



# QUICK START GUIDE

SM-G920W8



You can access the full user manual for more information (see "Accessing more information" in this quick start guide).



[www.samsung.com](http://www.samsung.com)



This device provides high quality mobile communication and entertainment using Samsung's high standards and technological expertise.

- Content may differ from the final product, or from software provided by service providers or carriers, and is subject to change without prior notice.
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- Other accessories may not be compatible with your device.
- 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 your device or applications to work improperly.

## Instructional icons



**Warning:** situations that could cause injury to yourself or others



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



**Note:** notes, usage tips, or additional information



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## IC Notice

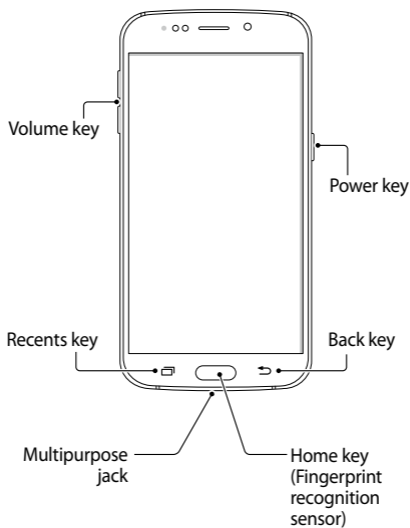
This device complies with Industry Canada licence exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.



# Getting started

## Device layout



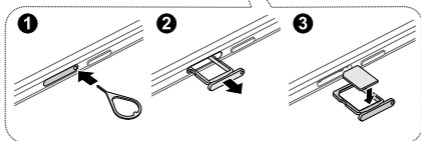
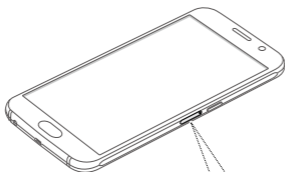


## Installing the SIM or USIM card

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



- Only nano-SIM cards work with the device.
- Insert the ejection pin into the hole on the SIM card tray, press and release to loosen the tray.



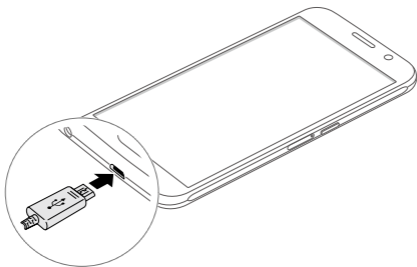
## Charging the battery

Before using the device for the first time or when the battery has been unused for extended periods, you must charge the battery.

Connect the USB cable to the USB power adapter and then plug the end of the USB cable into the multipurpose jack.



Use only Samsung-approved chargers, batteries, and cables. Unapproved chargers or cables can cause the battery to explode or damage the device.



After fully charging, disconnect the device from the charger. First unplug the charger from the device, and then unplug it from the electric socket.



The charger should remain close to the electric socket and easily accessible while charging.

## Checking the battery charge

When you charge the battery while the device is off, press the Power button to view the current battery charge status:



## Turning the device on and off

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

When turning on the device for the first time, follow the on-screen instructions to set up your device.

## Accessing more information

Visit [www.samsung.com](http://www.samsung.com) to view device information, the user manual, and more.

- The user manual may not be available depending on the web browser or service provider.
- You may incur additional charges for accessing the Internet.



# Safety information

**This safety information contains content for mobile devices. Some content may be not applicable to your device. To prevent injury to yourself and others or damage to your device, read the safety information about your device before using the device.**



## Warning

### **Failure to comply with safety warnings and regulations can cause serious injury or death**

#### **Do not use damaged power cords or plugs, or loose electrical sockets**

Unsecured connections can cause electric shock or fire.

#### **Do not touch the power cord with wet hands or disconnect the charger by pulling the cord**

Doing so may result in electrocution.

#### **Do not bend or damage the power cord**

Doing so may cause electric shock or fire.

#### **Do not use your device while it is charging or touch your device with wet hands**

Doing so may cause electric shock.

#### **Do not short-circuit the charger or the device**

Doing so may cause electric shock or fire, or the battery may malfunction or explode.

#### **Do not use your device outdoor during a thunderstorm**

Doing so may result in electric shock or device malfunction.

#### **Use manufacturer-approved batteries, chargers, accessories, and supplies**

- Using generic batteries or chargers may shorten the life of your device or cause the device to malfunction. They may also cause a fire or cause the battery to explode.
- Use only Samsung-approved battery and charger specifically designed for your device. Incompatible battery and charger can cause serious injuries or damage to your device.
- Samsung cannot be responsible for the user's safety when using accessories or supplies that are not approved by Samsung.





