

Quick Reference Guide

(Terms and Conditions)

SM-S928U
SM-S928U1



Read this document before operating the mobile device, accessories, or software (defined collectively and individually as the "Product") and keep it for future reference. This document contains important Terms and Conditions. Electronic acceptance, opening the packaging, use, or retention of the Product constitutes acceptance of these Terms and Conditions.



Visit www.samsung.com/us to view device information, the user manual, and more. You may incur additional charges for accessing the Internet.

Device Layout

To turn on the device, press and hold the Side key for a few seconds.



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

Installing a nano-SIM card



Nano-SIM cards are sold separately.

Contact us

Questions?

Visit us.community.samsung.com

Get Support

Call 1.800.SAMSUNG

Service locations

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

Switching made simple

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

Back up your old phone

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

Samsung Smart Switch

1. From your new Galaxy device, tap Settings > Accounts and backup > Smart Switch.
2. Tap Receive data.
3. Select your old device type.
4. Tap Cable (Android) or Wireless (Android and iOS) and follow the prompts to connect your phones.

Customize

Tap Settings to personalize your phone.

Flight mode

This disables all wireless functions on your device. You can use only non-network services. On the setting screen, tap **Flight mode**.

NOTE: The use of Ultra-Wideband (UWB) transmitters is prohibited when aboard an aeroplane or ship.

UWB Operation in airplane mode:

UWB function is disabled when a phone gets into the airplane mode.

Important legal information

Arbitration Agreement - This Product is subject to a binding arbitration agreement between you and SAMSUNG ELECTRONICS AMERICA, INC. ("Samsung"). You can opt out of the agreement within 30 calendar days of the first consumer purchase by emailing optout@sea.samsung.com or calling 1-800-SAMSUNG (726-7864) and providing the applicable information.

The full Arbitration Agreement, Standard One-year Limited Warranty, End User License Agreement (EULA), and Health & Safety Information for your device are available online:

- English: www.samsung.com/us/Legal/Phone-HSGuide
- Spanish: www.samsung.com/us/Legal/Phone-HSGuide-SP

This information can also be found on the device in the "About device" or "About phone" or "About tablet" section, for example:

- Settings > About phone or About device or About tablet > Legal information > Samsung legal
- Or, Search "Legal"

If your device required Federal Communications Commission (FCC) approval, you can view the FCC certification by opening Settings > About phone or About device or About tablet > Status Information

Health and Safety

WARNING! To avoid electric shock and damage to your device, do not charge device while it is wet or in an area where it could get wet. Do not handle device, charger or cords with wet hands while charging.

Maintaining dust and water resistance

The device is not impervious to dust and water damage in any situation. It is important that all compartments are closed tightly.

Follow these tips carefully to prevent damage to the device and maintain dust and water resistance performance:

- Water resistant based on IP68 rating, which tests submersion in fresh water deeper than 1.5 meters or keep it submerged for more than 30 minutes. If device is exposed to fresh water, dry it thoroughly with a clean, soft cloth; if exposed to liquid other than fresh water, rinse with fresh water and dry as directed.
- Any device which uses accessible compartments or ports that can be opened should have these sealed or closed tightly to prevent liquid from entering the system.
- If the device has been immersed in water or the microphone or speaker is wet, sound may not be heard clearly during a call. After wiping the device with a dry cloth, dry it thoroughly before using it.
- Do not expose the device to water at high pressure.
- If the device is dropped or receives an impact, the water and dust resistant features of the device may be damaged.

Note: Liquid other than fresh water may enter the device faster. Failure to rinse the device in fresh water and dry it as instructed may cause the device to suffer from operability or cosmetic issues.

Samsung Knox

Samsung Knox is Samsung's security platform. Additional licensing fees may be required for enterprise use. For more information about Knox, please refer to: www.samsung.com/us/knox

Specific Absorption Rate (SAR) certification information

For information about SAR, visit :

- <https://www.fcc.gov/general/radio-frequency-safety-0>
- [www.fcc.gov/encyclopedia/
specific-absorption-rate-sar-cellular-telephones](http://www.fcc.gov/encyclopedia/specific-absorption-rate-sar-cellular-telephones)
- www.samsung.com/sar

Body-worn operations are restricted to belt-clips, holsters or similar accessories that have no metallic component in the assembly and must provide at least 1.5cm separation between the device and the user's body.

Samsung Wireless Power Sharing feature allows device -to -device charging without the need for a charger.

If your device supports the wireless power sharing function, this equipment should be operated with a minimum distance of 20 cm between the device and your body.

Note: Foldable devices can be stored in an environment with ambient temperatures of -10°C / 14.0°F to 50°C / 122°F safely; prolonged exposure to temperatures outside these recommended temperatures can pose a high risk of damage to the device.

