

SAMSUNG

USER MANUAL

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www.samsung.com

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Basics

Read me first

Please read this manual before using the device to ensure safe and proper use.


- Descriptions are based on the device's default settings.
- Some content may differ from your device depending on the region, service provider, model specifications, or device's software.
- Content (high quality content) that requires high CPU and RAM usage will affect the overall performance of the device. Apps related to the content may not work properly depending on the device's specifications and the environment that it is used in.
- Samsung is not liable for performance issues caused by apps supplied by providers other than Samsung.
- Samsung is not liable for performance issues or incompatibilities caused by edited registry settings or modified operating system software. Attempting to customise the operating system may cause the device or apps to work improperly.
- Software, sound sources, wallpapers, images, and other media provided with this device are licensed for limited use. Extracting and using these materials for commercial or other purposes is an infringement of copyright laws. Users are entirely responsible for illegal use of media.
- You may incur additional charges for data services, such as messaging, uploading and downloading, auto-syncing, or using location services depending on your data plan. For large data transfers, it is recommended to use the Wi-Fi feature.
- Default apps that come with the device are subject to updates and may no longer be supported without prior notice. If you have questions about an app provided with the device, contact a Samsung Service Centre. For user-installed apps, contact service providers.
- Modifying the device's operating system or installing softwares from unofficial sources may result in device malfunctions and data corruption or loss. These actions are violations of your Samsung licence agreement and will void your warranty.


- Due to the nature of the product, displaying fixed graphics for extended periods may result in afterimages (screen burn-in) or ghosting.
 - It is recommended not to use fixed graphics on part or all of the touchscreen for extended periods and turn off the touchscreen when not using the device.

- This device uses the ARM-based Qualcomm Snapdragon processor.

Some programmes and webpages may not be compatible and websites which require installing a security program may not launch properly. For more information, refer to limitations when running the Qualcomm Snapdragon processor on <https://support.microsoft.com/en-gb/help/4020089/windows-10-in-s-mode-faq>.

- Depending on the region or model, some devices are required to receive approval from the Federal Communications Commission (FCC).

If your device is approved by the FCC, you can view the FCC ID of the device. To view the FCC ID, on the taskbar, tap  → **Galaxy Book** → **About device**. If your device does not have an FCC ID, it means that the device has not been authorised for sale in the U.S. or its territories and may only be brought to the U.S. for the owner's personal use.

- Depending on the region, you can view the regulatory information on the device. To view the information, on the taskbar, tap  → **Galaxy Book** → **Legal information** → **Regulatory information**.

Instructional icons



Warning: situations that could cause injury to yourself or others



Caution: situations that could cause damage to your device or other equipment



Notice: notes, usage tips, or additional information

Device overheating situations and solutions

When the device heats up while charging the battery

While charging, the device and the charger may become hot. During wireless charging or fast charging, the device may feel hotter to the touch. This does not affect the device's lifespan and is in the device's normal range of operation. If the battery becomes too hot, the charger may stop charging.

Do the following when the device heats up:

- Disconnect the charger from the device and close any running apps. Wait for the device to cool down and then begin charging the device again.
- If the device overheats, it could be because the connected USB cable is damaged. Replace the damaged USB cable with a new Samsung-approved one.
- When using a wireless charger, do not place foreign materials, such as metal objects, magnets, and magnetic stripe cards, between the device and the wireless charger.



The wireless charging or fast charging feature is only available on supported models.

When the device heats up during use

When you use features or apps that require more power or use them for extended periods, your device may temporarily heat up due to increased battery consumption. Close any running apps and do not use the device for a while.

The following are examples of situations in which the device may overheat. Depending on the functions and apps you use, these examples may not apply to your model.

- During the initial setup after purchase or when restoring data
- When downloading large files
- When using apps that require more power or using apps for extended periods
 - When playing high-quality games for extended periods
 - When recording videos for extended periods
 - When streaming videos while using the maximum brightness setting
 - When connecting to a TV

- While multitasking (or, when running many apps in the background)
 - When using Split screen view
 - When updating or installing apps while recording videos
 - When downloading large files during a video call
 - When recording videos while using a navigation app
- When using large amount of data for syncing with the cloud, email, or other accounts
- When using a navigation app in a car while the device is placed in direct sunlight
- When using the mobile hotspot and tethering feature
- When using the device in areas with weak signals or no reception
- When charging the battery with a damaged USB cable
- When the device's multipurpose jack is damaged or exposed to foreign materials, such as liquid, dust, metal powder, and pencil lead
- When you are roaming

Do the following when the device heats up:

- Keep the device updated with the latest software.
- Conflicts between running apps may cause the device to heat up. Restart the device.
- Deactivate the Wi-Fi, GPS, and Bluetooth features when not using them.
- Close apps that increase battery consumption or that run in the background when not in use.
- Delete unnecessary files or unused apps.
- Decrease the screen brightness.
- If the device overheats or feels hot for a prolonged period, do not use it for a while. If the device continues to overheat, contact a Samsung Service Centre.

Precautions for device overheating

If you begin to feel uncomfortable due to the device overheating, stop using the device.

When the device heats up, the features and performance may be limited or the device may turn off to cool down. The feature is only available on supported models.

- If the device overheats and reaches a certain temperature, a warning message will appear to prevent device failure, skin irritations and damages, and battery leakage. To lower the device's temperature, the screen brightness and the performance speed will be limited and battery charging will stop. Running apps will be closed and all calling and other features will be limited, except for emergency calls, until the device cools down.
- If the second message appears due to a further increase of the device's temperature, the device will turn off. Do not use the device until the device's temperature drops below the specified level. If the second warning message appears during an emergency call, the call will not be disconnected by a forced shut down.

Precautions for operating environment

Your device may heat up due to the environment in the following conditions. Use caution to avoid shortening the battery's lifespan, damaging the device, or causing a fire.

- Do not store your device in very cold or very hot temperatures.
- Do not expose your device to direct sunlight for extended periods.
- Do not use or store your device for extended periods in very hot areas, such as inside a car in the summertime.
- Do not place the device in any areas that may overheat, such as on an electric heating mat.
- Do not store your device near or in heaters, microwaves, hot cooking equipment, or high pressure containers.
- Do not use a cable whose covering is peeled off or damaged, and do not use any charger or battery that is damaged or malfunctioning.

Device layout and functions

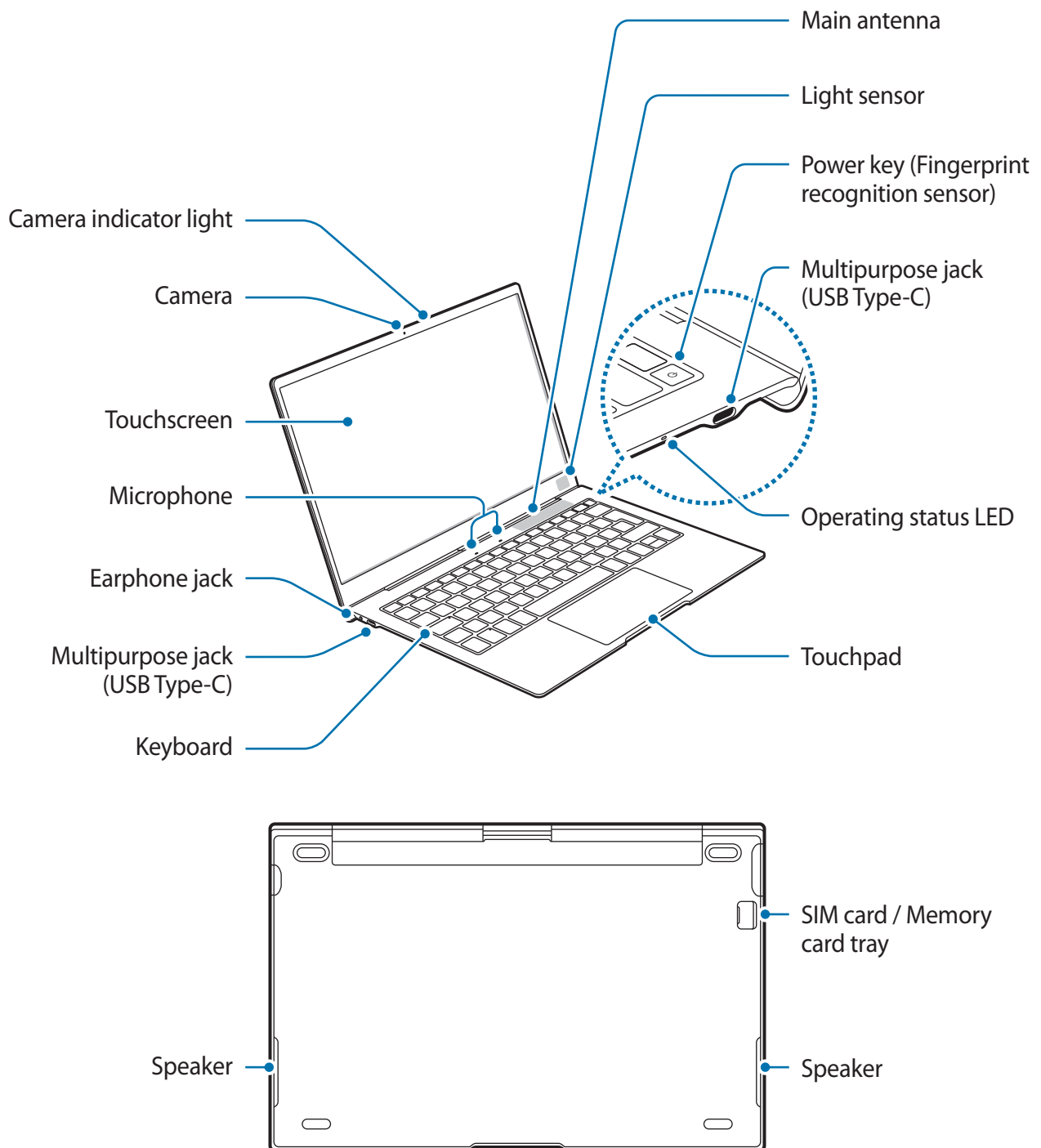
Package contents

Refer to the quick start guide for package contents.



- The items supplied with the device and any available accessories may vary depending on the region or service provider.
- The supplied items are designed only for this device and may not be compatible with other devices.
- Appearances and specifications are subject to change without prior notice.
- You can purchase additional accessories from your local Samsung retailer. Make sure they are compatible with the device before purchase.
- Use only Samsung-approved accessories. Using unapproved accessories may cause the performance problems and malfunctions that are not covered by the warranty.
- Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, refer to the Samsung website.

Device layout





- Your device contains magnets, which may affect medical devices, such as pacemakers or implantable cardioverter defibrillators. If you are using any of these medical devices, keep your device a safe distance from them and consult with your physician before you use the device.
- Keep a safe distance between your device and objects that are affected by magnets. Objects such as credit cards, passbooks, access cards, boarding passes, or parking passes may be damaged or disabled by the magnets in the device.



- When using the speakers, such as when playing media files, do not place the device close to your ears.
- Be careful not to expose the camera lens to a strong light source, such as direct sunlight. If the camera lens is exposed to a strong light source, such as direct sunlight, the camera image sensor may be damaged. A damaged image sensor is irreparable and will cause dots or spots in pictures.
- If you use the device with its glass or acrylic body broken, there may be a risk of injury. Use the device only after it has been repaired at a Samsung Service Centre.
- Be careful that your body parts, such as your fingers or fingernails, are not caught in between the hinges on the bottom of the device when opening the display panel.