### **Do not drop or cause an impact to the charger or the device**

#### **Handle and dispose of the device and charger with care**

- Never dispose of the battery or device in a fire. Never place the battery or device on or in heating devices, such as microwave ovens, stoves, or radiators. The device may explode when overheated. Follow all local regulations when disposing of used battery or device.
- Never crush or puncture the device.
- Avoid exposing the device to high external pressure, which can lead to an internal short circuit and overheating.

#### **Protect the device, battery and charger from damage**

- Avoid exposing your device and battery to very cold or very hot temperatures.
- Extreme temperatures can damage the device and reduce the charging capacity and life of your device and battery.
- Prevent the battery from coming into contact with metal objects, as this can create a connection between the + and – terminals of your battery and lead to temporary or permanent battery damage.
- Never use a damaged charger or battery.

#### **Do not store your device near or in heaters, microwaves, hot cooking equipment, or high pressure containers**

- The battery may leak.
- Your device may overheat and cause a fire.

#### **Do not use or store your device in areas with high concentrations of dust or airborne materials**

Dust or foreign materials can cause your device to malfunction and may result in fire or electric shock.

#### **Do not bite or suck the device or the battery**

- Doing so may damage the device or result in an explosion or fire.
- Children or animals can choke on small parts.
- If children use the device, make sure that they use the device properly.

#### **Do not insert the device or supplied accessories into the eyes, ears, or mouth**

Doing so may cause suffocation or serious injuries.

#### **Do not handle a damaged or leaking Lithium Ion (Li-Ion) battery**

For safe disposal of your Li-Ion battery, contact your nearest authorized service centre.





## Caution

### **Failure to comply with safety cautions and regulations can cause injury or property damage**

#### **Do not use your device near other electronic devices**

- Most electronic devices use radio frequency signals. Your device may interfere with other electronic devices.
- Using an LTE data connection may cause interference with other devices, such as audio equipment and telephones.

#### **Do not use your device in a hospital, on an aircraft, or in an automotive equipment that can be interfered with by radio frequency**

- Avoid using your device within a 15 cm range of a pacemaker, if possible, as your device can interfere with the pacemaker.
- To minimize possible interference with a pacemaker, use your device only on the side of your body that is opposite the pacemaker.
- If you use medical equipment, contact the equipment manufacturer before using your device to determine whether or not the equipment will be affected by radio frequencies emitted by the device.
- On an aircraft, using electronic devices can interfere with the aircraft's electronic navigational instruments. Make sure the device is turned off during takeoff and landing. After takeoff, you can use the device in flight mode if allowed by aircraft personnel.
- Electronic devices in your car may malfunction, due to radio interference from your device. Contact the manufacturer for more information.

#### **Do not expose the device to heavy smoke or fumes**

Doing so may damage the outside of the device or cause it to malfunction.

#### **If you use a hearing aid, contact the manufacturer for information about radio interference**

The radio frequency emitted by your device may interfere with some hearing aids. Before using your device, contact the manufacturer to determine whether or not your hearing aid will be affected by radio frequencies emitted by the device.

#### **Do not use your device near devices or apparatuses that emit radio frequencies, such as sound systems or radio towers**

Radio frequencies may cause your device to malfunction.





### **Turn off the device in potentially explosive environments**

- Turn off your device in potentially explosive environments instead of removing the battery.
- Always comply with regulations, instructions and signs in potentially explosive environments.
- Do not use your device at refuelling points (petrol stations), near fuels or chemicals, or in blasting areas.
- Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or accessories.

### **If you notice strange smells or sounds coming from your device or the battery, or if you see smoke or liquids leaking from the device or battery, stop using the device immediately and take it to a Samsung Service Centre**

Failure to do so may result in fire or explosion.

### **Comply with all safety warnings and regulations regarding mobile device usage while operating a vehicle**

While driving, safely operating the vehicle is your first responsibility. Never use your mobile device while driving, if it is prohibited by law. For your safety and the safety of others, use your common sense and remember the following tips:

- Get to know your device and its convenience features, such as speed dial and redial. These features help you reduce the time needed to place or receive calls on your mobile device.
- Position your device within easy reach. Make sure you can access your wireless device without taking your eyes off the road. If you receive an incoming call at an inconvenient time, let your voicemail answer it for you.
- Suspend calls in heavy traffic or hazardous weather conditions. Rain, sleet, snow, ice, and heavy traffic can be hazardous.
- Do not take notes or look up phone numbers. Jotting down a "to do" list or flipping through your address book takes attention away from your primary responsibility of driving safely.
- Dial sensibly and assess the traffic. Place calls when you are not moving or before pulling into traffic. Try to plan calls when your car will be stationary.
- Do not engage in stressful or emotional conversations that may be distracting. Make the person you are talking to aware that you are driving and suspend conversations that could potentially divert your attention from the road.