Samsung mobile products and recycling

WARNING! Never dispose of batteries in a fire because they may explode. Do not disassemble, crush, puncture, heat, burn or reuse.

For battery and cell phone recycling, go to call2recycle.org or call 1-800-822-8837.



For more recycling information, go to our website:
www.samsung.com/recycling or call 1-800-SAMSUNG.

Your location

Location-based information on that can be used to determine the approximate location of a mobile device. If you use applications that require location-based information (e.g., driving directions), such information may be shared with third-parties, including your wireless service provider, applications providers, Samsung, and other third-parties providing services.

Navigation

Maps, directions, and other navigation data, including data relating to your current location, may contain inaccurate or incomplete data. Therefore, you should always pay attention to road conditions, closures, traffic, and all other factors that may impact safe driving or walking.

FCC Part 15 Information and Notices

. **Note:** Any device that uses Bluetooth or Wi-Fi is subject to FCC Part 15. Any device with a power supply is subject to Part 15 which also covers both intentional radiators (Bluetooth and Wi-Fi) and unintentional radiators (such as emissions from power supplies and circuit boards).

Pursuant to part 15.21 of the FCC Rules, you are cautioned that changes or modifications not expressly approved by Samsung

could void your authority to operate the device. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

. **Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. 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 or 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.

The device may cause TV or radio interference if used in close proximity to receiving equipment. The FCC can require you to stop using the mobile device if such interference cannot be eliminated.

GPS & AGPS

Certain Samsung Mobile Devices can use a Global Positioning System (GPS) signal for location-based applications. Changes may affect the performance of location-based technology on your mobile device.

Certain Samsung Mobile Devices can also use an Assisted Global Positioning System (AGPS), which obtains information from the cellular network to improve GPS performance. Contact your wireless service provider for details.

Use of AGPS in emergency calls

When you make an emergency call, the cellular network may activate AGPS technology in your mobile device to tell the emergency responders your approximate location.

AGPS has limitations and might not work in your area.

Wireless Emergency Alerts (WEA)

The Wireless Emergency Alerts (WEA) is part of the US emergency system. Since 2012, the WEA system been used to warn the public weather condition, missing children, and other critical situations

– all through alerts on compatible cell phones and other mobile devices. For more information visit: <https://www.fcc.gov/document/fcc-renames-cmas-wireless-emergency-alerts-wea>

Emergency calls

Emergency calls may not be possible on all wireless mobile device networks or when certain network services and/or mobile device features are in use. Check with local service providers. If certain features are in use (e.g. call blocking) you may first need to deactivate those features before you can make an emergency call.

HAC for Newer Technologies

This device has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this device that have not been tested yet for use with hearing aids. It is important to try the different features of this device thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise.

Consult your service provider or the manufacturer of this device for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or device retailer.

This phone has been tested and certified to be hearing aid-compatible with the ANSI C63.19-2019 standard.

ANSI C63.19-2019 standard does not use the M and T rating system of previous standards. Phones that are certified to be hearing aid-compatible meet all normative requirements of the standard.

Volume control capabilities

Conversational gain with hearing aids : 14 dB

Conversational gain without hearing aids : 17 dB

Note: Conversational gain is the acoustic output level of speech from this handset relative to the acoustic level present in a face-to-face conversation between two people 1 meter apart.

Combination of codec and air interface that has passed Frequency Response, and distortion/noise tests.

Codec	Air interface
EVS-NB 13.2 kbps, EVS-WB 13.2 kbps	VoLTE, VoNR, VoWiFi

Combination of codec and air interface that has passed Conversational Gain tests.

Codec	Air interface
FR V1, FR V2, HR V1	GSM
AMR-NB 4.75~12.2 kbps, AMR-WB 6.6~23.85 kbps	WCDMA
AMR-NB 4.75~12.2 kbps, AMR-WB 6.6~23.85 kbps, EVS-NB 5.9~24.4 kbps, EVS-WB 5.9~128 kbps	VoLTE, VoNR, VoWiFi

Combination of codec and air interface that has not been tested.

Codec	Air interface
EVS-swB 9.6~128 kbps	VoLTE, VoNR, VoWiFi
OPUS 6-75 kbps (Google Meet)	all air interface

FCC Hearing Aid Compatibility (HAC) regulations for wireless devices

The FCC established requirements for devices to be compatible with hearing aids and other hearing devices. For more information, visit <https://www.fcc.gov/consumers/guides/hearing-aid-compatibility-wireline-and-wireless-telephones>

Device temperature

Caution! Some applications or prolonged usage may increase device temperature.

If the device feels hot to the touch, discontinue use and close all applications or turn off the device until it cools.

Always ensure that the device has adequate ventilation and air flow. Covering the device can trap any dissipating heat and redirect it back to the device while it is active.

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