



Welcome Start Guide



SAMSUNG
Galaxy Tab A

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 device, 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.

Services

If you are a new T-Mobile® customer and your service is not yet activated, call Customer Care at 1.800.937.8997 and a T-Mobile Activations representative will assist you.

You need the following information when activating service:

- Your Service Agreement and the agent code on your Agreement
- Your name, home address, home phone number, and billing address

Note: For business and government accounts, please provide the name of the organization, the address, and the tax ID.

- Your Social Security number, current driver's license number, and date of birth for credit check purposes
- Your choice of T-Mobile rate plan and services (see **T-Mobile.com** for the latest plan information)
- SIM serial number and IMEI number (located on the box barcode label)

Samsung Care

How can we help you?

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 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**.



About your device



Learn more

Need help?

The Help setting displays the device user manual. The user manual provides information about the following and more.

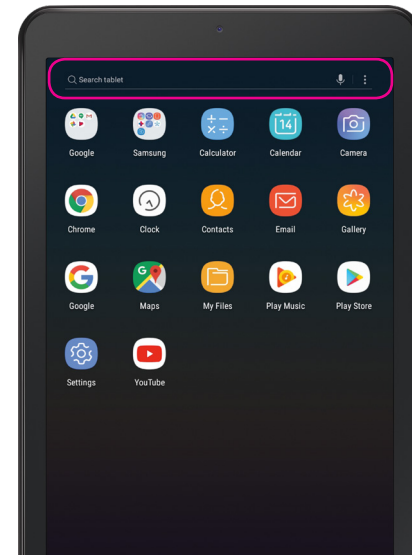
To open, from the Home screen, swipe up and tap **Settings** > **Help**.

- Contacts
- Calendar
- Personalized device support
- Accessibility settings



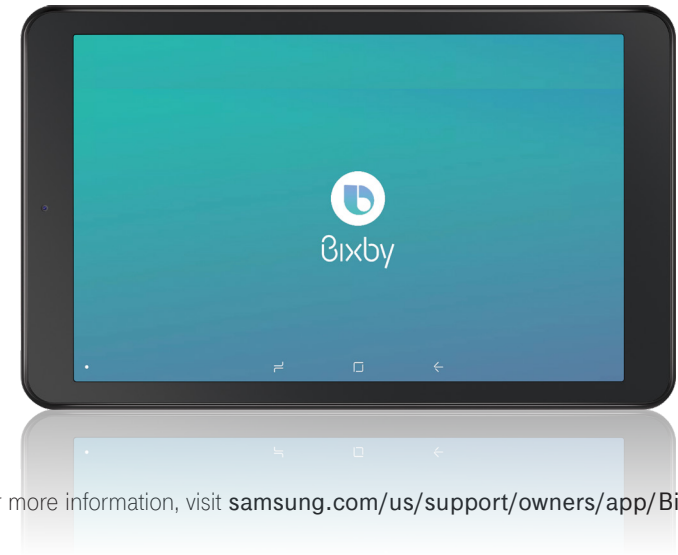
Search

From the home screen swipe up, and search for anything on the device. For example enter an app or settings name.



Bixby

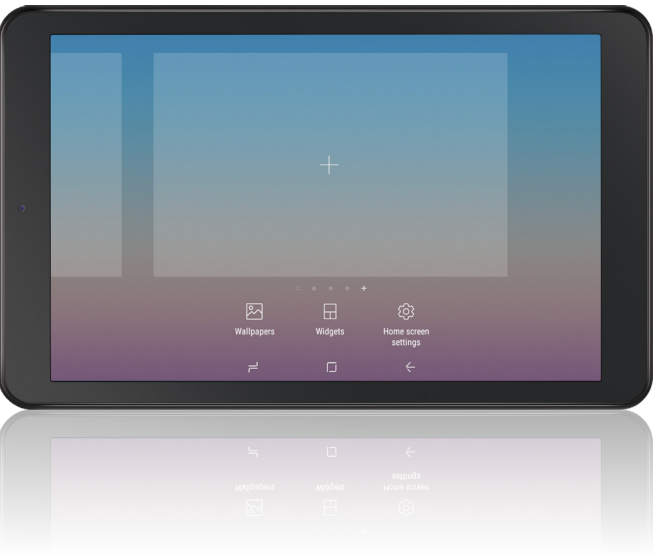
Set reminders, see upcoming appointments, photos, tomorrow's weather and more. From the home screen, swipe right to launch Bixby and follow the prompts to complete setup.



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

Wallpaper, Widgets and Home screen settings

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



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.

ADDITIONAL INFORMATION

Use of some content or features may require qualifying service, or access to a Wi-Fi connection. **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.



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Device and screen images simulated. Appearance of device may vary.

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