- Connectivity problems and battery drain may occur in the following situations:
 - If you attach metallic stickers on the antenna area of the device
 - If you attach a device cover made with metallic material to the device
 - If you cover the device's antenna area with your hands or other objects while using certain features, such as the mobile data connection
- Using a Samsung-approved screen protector is recommended. Unapproved screen protectors may cause the sensors to malfunction.
- Do not cover the light sensor area with screen accessories, such as stickers or a cover. Doing so may cause the sensor to malfunction and the keyboard backlight feature will not work properly.
- Do not allow water to contact the touchscreen. The touchscreen may malfunction in humid conditions or when exposed to water.

Keys

Key	Function
Power key	<ul style="list-style-type: none">• Press and hold to turn the device on or off.• Press to turn on or lock the screen.

Battery

Charging the battery

Charge the battery before using it for the first time or when it has been unused for extended periods.



Use only Samsung-approved battery, charger, and cable specifically designed for your device. Incompatible battery, charger, and cable can cause serious injuries or damage to your device.



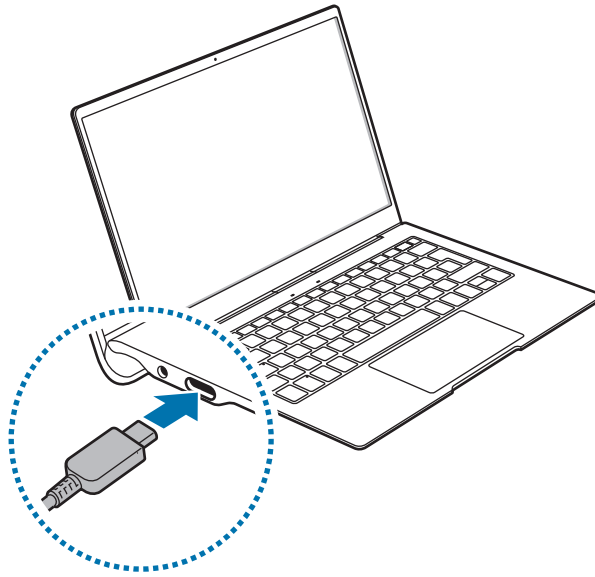
- Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.
- Use only USB Type-C cable supplied with the device. The device may be damaged if you use Micro USB cable.



To save energy, unplug the charger when not in use. The charger does not have a power switch, so you must unplug the charger from the electric socket when not in use to avoid wasting power. The charger should remain close to the electric socket and easily accessible while charging.

- 1 Connect the USB cable to the USB power adaptor.

- 2 Plug the USB cable into the device's multipurpose jack.



- 3 Plug the USB power adaptor into an electric socket.
- 4 After fully charging, disconnect the charger from the device. Then, unplug the charger from the electric socket.

Viewing the remaining charging time



While charging, on the taskbar, tap  →  → **System** → **Battery**.



The actual charging time may vary depending on the status of your device and the charging conditions. The estimated charging time may not be displayed when you charge the device in very cold or very hot conditions.

Reducing the battery consumption

Your device provides various options that help you conserve battery power.




- When you are not using the device, switch to sleep mode by pressing the Power key or, on the taskbar, tap  →  → **Sleep**.
- Activate battery saver mode.
- Close unnecessary apps.
- Deactivate the Bluetooth feature when not in use.
- Deactivate auto-syncing of apps that need to be synced.
- Decrease the backlight time.
- Decrease the screen brightness.

Battery charging tips and precautions

- Use the charger supplied with the device. It may take longer to charge the battery if you use other chargers.
- When the battery power is low, the battery icon appears empty.
- If the battery is completely discharged, the device cannot be turned on immediately when the charger is connected. Allow a depleted battery to charge for a few minutes before turning on the device.
- If you use multiple apps at once, network apps, or apps that need a connection to another device, the battery will drain quickly. To avoid losing power during a data transfer, always use these apps after fully charging the battery.
- The device can be used while it is charging, but it may take longer to fully charge the battery.
- If the device receives an unstable power supply while charging, the touchscreen may not function. If this happens, unplug the charger from the device.
- While charging, the device and the charger may heat up. This is normal and should not affect the device's lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.
- If you charge the device while the multipurpose jack is wet, the device may be damaged. Thoroughly dry the multipurpose jack before charging the device.
- If the device is not charging properly, take the device and the charger to a Samsung Service Centre.

Battery saver

Save the battery power by limiting the device's activity running in the background and push notifications.

On the taskbar, tap  →  → **System** → **Battery**, and then tap the **Battery saver status until next charge** switch to activate it. Alternatively, on the taskbar, tap  and tap **Battery saver** to activate the feature.

To automatically activate battery saver mode when the remaining battery power reaches the preset level, select **Turn battery saver on automatically if my battery falls below:** and set the battery level.

SIM or USIM card (nano-SIM card)

Installing the SIM or USIM card

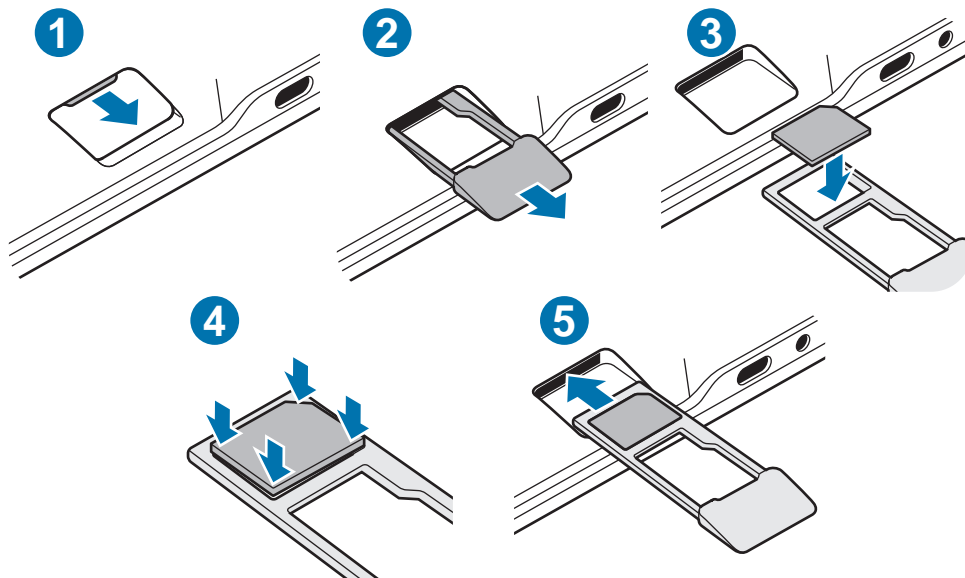
Insert the SIM or USIM card provided by the mobile telephone service provider.



- Use only a nano-SIM card.
- Use caution not to lose or let others use the SIM or USIM card. Samsung is not responsible for any damages or inconveniences caused by lost or stolen cards.



- It is only for data network. The calling feature is not supported.
- Some services that require a network connection may not be available depending on the service provider.



- 1 Place the device with the bottom facing upwards.
- 2 Pull out the tray gently while holding it with your fingertips to loosen it, and then pull it out completely.



- Be careful to not hurt your fingertip while pulling out the tray.

3 Place the SIM or USIM card on the tray with the gold-coloured contacts facing downwards.

4 Gently press the SIM or USIM card into the tray to secure it.



If the card is not fixed firmly into the tray, the SIM card may leave or fall out of the tray.

5 Insert the tray back into the tray slot.



- If you insert the tray into your device while the tray is wet, your device may be damaged. Always make sure the tray is dry.
- Fully insert the tray into the tray slot to prevent liquid from entering your device.

Memory card (microSD card)

Installing a memory card

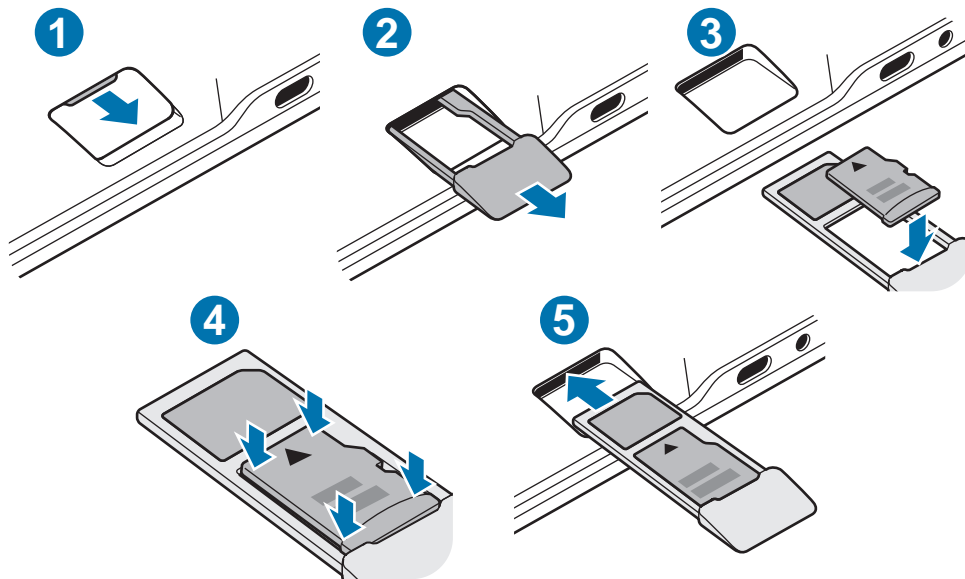
Your device's memory card capacity may vary from other models and some memory cards may not be compatible with your device depending on the memory card manufacturer and type. To view your device's maximum memory card capacity, refer to the Samsung website.



- Some memory cards may not be fully compatible with the device. Using an incompatible card may damage the device or the memory card, or corrupt the data stored in it.
- Use caution to insert the memory card right-side up.



- The device supports the FAT, the exFAT, and the NTFS file systems for memory cards. When inserting a card formatted in a different file system, the device will ask to reformat the card or will not recognise the card. To use the memory card, you must format it. If your device cannot format or recognise the memory card, contact the memory card manufacturer or a Samsung Service Centre.
- Frequent writing and erasing of data shortens the lifespan of memory cards.
- When inserting a memory card into the device, the memory card's file directory appears in the **File Explorer** → **Secure Digital storage device** folder.



1 Place the device with the bottom facing upwards.

2 Pull out the tray gently while holding it with your fingertips to loosen it, and then pull it out completely.



- Be careful to not hurt your fingertip while pulling out the tray.
- When you remove the tray from the device, the mobile data connection will be disabled.

3 Place a memory card on the tray with the gold-coloured contacts facing downwards.

4 Gently press the memory card into the tray to secure it.



If the card is not fixed firmly into the tray, the memory card may leave or fall out of the tray.

5 Insert the tray back into the tray slot.



- If you insert the tray into your device while the tray is wet, your device may be damaged. Always make sure the tray is dry.
- Fully insert the tray into the tray slot to prevent liquid from entering your device.

Removing the memory card

Before removing the memory card, first unmount it for safe removal.

On the taskbar, tap  → , and then select the ejection option.



Do not remove the memory card while the device is transferring or accessing information. Doing so can cause data to be lost or corrupted or damage to the memory card or device. Samsung is not responsible for losses that result from the misuse of damaged memory cards, including the loss of data.

Formatting the memory card

A memory card may not be compatible with the device, so format the memory card on the device.

On the taskbar, tap  → **Windows System** → **File Explorer** → **This PC**, tap and hold **Secure Digital storage device**, and then tap **Format...**



Before formatting the memory card, remember to make backup copies of all important data stored in the memory card. The manufacturer's warranty does not cover loss of data resulting from user actions.




Turning the device on and off

Press and hold the Power key for a few seconds to turn on the device.



Before turning on your device for the first time, you must connect the device to a power supply.




When you turn on your device for the first time or after performing a data reset, follow the on-screen instructions to set up your device.

To turn off the device, tap  →  → **Shut down**. In Tablet mode, tap  → **Shut down**. Alternatively, press and hold the Power key until **Slide to shut down your PC** appears, and then drag the screen downwards.

