

Welcome to your new smartphone

A Guide to Using Your Easology Smartphone





Foreword

By Dr Peter Ashall

Welcome to your new Easology Smartphone — a device thoughtfully designed to make technology simpler, more accessible and truly user-friendly.

At Easology, we understand that smartphones can often feel overwhelming, especially if you're not used to touchscreens or complicated menus. That's why we've partnered with Samsung to create a phone that puts ease of use first, without sacrificing quality or performance.

This instruction booklet is here to guide you step-by-step through everything you need — from unboxing your phone to making calls, sending messages and enjoying apps at your own pace. Whether you're brand new to smartphones or just want a less cluttered experience, we've made every effort to ensure this guide is as clear, supportive and jargon-free as possible.

My hope is that this phone will not only meet your practical needs, but also help you feel more confident and connected in today's digital world. Thank you for choosing Easology. We're delighted to have you with us.

Warm regards,

Dr. Peter Ashall
Founder, Easology

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Overview

This instruction booklet is intentionally comprehensive. Smartphones — even an Easology easy-to-use smartphone — can do a lot, so we've covered a lot. You don't need to read everything. Use this booklet the way that suits you:

- Start with the sections titled: Getting Started, Setting up your Smartphone & The Basics if you want to get up and running fast.
- Dip into individual sections when you need a specific task.
- Keep it nearby as a reference whenever you want to learn more at your own pace.

How to find what you need quickly:

- Use the Contents page to find what you need – then clear headings and numbered steps guide you.
- Tips and Additional guidance highlight common questions or time-saving shortcuts.
- Screenshots may vary slightly by model or software version, but the steps are the same.

If you ever get stuck, we're here to help. UK: 0800 888 6044 · Ireland: 1800 911 019 · Email: support@easology.net

Enjoy your new phone — and use this booklet only for what you need, when you need it.



Inside the box, you will find a Samsung Easology smartphone. UK Customers will also find a EE Pay As You Go SIM card (not applicable for Irish customers).

🔔 Please note: You can use your own current SIM card or purchase one from any mobile network provider.

UK customers only - The EE sim card is only provided in case you need one. It is a Prepaid SIM card which means you will need to add monetary balance to the EE SIM card for it to work (please see instructions inside the EE SIM pack for how to add balance). The mobile telephone number relating to the EE SIM card is shown on a sticker on the back of the SIM pack.

To begin, open the smartphone box and remove the phone. You will also notice a small metal tool — this is the SIM ejector tool, which you will use to insert the SIM card (see the next section Inserting a SIM card). Beneath the smartphone, there is a cardboard tray. Lift and remove this tray to reveal the remaining accessories:

- A charger plug (**🔥 Tip:** The charger plug's third prong should be pushed upwards before inserting into the wall socket).



- A charging cable (to connect the charger plug to the phone).
- A protective cover for your smartphone.

Lastly, the box and packaging are all recyclable.



Support

This instruction booklet will help you get started with your new smartphone and is also a handy reference point for questions you may have or help you may need.

We also have helpful Tutorial videos available on the Easology website: www.easology.net (the same videos are also on your phone - from the home screen scroll down and tap the Tutorials icon to access them).

If you need further assistance, you can also contact the Easology Call Centre and speak with one of our friendly Support Agents, who will help resolve your query or assist you to get the most out of your smartphone.



Please call on **UK: 0800 888 6044** (Freephone) or **Ireland: 1800911019** (Freephone) – we are open 7am – 9pm Monday – Saturday and 8am – 8pm on Sundays (we are closed on public holidays).



Alternatively, you can contact us for help and support by email, please email to: support@easology.net



Product returns

If you change your mind, return your smartphone to us within 14 days of receiving the item. The product(s) must be in an **as new condition** with all original packaging, accessories, and any free of charge products supplied with the product(s). Please see our full returns policy at www.easology.net/refund_returns, where you can also fill out the returns form (alternatively please email us at support@easology.net or call us on UK: 0800 888 60 44 or Ireland: 1800 911 019). Failure to do so, may lead to a reduction in refunded amount.

If your item arrives damaged, it's important that you let us know within 72 hours of delivery. Our Customer Support team will discuss your options for a refund or exchange.

If your product has a fault, and it's within 30-days of your purchase, we will replace the smartphone. If it's after 30-days from your original purchase date, your Samsung smartphone comes with a 24-month manufacturer warranty.



Below is a diagram of your smartphone showing the physical aspects of the phone (for an explanation of the home screen and how to navigate your phone, please see section Getting Started – Moving Around Your Phone).

Front of Phone





Back of Phone

Ultra Wide
Camera

Main Camera

Macro Camera




Light (Torch/
Flashlight)


i Additional guidance: The phone may look different than the images shown depending on model – in particular the back of the phone and cameras may look different (the above shows the Samsung Galaxy A16 Easology).



To power on your smartphone

Step 1: Locate the Power button - Look at the right-hand side of your smartphone. Find the lower, slightly inset button — this is the Power button. 

Step 2: Press and hold the Power button for 2 seconds, then release it. You will see the 'Samsung Galaxy' logo appear on the screen

 **Tip:** Don't be afraid to give the Power button a firm press.



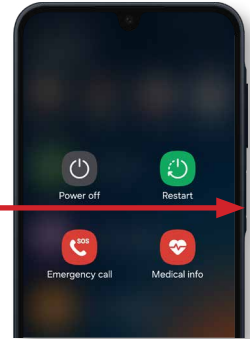
Step 3: Wait - No further action is required. The phone will complete the startup process automatically. This may take up to 40 seconds. Once fully powered on, you will be taken to your home screen, indicating the phone is ready for use.



To power off your smartphone

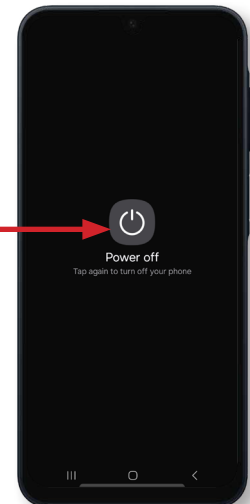
Step 1: Locate the Power button - Look at the right-hand side of your smartphone. Find the lower, slightly inset button — this is the Power button.

Step 2: Press and hold the Power button for 2 seconds, then release it. 4 icons will appear on the screen.




i Additional guidance: For some phones, powering it off requires a slightly different process: Press and hold the Power button and the Volume Down button simultaneously for 2 seconds, then release both (the Volume Down button is the lower of the two buttons located just above the Power button on the right-hand side of the phone).

Step 3: Tap the top left icon that says Power off and a large Power off icon will appear on the screen. Tap the Power off icon again and the phone will power off.





To turn the screen on and wake up the phone

Step 1: To locate the Power Button, look at the right-hand side of your smartphone. Find the lower, slightly inset button — this is the Power button. 

Step 2: Give the power button a short sharp press and the phone will wake up and the screen will be on.



To turn the screen off and put the phone to sleep

Step 1: Locate the Power button, as above.

Step 2: Give the Power button a short sharp press and the screen will immediately turn off. The phone is now in sleep mode (standby).



To use your Samsung Easology phone, you will need a SIM card. A SIM card is a small chip provided by your mobile network provider (such as Vodafone, O2, EE, Three, Tesco Mobile, Eir, etc). It connects your phone to the mobile network so that you can make calls, send texts and use mobile data (when you are not connected to Wi-Fi).

In the **UK**, the main mobile network providers are EE, Vodafone, O2 and Three. There are also smaller companies, known as “virtual networks,” such as Tesco Mobile, GiffGaff, Sky Mobile and others. These often use the larger networks’ coverage but may offer different deals.

In **Ireland**, the main mobile networks are Vodafone, Three, and Eir. There are also smaller virtual networks such as Tesco Mobile, 48 and Lycamobile.

When getting a SIM card, you generally have two options:

- **Pay Monthly (Contract):** You pay a fixed amount each month for a bundle of minutes, texts and data. A contract usually lasts 12, 18 or 24 months.
- **Pay As You Go (Prepay):** You top up your SIM card with credit as needed. This gives you more flexibility, with no long-term commitment (however it is generally more expensive).

Your Samsung Easology phone will work with any UK or Irish network, so you are free to choose the option that suits you best.




If you already have a SIM card, you can simply place it into your new phone and continue using your existing number and plan.

UK customers only

For your convenience, we have provided an EE Pay As You Go SIM card with your phone. This is ready to use in case you do not already have a SIM card and would like to get started straight away.

To use this SIM card, you must top up with at least £10.

 **Please note:** With EE Pay As You Go, you must top up £10 every month to keep your SIM active and continue to make calls, send texts and use data.

How to top up your EE SIM

Option 1: Top up with a voucher

1) Buy an EE top-up voucher from a supermarket, newsagent, post office or shop with the EE logo (or PayPoint/Payzone logo). Dial **150** and follow the instructions to enter your top-up code (found on the voucher) or Text Message **VO** followed by the 16-digit voucher number.



Option 2: Top up online

- 1) Visit website www.ee.co.uk/topup on your computer or phone.
- 2) Enter your EE mobile number (shown on the SIM packaging or text message **NUMBER** to **150** to find it out).
- 3) Choose the amount (£10 minimum) and follow the payment instructions.

Option 3: Top up by phone

- 1) Call **150**, choose Top Up and follow the automated instructions.
- 2) Pay by card when prompted.

You are not restricted to this SIM card. You are free to use your own SIM card from your current provider, or you can obtain a SIM card from any UK mobile network provider if you prefer a different deal.



A SIM card is a small plastic card with a computer chip that slots into your smartphone. It holds information including your phone number.

A SIM card also connects you to a mobile network and is necessary in order to make and receive phone calls and text messages. The Samsung Easology smartphone is compatible with SIM cards from all mobile networks.

You may use your own SIM card or purchase one from any mobile network provider. Alternatively, we have provided a FREE Pay As You Go SIM card from EE (UK customers only), which you can use if you prefer (📞 **Please note:** You will need to add monetary balance to the EE SIM card for it to work - please see instructions inside the EE SIM pack). The mobile phone number relating to the EE SIM card is shown on a sticker on the back of the pack.

You will need to fit your SIM card into the smartphone (and it can be a bit fiddly). Please follow these instructions:

Step 1: Insert the SIM ejector tool into the small hole on the left-hand side of the smartphone.

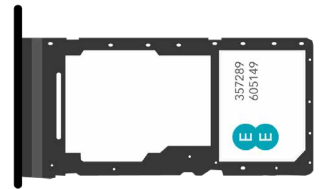




Step 2: Push the SIM ejector tool in, until the SIM card tray pops out (give it a good push). Then remove the SIM card tray.



