessibility

Legal and license information about the current Accessibility software is available in Settings.

- From Settings, tap  **Accessibility** > **About Accessibility**. The following information is available:
 - **Version:** View the current Accessibility software version.
 - **Open source licenses:** View information for the open source licenses used for Accessibility.

Other settings

Configure features on your device that make it easier to use.


Help

View the user manual for your device.

- From Settings, tap  **Help**.


Dual Messenger

Use two separate accounts for the same app.

1. From Settings, tap  **Advanced features** > **Dual Messenger**.
2. Tap next to supported apps to enable the feature for each app.
 - To select which contacts have access to the secondary messenger app, tap **Use separate contacts list**.

About phone

View information about your device, including current status, legal information, hardware and software versions, and more.

1. From Settings, tap  **About phone**, and then view your phone number, model number, serial number, and IMEI information.
2. Tap additional items to view more information about your device.

 **TIP** You can view your device's FCC ID from **About phone > Status**.

Learn more

Videos

youtube.com/samsungcare

Samsung Care

samsung.com/us/support

Talk to an agent

Contact us on Facebook Messenger

Find us on Facebook

Follow us on Twitter

Tips

samsung.com/us/support/tips

Legal information

READ THIS INFORMATION BEFORE USING YOUR MOBILE DEVICE.

Arbitration Agreement - This Product is subject to a binding arbitration agreement between you and SAMSUNG ELECTRONICS AMERICA, INC. (“Samsung”). You can opt out of the agreement within 30 calendar days of the first consumer purchase by emailing optout@sea.samsung.com or calling 1-800-SAMSUNG (726-7864) and providing the applicable information.

The full Arbitration Agreement, Standard One-year Limited Warranty, End User License Agreement (EULA), and Health & Safety Information for your device are available online:

Phone:

- English: samsung.com/us/Legal/Phone-HSGuide
- Spanish: samsung.com/us/Legal/Phone-HSGuide-SP

This information can also be found on the device in the “About device” or “About phone” or “About tablet” section, for example:

- **Settings > About phone or About device or About tablet > Legal information > Samsung legal**
- Or, search “Legal”

If your device required Federal Communications Commission (FCC) approval, you can view the FCC certification by opening **Settings > About phone or About device or About tablet > Status**.

Samsung Knox

Samsung Knox is Samsung’s security platform and is a mark for a Samsung device tested for security with enterprise use in mind. Additional licensing fee may be required. For more information about Knox, please refer to: samsung.com/us/knox.

Restricting children's access to your mobile device

Your device is not a toy. Do not allow children to play with it because they could hurt themselves and others, damage the device, or make calls that increase your device bill. Keep the device and all its parts and accessories out of the reach of small children.

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Some multimedia (audio/video) files contain Digital Rights Management (DRM) technology to verify you have the right to use the files. Preloaded apps on your device may not be compatible with DRM-protected files.

Screen images are simulated. Appearance of device may vary.

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

Please check with your service provider to verify qualifying services/features.