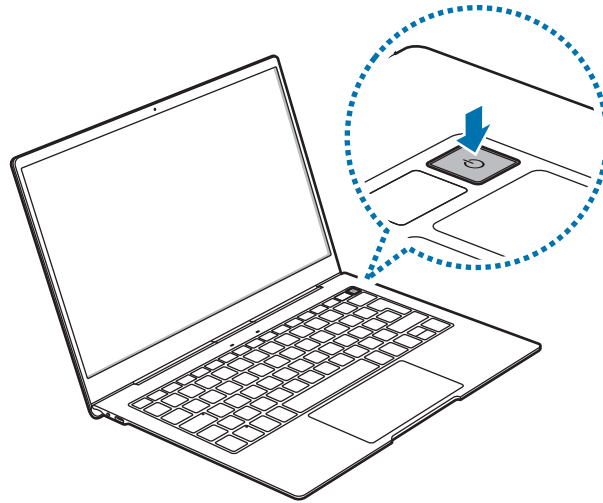


Follow all posted warnings and directions from authorised personnel in areas where the use of wireless devices is restricted, such as aeroplanes and hospitals.

Restarting the device

To restart the device, on the taskbar, tap  →  → **Restart**. In Tablet mode, tap  → **Restart**.

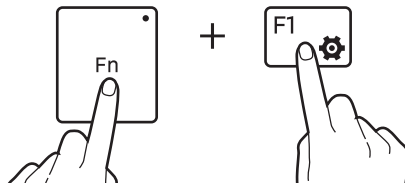
If your device is frozen and unresponsive, press and hold the Power key for more than 12 seconds until the device restarts. If your device does not restart automatically, press and hold the Power key again to restart it.



Keyboard














Hot keys

Use hot keys to easily use features and change settings, such as brightness and volume. To use hot keys, press and hold the **Fn** key and press a hot key simultaneously.



Alternatively, press the **Fn** key and press a hot key when the **Fn** key LED turns on.

Hot key functions

Key/Icon		Function
F1		• Launch Windows Settings .
F2		• Adjust the brightness of the display.
F3		
F4		• Change the display mode when an external display is connected to the device.
F5		• Lock or unlock the touchpad.
F6		• Mute or unmute the audio.
F7		• Adjust the volume.
F8		
F9		• Turn the keyboard backlight on or off.
F10		• Open the task view screen.
F11		• Hide or show currently open windows.
F12		• Activate or deactivate flight mode.
Ctrl		• Perform the same function as the right buttons of a mouse.



- The keyboard's backlight is related to the light sensor and it will be turned on only when the device is placed in a dark place where the brightness is under 80 lux.
- You can adjust the brightness in four levels, including the backlight-off state.

Touchpad

Use the touchpad to move the cursor or select items. The left and right buttons of the touchpad function the same as the left and right buttons of a mouse.

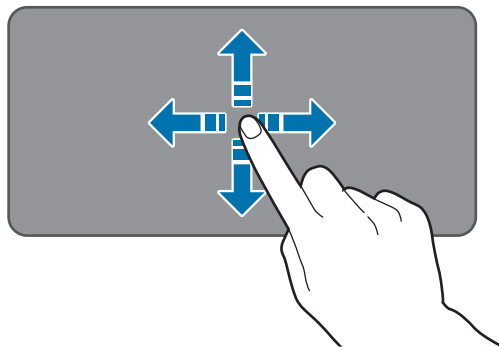


Use only your fingers on the touchpad. The touchpad may not recognise the other tools.

Basic touchpad functions

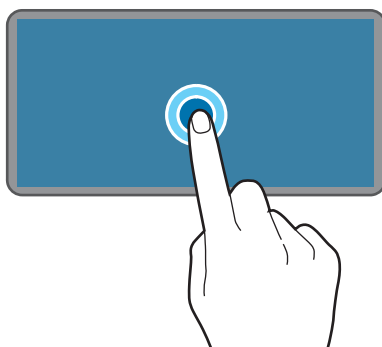
Moving

To move the cursor, move your finger on the touchpad.

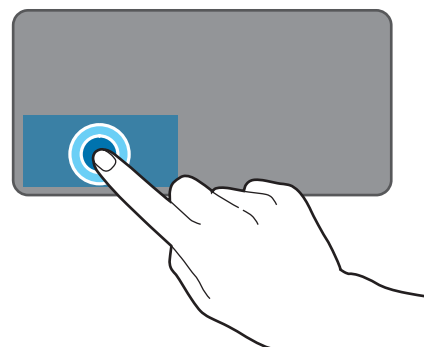


Clicking

Tap the touchpad or press the left-click button.

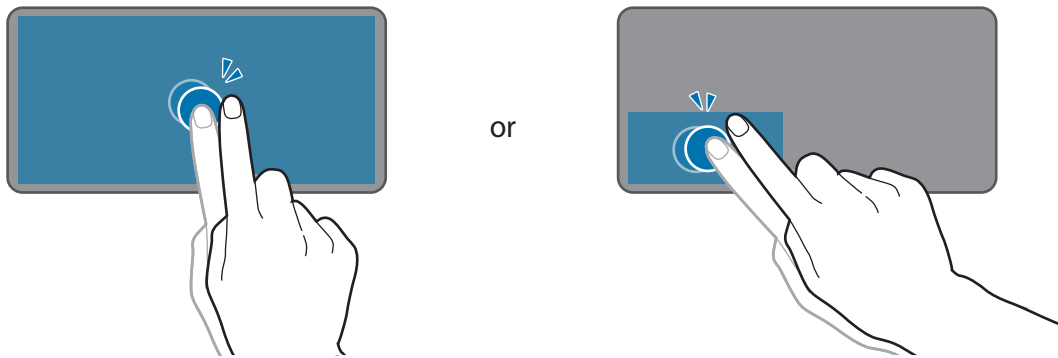


or



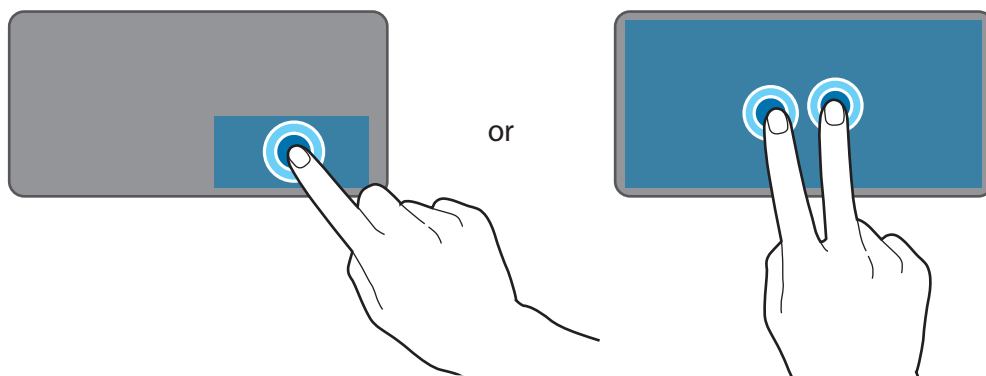
Double-clicking

Double-tap the touchpad or press the left-click button twice.



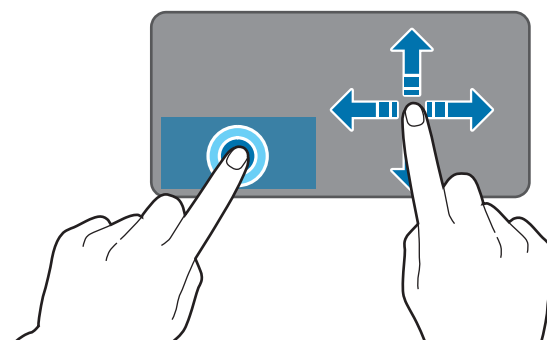
Right-clicking

Press the right-click button to perform the right-click function. Alternatively, tap the touchpad with two fingers.



Dragging

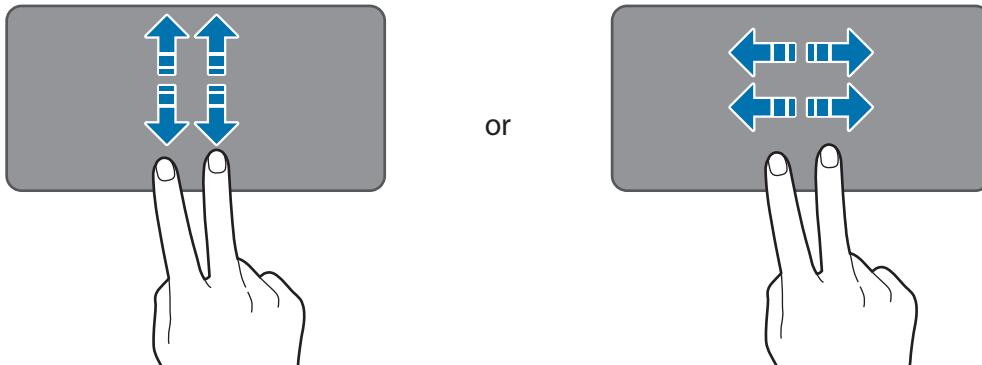
To move an item, select and drag it to the target position while pressing and holding the left-click button.



Additional functions

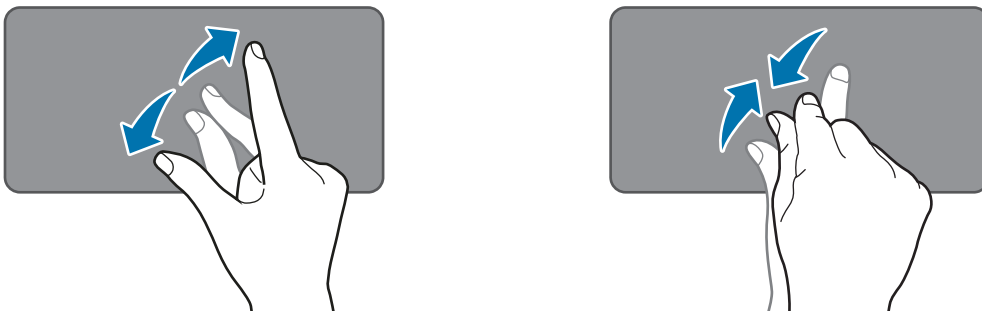
Swiping

To scroll up, down, left, or right to a desired location, swipe with two fingers on the touchpad.



Spreading and pinching

Spread two fingers apart on a webpage, map, or image to zoom in a part. Pinch to zoom out.



Configuring touchpad settings

Configure touchpad settings to use the touchpad more efficiently.

Tap  →  → **Devices** → **Touchpad**, and configure the settings.

Locking and unlocking the touchpad

Press and hold the **Fn** key and press the **F5** key simultaneously. Alternatively, press the **Fn** key and press the **F5** key when the **Fn** key LED turns on.

Understanding the screen

Controlling the touchscreen



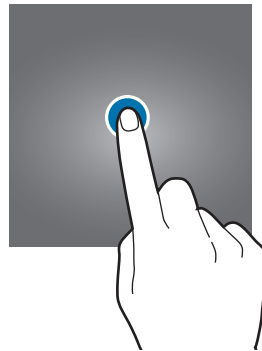
- Do not allow the touchscreen to come into contact with other electrical devices. Electrostatic discharges can cause the touchscreen to malfunction.
- To avoid damaging the touchscreen, do not tap it with anything sharp or apply excessive pressure to it with your fingertips.
- It is recommended not to use fixed graphics on part or all of the touchscreen for extended periods. Doing so may result in afterimages (screen burn-in) or ghosting.



- The device may not recognise touch inputs close to the edges of the screen, which are outside of the touch input area.
- It is recommended to use fingers when you use the touchscreen.

Tapping

Tap the screen.