Step 3: Place your SIM card into the SIM card tray.



Tip: The angled corner of the SIM card should align to the bottom right of the tray. Once fitted, the SIM card should be neatly bedded into the tray.

Step 4: Slide the SIM card tray back in the Smartphone. Once complete, your smartphone is ready to switch on.



Additional guidance: Your new Samsung Easology phone fits a small sized SIM card called a Nano sim card. Some older phones have a larger SIM card that won't fit into your new phone. If this is the case, you can ask your Mobile Network Provider for a Nano SIM card and they will give this to you for free, and your current mobile phone number will stay the same.



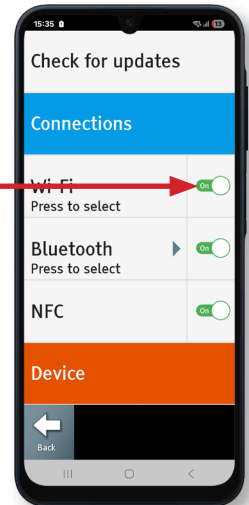
Wi-Fi is a way for your phone to connect to the internet through your home broadband, instead of using your mobile SIM card. When you use Wi-Fi, your phone uses your home internet connection, which is usually faster and doesn't use up your mobile data allowance. This is especially helpful for watching videos or downloading apps. If you don't have Wi-Fi, that's fine too — your phone will still connect to the internet using your SIM card, though this will use your mobile data

To turn on Wi-Fi

Step 1: From your home screen, scroll down and tap Settings.

Step 2: The screen will show Wi-Fi, and the switch should be showing On i.e. the switch icon will be green (if it is grey and showing as Off, press the switch and a pop-up will appear - toggle the switch to On).

Even though the Wi-Fi is showing as On, this does not mean it is connected to your desired Wi-Fi network, it just means that your phone is ready to connect to Wi-Fi.

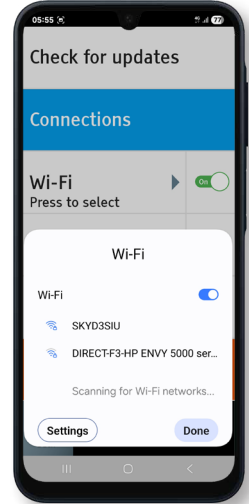




Step 3: To select your desired Wi-Fi network tap Wi-Fi - Press to select. A pop up should appear showing some Wi-Fi network names.

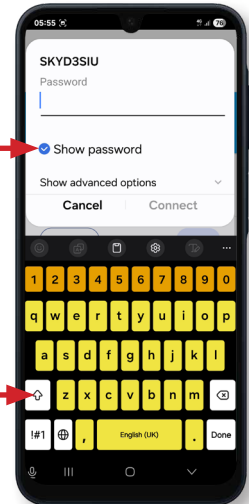
If the name of your desired Wi-Fi is displayed, tap on it. If it is not, please skip to Step 6 below.

Step 4: You can now enter your Password. Once you have entered your Password, press Connect.



Tip: If you tap on Show password, you will be able to see what you are typing.

Tip: Wi-Fi passwords need to be inputted exactly, including observing upper and lower case as required, any deviation from the exact password will be rejected as an incorrect password. On the keyboard use the upward arrow key to toggle between upper and lower-case letters.



Tip: If you're not sure what your Wi-Fi name and password are, don't worry, look on the back or underneath your Wi-Fi router. Most routers have a sticker showing the Wi-Fi network name and password (**Please note:** On the sticker the Wi-Fi name is often called SSID. The password may be called Key or Wireless Password).



Step 5: If you have entered your password correctly it will say connected.

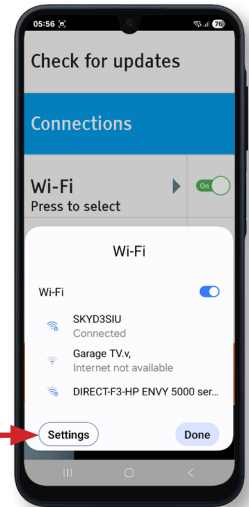
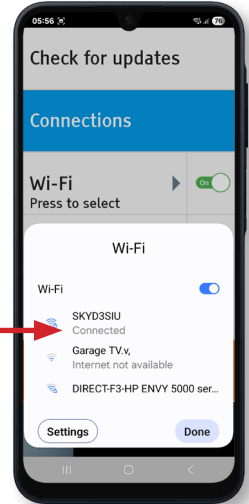
Press Done. You can now return to the home screen (by pressing the rounded square at the bottom of the screen).

If you entered the password incorrectly it will show Incorrect password. Re-select the desired Wi-Fi name and try re-entering the password again.


Please only follow the following steps if Step 3 did not display your Wi-Fi network name.


Step 6: If your Wi-Fi name is not displayed on the screen shown in Step 3, tap on the button that says Settings in the bottom left, which will bring an extended list of Wi-Fi networks available. You can scroll down to reveal more Wi-Fi networks. Once you see your desired Wi-Fi network, tap on it and a screen will appear, along with the keyboard, allowing you to enter the password of your chosen Wi-Fi network.



Step 7: You can now enter your Wi-Fi Password.



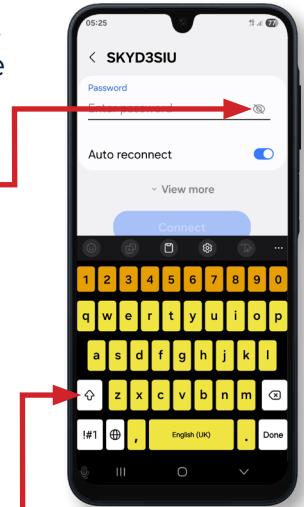


 **Tip:** If you tap the icon to the right, that looks like an eye with a line through it, the line in the eye will disappear, indicating that as you type you will be able to see what you are typing.


 **Tip:** Wi-Fi passwords have to be inputted exactly, including observing upper and lower case as required, any deviation from the exact password will be rejected as an incorrect password. On the keyboard use the upward arrow key to toggle between upper and lower-case letters.

 **Tip:** If you're not sure what your Wi-Fi name (also called SSID) and password are, don't worry: Look on the back or underneath your Wi-Fi router. Most routers have a sticker showing the Wi-Fi network name and password. ( **Please note:** the Wi-Fi name is often called SSID. The password may be called Key or Wireless Password).

Step 8: Once you have inputted the Wi-Fi password and are confident it is correct, next please ensure the toggle that says Auto reconnect is in the On position – it should be On automatically but if it is not, please toggle it on. Then press the large blue Connect button. It should now indicate that your phone is connected. You can now return to the home screen (by pressing the rounded square at the bottom of the screen).





i Additional guidance: If the password you have entered is incorrect, it will either say Couldn't connect to Wi-Fi or Password incorrect. You will need to try again (**Please note:** You may need to press OK, to remove the pop-up screen). Tap your finger at the end of the previously written password and the keyboard will appear again. You can then delete what you have previously written by pressing on the button that looks like this –  —



Then re-enter your password and press Connect again.

i Additional guidance: You can check whether your phone is connected to the Wi-Fi from your home screen, and you can also see the strength of the connection. On your home screen in the top right corner is the Wi-Fi symbol, which looks like a small fan-shaped icon with curved lines. If the symbol is fully lit with all bars showing, your phone is connected to Wi-Fi with a strong signal. If fewer bars are filled, the Wi-Fi connection is weaker. If the symbol is either missing or greyed out or has an “x” next to it, your phone is not connected to Wi-Fi.



Alternatively: You can see if your phone is connected by going to Settings from your home screen, and then taping on Wi-Fi Press to Select. If you are connected it will show your Wi-Fi name with the word Connected beneath it.



General overview

The home screen is the starting point whenever you use your phone. From here, you can easily access all the features and functions. In the top left corner, you will see the date and time, while the top right corner displays the local weather. Just below this section are four quick contact buttons that you can assign to the people you call most often (see section: The Basics – How to Add Quick Contact). The centre of the home screen shows your favourite or most frequently used apps, making it simple to open what you use regularly. Beneath these, there is a row of useful functions including the Magnifier, Sound, Camera and Torch. At the very bottom of the screen are the navigation buttons, which allow you to return to the home screen, go back a step or view your recently used apps.





Swiping up & down to see the apps on your home screen

You can scroll through your apps and functions by placing your finger three quarters of the way down the screen and sliding it upwards in a smooth motion (keeping your finger in contact with the screen). This movement is called swiping up, and you will see the screen move to reveal more apps on the screen.



To go back to the top, place your finger near the top of the screen (approximately a quarter of the way down the screen) and slide it downwards. This is called swiping down, and it will return you to the top of the apps list.



To open an app, simply tap the icon lightly once with your fingertip. Do not keep your finger pressed on the icon, as pressing and holding may bring up other options instead of opening the app (if you do press anything by accident – see the below section ‘Navigation Buttons’ and how to use the ‘Rounded Square’ button to easily return to the safety of the home screen).





Accessing all apps

The home screen displays your favourite or most frequently used apps, but not every app that is installed on your phone. To see all apps installed on your phone, scroll down the home screen and open the Applications folder, where every app on your phone is listed. You can change the apps displayed on your home screen to the one's that you would like – see Section: Getting The Most Out Of Your Phone – Arranging Your Home Screen).

Navigation buttons

At the bottom of the screen are three navigation buttons that help you move around your phone.

The middle button, shaped like a rounded square, always returns you to the home screen no matter where you are.

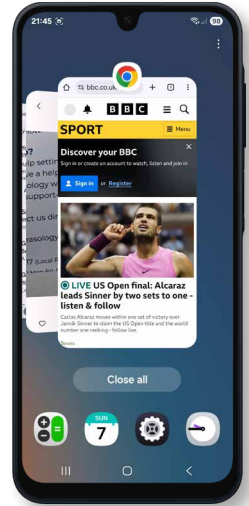


🔔 Please note: Occasionally the rounded square may not be visible. If this is the case, to bring it back, swipe up slowly from the bottom of the screen — the navigation buttons will reappear, and you can tap the rounded square.



To the left of this is a button with three small vertical lines. Tapping it displays all your recently used apps. You can scroll through these, reopen any app or press Close All to clear them. Closing recent apps helps save memory and battery.

To the right of the rounded square is the back button, shown as a backward-facing arrow. This takes you back to the previous page. When you are typing, the back arrow changes to a downward arrow; tapping it will hide the keyboard.



