Quick Reference Guide

Samsung Care

Samsung Premium Care
Pick the time and place and a team member will meet you to set up, troubleshoot, repair, or replace your product. Visit samsung.com/us/support/premium-care to enroll.

Get to know your product
Visit samsung.com/us/support or download the Samsung Members app.

Contact us
Questions?
Visit us.community.samsung.com for questions
Get Support
Call 1.800.SAMSUNG for support

Service locations
Find a service location near you at samsung.com/us/support/service/locations

Learn more
Settings  Tips and help

Install your SIM card
Your SIM card may be pre-installed. If you need to install a SIM, follow these steps.

1. Locate the SIM card tray.
2. Insert the SIM ejector pin into the hole on the card tray.
3. Pull out the card tray.
4. Insert the nano-SIM card in the tray with the gold contacts facing up.
5. Insert the card tray back into the slot.

About your phone

Use only Samsung-approved chargers and cables. To avoid injury or damage to your device, do not use incompatible, worn or damaged batteries, chargers or cables.

- Camera
- Volume
- Side key
- Audio / USB port
- SIM card tray
- SIM ejector pin
- SIM card
- Cameras
Switching made simple

Whether you’re coming from an iOS or Android platform, you can easily transfer your data with Smart Switch.

Back up your old phone

Back up your old phone using your favorite back-up app.

Samsung Smart Switch

1. From your new Galaxy device, tap Settings > Accounts and backup > Bring data from old device.
2. Tap Receive data.
3. Select your old device type and follow the prompts to connect your phones.

For more information

Samsung.com/us/smart-switch

To download Smart Switch

Samsung.com/us/support/owners/app/smart-switch

Customize

From the Apps panel, tap Settings to customize your phone.

Essential apps

- Samsung Pay
- Samsung Pass
- Google Duo
- Google Photos
- Google Drive

For more information

Google Duo: duo.google.com
Google Photos: support.google.com/photos
Google Drive: support.google.com/drive

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Samsung and Galaxy are both trademarks of Samsung Electronics Co., Ltd. Other company and product names mentioned herein may be trademarks of their respective owners. Screen images simulated. Appearance of phone may vary. Images shown are for reference only. If you use a screen protector, make sure it allows for use of touch-screen features.