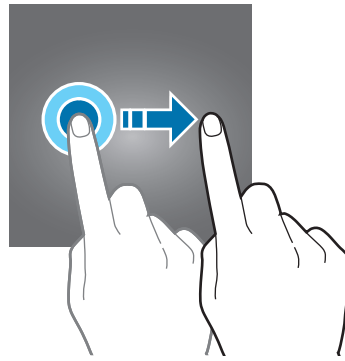
Tapping and holding

Tap and hold the screen for approximately 2 seconds.



Dragging

Tap and hold an item and drag it to the target position.



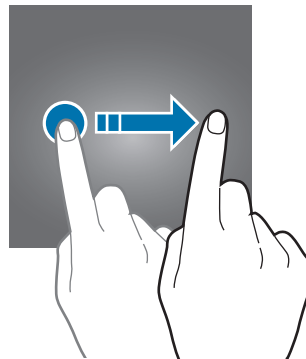
Double-tapping

Double-tap the screen.



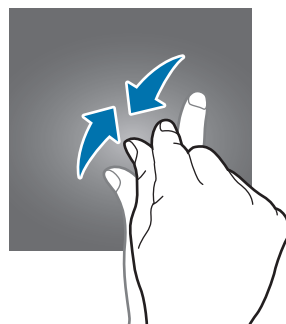
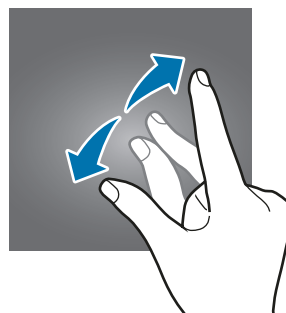
Swiping

Swipe upwards, downwards, to the left, or to the right.



Spreading and pinching

Spread two fingers apart or pinch on the screen.



Windows

Microsoft Windows is an operating system that is used to control the device.



- Images and available features may differ depending on the model and operating system.
- This manual is designed for Windows 10 and content may differ depending on the OS version.
- The image displayed on the desktop screen may differ between models and OS versions.

Start screen

Start screen

The Start screen is the starting point for accessing all of the device's features.



Moving and removing an item


Drag an item on the Start screen to a new location.

To remove an item, tap and hold the item, and then tap **Delete**.

Taskbar

The bottom area of the screen is the taskbar. You can access the Start menu, launch the search box, view notification icons, and more on the taskbar.

Managing shortcuts

To add a shortcut, on the taskbar, tap , tap and hold an item, tap **More**, and then tap **Pin to taskbar**.

To delete a shortcut, tap and hold a shortcut, and then tap **Unpin from taskbar**.

To move a shortcut to another location, drag it to a new location.

Managing notification icons


On the taskbar, tap  →  → **Personalisation** → **Taskbar** → **Select which icons appear on the taskbar**, and then tap the switches next to the items to display in the notification area.

Search box

Search for a wide variety of content on the device or web with a keyword.

Tap the search box on the taskbar and enter a keyword in the search field.

Cortana

If **Cortana** is supported in your region, it will launch when you tap  on the taskbar. **Cortana** will help you find things on your device, manage your schedules, and more.

Say what you want to Cortana to search for something, set a reminder, and more.



This feature may not be available depending on the region and language settings.

Setting up Cortana

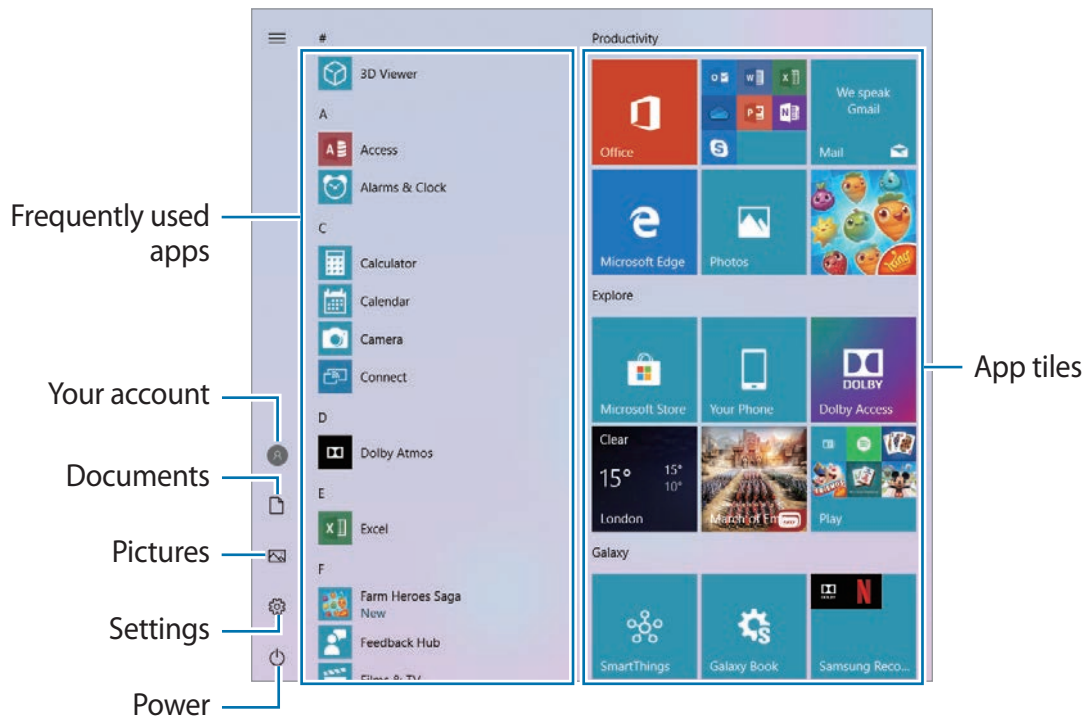
You can set up the environment for using Cortana, selecting things like the Cortana language, the way to address Cortana by voice, and whether to enable use of Cortana when your device is locked.

On the taskbar, tap  →  and configure the Cortana settings.

Start menu

On the taskbar, tap  to open the Start menu.

From the Start menu, you can access your frequently used apps, shortcuts to other locations on your device, and more.



Managing app tiles

You can pin your favourite apps on the app tile area.

To add more apps, tap and hold an app from the apps list, and then drag it to the app tile area.

To move a tile, tap and hold a tile, and then drag it to a new location.


To adjust the size of a tile, tap and hold a tile, and then tap  → **Resize**.

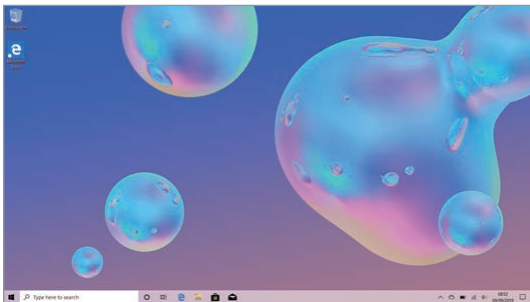
To delete a tile, tap and hold a tile, and then tap .

Switching to tablet mode

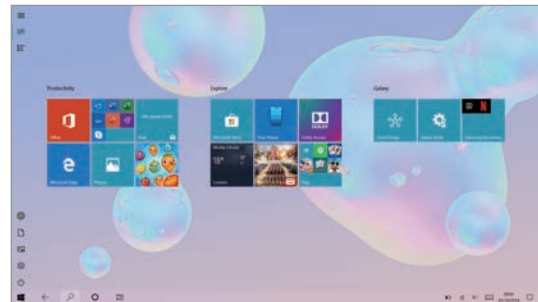
You can switch between PC mode and tablet mode. In Tablet mode, the full Start menu screen will be the Start screen. Switching to tablet mode makes the device more touch-friendly.

To switch to tablet mode, on the taskbar, tap  → **Tablet mode**. Alternatively, Swipe from the right edge of the screen towards the centre of the screen, then tap **Tablet mode**.

To return to PC mode, on the taskbar, tap  → **Tablet mode** again.



PC mode



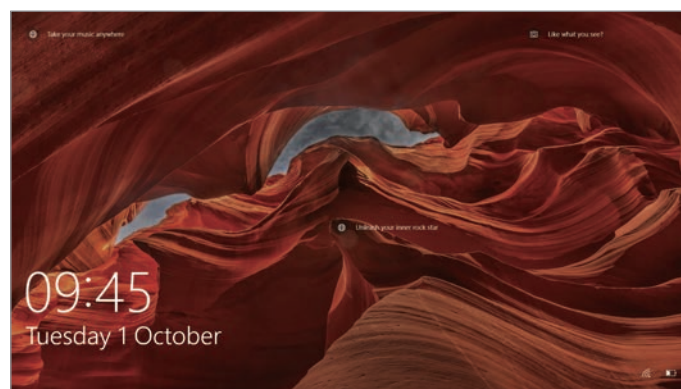
Tablet mode

Lock screen

Pressing the Power key turns off the screen and locks it.

To unlock the screen, press any key on the keyboard, except for the Power key, or swipe upwards on the screen.



If the screen is off, press any key on the keyboard.



Locked screen

Change the screen lock method

You can change the way that you lock the screen to prevent others from accessing your personal information.

On the taskbar, tap  →  → **Accounts** → **Sign-in options**, and then select a screen lock method. The device requires an unlock code whenever unlocking it.

- **Windows Hello Fingerprint:** You can unlock the screen with your fingerprints instead of entering the password. Set a password or a pin, and then register your fingerprints.
- **Windows Hello PIN:** A PIN consists of numbers only. Enter at least four numbers, and then enter the password again to verify it.
- **Security Key:** You can unlock the screen by inserting your own external security key into the multipurpose jack.
- **Password:** A password consists of characters or numbers. Enter a password, enter the password again to verify it, and then enter a password hint.



If you have signed in to your Microsoft account, your account password will be set as the password automatically.


- **Picture Password:** A password consists of circles, straight lines, and taps. Select an image and draw on the image to create gestures.
- **Dynamic lock:** You can set the device to lock the screen automatically when the paired Bluetooth device exceeds Bluetooth range. Select **Allow Windows to lock your device automatically when you're away** to activate it.

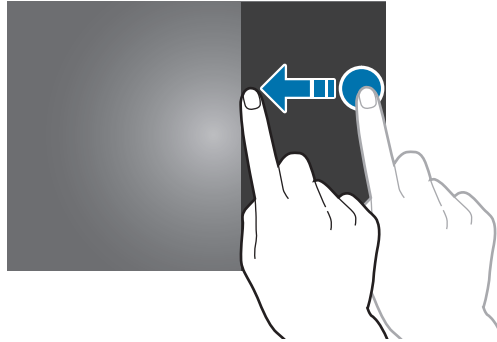


- If your PIN or password is forgotten, you will not be able to use the device if you do not reset it. Samsung is not responsible for any data loss or inconvenience caused by forgotten unlock codes.
- You must sign in to your Microsoft account or add a password before you can use the other lock methods.

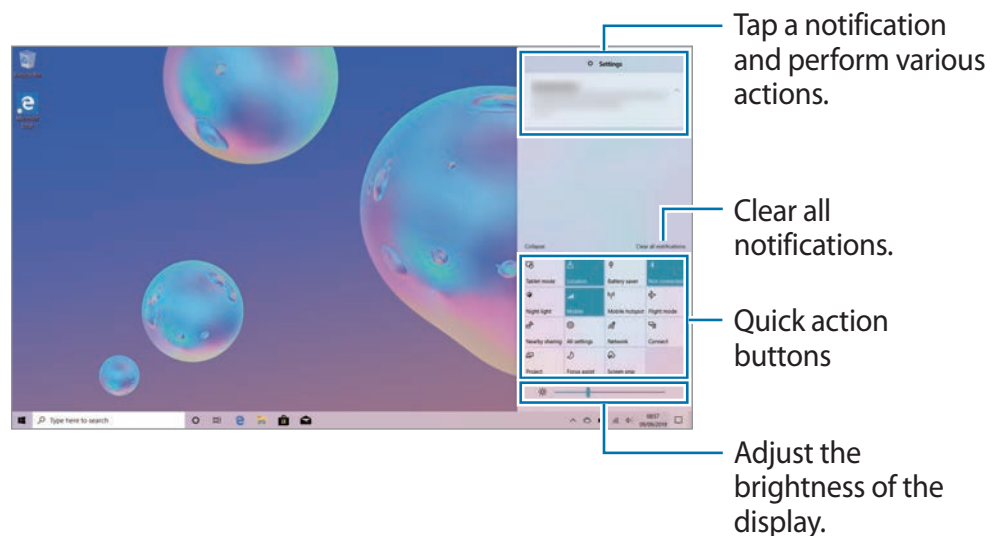
ACTION CENTRE

You can view new notifications from Windows and apps, and use quick action buttons. Quick action buttons allow you to easily adjust frequently used settings, such as activating Wi-Fi.