Function buttons (sound, torch, camera and magnifier)

At the bottom of the screen, you will find four additional buttons: Sound, Torch, Camera and Magnifier.

The Sound button lets you change the sound mode of your phone. There are three settings:

- Sound on and vibrate on – the phone will ring and vibrate.
- Sound off and vibrate on – the phone will remain silent but will vibrate.
- Silent – no sound and no vibration.

You can cycle through these modes by tapping the Sound button. In addition to this, there is a physical volume button on the right-hand side of the phone. Press the top part to increase the volume and the bottom part to decrease it.



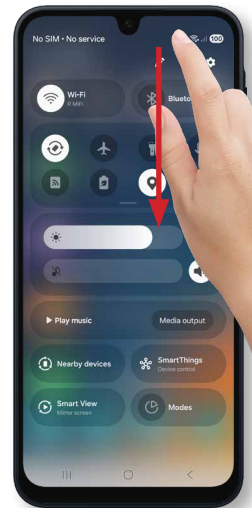
The Torch button switches on the torch at the back of the phone. Tap once to turn it on and tap again to turn it off.

The Camera button provides quick access to the camera. Tap to open it and press the white circle on the screen to take a photo. When you are finished, you can return to the home screen by pressing the rounded square Home button.

The Magnifier button helps you read small text on external items such as bottles, food packaging or leaflets. When you tap the button, point the phone's camera at the text you want to enlarge. Use the Zoom button (+) in the bottom right-hand corner of the screen to magnify the text until it is clear and legible.

Quick settings

From the home screen, you can also access Quick Settings. To do this, place your finger at the very top right edge of the screen (**Tip:** At the top of the screen you will see there is a small black notch which is actually the forward-facing camera lens. Place your finger to the right of this) and drag it downwards a couple of inches in one smooth motion. As you slide your finger, the Quick Settings menu will appear.





The Quick Settings menu gives you fast access to commonly used functions such as:

- Wi-Fi
- Bluetooth
- Torch
- Mobile Data
- Airplane Mode
- Screen Brightness

The Quick Settings menu is a simplified version of the full Settings menu and expands further. When expanded, each icon has a short label underneath it explaining what it does. This helps you identify the functions quickly without needing to guess.

To expand to see the full menu simply drag your finger down on the shadowed box, between the icons.



Viewing notifications

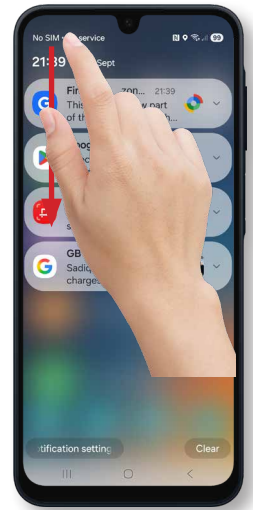
From the home screen, you can check your notifications (such as missed calls, new messages or app alerts). To do this, place your finger at the very top left edge of the screen, above the clock and date, then drag your finger downwards in a smooth motion.



Your notifications will appear in a panel that slides down from the top of the screen. Each notification will show details such as who has called or messaged you, or alerts from your apps.

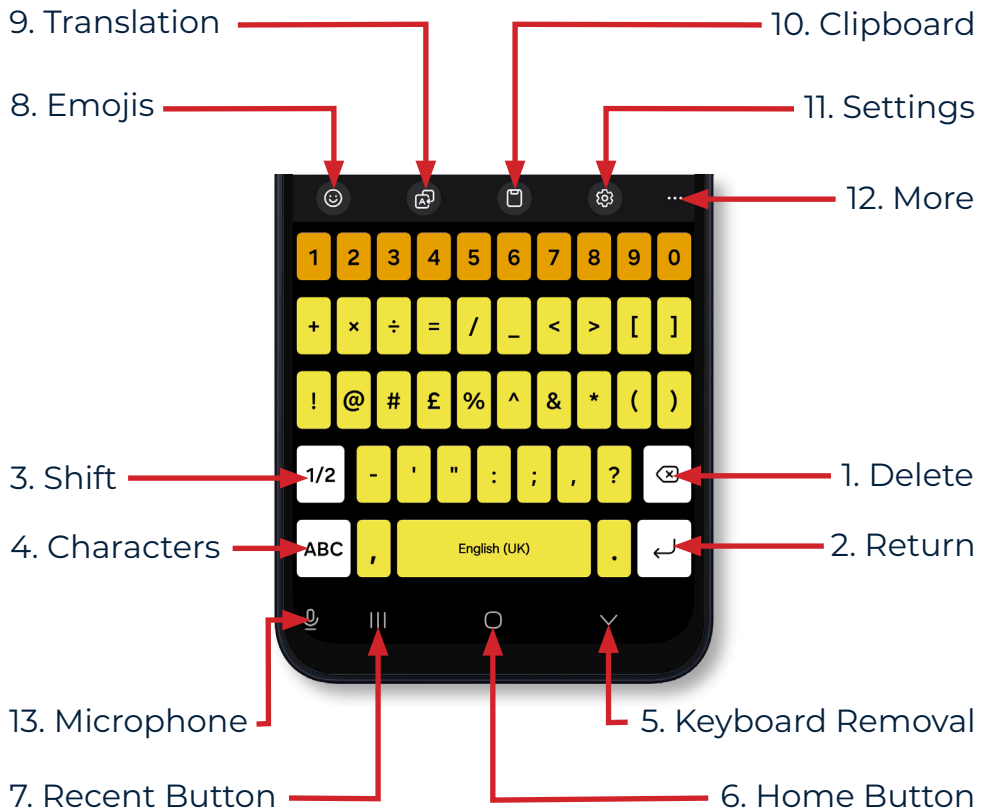
You can tap on a notification to open it directly, or swipe it left or right to dismiss it.

If you swipe down again, the panel may expand to show more information and options for some notifications.





For many tasks, such as text messaging, using the internet and others tasks, you will need to input information via the on-screen keyboard (which will appear on the screen when you are expected to enter information). The below diagram explains some of the buttons and main features of the Samsung keyboard.



See next page for explanation of each numbered element.

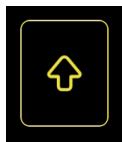


The keyboard explained

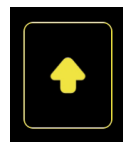
1. **Delete:** Deletes the previous typed letter/number/ character.
2. **Return:** Moves the cursor to the next line.
3. **Shift:** Changes the Keyboard between upper case and lower case. There are 3 modes (tap to change):



Lowercase



Uppercase
(for next input only – then
reverts to lower case)



Uppercase
(Fixed for all inputs)

4. **Characters:** Changes the keypad from letters to symbols/ characters. There are 2-character keyboards (in addition to the letters keyboard), and you can tap between them.



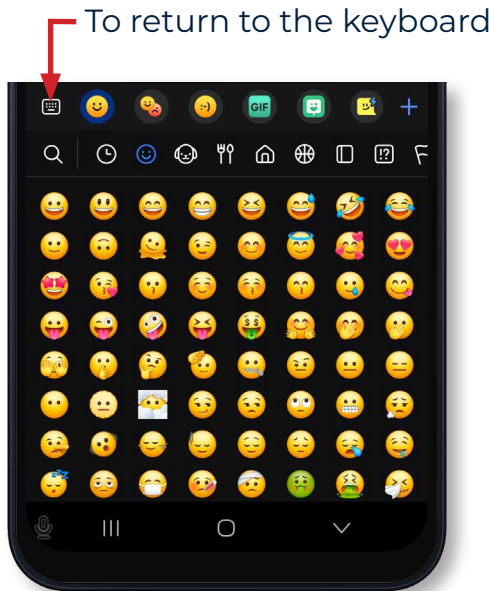
Character keyboard 1



Character keyboard 2



5. **Keyboard Removal:** Removes the keyboard from the screen so you can see the whole screen.
6. **Home Button:** Returns you to the home screen.
7. **Recent Button:** Shows recent pages that you have opened and also allows you to go back to them.
8. **Emojis:** Brings up an emoji keyboard – scroll through and select an emoji.



9. **Translation:** Allows you to translate text to other languages.
10. **Clipboard:** Allows you to paste previously saved text.





11. **Settings:** Brings you directly to the Samsung Keyboard settings, where you can change many aspects of the keyboard e.g. language, text prediction, keyboard colours, keyboard size, keyboard layout and many more options.

 **Tip:** If you make changes remember what you changed, in case you want to change it back.

12. **More:** Gives you access to more Modes and Settings.

13. **Microphone:** Tap the microphone and you can enter text by speaking instead of typing.

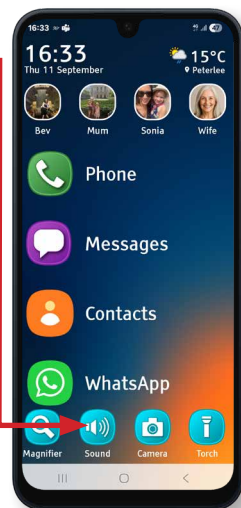
 **Tip:** Speak your text and then use the keyboard to edit and make corrections.

 **Please note:** the small icons on the top of the keyboard, 8.9.10.11.12 in the list above, may differ slightly than your phone/model.



There are a few different ways to adjust/check the volume and sounds on your smartphone:

Step 1: The sound button on the bottom row of icons on your home screen has 3 settings that override all other volume settings on your phone. Tap on the Sound icon (that looks like a speaker) and you can set your phone to either i) Sound on, vibrate on ii) Sound off, vibrate on c) Silent. You can change this at any time, depending on your needs. If you want your phone to ring though, please ensure your phone is set to Sound on, vibrate on.



Sound on,
vibrate on



Sound off,
vibrate on



Silent

Step 2: You can also adjust the general volume level of your phone by pressing the Volume up or Volume down button on the right-hand side of the phone. The Volume Up/Down button is a physical button located on the right side of your phone, above the power on/off button. It's a two-button volume rocker. Press the top button to increase the volume of the ringtone and the bottom button to decrease it. If you press multiple times, the volume will increase or decrease levels accordingly. An on-screen slider will show the level of volume as you adjust it.



Step 3: During a phone call, press the volume up & down buttons on the side of the phone to change the call volume for your earpiece or speaker. This only affects call volume, not your ringtone or media sounds.

Step 4: While playing music, videos or using apps, press the Volume buttons to change media volume for what you're hearing. This won't change your ringtone volume.

