

Quick Reference Guide

SAMSUNG Galaxy A20

Samsung Care

Samsung Premium Care

Get more than just protection for your device. Pick the time and place, and a team member will meet you to set up, troubleshoot, repair or replace your product.

Enroll at samsung.com/us/support/premium-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

1 About your phone



2 Set up your phone

Remove SIM/microSD tray
Use the tool to open the SIM/microSD card tray.

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



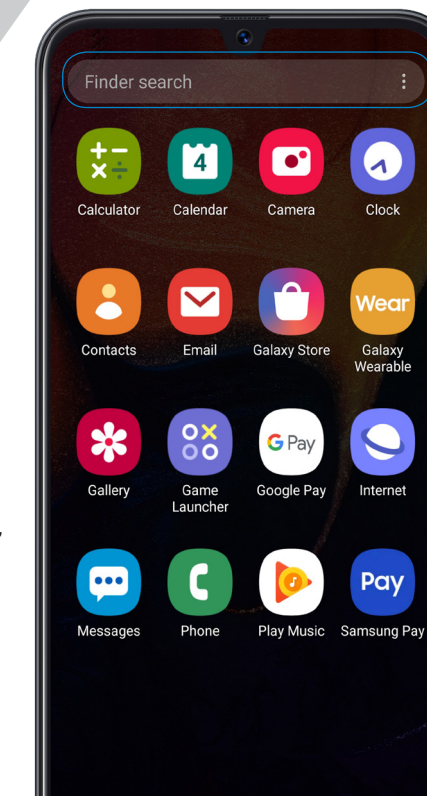
Charge your device
Before turning on your phone, charge it fully.

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.

Backup and restore
Get help transferring contacts, photos and other content from your old phone at samsung.com/smartswitch

3 Search

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



Customize your phone

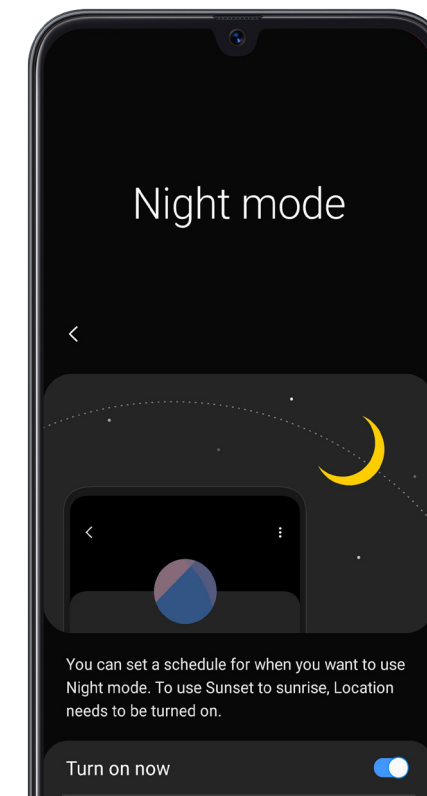
From the Home screen, swipe up, and then tap **Settings**  to customize, connect and personalize your phone:

-  **Connections**
Connect to a Wi-Fi™ network, Bluetooth device or other connection options.
-  **Sounds and vibration**
Set device volume and sounds.
-  **Display**
Customize the Home screen, navigation gestures, and adjust display brightness.
-  **Wallpapers and themes**
Make the device your own with fun and unique wallpapers 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.

Night mode

Use a darker theme to keep your eyes comfortable at night.

From **Settings** , tap **Display**  > **Night mode**.



Camera



STICKER

Tap to add fun overlays to faces.

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.



Recent apps

Enjoy the new full-screen view of recent apps.

Tap Recents to view a list of recently opened apps.

- Tap an app icon to view options.
- Swipe up to close.
- Swipe down to open.

Learn more

The Help feature gives access to the user manual and useful 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

Metro® by T-Mobile Quick Start Information

Service

You will need the following information when activating service:

- Your name, address, and an eight-digit number that you will use to access your account (your personal identification number "PIN").
- Your serial number (IMEI) and SIM card number. Check the box label or phone settings to locate the serial number. The SIM card number can be located below the bottom bar code on the back of the SIM card holder.
- Your choice of Metro plan and services, including unlimited data, talk and text plans.
- Install the battery, if applicable, and SIM card in your new phone by following the step-by-step instructions in this phone's User Guide.
- Once your phone is powered up, dial 1.888.8metro8 (1.888.863.8768) to connect with an activation representative who will assist you in activating your phone. You can also activate your phone online by visiting metrobyt-mobile.com. (As soon as your service is activated, be sure to fully charge the phone's battery before using it again.)