To open the action centre panel, on the taskbar, tap . Alternatively, swipe from the right edge of the screen.





You can use the following functions on the action centre panel.



Using quick action buttons


Tap quick action buttons to activate certain features. To view more detailed settings, tap and hold a button, and then tap **Go to Settings**.

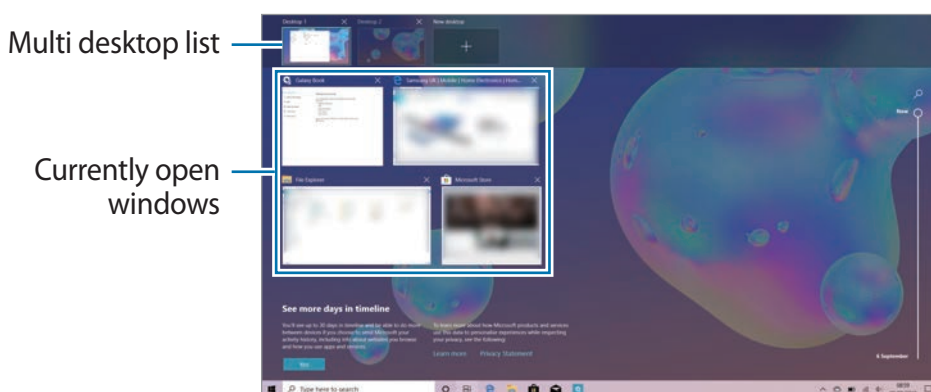
You can add, remove, or rearrange the quick action buttons. On the taskbar, tap  →  → **System** → **Notifications & actions**, and then tap **Edit your quick actions** under **Quick actions**.

Multi desktop



Multi desktop allows you to work on various tasks at the same time via multiple desktops. You can use different desktops for a variety of purposes.

Creating new desktops


- 1 On the taskbar, tap . Alternatively, swipe from the left edge of the screen.
- 2 Tap **New desktop**.
A new desktop will be added. You can select a desktop from the list displayed at the top of the screen.



Deleting desktops

- 1 On the taskbar, tap . Alternatively, swipe from the left edge of the screen.
- 2 On the multi desktop list, tap  on the desktop to delete.

Moving windows to another desktop


- 1 On the taskbar, tap . Alternatively, swipe from the left edge of the screen.
- 2 Tap and hold a window to move, and then tap **Move to**.
- 3 Select a desktop to move the window.

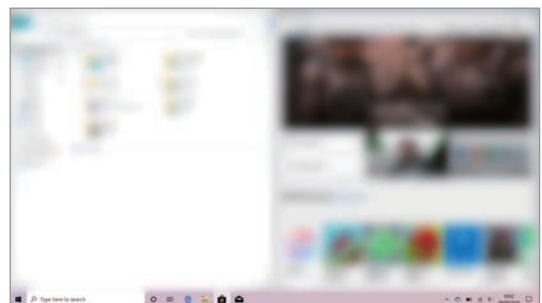
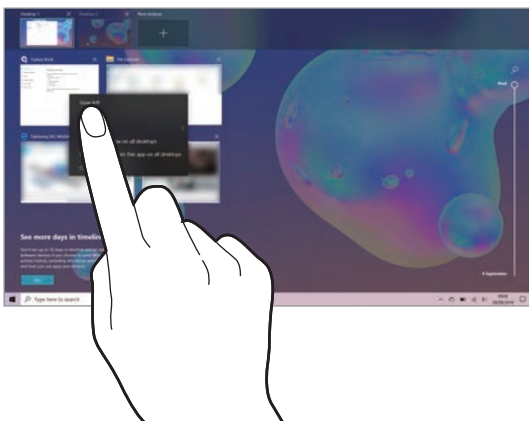
Split screen view

In Tablet mode, you can open two windows at the same time in the split screen view by selecting windows from the task view screen.



Some apps may not support this feature.

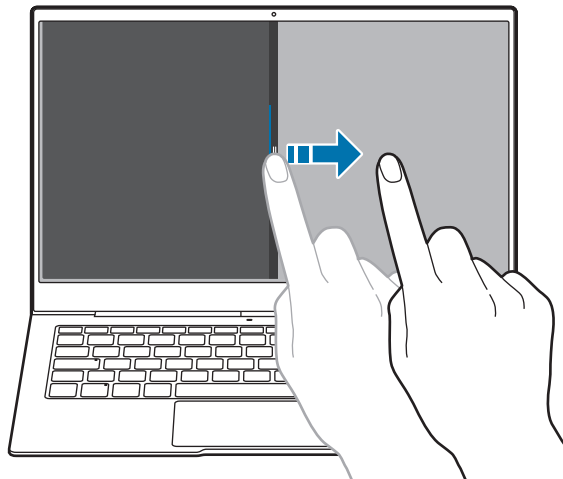
- 1 On the taskbar, tap  to view currently open windows. Alternatively, swipe from the left edge of the screen.
- 2 Tap and hold a window and select **Snap left** or **Snap right**.
The selected window will launch in the right or left side window.
- 3 On the left or right side window, swipe screen upwards or downwards to select another window to launch.




Adjusting the window size

Drag the handle between the windows left or right to adjust the size of the windows.

When you drag the bar between the windows to the left or right edge of the screen, the window will be maximised.



Help

To access help information, on the taskbar, tap  → **Tips**.


Using the control panel

You can adjust basic system settings, such as hardware, software, or user account settings.



On the taskbar, tap  → **Windows System** → **Control Panel**.

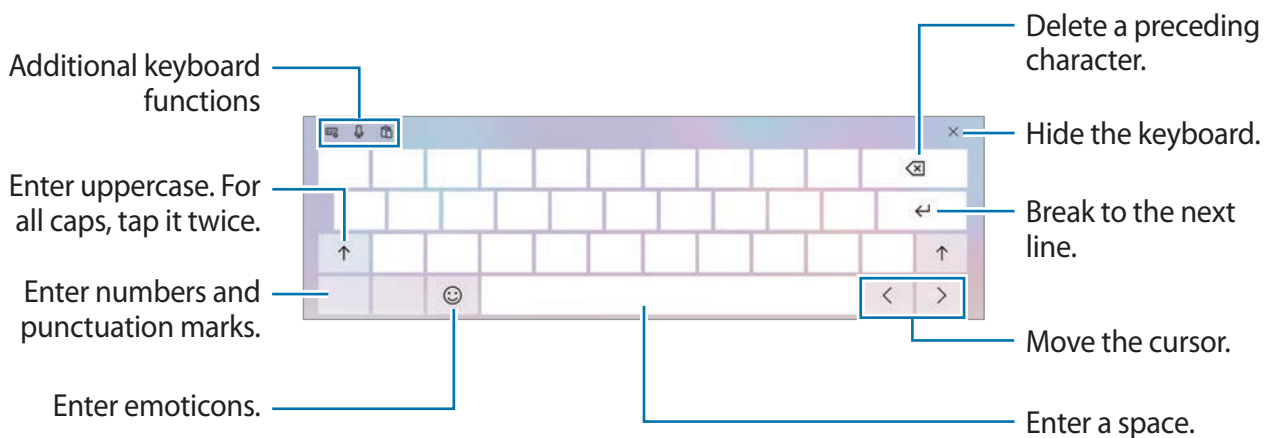
Entering text

Using the on-screen keyboard



In Tablet mode, the on-screen keyboard appears automatically when you enter text to send emails, create notes, and more. To use the on-screen keyboard in PC mode, on the taskbar, tap .











- Text entry is not supported in some languages. To enter text, you must change the input language to one of the supported languages.
- If  does not appear on the taskbar, tap and hold  and select **Show touch keyboard button**.









Changing the input language

Tap **ENG** to switch between the input languages. To add languages, tap  → , and then tap **Add a preferred language** under **Preferred languages**.

Additional keyboard functions

-  →  : Switch to the default keyboard.
-  →  : Switch to the mini keyboard.
-  →  : Switch to the split keyboard.
-  →  : Switch to the standard keyboard.




-  →  : Switch the fixed keyboard.
-  →  : Switch the floating keyboard. Tap the top of the on-screen keyboard and drag it to the desired position.
-  : Change the keyboard settings.
-  : Activate the dictation feature to convert spoken words into text.



To use this feature, launch **Window Settings**, tap **Ease of Access** → **Speech**, and then tap the switch under **Turn on Speech Recognition** to activate it.

-  : Add an item from the clipboard.


Copying and pasting

- 1 Tap and hold over text.
- 2 Drag  or  to select the desired text, or tap **Select all** to select all text.
- 3 Tap **Copy** or **Cut**.
The selected text is copied to the clipboard.
- 4 Tap and hold where the text is to be inserted and tap **Paste**.
To paste text that you have previously copied, tap  and select the text.

Screen capture

Capture a screenshot while using the device.

You can view captured images in the **This PC** → **Pictures** → **Screenshots** folder.

- Press and hold the  key and press the **Prt Sc** key on the keyboard. If you press the **Prt Sc** key and the **Alt** key at the same time, only the currently opened window will be captured.
- Use the **Snipping tool** app.





It is not possible to capture a screenshot while using some apps and features.

Device and data management

Updating the device

Keep the device up to date by downloading and installing updates, such as service packs and patches, for the operating system and other Microsoft apps.

The device is set to download and install updates automatically. To check for available updates manually, on the taskbar, tap  →  → **Update & Security** → **Windows Update** → **Check for updates**.

Performing a data reset

Delete all settings and data on the device. Before performing a factory data reset, ensure you back up all important data stored on the device. Refer to [Resetting the device](#) for more information.

Connecting to an external display

You can connect your device to an external display, such as a TV or monitor, and view presentations or movies on the connected display. Connect your device to an external display using an HDMI cable and display adapter. You can view your device's content on the connected screen.



- All accessories are sold separately.
- Use only a Samsung-approved display adapter. Performance problems and malfunctions caused by using unapproved accessories are not covered by the warranty.
- The method for connecting to an external display may differ depending on cable or adapter types. The following actions are based on using an HDMI cable.

- 1 Connect a display adapter to the multipurpose jack (USB Type-C).
- 2 Connect an HDMI cable to the display adaptor and to a TV or monitor's HDMI port.
Your device's screen will appear on the connected screen.



- 3 Press and hold the **Fn** key and press the **F4** key simultaneously. Alternatively, press the **Fn** key and press the **F4** key when the **Fn** key LED turns on.
- 4 Select a mode from the list.

Applications

Installing or uninstalling apps

Microsoft Store

Purchase and download apps.

On the taskbar, tap . Alternatively, on the taskbar, tap  → **Microsoft Store**.



For service requests for apps provided by third-party providers, contact the provider. If you contact a Samsung Service Centre, troubleshooting actions in response to service requests may have limitations depending on the app.

Installing apps

Browse apps by category or tap the search field to search for a keyword.

Select an app to view information about it. To download free apps, tap **Get**. To purchase and download apps where charges apply, tap **Buy** and follow the on-screen instructions.




