T··Mobile·

Welcome
Start Guide

SAMSUNG
Galaxy S10|S10+

My carrier

This guide provides you with the information you need to get started. For more information and additional support, please visit **T-Mobile.com/support** where you can:

- Register at **my.t-mobile.com** to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Review your device's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

Access account information:
1. From a Home screen swipe up, and then tap **T-Mobile** folder > **T-Mobile** .
2. Choose from an available category.

Service or use is your agreement to T-Mobile's Terms and Conditions. **T-Mobile requires Arbitration of Disputes unless, for new customers, you opt-out within 30-days, or for existing customers, you previously opted-out.** Failure to activate service within 3-days from purchase will also be considered acceptance. For details, see T-Mobile's Terms and Conditions at **T-Mobile.com/terms-conditions.**

1 About your phone

- Camera
- Flash
- Camera
- Power/Lock
- Volume
- Bixby
- USB/Charger port
- Fingerprint scanner

Images shown are of the Galaxy S10+ and are for reference only.

Samsung Care

GET TO KNOW YOUR PRODUCT:

- Access user manuals, troubleshooting, and more at **samsung.com/us/support**

ASK THE COMMUNITY:

- Ask questions and share solutions with other Samsung customers at **us.community.samsung.com**

CONTACT US FOR SUPPORT:

- Get hardware or software support, at **samsung.com/us/support/contact** or call us at 1.800.SAMSUNG
- Find a service location near you, at **samsung.com/us/support/service/locations**
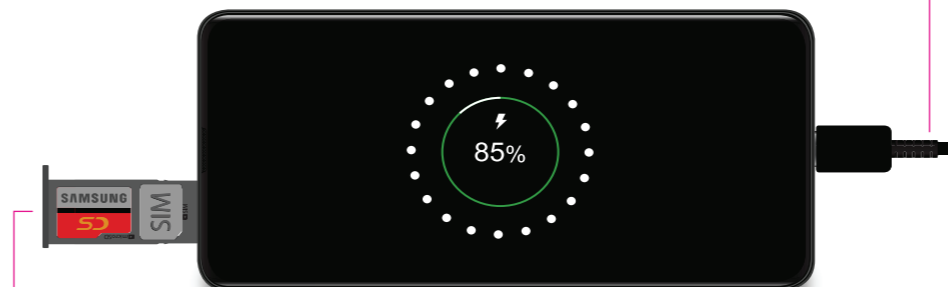
2 Set up your phone

Your SIM card may be pre-installed.

REMOVE SIM/microSD TRAY
Use the tool to open the SIM/microSD card tray.

CHARGE YOUR DEVICE
Before turning on your phone, charge it fully.

85%

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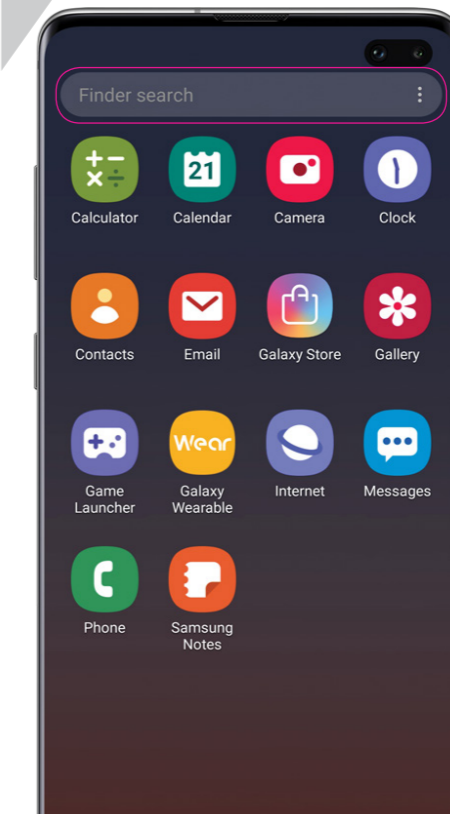Place the SIM card and optional microSD card (sold separately) into the tray with the gold contacts facing down.

BACKUP AND RESTORE
Get help transferring contacts, photos and other content from your old phone at **samsung.com/smartswitch**

Note: Use only Samsung-approved charging devices and accessories. Samsung accessories are designed for your device to maximize battery life. Using other accessories may void your warranty and may cause damage.

3 Search

From the Home screen swipe up and search for apps, settings, contacts, and more.

Finder search

Calculator | Calendar | Camera | Clock
Contacts | Email | Galaxy Store | Gallery
Game Launcher | Galaxy Wearable | Internet | Messages
Phone | Samsung Notes

Customize your phone

From the Home screen swipe up, and then tap **Settings** to customize, connect and personalize your phone:

CONNECTIONS
Connect to or set up a Wi-Fi network, Bluetooth device, Wi-Fi™ calling, Mobile HotSpot, Tethering and other connection options.

SOUNDS AND VIBRATION
Set device volume and sounds.

DISPLAY
Customize the Home screen and display brightness.

WALLPAPERS AND THEMES
Make the device your own with fun and unique wallpaper and themes.

DIGITAL WELLBEING
Configure usage limits on your device.

LOCK SCREEN
Select a screen lock type and set security options.

BIOMETRICS AND SECURITY
Set facial or fingerprint security options.