Step 5: Change volumes in Settings. Tap on Settings. Then scroll down and tap Sounds. From here you can adjust various elements of sounds including changing the type of sounds your phone makes (tap Sounds then tap Sounds again to select different ring tones – don't forget to tap OK in the bottom right corner once you have selected your preference. Or tap Sounds then tap Notifications to select different notifications sounds – again don't forget to tap OK in the bottom right corner once you have selected your preference).

You can also change volume level settings - tap Volume and then adjust the % to make various volumes higher or lower.



Volume Up

Volume Down



If you want to keep your phone more secure, you can set a Screen Lock that will be required to open your phone each time it is used (🔔 **Please note:** This is purely optional).

Step 1: From your home screen, scroll down to find and tap the Settings icon.

Step 2: In the Settings menu, scroll down to find and tap on Lock screen.

Step 3: Scroll down and tap on Lock Screen.

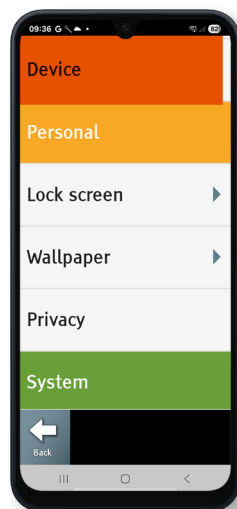
📘 **Additional guidance:** On some phones this may say Lock screen and AOD.

Step 4: Tap on Screen lock type. You'll see different options like PIN, Password, Swipe, None.

📘 **Additional guidance:** On some phones this may say Screen lock and biometrics (rather than Screen lock type).

Step 5: Choose your preferred lock method

- Pattern: Draw a pattern connecting dots.
- PIN: Enter a numeric code.
- Password: Enter an alphanumeric password.

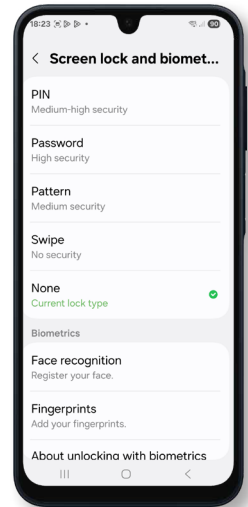




+ *Optional:* You can also enable features like Face recognition or Fingerprint if your phone supports them.

Step 6: Follow the on-screen instructions to create and confirm your chosen lock method.

⚠ *Reminder:* Once finished, tap the rounded square at the bottom on the screen to return to the home screen.





Your smartphone has the option to change many Settings to suit your needs or that you may need to access to get connected or perform other tasks. In this instruction manual we have tried to cover the main ones that we think you may need, however there are so many options within Settings that we cannot cover all of them.

There are two places that you can go to access your Settings option.

1) Settings menu: This lists a limited range of Settings that you may find useful. From your home screen scroll down and tap Settings. Here you will find a list of options that you can access to make changes. They are listed under 4 headers – Connections, Device, Personal, System. Scroll down and find what you need and then tap to enter the sub menu related to that item.

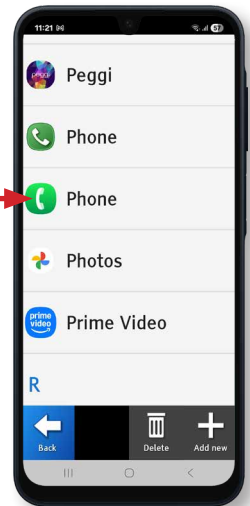
2) Android settings: This is where you find an extremely large menu of Settings. If you cannot find what you need in the Settings menu as detailed above, then you may find it in Android Settings. To access, from your home screen scroll down and tap Settings. Then scroll down towards the bottom and tap Android Settings. You will now see a more detailed Settings menu. Scroll down to access the various menu options.



Tip: If you select an item in Android Settings you will access sub menu's with sometimes a multitude of options, each tap bringing you to an additional screen. To return to the Android Settings menu 1st page, you can tap the backward arrow in the top left corner that looks like this <. Each tap will return you to the previous page.

3) Phone settings: Here you can make specific changes to how your smartphone makes and answers phone calls. To access, from the home screen, scroll down and tap Applications. Once in Applications, scroll down and tap the Phone icon (it needs to be the icon that looks exactly as shown here).

Additional guidance: Please be aware that any changes to Settings will change how your phone works and performs certain tasks. If you make a change, please be sure that it is a change that you really wish to implement and/or that you know where in the menu you made the change so you can reverse it if required.





You may wish to transfer some things (contacts, photos, videos etc) from your old phone to your new Samsung phone. Most data is no longer held on SIM cards (like it used to be), instead data is usually held in the storage of your phone, so you need to transfer data from the storage of your old phone to your new phone. The free Samsung Smart Switch app does this (and also does not erase the data from your old phone). To transfer data between phones you can either connect both phones by a cable or connect both phones wirelessly (ensuring both are connected to the same Wi-Fi).

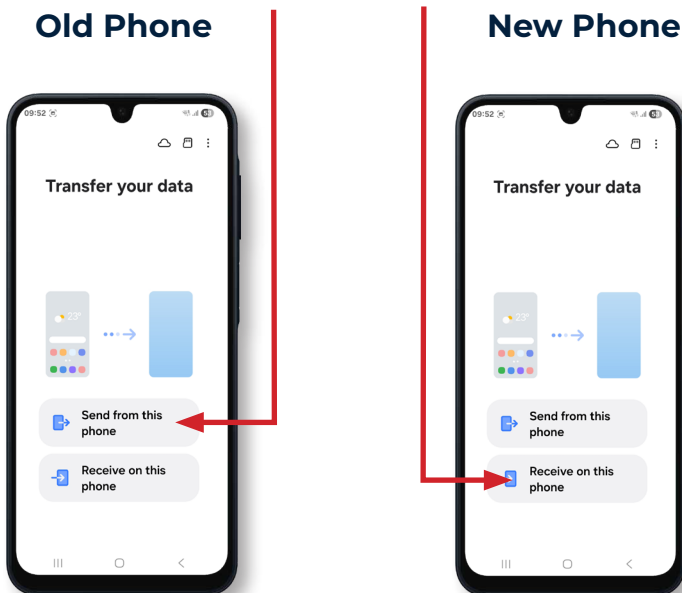
i Additional guidance: If connecting via a cable, you will need the right type of cable depending on your old device. Your new phone has a USB – Type C port, so one side of your cable must be this. The other end of the cable depends on your old phone (**🔔 Please note:** You may be able to use the cable supplied with your new phone, as it is also a data transfer cable, however, it depends on the port on your old phone). Before you start, charge both phones to at least 50%.

Transferring data from Android-to-Android phones (i.e. Samsung phone to Samsung phone or other make to Samsung phone) For Apple Phones please see later.

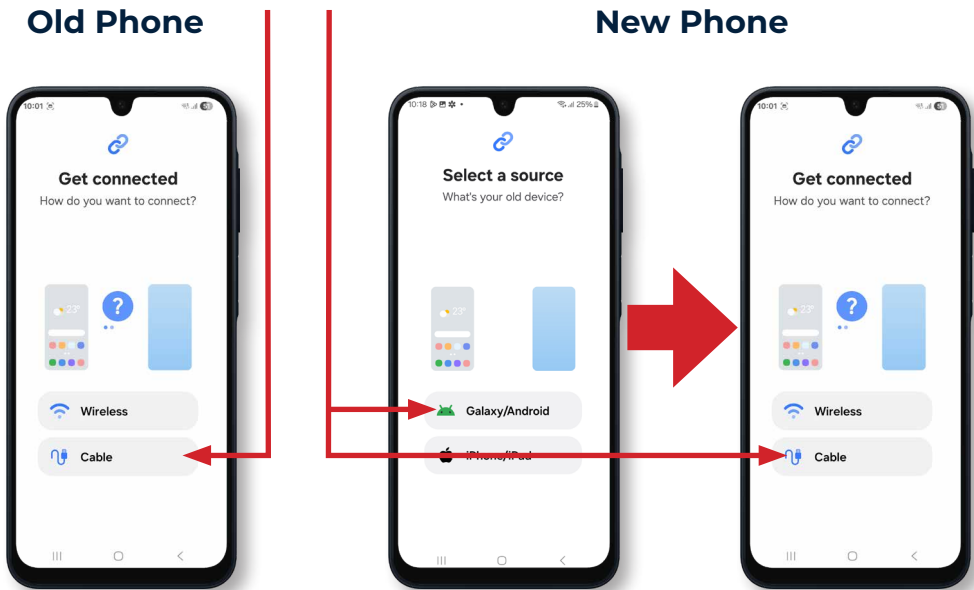
A. Transfer with a cable (see later for transfer Wirelessly)

Step 1: On both phones open the Smart Switch App (on your new phone, Smart Switch is already installed - from your home screen scroll down and tap Applications and then scroll down and tap Smart Switch). On your old phone, if it is a Samsung phone, Smart Switch may be in your apps list, or you may need to download it from the Google app store (📌 **Please note:** You will need to download Smart Switch for non-Samsung phones – See Section Getting The Most Out of Your Phone – Downloading/Deleting Apps.)

Step 2: On your old phone tap Send from this phone and on your new phone tap Receive on this phone.



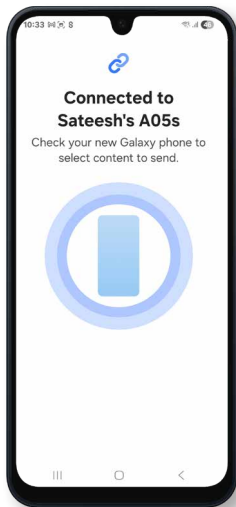
Step 3: On your old phone it will ask How do you want to connect? Tap Cable. On your new phone it will ask you first to Select a source – Tap Galaxy/Android. Then it will ask How do you want to connect? Tap Cable.



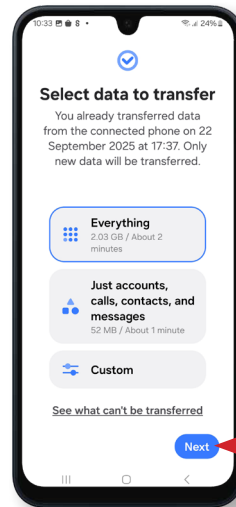
Step 4: Next, connect your phones with a cable. Your old phone may ask permission to Connect to your new phone. If it does, grant permission to Connect. Both phones will now connect and then start searching for data to transfer. You don't need to do anything, just wait.