To change the auto update settings, tap **• • •** → **Settings**, and then tap the **Update apps automatically when I'm on WiFi** switch to activate or deactivate it.

Uninstalling apps



Some apps cannot be uninstalled.



- 1 On the taskbar, tap .
- 2 Tap and hold an app, and then tap **Uninstall**.
- 3 Tap **Uninstall**.

Some apps will automatically move to the **Uninstall or change a program** screen. Tap and hold an app, tap **Uninstall**, and then follow the on-screen instructions to uninstall the app.

Samsung Notes

Create notes by entering text from the keyboard or by handwriting or drawing on the screen. You can also insert images or voice recordings into your notes.

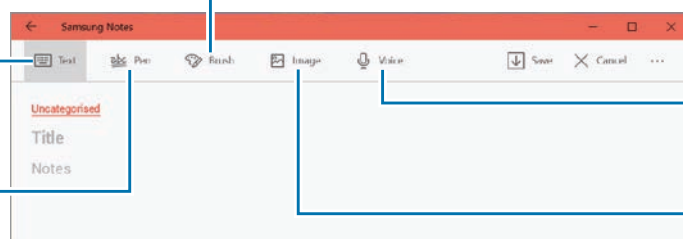
Creating notes

- 1 On the taskbar, tap  → **Samsung Notes** → **All notes** → .
- 2 Select an input method from the toolbar at the top of the screen and compose a note.

Paint with brushes.

Enter text using the keyboard.

Write or draw with pens.




Insert a voice recording.

Insert an image.

- 3 When you are finished composing the note, tap **Save**.

Deleting notes

- 1 On the taskbar, tap  → **Samsung Notes** → **All notes**.
- 2 Tap and hold a note to delete.
To delete multiple notes, tick more notes to delete.
- 3 Tap **Delete**.

Samsung Flow

Introduction


Samsung Flow allows you to easily connect your device to a smartphone and use them conveniently, such as checking notifications or sharing contents.

Samsung Flow must be installed on both devices that you want to connect. If Samsung Flow is not installed, download it from the **Microsoft Store**.



- This feature is only available when a Samsung Android smartphone is connected to the device.
- To use this feature, you must activate the Bluetooth feature on your device and a smartphone.

Connecting your device and smartphone

- 1 On a smartphone, launch Samsung Flow.
- 2 On the taskbar of the device, tap  → **Samsung Flow**.



If you are using this feature for the first time, tap **Start**.

- 3 Select a smartphone from the detected devices list.
- 4 Accept the connection request on both devices.
- 5 Confirm the passkey on both devices.
The devices will be connected.

Sharing mobile data connection

Share the connected smartphone's mobile data connection with your device using a mobile hotspot when the Internet connection is not available on your device.

On the taskbar, tap  → **Samsung Flow** and tap .

You can access the Internet on the device using the connected smartphone's mobile data connection.



- The connected smartphone must support the mobile hotspot feature.
- You may incur additional charges on the connected smartphone when using this feature.

Viewing the connected smartphone's content on the device screen

On the taskbar, tap  → **Samsung Flow** and tap .

The smartphone's screen appears on the Smart View window.

Checking notifications on the device

When you receive new notifications on the connected smartphone, check the notifications in pop-up window on your device.

Sharing contents

You can share the connected smartphone's contents with your device.

On the taskbar, tap  → **Samsung Flow** and tap .

You can share the content between connected devices.

Camera

Take photos and record videos using various modes and settings.

Camera etiquette

- Do not take photos or record videos of other people without their permission.
- Do not take photos or record videos where legally prohibited.
- Do not take photos or record videos in places where you may violate other people's privacy.

Launching Camera

Take photos and record videos using various modes and settings.



On the taskbar, tap  → **Camera**.





- When you launch **Camera**, the camera indicator light turns on. The camera indicator light will be automatically turned off after the camera is turned off.
- If photos you take appear blurry, clean the camera lens and try again.

Taking photos or recording videos

1 Tap the image on the preview screen where the camera should focus.

2 Tap  to take a photo or tap  to record a video.

Spread two fingers apart on the screen to zoom in, and pinch to zoom out. Or, tap  or  on the zoom bar.



Samsung Gallery

Introduction

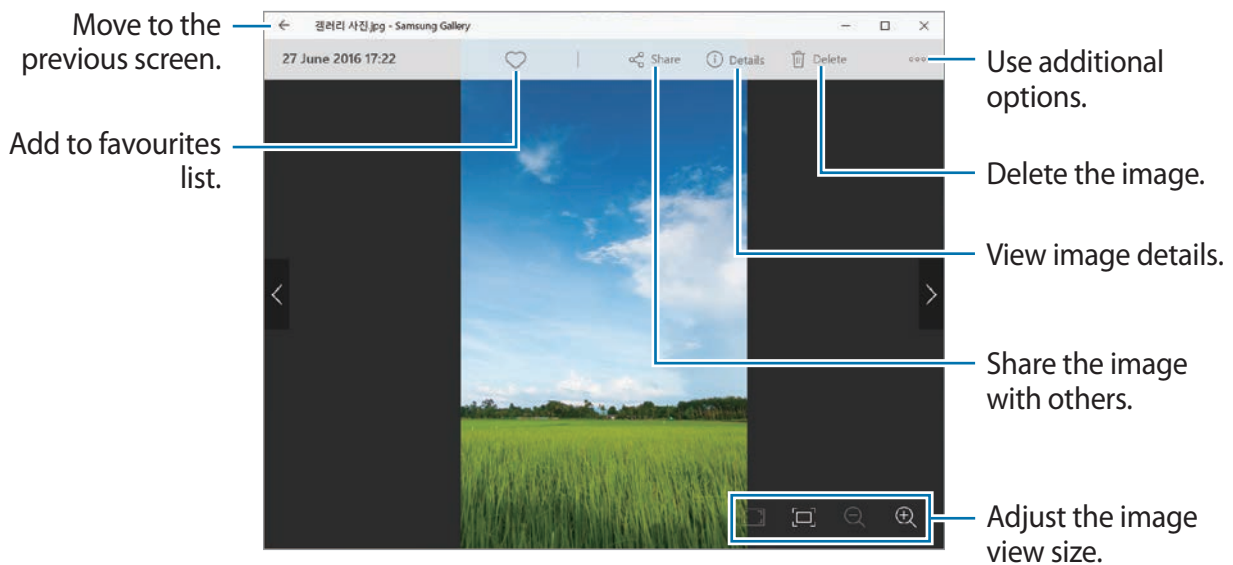
View images and videos stored in your device. You can also manage images and videos by album or create stories.

Viewing images



1 On the taskbar, tap  → **Samsung Gallery**, and then tap **PICTURES**.

2 Select an image.

To view the toolbar, tap the screen.



Searching for images

On the taskbar, tap  → **Samsung Gallery**, and then tap  to search for images by entering keywords.

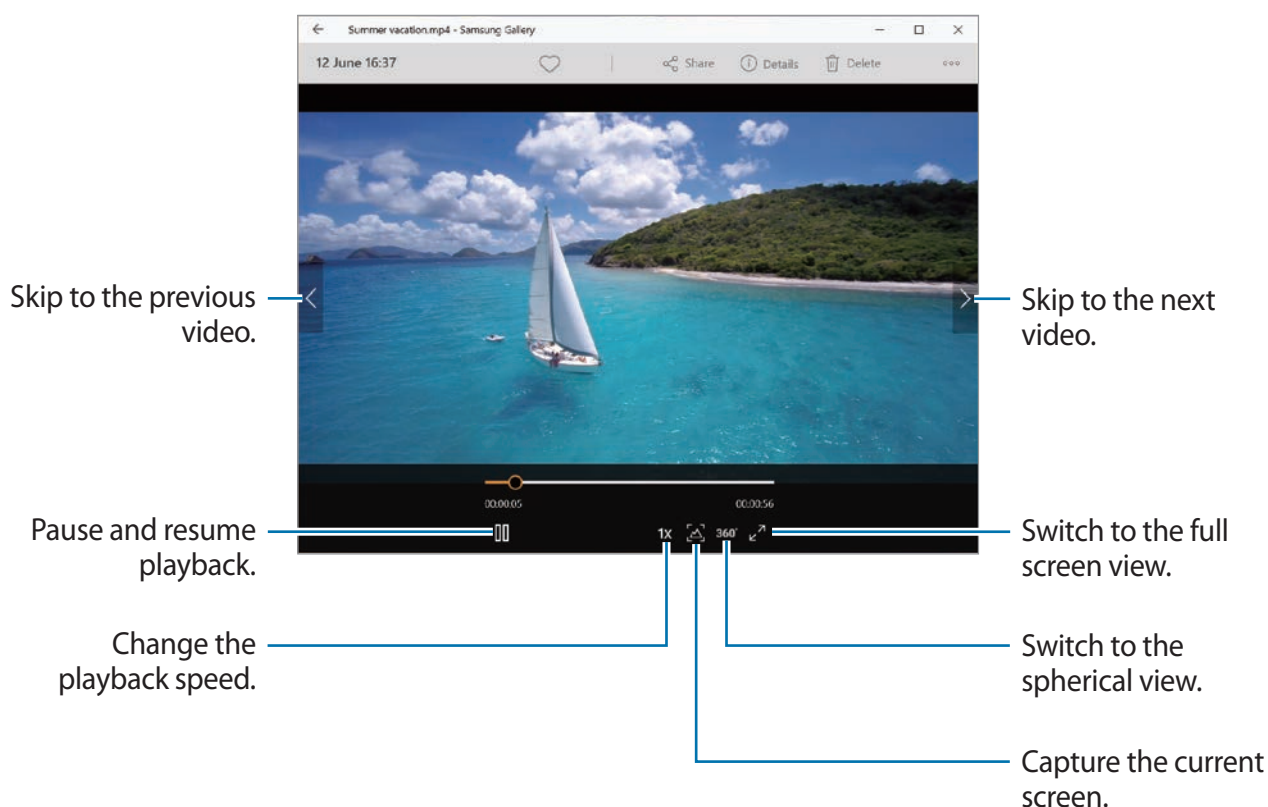
Viewing videos

1 On the taskbar, tap  → **Samsung Gallery**, and then tap **PICTURES**.

2 Select a video to play.

The video will be played.

To view the toolbar, tap the screen.



Using the spherical view


1 On the taskbar, tap  → **Samsung Gallery**, and then tap **PICTURES**.

2 Select a 360-degree video and tap **360°**.

3 Drag the screen to rotate the sphere to view the videos from various angles.

Viewing the details of images and videos

You can view file details and basic information. If there is auto created content, such as a story, the content will also be displayed.

- 1 On the taskbar, tap  → **Samsung Gallery**, and then tap **PICTURES**.
- 2 Select an image or a video.
- 3 Tap **Details**.

Viewing albums

You can view your images and videos sorted by folders or albums.

On the taskbar, tap  → **Samsung Gallery** → **ALBUMS**, and then select an album.


Viewing stories

When you capture or save images and videos, the device will read their date and location tags, sort the images and videos, and then create stories. To create stories automatically, you must capture or save multiple images and videos.

On the taskbar, tap  → **Samsung Gallery**, tap **STORIES**, and then select a story.

Creating stories


Create stories with various themes.

- 1 On the taskbar, tap  → **Samsung Gallery**, tap **STORIES**.
- 2 Tap **Create story**.
- 3 Tick images or videos to include in the story and tap **DONE**.
- 4 Enter a title for the story and tap **OK**.

To add images or videos to a story, select a story and tap **Add items**.



To remove images or videos from a story, select a story, tap **Edit**, tick images or videos to remove, and then **Remove from story**.

Deleting stories

- 1 On the taskbar, tap  → **Samsung Gallery**, tap **STORIES**.
- 2 Tap and hold a story to delete, and tap **Delete**.

