



Welcome Start Guide



SAMSUNG Galaxy Note9

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:

- From a home screen swipe up, and then tap T-Mobile folder > T-Mobile.
- Choose from an available category.

1 About your phone



Samsung Care



GET TO KNOW YOUR PRODUCT:

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

ASK THE COMMUNITY:

- Ask questions and get solutions from other Samsung customers, at us.community.samsung.com

CONTACT US FOR SUPPORT:

- For hardware or software support, visit samsung.com/us/support/contact or call us at 1.800.SAMSUNG.
- Find a service location near you, at support-us.samsung.com/cyber/locator/asc_locator.jsp

Device features

EXPANDABLE STORAGE

- Expand storage with a microSD™ card (sold separately).

FLEXIBLE SECURITY

- Biometric security features

CAMERA

- Live translate
- AR Emoji
- Super slow motion video
- Bixby Vision

OPEN WITH BLUETOOTH

- Remotely open an app or perform a function.

BIXBY

- The smarter way to get things done. Say a command, identify what you're looking at or set a reminder just by pressing a button.

IP68

- Water resistant*

*For more information, see Samsung Terms and Conditions.

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.



INSERT SIM/microSD CARD

Slide the SIM card and the optional microSD card into the tray with the gold contacts facing down.



CHARGE YOUR DEVICE

Before turning on your phone, charge it fully.

BACKUP AND RESTORE

For help transferring contacts, photos and other content from your old phone, visit: samsung.com/smarts witch

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

3 Customize your phone

Pinch the home screen to change the look of your device:



Wallpapers



Themes



Widgets



Home screen settings

From a home screen swipe up, and then tap **Settings** to customize, connect or turn on options to 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.

LOCK SCREEN

Select a screen lock type and set security options.

BIOMETRICS AND SECURITY

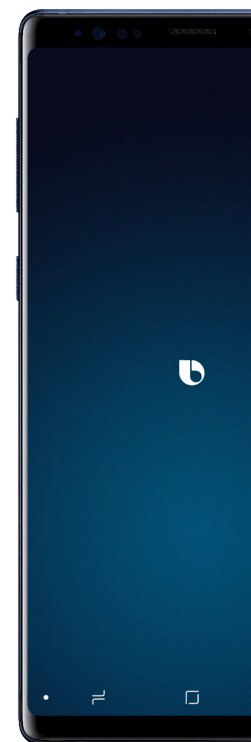
Set biometric security options.

Bixby

Set reminders, send messages, search and access content on your phone and the Internet.

Press the **Bixby** button and follow the prompts.

Note: For more information about Bixby, visit samsung.com/us/support/owners/app/Bixby.



Learn more



Need help?

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

To open the **Help** feature, from the home screen, swipe up and tap **Settings** > **Help** .

- Make a call
- Send a text
- Contacts
- Health & Fitness
- Personalized device support
- Accessibility settings

Search

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



Camera



CAMERA MODES

Swipe left or right to select a mode.

BIXBY VISION

Identify anything based on what's live in the viewfinder.

TOOLS PANEL

Swipe left or right to select effects.

RECORD

Record a video.

CAPTURE AND ZOOM

Capture a photo, or drag left or right to zoom in and out.

GALLERY

View photos.



SUPER SLOW-MO

Super slow-mo captures several frames per second, slowing down reality so you can enjoy every frame.

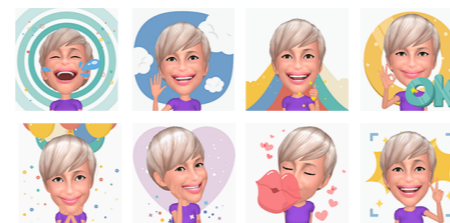
AR EMOJI

Create a personal animated emoji that looks like you.



STICKERS

Stickers are a fun way to express yourself while chatting or messaging with friends.



S Pen with Bluetooth

UNLEASH THE S PEN

Push the S Pen inward to release it, then pull it out.

When you remove the S Pen, Air command launches.

S PEN BUTTON

S Pen Remote

Press the S Pen button to open an app remotely.

A single or double press can open an app, capture a photo, navigate, scroll and more.

Remove the S Pen, and tap **Settings** > **S Pen remote** to set the S Pen remote features.

Air command

- **Create note:** Create customized notes.
- **View all notes:** View all notes created.
- **Smart select:** Outline and crop a screen.
- **Screen write:** Capture a screen image and write on it.
- **Live message:** Create live messages and GIFs.
- **Translate:** Hover the S Pen over a word to view its definition and pronunciation.
- **Bixby Vision:** Shop and discover images, products, and places.
- **Add shortcuts:** Select an app or function to open or turn on using Air command.

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/devicessecurity](https://www.t-mobile.com/devicessecurity) and [T-Mobile.com/Company/PrivacyResources.aspx](https://www.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](https://www.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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