

Meet your phone.

SAMSUNG Galaxy Note9

Para la versión en español, visite verizonwireless.com/Support

About your phone



NOTE: Devices and software are constantly evolving – the screen images and icons you see here are for reference only.

Setting up your phone

Your phone already has a SIM card installed.

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



INSERT microSD CARD
Insert the microSD card (microSD card sold separately) into the tray with the gold contacts facing down.

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.

Using your phone

Turning your phone on/off

To turn your phone on, press and hold the **Power/Lock** button.

To turn your phone off, press and hold the **Power/Lock** button. Then tap **Power off** > **Power off**.

Locking/Unlocking the screen

To unlock your screen, press the **Power/Lock** button and then swipe up.

> To set a screen lock feature, from the Home screen, swipe up and then tap **Settings** > **Lock screen** and choose your screen lock type. Then follow the onscreen instructions.

NOTE: For added security, choose a Biometric locking feature.

Copying content from your old phone

For help transferring contacts, photos and other content from your old phone, visit verizonwireless.com/Cloud.

Or, transfer content using Smart Switch and the USB connector that came with your phone.

> From the Home screen, swipe up and then tap **Settings** > **Accounts** > **Smart Switch**.

Home screen mode

You can select one of the two modes: Easy or Standard. Instructions in this guide are written using Standard mode.

Standard mode is for users who are familiar with Android™.

Easy mode is a simplified experience for the first-time smartphone user.

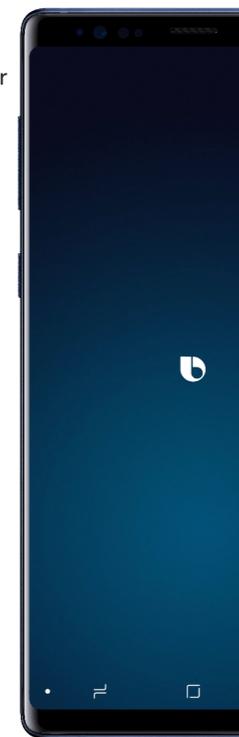
- > From the Home screen, swipe up and then tap **Settings** > **Display** > **Easy mode**.
- Choose the mode you want to use and tap **DONE**.



Bixby

Set reminders, send messages, search and access content on your phone and internet. Press the **Bixby** button and follow the onscreen instructions.

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



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Using your phone

S Pen with Bluetooth

UNLEASH THE PEN

Push the **S Pen** inward and, then pull it out.

When you remove the S Pen, Air command launches.

S PEN BUTTON

Press and hold 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.



There's no limit to the S Pen

Express yourself. Write and draw directly into emails or the calendar, as well as Word, Excel, PowerPoint, and PDF documents. Capture your ideas in Notes and even write a note on the back of a picture.

Air Command

Air command gives you access to signature S Pen features.

Create note: Create customized notes.

View all notes: View all notes created.

Smart select: Outline and crop anything on the screen and freely edit or share with others.

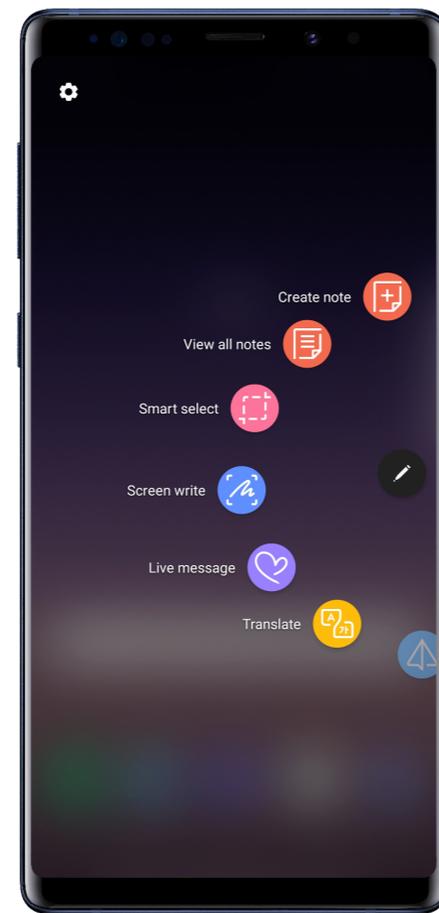
Screen write: Capture a screen image and write or draw on it.