## • Care and use your mobile device properly

### Keep your device dry

- Humidity and liquids may damage the parts or electronic circuits in your device.
- Do not turn on your device if it is wet. If your device is already on, turn it off immediately (if the device will not turn off, leave it as-is). Then, dry the device with a towel and take it to a service centre.
- Liquids will change the colour of the label that indicates water damage inside the device. Water damage to your device can void your manufacturer's warranty.

### Store your device only on flat surfaces

If your device falls, it may be damaged.

### Do not store your device in very hot or very cold areas. It is recommended to use your device at temperatures from 5 °C to 35 °C

- Do not store your device in very hot areas such as inside a car in the summertime. Doing so may cause the screen to malfunction, result in damage to the device, or cause the battery to explode.
- Do not expose your device to direct sunlight for extended periods of time (on the dashboard of a car, for example).
- Store the battery at temperatures from 0 °C to 45 °C.

### Do not store your device with metal objects, such as coins, keys, and necklaces

- Your device may be scratched or may malfunction.
- If the battery terminals come into contact with metal objects, this may cause a fire.

### Do not store your device near magnetic fields

- Your device may malfunction or the battery may discharge from exposure to magnetic fields.
- Magnetic stripe cards, including credit cards, phone cards, passbooks, and boarding passes, may be damaged by magnetic fields.

### Do not use your device or applications for a while if the device is overheated

Prolonged exposure of your skin to an overheated device may cause low temperature burn symptoms, such as red spots and pigmentation.

### Do not use your device with the back cover removed

The battery may fall out of the device, which may result in damage or malfunction.





### **If your device has a camera flash or light, do not use it close to the eyes of people or pets**

Using a flash close to the eyes may cause temporary loss of vision or damage to the eyes.

### **Use caution when exposed to flashing lights**

- While using your device, leave some lights on in the room and do not hold the screen too close to your eyes.
- Seizures or blackouts can occur when you are exposed to flashing lights while watching videos or playing Flash-based games for extended periods. If you feel any discomfort, stop using the device immediately.
- If anyone related to you has experienced seizures or blackouts while using a similar device, consult a physician before using the device.
- If you feel discomfort, such as a muscle spasm, or disoriented, stop using the device immediately and consult a physician.
- To prevent eye strain, take frequent breaks while using the device.

### **Reduce the risk of repetitive motion injuries**

When you repetitively perform actions, such as pressing keys, drawing characters on a touch screen with your fingers, or playing games, you may experience occasional discomfort in your hands, neck, shoulders, or other parts of your body. When using your device for extended periods, hold the device with a relaxed grip, press the keys lightly, and take frequent breaks. If you continue to have discomfort during or after such use, stop using the device and consult a physician.

### **Protect your hearing and ears when using a headset**



- Excessive exposure to loud sounds can cause hearing damage.
- Exposure to loud sounds while walking may distract your attention and cause an accident.
- Always turn the volume down before plugging the earphones into an audio source and use only the minimum volume setting necessary to hear your conversation or music.
- In dry environments, static electricity can build up in the headset. Avoid using headsets in dry environments or touch a metal object to discharge static electricity before connecting a headset to the device.
- Do not use a headset while driving or riding. Doing so may distract your attention and cause an accident, or may be illegal depending on your region.





### **Use caution when using the device while walking or moving**

- Always be aware of your surroundings to avoid injury to yourself or others.
- Make sure the headset cable does not become entangled in your arms or on nearby objects.

### **Do not carry your device in your back pockets or around your waist**

You could be injured or damage the device if you fall.

### **Do not paint or put stickers on your device**

- Paint and stickers can clog moving parts and prevent proper operation.
- If you are allergic to paint or metal parts of the device, you may experience itching, eczema, or swelling of the skin. When this happens, stop using the device and consult your physician.

### **Do not use the device if the screen is cracked or broken**

Broken glass or acrylic could cause injury to your hands and face. Take the device to a Samsung Service Centre to have it repaired.

### **Install mobile devices and equipment with caution**

- Ensure that any mobile devices or related equipment installed in your vehicle are securely mounted.
- Avoid placing your device and accessories near or in an airbag deployment area. Improperly installed wireless equipment can cause serious injury when airbags inflate rapidly.