Learn more

The **Help** feature gives access to the user manual and information on how to use your device.

To open, from **Settings** tap **Help** .

- Make a call
- Send and receive texts
- Manage contacts
- Explore health & fitness
- Utilize accessibility settings

Wireless PowerShare

Wirelessly charge compatible devices right from your device.

1. Drag the Status bar down to display the Notification panel.
2. Touch and drag ▬ to access all Quick Settings options.
3. Tap **Wireless PowerShare** 🔋.
4. With the phone face down, place the device on the back of the phone to charge.

Wireless PowerShare works with most Qi-Certified devices. Requires minimum 30% battery to share. Speed and power efficiency of charge varies by device. May not work with some accessories, covers, or other manufacturer's devices. If you have trouble connecting or charging is slow, remove any cover from each device. May affect call reception or data services, depending on your network environment.

Camera

Features

- **Dual Pixel**: Focus in a blink.

- **Dual Aperture**: Adapt to bright light and super low light automatically.

- **Ultra wide**: Capture more of the scene.

- **High Dynamic Range (HDR) 10+ recording**: Ensure bright colors are bright, while keeping dark colors dark.

- **Scene optimizer**: Recognize and optimize scenes and colors for brilliant photos.

- **Artistic Live Focus**: Blur the background of a photo to make the subject standout.

- **Zoom**: Get a closer view of faraway subjects.

- **Hyperlapse**: Create a motion shot while recording a time-lapse video.

- **Super slow-mo**: Capture motion at 960 frames per second.

- **Slow motion**: Capture motion at 245 frames per second.

BIXBY VISION

Identify objects and locations.

TOOLS PANEL

Swipe left or right to select effects.

CAMERA MODES

Swipe left or right to select a mode.

GALLERY

View photos.

CAPTURE

Capture images.

TOGGLE CAMERAS

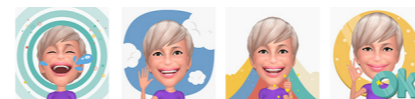Switch between the back and front cameras.

Create an AR Emoji

Turn your selfie into an emoji.

1. From the Home screen, tap **Camera** 📷 > **AR Emoji** > **Create My Emoji**.
2. Tap ◯ to capture your photo and customize and save your emoji.

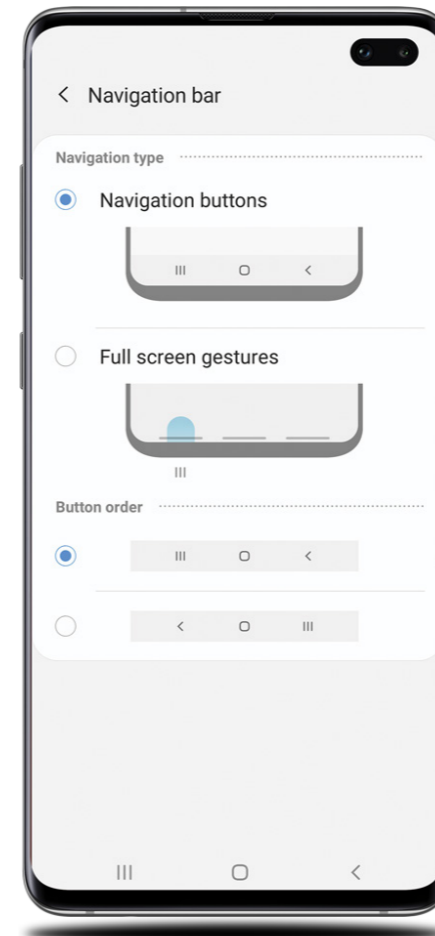### Personalize messages with your emoji.

1. Tap **Messages** 💬 > **New message** 💬 > Enter message field.
2. Tap **Stickers** 🙂 to add a GIF or your very own emoji or sticker, and then tap **Send** ➤.

Gestures

Customize the Home, Back and Recents keys or remove them and use gestures instead to increase screen space.

1. From **Settings** ⚙️, tap **Display** 🔆 > **Navigation bar**.
2. Tap one of the following Navigation types:
   - Navigation buttons (default)
   - Full screen gestures
   - Button order
   - Gesture hints (Displays only when full screen gestures is selected)

Legal

APPROVED FIRMWARE VERSIONS

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

INFORMATION ABOUT SAFEGUARDING HANDSETS

T-Mobile encourages customers to take appropriate measures to secure their handsets and invites them to take advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts. For additional information, visit:T-Mobile.com/devicesecurity and T-Mobile.com/Company/PrivacyResources.aspx.

EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.*

*Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused. The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency). Please see T-Mobile's Terms and Conditions and Privacy Policy for additional service restrictions and details.

ADDITIONAL INFORMATION

Operating system and preloaded content use a portion of the internal memory. Use of some content or features may require qualifying service, or access to a Wi-Fi connection.

Smartphone Mobile HotSpot: Qualifying service required. Plan data allotment applies. Roaming and on-network data allotments differ; see your selected service for details. Use of connected devices subject to T-Mobile Terms and Conditions.

Wi-Fi Calling: Wi-Fi connection required; may decrement plan minutes. Most devices will not transition between Wi-Fi and the cellular network. See your selected service for details.

Coverage not available in some areas.

See **Terms and Conditions (including arbitration provision)** at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling**.

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