Step 5: Next your new phone will ask you to Select data to transfer. It is defaulted to Everything (if this is not what you want, you can select 'Just accounts, calls, contacts and messages' or you can custom the transfer). Then tap Next.

Old Phone



New Phone

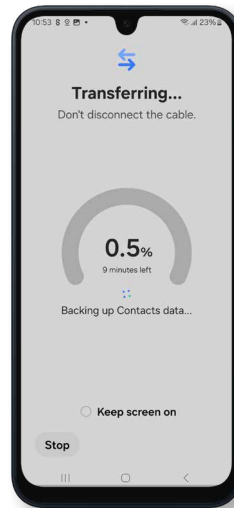


Step 6: Your old phone will start transferring data to your new phone. Please wait for this to complete (🔔 **Please note:** If you want the screens to stay on so you can see what is happening, tap Keep screen on, on both phones). If the screen does go black though, just press the On button on the right-hand side of the phone to wake the screen up.

Old Phone



New Phone



Step 7: Both screens will then inform you that you have finished and you will be able to disconnect the cable and return to the respective home screens on both phones.



i Additional guidance: Some of the steps/screens may differ slightly from the above. In addition, you may be asked to agree additional permissions or login to Google and/or Samsung accounts (or other apps), that will enable the transfer. Please have login details and passwords to hand.

🔔 Please note: Sometimes all information is not transferred across. Some apps either don't allow transfer or are not conducive to the transfer operation. If this is the case, then on your new phone, go to the Google Play Store and download the app instead.

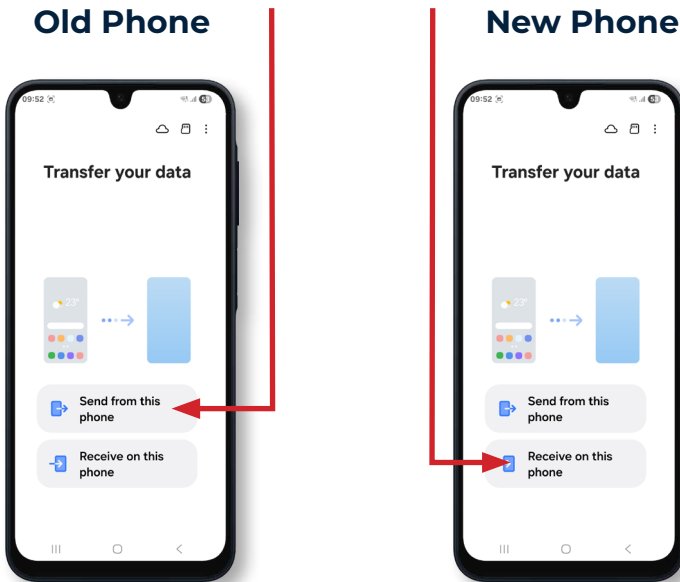
B. Transfer wirelessly (i.e. without a cable)

Step 1: On both phones open the Smart Switch App (on your new phone, Smart Switch is already installed - from your home screen scroll down and tap Applications and then scroll down and tap Smart Switch). On your old phone, if it is a Samsung phone, Smart Switch may be in your apps list, or you may need to download it from the Google app store (**🔔 Please note:** You will need to download Smart Switch for non-Samsung phones) – See Section Getting The Most Out of Your Phone – Downloading/Deleting Apps.

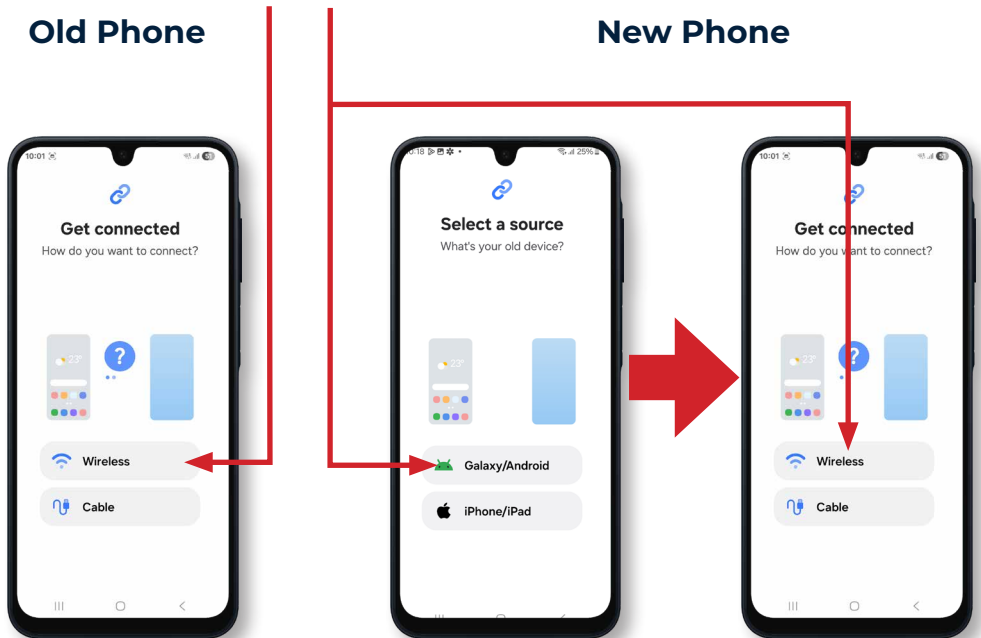


Please ensure phones are side by side and connected to the same Wi-Fi.

Step 2: On your old phone tap Send from this phone and on your new phone tap Receive on this phone.

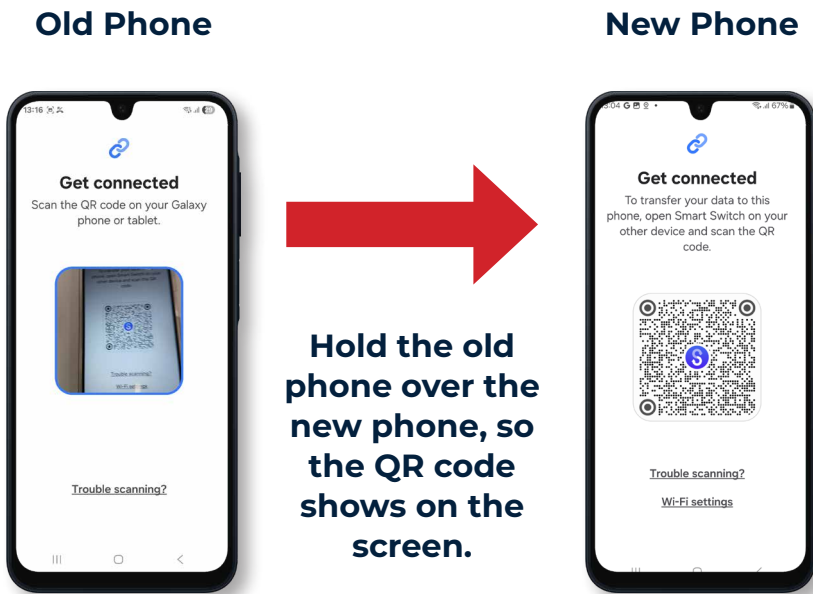


Step 3: On your old phone it will ask How do you want to connect? Tap Wireless. On your new phone it will ask you first to Select a source – Tap Galaxy/Android. Then it will ask How do you want to connect? Tap Wireless.





Step 4: You will now be asked to take your old phone and scan the QR code on your new phone (to scan this QR code, take your old phone and hold it physically over the new phone, with the old phone's camera pointed at the new phone's screen. The box on the old phone, with the blue line around it, should line up with the QR code on the new phone).



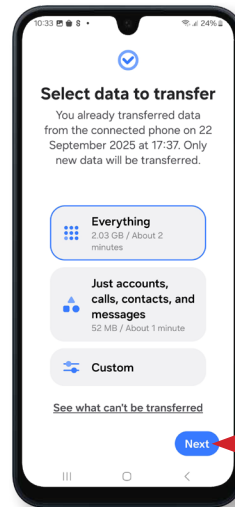
Step 5: On your old phone it will say Connecting to transfer your data, and then there will be a pop up asking you to Connect. Tap Connect.

Step 6: Next your new phone will ask you to Select data to transfer. It is defaulted to Everything (if this is not what you want, you can select 'Just accounts, calls, contacts and messages' or you can custom the transfer). Then tap Next.

Old Phone



New Phone

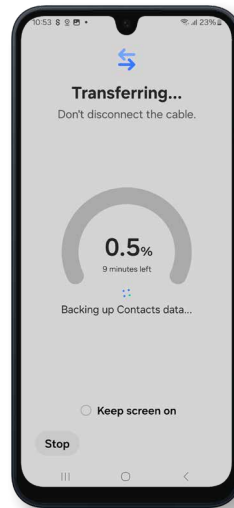


Step 7: Your old phone will start transferring data to your new phone. Please wait for this to complete (**Please note:** – if you want the screens to stay on so you can see what is happening, tap Keep screen on, on both phones). If the screen does go black though, just press the On button on the right-hand side of the phone to wake the screen up.

Old Phone



New Phone



Step 8: Both screens will then inform you that you have finished and you will be able to return to the respective home screens on both phones.



i Additional guidance: Some of the steps/screens may differ slightly from the above. In addition, you may be asked to agree additional permissions or login to Google and/or Samsung accounts (or other apps), that will enable the transfer. Please have login details and passwords to hand.

🔔 Please note: Sometimes all information is not transferred across. Some apps either don't allow transfer or are not conducive to the transfer operation. If this is the case, then on your new phone, go to the Google Play Store and download the app instead.