### **Do not drop your device or cause impacts to your device**

- Your device may be damaged or may malfunction.
- If bent or deformed, your device may be damaged or parts may malfunction.

### **Ensure maximum battery and charger life**

- Avoid charging your device for more than a week, as overcharging may shorten battery life.
- Over time, unused device will discharge and must be recharged before use.
- Disconnect the charger from power sources when not in use.
- Use the battery only for their intended purposes.
- Leaving batteries unused over time may reduce their lifespan and performance. It may also cause the batteries to malfunction or explode, or cause a fire.
- Follow all instructions in this manual to ensure the longest lifespan of your device and battery. Damages or poor performance caused by failure to follow warnings and instructions can void your manufacturer's warranty.





- Your device may wear out over time. Some parts and repairs are covered by the warranty within the validity period, but damages or deterioration caused by using unapproved accessories are not.

#### **When using the device, mind the following**

- Hold the device upright, as you would with a traditional phone.
- Speak directly into the microphone.
- Do not cover the antenna area with your hands or other objects. This may cause connectivity problems or drain the battery.

#### **Do not disassemble, modify, or repair your device**

- Any changes or modifications to your device can void your manufacturer's warranty. If your device needs servicing, take your device to a Samsung Service Centre.
- Do not disassemble or puncture the battery, as this can cause explosion or fire.
- Turn off the device before removing the battery. If you remove the battery with the device turned on, it may cause the device to malfunction.

#### **When cleaning your device, mind the following**

- Wipe your device or charger with a towel or an eraser.
- Clean the battery terminals with a cotton ball or a towel.
- Do not use chemicals or detergents. Doing so may discolour or corrode the outside the device or may result in electric shock or fire.

#### **Do not use the device for anything other than its intended use**

Your device may malfunction.

#### **Avoid disturbing others when using the device in public**

#### **Allow only qualified personnel to service your device**

Allowing unqualified personnel to service your device may result in damage to your device and will void your manufacturer's warranty.

#### **Handle SIM cards and cables with care**

- When inserting a card or connecting a cable to your device, make sure that the card is inserted or the cable is connected to the proper side.
- Do not remove a card while the device is transferring or accessing information, as this could result in loss of data and/or damage to the card or device.
- Protect cards from strong shocks, static electricity, and electrical noise from other devices.
- Do not touch gold-coloured contacts or terminals with your fingers or metal objects. If dirty, wipe the card with a soft cloth.





- Inserting a card or connecting a cable by force or improperly may result in damage to the multipurpose jack or other parts of the device.

### **Ensure access to emergency services**

Emergency calls from your device may not be possible in some areas or circumstances. Before travelling in remote or undeveloped areas, plan an alternative method of contacting emergency services personnel.

### **Protect your personal data and prevent leakage or misuse of sensitive information**

- While using your device, be sure to back up important data. Samsung is not responsible for the loss of any data.
- When disposing of your device, back up all data and then reset your device to prevent misuse of your personal information.
- Carefully read the permissions screen when downloading applications. Be particularly cautious with applications that have access to many functions or to a significant amount of your personal information.
- Check your accounts regularly for unapproved or suspicious use. If you find any sign of misuse of your personal information, contact your service provider to delete or change your account information.
- In the event your device is lost or stolen, change the passwords on your accounts to protect your personal information.
- Avoid using applications from unknown sources and lock your device with a pattern, password, or PIN.

### **Do not distribute copyright-protected material**

Do not distribute copyright-protected material without the permission of the content owners. Doing this may violate copyright laws. The manufacturer is not liable for any legal issues caused by the user's illegal use of copyrighted material.

## **Malware and viruses**

**To protect your device from malware and viruses, follow these usage tips. Failure to do so may result in damages or loss of data that may not be covered by the warranty service**

- Do not download unknown applications.
- Do not visit untrusted websites.
- Delete suspicious messages or email from unknown senders.
- Set a password and change it regularly.
- Deactivate wireless features, such as Bluetooth, when not in use.







- If the device behaves abnormally, run an antivirus program to check for infection.
- Run an antivirus program on your device before you launch newly-downloaded applications and files.
- Install antivirus programs on your computer and run them regularly to check for infection.
- Do not edit registry settings or modify the device's operating system.

## **Acknowledging Special Precautions and Industry Canada Notice**

### **Cautions**

Any changes or modifications to your phone not expressly approved by Samsung could void your warranty for this equipment, and void your authority to operate this equipment. Only use approved batteries, antennas, and chargers. The use of any unauthorized accessories may be dangerous and void the phone warranty if said accessories cause damage or a defect to the phone.