Syncing images and videos


When you sync your **Samsung Gallery** app with Samsung Cloud, photos and videos you take will also be saved in Samsung Cloud. You can view images and videos saved in Samsung Cloud in your **Samsung Gallery** app and from other devices.

On the taskbar, tap  → **Samsung Gallery**, tap  → **Settings**, and then tap **Sign in** under **Samsung Cloud**. The **Samsung Gallery** app and Samsung Cloud will be synced.



You must register and sign in to your Samsung account to use Samsung Cloud.

Deleting images or videos

- 1 On the taskbar, tap  → **Samsung Gallery**.
- 2 Tap and hold an image or a video and tap **Delete**.
To delete multiple files, tap **Select**, tick images or videos to deleted, and then tap **Delete**.

SmartThings

Introduction

Control and manage smart appliances and Internet of Things (IoT) products with your device.

- **Viewing and controlling home appliances, TVs, and IoT products:** Register smart refrigerators, washers, air conditioners, air purifiers, TVs, and Internet of Things (IoT) products on your Galaxy mobile device's SmartThings app, and view their status or control them from your device's screen.




- To use SmartThings, your device (computer) and other devices must be connected to a Wi-Fi or mobile network. To use SmartThings, you must sign in to your Samsung account.
- Connected devices' own errors or defects are not covered by the Samsung warranty. When errors or defects occur on the connected devices, contact the device's manufacturer.

Using home appliances, TVs, and IoT products

View the status of your smart appliances, TVs, and IoT products from your device's screen.

Viewing and controlling connected devices

You can view and control the devices. For example, you can check the ingredients in your refrigerator or adjust the TV volume.

- 1 On the taskbar, tap  → **SmartThings**.
The list of connected devices will appear.
- 2 View the status of devices on the list.

Samsung DeX

Introduction

Samsung DeX is a service that allows you to use a smartphone like a computer by connecting the smartphone to your device. Accomplish tasks you want done on a smartphone quickly and easily on a large screen using a keyboard and touchpad. While using Samsung DeX, you can simultaneously use the connected smartphone.




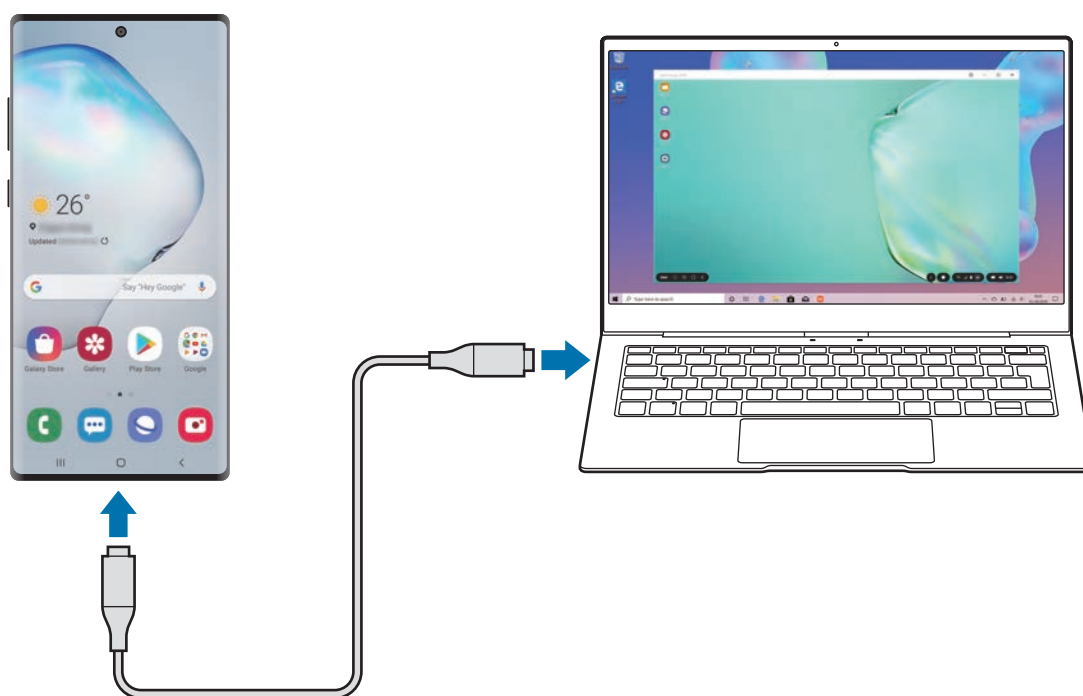
This feature is only available in smartphones that support Samsung DeX for PC.



Connecting devices and starting Samsung DeX


You can use Samsung DeX by connecting the smartphone to your device using a USB cable.

- 1 On the taskbar, tap  → **Samsung DeX**.
The screen for the app installation instructions will appear.
- 2 Follow the on-screen instructions to download the Samsung DeX app on your device.
- 3 Connect a smartphone to your device using a USB cable.
The Samsung DeX screen will appear.



Controlling the Samsung DeX screen

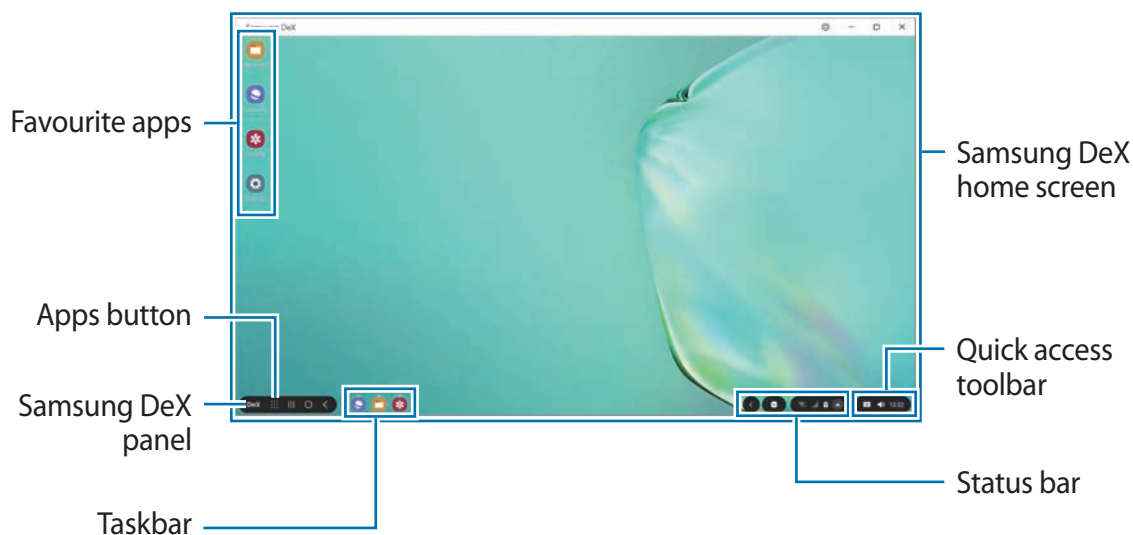
Control the Samsung DeX screen using your device's keyboard and touchpad.




Alternatively, select  on the quick access toolbar of Samsung DeX screen to enter text.

You can move files easily between your device and Samsung DeX by drag and drop, and you can also copy and paste text.

Using Samsung DeX

Use the connected smartphone's features in an interface environment similar to your device. You can multitask by running multiple apps simultaneously. You can also check the connected smartphone's notifications and status.



- The Samsung DeX screen layout may differ depending on the connected smartphone.
- Some of the connected smartphone's apps or features may not be available when using Samsung DeX.
- To adjust the screen settings, use your device's display settings.
- Sound will be played through the device's speaker. To change the audio output, select , tap **Media**, and then select an audio output source you want under **Audio output**. You can also open the **Media** window by right-clicking  on the quick access toolbar.
- Favourite apps: Add frequently used apps to the Home screen and launch them quickly.
- Samsung DeX panel: You can use various useful features, such as locking the Samsung DeX screen and viewing how to use Samsung DeX.
- Apps button: View and run the connected smartphone's apps.
- Taskbar: View the apps that are currently running.
- Status bar: View the connected smartphone's notifications and status. Status icons may appear differently depending on the connected smartphone's status. When you select , the quick setting buttons will appear. You can activate or deactivate certain smartphone features using the quick setting buttons.
- Quick access toolbar: Use quick tools, such as screen keyboard or volume control.

Using Samsung DeX and smartphone simultaneously

While using Samsung DeX, you can use separate apps on your device and the connected smartphone simultaneously.

For example, while watching a video on your device, you can create a note on the connected smartphone.

On your device, launch an app to run on the Samsung DeX screen. Then, launch another app on the connected smartphone.

Locking the Samsung DeX screen

If you want to lock your device's Samsung DeX screen and the connected smartphone's screen while using Samsung DeX, select **DeX** → **Lock DeX**.

Transferring data with your device

Moving files

On the Samsung DeX screen, tap and hold a file to select it in the **My Files** app or **Gallery** app and drag it to your device's screen. On your device's screen, select a file and drag it to the Samsung DeX screen, the **My Files** app, or the **Gallery** app.

Copying and pasting text

Using the keyboard shortcut keys or touchpad, copy text on the Samsung DeX screen or your device's screen and paste it in the text input field on the other screen.

Ending Samsung DeX

When you disconnect the smartphone from your device, Samsung DeX will end.

Disconnect the smartphone from the USB cable.

Galaxy Book

Configure the Samsung integrated settings and view additional information about your device.



To configure the Windows settings, such as the system or language, launch **Windows Settings**. Refer to [Windows Settings](#) for more information.


On the taskbar, tap  → **Galaxy Book**.

- **Battery Life Extender:** Set the maximum battery charge level to prolong the battery lifetime.
- **APN** (mobile network-enabled models): Set up access point names (APNs).
- **Legal information:** View the Samsung legal information, the open source licence announcement, and the safety information.
- **User manual:** View help information to learn how to use the device and apps or configure important settings.
- **About device:** Access your device's information.

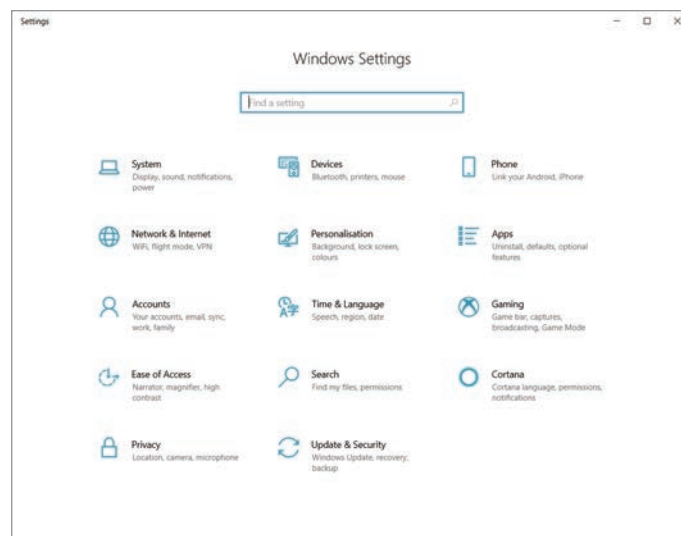
Settings

Windows Settings

Customise settings for the device. You can make your device more personalised by configuring various setting options.

On the taskbar, tap  → .

To search for settings by entering keywords, tap the search field at the top of the screen.



The available options may vary depending on the region or service provider.

System

Change the system settings.



The actual available capacity of the internal memory is less than the specified capacity because the operating system and default apps occupy part of the memory. The available capacity may change when you update the device.

Devices

Change settings related to your connected devices.

Phone

Connect the device and a smartphone to use both devices continuously.



This feature supports Android and iOS smartphones only.

Network & Internet

Change the network and Internet settings.

Personalisation

Change the display settings, such as a wallpaper, colour, and theme.

Apps

Manage the device's apps and change their settings.