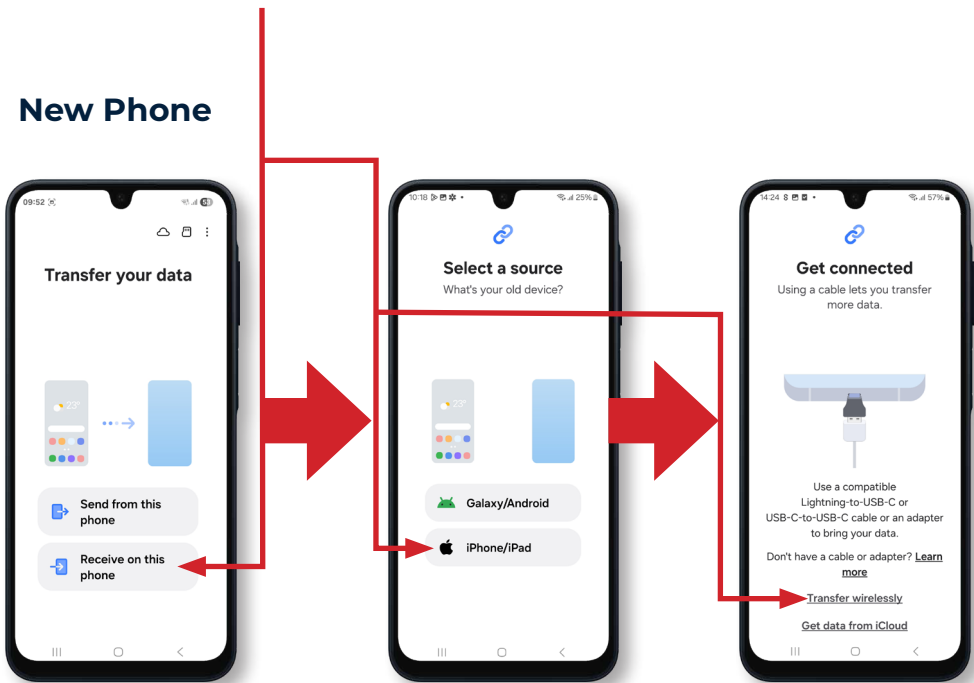
Transferring data from iPhone to Samsung phone

Step 1: On both phones open the Smart Switch App (on your new phone, Smart Switch is already installed - from your home screen scroll down and tap Applications and then scroll down and tap Smart Switch). On your iPhone, you will need to download it from Apple's app store.

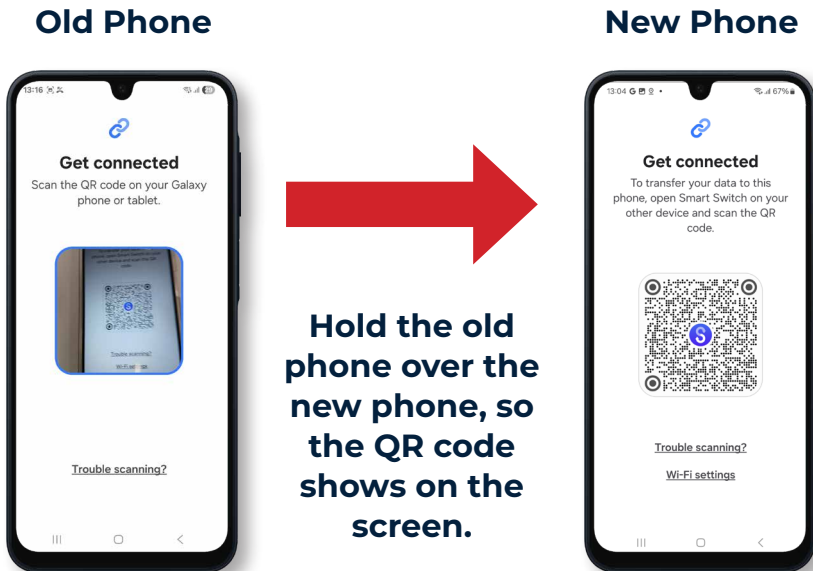
Step 2: On your iPhone you will be asked to grant various permissions/access and also select data to move across. Please work through the various screens.

Step 3: On your iPhone tap let's go to get started. Then, on the next screen, it will ask you to Get connected. You can either use a cable or transfer wirelessly. **In this example, we will transfer data wirelessly** – so tap on Transfer wirelessly.

Step 4: On your new Samsung phone, on the Transfer your data screen, tap Receive on this phone. Then on the next screen when asked Select a Source, tap iPhone/iPad. Then on the next screen tap Transfer wirelessly.



Step 5: You will now be asked to take your old iPhone and scan the QR code on your new phone (to scan this QR code, take your old iPhone and hold it physically over the new phone, with the old phone's camera pointed at the new phone's screen. The box on the old phone, with the blue line around it, should line up with the QR code on the new phone).



Once you have done this, it may ask you to join a specific Wi-Fi network for this transfer – if so please join.

Step 6: Both phones will now connect and your new phone will say Searching for data to transfer. You may then be asked on your new phone to confirm the data to transfer (please make a selection).



Step 7: Your old phone will start transferring data to your new phone. Please wait for this to complete.

Step 8: Both screens will then inform you that you have finished and you will be able to return to the respective home screens on both phones.

i Additional guidance: Some of the steps/screens may differ slightly from the above.

🔔 Please note: Sometimes all information is not transferred across. Some apps either don't allow transfer or are not conducive to the transfer operation. If this is the case, then on your new phone, go to the Google Play Store and download the app instead.



Before you start (important)

- Some Samsung phones do not support ASHA (Audio Streaming For Hearing Aids), for example The **Galaxy A16 4G and Galaxy A17 4G**. Therefore, some hearing aids that rely on ASHA may not stream sound directly. A few models e.g. certain Phonak devices that use standard Bluetooth, may still pair and stream, but results vary by brand and model.
- The **Galaxy A17 5G supports ASHA**, so it can stream sound directly to many modern ASHA-compatible hearing aids.
- Even on the Galaxy A17 5G, **not every hearing aid is compatible**. Always check with your hearing-aid manufacturer or audiologist.

Part A — Connect hearing aids on ASHA supported Samsung phones

Step 1: Put your hearing aids into pairing mode: follow the maker's instructions (often open/close the battery door, or press and hold a button on each aid).

Step 2: From your home screen, scroll down and tap Settings. Then scroll down and tap Android settings.

Step 3: Tap Connections, then make sure Bluetooth is turned on.

Step 4: Go back one screen (by pressing the backward arrow in the top left corner) and scroll down and tap Accessibility, then tap Hearing enhancements, then tap Hearing aids/Hearing aid support.



Step 5: Tap Pair new device /hearing aids (or Add hearing aids). When your hearing aids appear, tap them. If asked, confirm pairing for Left and Right.

Step 6: Make a quick test: play a video or make a short call. You should see a message that hearing devices are connected and hear sound through the aids.

Step 7: Return to the home screen by pressing the rounded square at the bottom of the screen.

Alternatively: Install your hearing-aid brand's app (for example Oticon/Signia/Widex/ReSound/Phonak) from the Google Play Store and follow the in-app pairing steps; some features (programs, updates) are only available through the app.

Part B — Try to connect hearing aids on non-ASHA supported Samsung phones

Step 1: Put your hearing aids into pairing mode.

Step 2: From your home screen, scroll down and tap Settings. Then scroll down and tap Android settings.

Step 3: Tap Connections, then tap Bluetooth and switch it on.

Step 4: Wait for your hearing aids to appear under Available devices, then tap to pair and confirm any prompts.



Step 5: Test calls and media. If you don't hear sound through the aids, your model may require ASHA and will not stream.

Step 6: If pairing fails or there is no audio, install your hearing-aid brand's app from the Google Play Store and follow its setup. Some brands that use standard Bluetooth (not ASHA) can still stream via their app or standard Bluetooth profiles.

Step 7: Return to the home screen by pressing the rounded square.

📌 Please note: If direct streaming is not supported on your hearing aids, you can still use your phone with speakerphone, wired earphones or Bluetooth headphones, or consider a phone that supports ASHA.

How to check if your hearing aids are compatible

Step 1: Look up your hearing-aid brand's official compatibility page (on their website) and search for "Android ASHA compatible phones" and your hearing-aid model.

Step 2: Ask your audiologist or hearing-care provider to confirm phone compatibility.

Step 3: On your phone, make sure Software update is current (Settings > Android settings > Software update > Download and install).



Step 4: If you have two phones available, try pairing on both to confirm whether the issue is the phone or the hearing aids themselves.

⚙️ **Troubleshooting Tips:**

- **Unpair and re-pair:** In Settings > Android settings> Connections > Bluetooth, tap the gear next to the hearing aids and choose Unpair/Forget, then pair again.
- **Keep them close:** Place both aids next to the phone during pairing.
- **Turn off other Bluetooth devices:** Temporarily switch off nearby headphones, tablets or TVs that might grab the connection.
- **Charge batteries:** Ensure the aids and phone are well charged.
- Use the brand app on the Google Playstore: Many fixes (balance, updates) are inside the manufacturer's app.
- **Restart both:** Power the phone off and on; open/close the aid battery doors or place them back in the charger and remove again.

⚠️ **Reminder:**

- Some Samsung phones e.g. **Galaxy A16 4G and Galaxy A17 4G:** ASHA not supported; may connect only with certain non-ASHA (standard Bluetooth) hearing aids.
- **A17 5G:** supports ASHA; can stream to many ASHA-compatible hearing aids, but not all. Always check your hearing-aid brand's compatibility list or ask your audiologist.



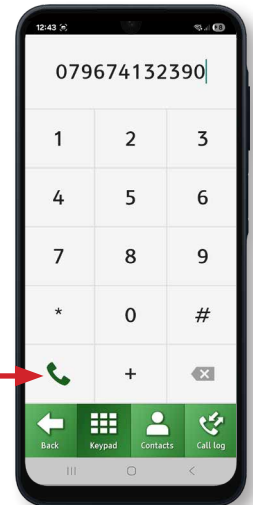
To make a phone call

Step 1: Press the power button on the right-hand side of the phone to wake up the screen (if you have set a screen lock, enter your passcode or PIN).

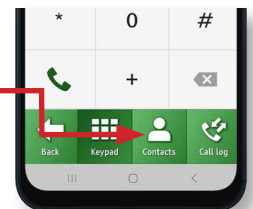
Step 2: From the home screen, tap the green Phone icon. The screen will then show a keypad.

Step 3: Next, choose how you want to make a call - you can either dial a number manually using the keypad or select a saved contact from your Contacts.

Step 4a: To dial a number manually, use the number keys on the screen to enter the phone number. Once the number is entered, tap the phone symbol in the bottom left-hand corner to start the call.

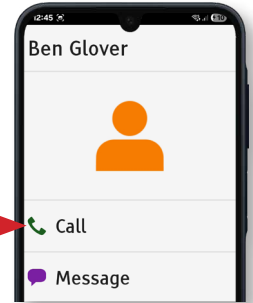


Step 4b: To call a saved contact: Tap the Contacts icon at the bottom of the screen (it has a symbol of a person).

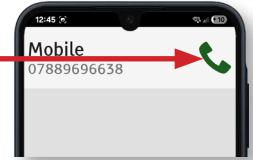





Then, scroll through your contacts and tap the name of the person you want to call. Then tap Call.



Then, tap the green phone in the top right-hand corner and the call will be placed.