Live message: Create live messages and GIFs.

Translate: Hover the S Pen over a word to view its definition and pronunciation.

PENUP: Use the S Pen to draw, color, edit, and share live drawings.

Add shortcuts: Select an app or function to open or turn on using Air command.



Camera

CAMERA MODES

Swipe left or right to select a mode.

BIXBY VISION

Identify objects or locations.

TOOLS PANEL

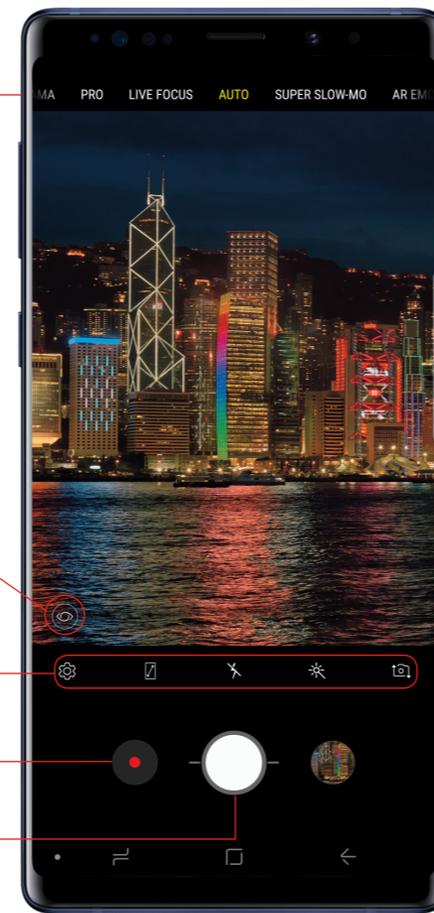
Swipe left or right to select effects.

RECORD

Record a video

ZOOM AND CAPTURE

Drag left or right to zoom in or out. Tap to take a photo.



SUPER SLOW-MO

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

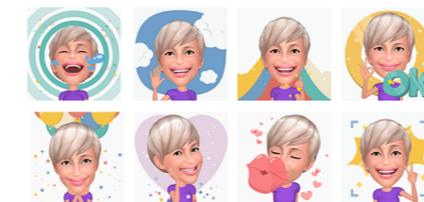
AR EMOJI

Create an animated emoji that looks like you.



STICKERS

Express yourself while messaging with friends.



Apps

Find new apps to download and install on your phone.

Play Store: Download new apps from the Google Play store. Visit [Play.Google.com/Store/Apps](https://play.google.com/store/apps) to learn more.

Galaxy Apps: view and download Samsung apps that are optimized for use with Galaxy devices. Visit [Samsung.com/Global/Galaxy/Apps/Galaxy-Apps](https://samsung.com/global/galaxy/apps/galaxy-apps) to learn more.

Learning more

Use the Help feature to view the user manual and other information on how to use your phone, including:

Making calls

Voicemail

Sending texts

Getting apps

Taking photos

Accessibility settings

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

From your computer, visit: verizonwireless.com/Support.

Download a User Guide from verizonwireless.com/Support or call **888.987.HELP (4357)** to order a copy.

Managing your account

My Verizon Mobile app
Manage your account, track your usage, edit account information, pay your bill and more.

International travel
For features and rates when outside the US, visit: verizonwireless.com/International.

Customer service
Call **800.922.0204**
Twitter **@VZWSupport**

Additional information

Your wireless device and third-party services
Verizon Wireless is the mobile carrier associated with this wireless device, but many services and features offered through this device are provided by or in conjunction with third parties. Verizon Wireless is not responsible for your use of this device or any non-Verizon Wireless applications, services and products, including any personal information you choose to use, submit or share with others. Specific third-party terms and conditions, terms of use and privacy policies apply. Please review carefully all applicable terms, conditions and policies prior to using this wireless device and any associated application, product or service.

Hearing aid compatibility information
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 technologies 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. Ask your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, ask your service provider or phone retailer.