Accounts

Change the account settings.

Time & Language

Change settings to control how the device displays the time and date, and select your country or region. You can also select device languages and change settings, such as keyboards and voice input types.



If the battery remains fully discharged, the time and date is reset.

Gaming

Set the Game bar shortcuts. You can capture, record, or stream your gameplay using the Game bar.

Ease of Access

Change settings to improve the device's accessibility.

Cortana

Change Cortana settings.

Search

Change the search settings and content-filtering service from the Web results.

Privacy

Change the privacy settings.

Update & Security

Change the Windows update, data backup, and device security settings.

BIOS (Setup utility)

Introduction

BIOS is the program that starts the operating system when you turn on your device. Access the BIOS setup screen to set a boot password, perform battery calibration, and more.



Be careful when changing BIOS settings. Incorrect changes may cause the system to malfunction or crash.

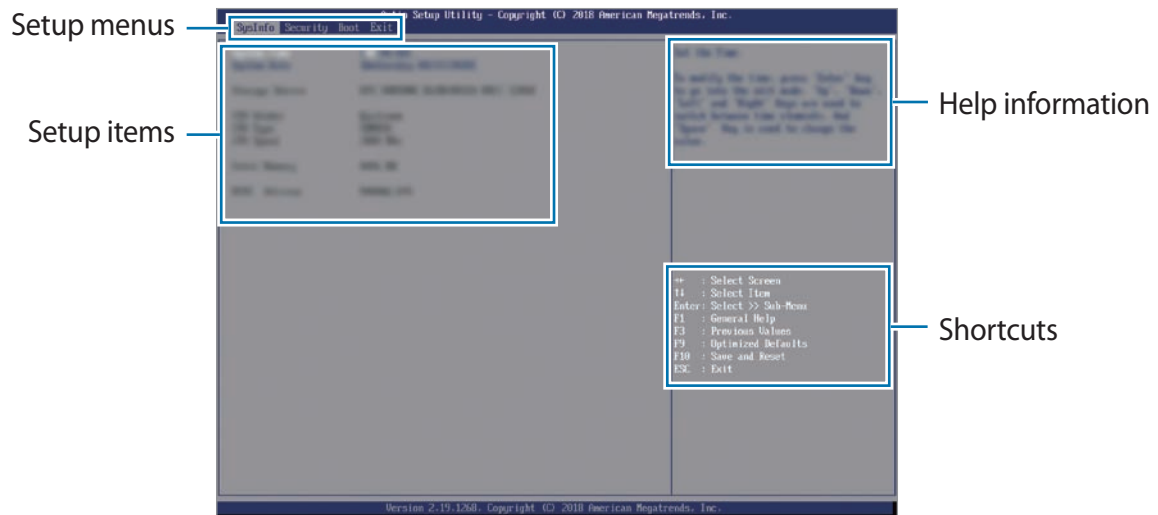


The BIOS setup screens, menus, and items may appear differently depending on the model and BIOS version.

Entering the BIOS screen

Press the **F2** key several times immediately after you turn on your device, before the Samsung logo appears.

If the locked screen or the Start screen appears, restart the device and try again.



Shortcuts

- **F1**: View the help information for the BIOS setup.
- **F3**: Undo changes.
- **F9**: Restore the device to the default settings.
- **F10**: Save the changes and restart the device.
- **Esc**: Restart the device without saving the changes.

Setup menus

- **SysInfo**: View the basic specifications of the device.
- **Security**: Configure security functions.
- **Boot**: Configure boot-related settings.
- **Exit**: Restart the device with or without saving the changes.

Setting the boot password

Setting a password with the BIOS enhances protection against viruses and hacking attacks.

On the BIOS screen, select **Security**.

The following password settings are available:

- **Supervisor Password:** This password is required when turning on the device or entering the BIOS screen. This password allows you to enter the BIOS screen as an administrator. You can change the BIOS settings.
- **User Password:** This password is required when turning on the device or entering the BIOS screen. This password allows you to enter the BIOS screen as a user. You cannot change the BIOS settings. The password will be deactivated automatically if the supervisor password is removed.



Do not forget your password or expose it to others.



- If you forget your supervisor password, contact a Samsung Service Centre.
- If you forget your user password, you can remove it by removing the supervisor password.

Setting a boot password

To set a user password, you must set the supervisor password first.

- 1 Select **Set Supervisor Password** or **Set User Password**.
- 2 Enter a password and press the **Enter** key.
The password can be up to 20 characters long.
- 3 Enter a password again and press the **Enter** key.
- 4 Press the **F10** key, and then select **Yes** to save the password and restart the device.

Removing a password

- 1 Select **Set Supervisor Password** or **Set User Password**.
- 2 Enter the password and press the **Enter** key.
- 3 Without entering any characters, press the **Enter** key, and then select **Yes**.
The password will be removed.

Boot priority

Change the boot priority from the BIOS setup.

- 1 On the BIOS screen, select **Boot**.
- 2 Select **Boot Device Priority**.
- 3 Select the drop-down menu and select an option.
- 4 Press the **F10** key, and then select **Yes** to save the password and restart the device.

Appendix

Troubleshooting

Before contacting a Samsung Service Centre, please attempt the following solutions. Some situations may not apply to your device.

When you turn on your device or while you are using the device, it prompts you to enter one of the following codes:

- **Password:** When the device lock feature is enabled, you must enter the password you set for the device.
- **PIN:** When using the device for the first time or when the PIN requirement is enabled, you must enter the PIN supplied with the SIM or USIM card. You can disable this feature by using the Lock SIM card menu.
- **PUK:** Your SIM or USIM card is blocked, usually as a result of entering your PIN incorrectly several times. You must enter the PUK supplied by your service provider.
- **PIN2:** When you access a menu requiring the PIN2, you must enter the PIN2 supplied with the SIM or USIM card. For more information, contact your service provider.

Your device displays network or service error messages

- When you are in areas with weak signals or poor reception, you may lose reception. Move to another area and try again. While moving, error messages may appear repeatedly.
- You cannot access some options without a subscription. For more information, contact your service provider.

Your device does not turn on

When the battery is completely discharged, your device will not turn on. Fully charge the battery before turning on the device.

The touchscreen responds slowly or improperly

- If you attach a screen protector or optional accessories to the touchscreen, the touchscreen may not function properly.
- If you are wearing gloves, if your hands are not clean while touching the touchscreen, or if you tap the screen with sharp objects or your fingertips, the touchscreen may malfunction.
- The touchscreen may malfunction in humid conditions or when exposed to water.
- Restart your device to clear any temporary software bugs.
- Ensure that your device software is updated to the latest version.
- If the touchscreen is scratched or damaged, visit a Samsung Service Centre.

Your device freezes or encounters a fatal error

Try the following solutions. If the problem is still not resolved, contact a Samsung Service Centre.

Restarting the device

If your device freezes or hangs, you may need to close apps or turn off the device and turn it on again.

Forcing restart

If your device is frozen and unresponsive, press and hold the Power key for more than 12 seconds to restart it.

Resetting the device

If the methods above do not solve your problem, perform a factory data reset.

Before performing the factory data reset, remember to make backup copies of all important data stored in the device.

On the taskbar, tap  →  → **Update & Security** → **Recovery** → **Get started** → **Keep my files** or **Remove everything**.

If the Windows does not start properly, you can perform a factory reset to return the device to its original system state.

Press **F8** key several times immediately after you turn on your device, before the Samsung logo appears. When the blue screen appears, tap **Troubleshoot** → **Factory Reset** and follow the on-screen instruction to complete the factory reset.

The Internet is often disconnected

- Ensure that you are not blocking the device's internal antenna.
- When you are in areas with weak signals or poor reception, you may lose reception. You may have connectivity problems due to issues with the service provider's base station. Move to another area and try again.
- When using the device while moving, wireless network services may be disabled due to issues with the service provider's network.

The battery does not charge properly (For Samsung-approved chargers)

- Ensure that the charger is connected properly.
- Visit a Samsung Service Centre and have the battery replaced.

The battery depletes faster than when first purchased

- When you expose the device or the battery to very cold or very hot temperatures, the useful charge may be reduced.
- Battery consumption will increase when you use certain features or apps, such as GPS, games, or the Internet.
- The battery is consumable and the useful charge will get shorter over time.

Error messages appear when launching the camera

Your device must have sufficient available memory and battery power to operate the camera app. If you receive error messages when launching the camera, try the following:

- Charge the battery.
- Free some memory by transferring files to an external storage device or deleting files from your device.
- Restart the device. If you are still having trouble with the camera app after trying these tips, contact a Samsung Service Centre.

Photo quality is poorer than the preview

- The quality of your photos may vary, depending on the surroundings and the photography techniques you use.
- If you take photos in dark areas, at night, or indoors, image noise may occur or images may be out of focus.



Error messages appear when opening multimedia files

If you receive error messages or multimedia files do not play when you open them on your device, try the following:

- Free some memory by transferring files to an external storage device or deleting files from your device.
- Ensure that the music file is not Digital Rights Management (DRM)-protected. If the file is DRM-protected, ensure that you have the appropriate licence or key to play the file.
- Ensure that the file formats are supported by the device. If a file format is not supported, such as DivX or AC3, install an app that supports it. To confirm the file formats that your device supports, visit www.samsung.com.
- Your device supports photos and videos captured with the device. Photos and videos captured by other devices may not work properly.
- Your device supports multimedia files that are authorised by your network service provider or providers of additional services. Some content circulated on the Internet, such as ringtones, videos, or wallpapers, may not work properly.

Bluetooth is not working well

If another Bluetooth device is not located or there are connection problems or performance malfunctions, try the following:

- Ensure that the device you wish to connect with is ready to be scanned or connected to.
- Ensure that your device and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- On the taskbar, tap  →  → **Devices** → **Bluetooth & other devices** and tap the **Bluetooth** switch to re-activate it.

If the tips above do not solve the problem, contact a Samsung Service Centre.

Your device cannot find your current location

GPS signals may be obstructed in some locations, such as indoors. Set the device to use Wi-Fi to find your current location in these situations.

Data stored in the device has been lost

Always make backup copies of all important data stored in the device. Otherwise, you cannot restore data if it is corrupted or lost. Samsung is not responsible for the loss of data stored in the device.

A small gap appears around the outside of the device case

- This gap is a necessary manufacturing feature and some minor rocking or vibration of parts may occur.
- Over time, friction between parts may cause this gap to expand slightly.

There is not enough space in the device's storage

Delete unnecessary data or manually delete unused apps or files to free up storage space.

Windows recovery function

When a problem occurs with your device, reset your device to reinstall Windows or restore the factory default settings.



Reinstalling Windows will erase all apps and data on the device. Back up important apps and data to an external storage device before reinstalling Windows.





After Windows is reinstalled, you can install the required Samsung apps.

Resetting your device

- 1 On the taskbar, tap  →  → **Update & Security** → **Recovery**.
- 2 Tap **Get started** under **Reset this PC**.
- 3 Tap **Keep my files** or **Remove everything**.

Restoring your device to the factory default

- 1 On the taskbar, tap  →  → **Update & Security** → **Recovery**.
- 2 Tap **Restart now** under **Advanced start-up**.
The device will restart.
- 3 Tap **Troubleshoot**.
- 4 Tap **Factory Reset**.
The device will restart.
- 5 Enter "YES" in the command window.

Removing the battery

- **To remove the battery, contact an authorised service centre. To obtain battery removal instructions, please visit www.samsung.com/global/ecodesign_energy.**
- For your safety, you **must not attempt to remove** the battery. If the battery is not properly removed, it may lead to damage to the battery and device, cause personal injury, and/or result in the device being unsafe.
- Samsung does not accept liability for any damage or loss (whether in contract or tort, including negligence) which may arise from failure to precisely follow these warnings and instructions, other than death or personal injury caused by Samsung's negligence.

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