Step 5: During the call, hold the phone to your ear or, hold the phone away from you and tap the speakerphone button if you prefer hands-free.

 **Tip:** To adjust the volume, press the volume buttons on the right-hand side of the phone.


Step 6: When you're finished, tap the red End Call button on the screen.



To answer a call

Step 1: When a call comes in, your screen will light up with the caller's name or number. Your phone will also ring if the volume is on.

🔔 Please note: The name of the caller will only show if the caller has been previously added to your phone's Contacts.

📌 Additional guidance: If you want your phone to emit a ring when you receive a phone call, ensure that a) the Sound is on (tap the sound icon on the bottom row of your home screen until it looks like this ) b) ensure the volume is turned up (the Volume Up/Down button is a physical button located on the right side of your phone, above the power on/off button. It's a two-button volume rocker. Press the top button to increase the volume of the ringtone and the bottom button to decrease it).



Step 2: You'll see a green phone icon and a red phone icon. Place your finger on the green phone icon and swipe your finger to the right to answer the call. The call will connect, and you can speak.

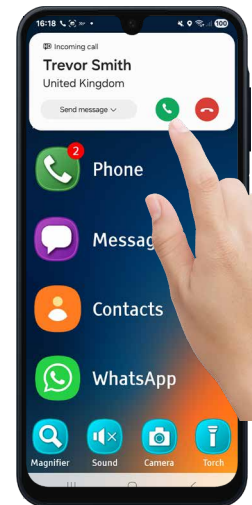


Tip: Tapping on the green phone icon does not answer the call, you need to swipe the green phone icon, keeping your finger in contact with the screen. The swipe can be in any direction, for example upwards or diagonally, however a nice tip is to slide the green icon to the right, as if you were sliding it over the red phone icon (the image shown here has a red arrow showing you the direction of the slide).

However, if you would prefer to tap to answer a call (and also reject a call), you can change the swipe to a tap. Please see the end of this section for guidance how to do this.



Additional guidance: If you are using your phone when a call comes in, a pop-up banner will appear at the top of the screen (instead of the full screen showing the phone call details, as happens when the phone screen is in standby mode). In this scenario, you can tap (rather than swipe) on the green and red icons to answer or reject a call, respectively).





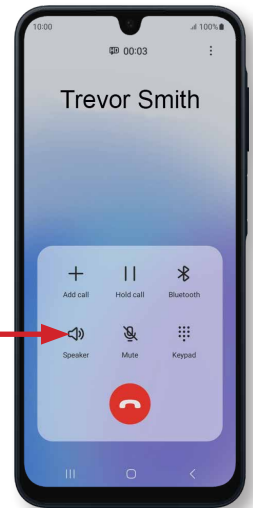
To reject a call

Step 1: When a call comes in, your screen will light up with the caller's name or number. Your phone will also ring if the volume is on.

Step 2: You'll see a green phone icon and a red phone icon. Place your finger on the red phone icon and swipe it to the left to reject the call. The call will end immediately, and the caller will be sent to voicemail (if enabled).

Tip: You can slide your finger in any direction, however a good tip is to slide the red icon to the left, as if you were sliding it over the green phone icon. As mentioned above, if you would like to change the swipe to a tap, please see the end of this section for guidance.

Additional guidance: If you would like the phone call to be heard over the phone's speaker (so you don't have to hold the phone to your ear to hear), hold the phone away from you whilst on a call, and press the speaker icon as shown here.






To change from swipe to a tap to answer/reject a call

If you would prefer to tap to answer/reject a call rather than swipe, please follow these below steps:

Step 1: From the home screen, scroll down and tap Applications.

Step 2: Once in Applications, scroll down and tap the Phone icon in the list (it needs to be the icon that looks exactly as shown here). 

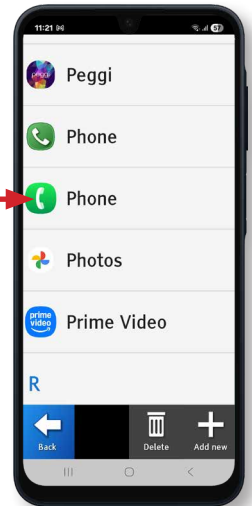
Step 3: Tap the three dots in the top right corner.

Step 4: Tap Settings.

Step 5: Scroll down and tap Answering and ending calls.

Step 6: Tap on Gesture to answer calls and change from Swipe to Tap.

Step 7: Test it by receiving a call (make sure your phone screen is put to sleep before the test). Tap Answer to pick up or tap Decline to reject.






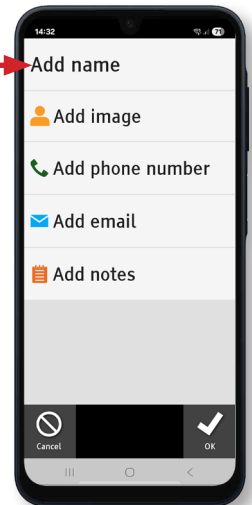
To add a new contact to your Contacts list, follow these steps:

Step 1: Tap the Contacts icon on the home screen.

Step 2: Tap the Add new button in the bottom-right corner of the screen.

Step 3: Tap the Add name field and use the keyboard to type in the person's name. 

Step 4 (This is optional): Tap Add image. You can take a new photo of the person by selecting Camera as the source, or if you have a photo of the person already, you can press Gallery and scroll down and select the image you want to use (or Google Photos if you have saved the photo there).

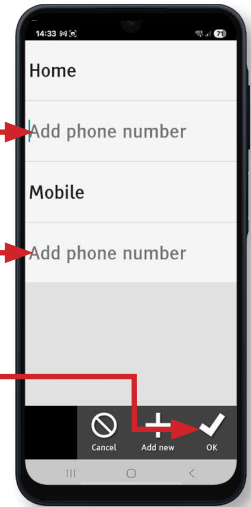




Step 5: Tap Add phone number. Next, underneath Home or Mobile, tap Add phone number, depending on the type of number you want to add.

This brings up the keypad. Enter the person's phone number. Then tap the V symbol at the bottom right of the screen to remove the keypad from the screen. Then tap OK in the bottom right-hand corner.

i Additional guidance: If you wish, there is also the option to add an email address or some additional Notes for this Contact.



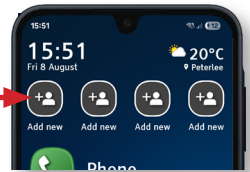
Step 6: Tap OK in the bottom right of the screen to save the contact (**Please note:** You will have tapped OK to save the number, and you now Tap OK again to save the full contact to your Contacts list). A pop-up will appear on the screen to inform you New contact added. The contact will now be in your Contacts list. Return to the home screen by tapping the rounded square at the bottom of the screen.



Your Easology home screen has a very unique feature - you can add up to four quick contacts onto your home screen, in order to be able to contact them quickly and easily. To add a quick contact to your home screen, follow these steps:

Please note: To add a quick contact, the person must already be saved in your Contacts list (see 'How to add a Contact' section)

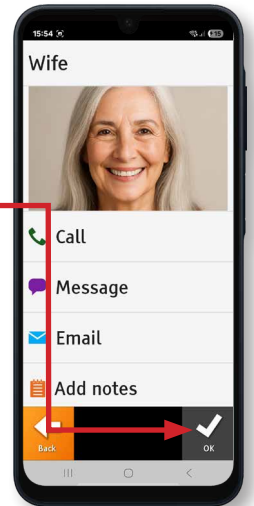
Step 1: Tap one of the grey circles at the top of the screen that says "Add new" underneath it.



Step 2: Scroll or search for the contact you would like to add and tap to select it.

Step 3: Tap "OK" in the bottom right-hand corner of the screen.

Step 4: The contact will now appear in the grey circle on your home screen (note - if you previously saved the contact with an image, the image will also show. If not, just the person's name).



You can add up to four Quick Contacts using the same process by repeating the steps above.

When you wish to contact this person quickly and easily, press their circle on the top of the home screen. You will then have the option to Call, Message or Email them.

A text message is a short-written message that you can send to another person's mobile phone. It is sometimes called an SMS, which stands for Short Messaging Service, but SMS and text message mean the same thing.

To send a text message

Step 1: From the home screen, tap the Messages icon.

Step 2: The screen will show any text messages you have previously sent or received.

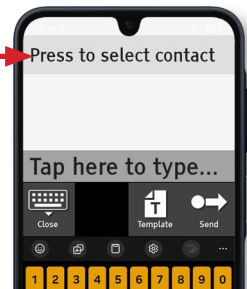
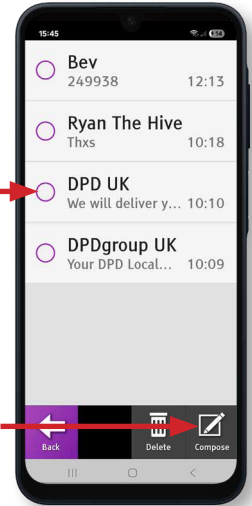
Step 3: To send a new message, tap the Compose button in the bottom right corner.

Step 4: A blank message screen will appear.

Step 5: At the top, tap Press to select contact to choose who you want to send the message to.

Step 6: A list of your contacts will appear. Scroll down or search for the contact you want to send a text message to and tap to select.

Alternatively: Tap the Keypad button at the bottom of the screen to type a telephone number (a text message can only be sent to a mobile phone number, not a landline).



Text Message: Send, Reply, Delete

Step 7: Next tap where it says Tap here to type – this will bring up the keyboard. You can now type the message you want to send.

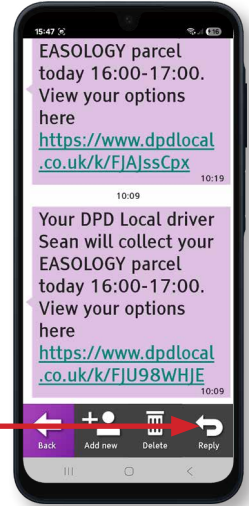
Step 8: When finished, tap the Send button.

To read and/or reply to a text message

Step 1: From the home screen, tap the Messages icon.

Step 2: Tap the person's name from the list shown to read the text message they have sent you.

Step 3: If you would like to reply, tap the Reply button in the bottom right-hand corner.



Step 4: Tap where it says Tap here to type – this will bring up the keyboard.

Step 5: Type your reply.

Step 6: When finished, tap the Send button. There will be a pop-up at the bottom of the screen that confirms the message is sent.



Step 7: To return to your list of messages, tap the Back button in the bottom left-hand corner.

Step 8: If you select the message again, you will see your reply in the conversation.