Although your phone is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.

### **Information to User**

This equipment has been tested and found to comply with the limits of a Class B digital device. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient/relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



## Specific Absorption Rate (SAR) certification information

The SAR is a value that corresponds to the relative amount of RF energy absorbed in the head of a user of a wireless handset.

The SAR value of a phone is the result of an extensive testing, measuring and calculation process. It does not represent how much RF the phone emits. All phone models are tested at their highest value in strict laboratory settings. But when in operation, the SAR of a phone can be substantially less than the level reported to Industry Canada. This is because of a variety of factors including its proximity to a base station antenna, phone design and other factors. What is important to remember is that each phone meets strict federal guidelines. Variations in SARs do not represent a variation in safety.

All phones must meet the federal standard, which incorporates a substantial margin of safety. As stated above, variations in SAR values between different model phones do not mean variations in safety. SAR values at or below the federal standard of 1.6 W/kg are considered safe for use by the public.

The highest reported SAR values for the SM-G920W8 are:

Head : 0.63 W/kg

Body : 1.08 W/kg

This phone has been tested and meets RF exposure guidelines when used with an accessory that contains no metal and that positions the mobile device a minimum of 1.5 cm from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have suggested that if people are concerned and want to reduce their exposure, they could use a hands-free accessory to keep the wireless device away from the head and body during use, or reduce the amount of time spent using the device. For more information, visit [www.samsung.com/sar](http://www.samsung.com/sar) and search for your device with the model number.

## Correct disposal of batteries in this product

For safe disposal options of your Lilon battery, contact your nearest service centre.



- Be sure to dispose of your battery properly. In some areas, the disposal of batteries in household or business trash may be prohibited.
- For safety, do not handle a damaged or leaking Lilon battery.



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# Warranty information



## STANDARD LIMITED WARRANTY

**What is Covered and For How Long?** SAMSUNG Electronics Canada Inc. ("SAMSUNG") warrants to the original purchaser ("Purchaser") that SAMSUNG's phones and accessories ("Products") are free from defects in material and workmanship under normal use and service for the period commencing upon the date of purchase and continuing for the following specified period of time after that date:

Phone	1 Year
Batteries	1 Year
Leather Case	90 Days
Holster	90 Days
Other Phone Accessories	1 Year

**What is Not Covered?** This Limited Warranty is conditioned upon proper use of Product by Purchaser. This Limited Warranty does not cover: (a) defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, or modification of any part of Product, including antenna, or cosmetic damage; (b) equipment that has the serial number removed or made illegible; (c) any plastic surfaces or other externally exposed parts that are scratched or damaged due to normal use; (d) malfunctions resulting from the use of Product in conjunction with accessories, products, or ancillary/peripheral equipment not furnished or approved by SAMSUNG; (e) defects or damage from improper testing, operation, maintenance, installation, or adjustment; (f) installation, maintenance, and service of Product; or (g) Product used or purchased outside Canada. This Limited Warranty covers batteries only if battery capacity falls below 80% of rated capacity or the battery leaks, and this Limited Warranty does not cover any battery if: (i) the battery has been charged by a battery charger not specified or approved by SAMSUNG for charging the battery; (ii) any of the seals on the battery are broken or show evidence of tampering; or (iii) the battery has been used in equipment other than the SAMSUNG phone for which it is specified.

**What are SAMSUNG's Obligations?** During the applicable warranty period, SAMSUNG will repair or replace, at SAMSUNG's sole option, without charge to Purchaser, any defective component part of Product. To obtain service under this Limited Warranty, Purchaser must return Product to an authorized phone service facility in an adequate container for shipping, accompanied by Purchaser's sales receipt or comparable substitute proof of sale showing the date of purchase, the serial number of Product and the sellers' name and





address. To obtain assistance on where to deliver the Product, call Samsung Customer Care at 1-800-Samsung. Upon receipt, SAMSUNG will promptly repair or replace the defective Product. SAMSUNG may, at SAMSUNG's sole option, use rebuilt, reconditioned, or new parts or components when repairing any Product or replace Product with a rebuilt, reconditioned or new Product. Repaired/replaced leather cases, pouches and holsters will be warranted for a period of ninety (90) days. All other repaired/replaced Products will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for 90 days, whichever is longer. All replaced parts, components, boards and equipment shall become the property of SAMSUNG. If SAMSUNG determines that any Product is not covered by this Limited Warranty, Purchaser must pay all parts, shipping, and labor charges for the repair or return of such Product.

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