Don't hesitate to ask your Metro representative for more information on additional features and services or visit metrobyt-mobile.com.

Account Detail:

- **Text Message Reminder.** Metro provides a text message reminder on your phone before payment is due.
- **E-statement.** View your statement summary online. (Only available in select states.)
- **Call Detail.** View your call detail online for a listing of all local calls made during the service cycle. (Additional charge applies.)

Payment Options:

There are several ways to pay for your Metro service.

- **Auto Pay.** Your credit or debit card is automatically debited two days before payment is due.
- **Express Pay.** Pay by credit or debit card online at metrobyt-mobile.com.
- **By Mail.** Include your account number and phone number on your check or money order and mail to: Metro by T-Mobile, P.O. Box 5119, Carol Stream, IL 60197-5119.
- **By Phone via Automated System.** Pay by credit or debit card from your Metro phone by dialing 1.888.8metro8. (Convenience fee applies.)
- **Store Payment Machine.*** Accepts cash, debit or credit card (with PIN). (Convenience fee applies.)
- **Over the Counter.*** Pay at an Authorized Payment Location with cash, check, credit or debit card.
- **eWallet.** Sign up for MyAccount through metrobyt-mobile.com and create your own secure eWallet where you can safely store cards for quick payment and set up auto pay.
- **Text to Pay.** The secure and easy way to pay your monthly Metro service. Register your credit or debit card with the Metro eWallet service and simply respond to a text from PAYNOW (729699) to pay.

*Not available at all locations.

MyMetro®

Manage your Metro account right on your phone. By dialing any of the customer service numbers, you can change your rate plan, change your features, and pay for service. Just follow the instructions on your phone.

For Assistance:

Please visit your local Metro store or refer to the following options if you need additional assistance.

- Sign up for MyAccount to view account details, check your balance, make a payment, manage eWallet and more.
- Metro automated customer service from any phone - 1.888.8metro8 (1.888.863.8768) and follow the prompts
- Online information: metrobyt-mobile.com

Please follow us at:

@metrobytmobile

facebook.com/Metrobytmobile

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Your device may not work if you alter its original software. This device will only operate with firmware versions that have been approved for use by Metro and the device manufacturer. If unauthorized firmware is placed on the device, it will not function.

Hearing aid compatibility: This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Your phone's GPS system is enabled by default in order to permit use of planned future services; see your phone's manual for instructions should you wish to disable your GPS for non-911 purposes.

Metro by T-Mobile Terms and Conditions of Service

For the most recent and up-to-date version of the Metro Terms and Conditions of Service to which you agree and will be bound when you activate, use, change or pay for your Metro service, please visit metrobyt-mobile.com/terms.

Welcome to Metro. We are pleased that you have selected us as your wireless carrier. Our Terms and Conditions of Service are available at <https://www.metrobyt-mobile.com/terms-conditions/terms-conditions-service.html>. These Terms and Conditions of Service apply to all devices and wireless

services provided by us to you and consist of several parts, which may be amended from time to time.

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflict with the Metro Terms and Conditions of Service, the Metro Terms and Conditions of Service shall control.

By: (a) giving us a written or electronic signature or telling us orally that you accept the Metro Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within Metro's applicable return period, you agree to the Metro Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

- You waive your right to a jury trial in disputes with Metro;
- Your disputes with Metro will be decided by an arbitrator;
- You waive your right to institute or participate in class action litigation against Metro;
- You will provide Metro with accurate information about yourself;
- Metro may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- Metro may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Customer Service. If you have any questions regarding your Service or information in this Agreement, you may call our activation center at 1-888-8metro8 (1.888.863.8768).

Billing for Premium and Third-Party Services

California Residents Only

Certain parties besides Metro have the ability to place charges on your bill for premium services. You may access these services and authorize the placement of charges on your bill through your phone or online account. Metro also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium and third-party services on your account. Contact customer care or go to www.metrobyt-mobile.com/blocking for more information.

Wi-Fi Calling

Wi-Fi Calling allows you to make and receive phone calls and messages over a Wi-Fi connection.

Important! You must have an E911 address registered with your account in order to use Wi-Fi Calling. You can register an E911 address via the myMetro® Android™ app that is either preinstalled on your phone, or available for download from the Google Play™ Store. If you do not have an Android smartphone, you can call 611 to update the address.