To delete text messages

Step 1: From the home screen, tap the Messages icon.

Step 2: Tap the Delete button at the bottom of the screen.

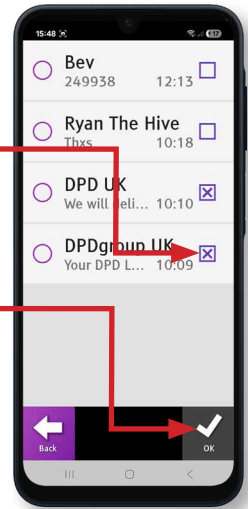
Step 3: Tap the purple box next to the conversation you would like to delete. A purple X will be added to the box to show that you have selected it for deletion.

Step 4: Once you have selected all the conversations you want to delete, tap the OK button.

Step 5: You will be asked if you are sure you want to delete these conversations. If you are sure, tap the Yes button. If not, tap the No button.

Step 6: If you tap the Yes button, the conversation will be deleted from the list and there will be a pop-up confirming the deletion.

Step 7: To delete individual messages within a conversation, tap the conversation from the list.





Text Message: Send, Reply, Delete

Step 8: Tap the Delete button, which will bring up purple boxes next to each individual message.

Step 9: Tap the purple box next to each message you would like to delete. A purple X will be added to the box to show that you have selected it for deletion.

Step 10: When finished, tap the OK button in the bottom right-hand corner.

Step 11: You will be asked if you are sure you want to delete these messages. If you are sure, tap the Yes button. If not, tap the No button.

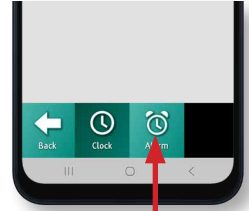
Step 12: If you tap the Yes button, the selected messages will be deleted.

Once you have finished sending, reading, replying or deleting messages, you can return to the home screen by tapping the rounded square at the bottom of the screen.



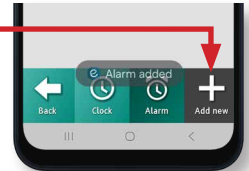
To set an alarm please follow these steps:

Step 1: From the home screen scroll down and tap Clock.

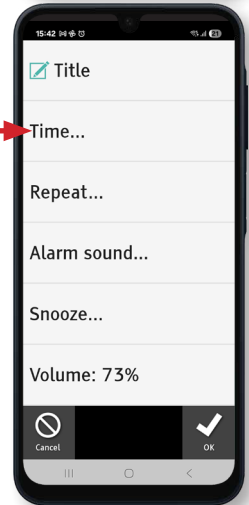


Step 2: Tap Alarm (from the bottom row).

Step 3: Tap + Add new.



Step 4: Tap on Time... and enter the time you wish the alarm set for. Then tap OK in the bottom right corner.



i Additional guidance: The time format is set to 24hr as default. If you would like to change this, from the home screen scroll down and tap Settings and scroll down to Date & time. Here you can turn off the 24hr format.



i Additional guidance: If the keyboard is present, press the downward arrow in the bottom navigation bar, which will remove the keyboard and reveal additional buttons that will allow you to continue the steps.



Step 5: Optional – you can add an alarm Title, add a Repeat, change the Alarm sound, add a Snooze or change the Volume level. But these are purely optional.

Step 6: Once you have inputted the alarm details, tap OK in the bottom right corner.

Step 7: You will now see the alarm listed and the toggle switch next to it as showing On. The alarm will sound when the time the alarm is set for, is reached (**Please note:** You can turn the alarm off if you wish and then turn it back on at a later time/date).

Please note: An alarm will still sound even if you have set your phone in Silent mode.

Step 8: To delete an alarm, tap on the alarm name. Then Tap Delete in the bottom right corner. Alternatively, you can edit the details of the alarm and tap OK.



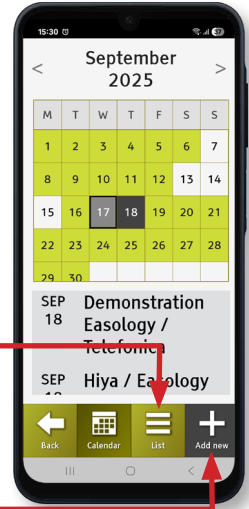


To use the calendar:

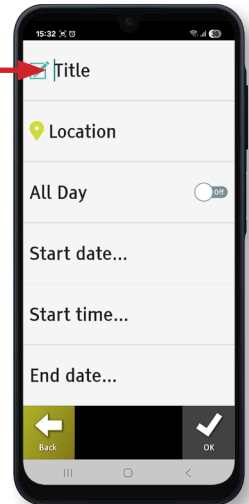
Step 1: From the home screen scroll down and tap Calendar.

Step 2: There are two alternative views –
i) Calendar – which shows a grid view and
ii) List – which shows appointments in a list format.

Step 3: If you would like to add a new entry/
appointment, tap +Add new in the bottom
row.



Step 4: Tap on Title and the keyboard will
come up. Enter a Title for your appointment.





i Additional guidance: To remove the keyboard, press the downward arrow in the bottom navigation bar, which will remove the keyboard and reveal additional buttons that will allow you to continue the steps.



Step 5: You must enter Start date and Start Time / End date and End time, of your appointment - the other fields are optional. Once completed, tap OK in the bottom right-hand corner, and your entry/appointment is now saved.

💡 Tip: When entering the date, tap on the grid to select. You can change the month by tapping the < > arrows at the top. Tap OK to return to the main entry screen to continue the appointment entry.

i Additional guidance: The time format is set to 24hr as default. If you would like to change this, from the home screen scroll down and tap Settings and scroll down to Date & time. Here you can turn off the 24hr format.

i Additional guidance: The calendar on your smartphone will also sync information (back & forth) with your Google Calendar (if you are using Google calendar on other devices).



To use the Camera and Gallery follow these steps:

Step 1: From your home screen tap the Camera icon (located in the bottom row of 4 icons).



Step 2: Point the camera at your subject and tap on the screen where you want the camera to focus.

Step 3: To take a photo, press the white shutter button at the bottom centre of the screen.

i Additional guidance: To zoom in or out, place two fingers on the screen (thumb and forefinger of the same hand) and pinch them apart to zoom in or together to zoom out or use the zoom slider that appears.



Step 4: To switch between the rear camera and the front selfie camera, tap the rotating-arrows icon.

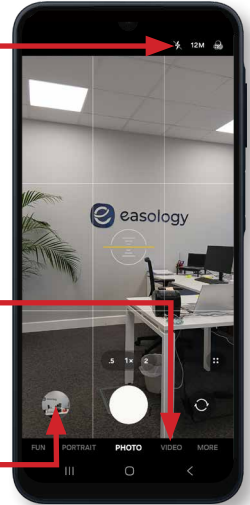


Step 5: To control the flash, tap the lightning bolt icon and choose Auto, On or Off.

Step 6: To record a video, tap Video at the bottom of the screen and then tap the red record button to start, and tap the square stop button to finish.

Step 7: To see the photo or video you just took, tap the small thumbnail in the bottom-left corner of the Camera screen.

Step 8: To return to the home screen, press the rounded square at the bottom of the screen.



To find and manage your photos and videos in Gallery, follow these steps:

Step 9: From your home screen, scroll down and tap Gallery.

Step 10: You can browse your photos by tapping Pictures to see everything in date order, or by tapping Albums at the bottom of the screen and choosing Camera to see only the photos you took with the phone.

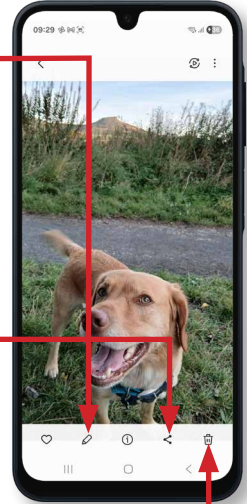


Step 11: To view details or edit a photo, tap on it to open it, then tap the pencil icon at the bottom of the screen. You can now straighten or adjust brightness (plus other edit options) - tap Save when you are finished.

Step 12: To share a photo or video, open it, tap the Share symbol and then choose how you want to send it, such as Messages, WhatsApp or Email.

Step 13: To delete something you don't need, open it, tap the bin icon and confirm Delete. Recently deleted items go to the Recycle bin in Gallery for a limited time.

Step 14: If you want to organise your photos, you can create an album by opening Gallery, tapping Albums, then tapping the + symbol in the top right, naming it and adding photos.



What is a Google account?

A Google account is a free login (email and a password) that lets you use Google’s services. It’s like a key that opens important parts of your Samsung Easology phone, such as the Google Play Store for apps, Gmail for email and Google Photos for your pictures.

Why it’s best to have one on your Samsung Easology phone?

- Downloading apps safely: the Google Play Store needs a Google account.
- Keeping a safe copy of your important items: contacts, photos, calendar and some settings can back up (a “backup” is a safe copy).
- Moving to a new phone is easy: sign in again and bring your things across automatically.
- Find a lost phone: “Find My Device” can help you locate, ring, or lock it.
- Email, maps, and more: Gmail, Maps, YouTube and Calendar work best when signed in.
- Automatic updates: apps from the Play Store update to stay secure.

Good to know

- It’s free, and you can use an existing email or make a new Gmail address.
- It works alongside a Samsung account — you can have both.
- You can use the phone without one, but you’ll miss the Google Play Store, backups and many helpful features.

Creating a new Google account

Step 1: From your home screen scroll down and tap Settings.

Step 2: Scroll down and tap Android Settings.

Step 3: Scroll down and Tap Accounts and backup.

Step 4: Tap Manage accounts.

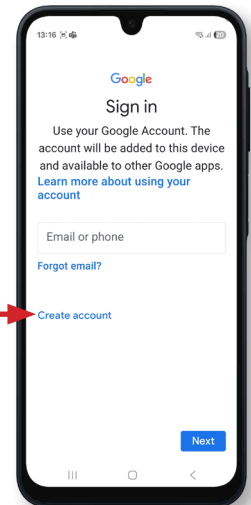
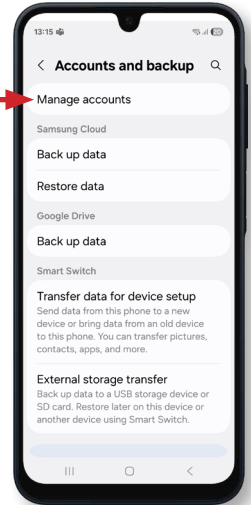
Step 5: Tap + Add account, then Google.

Step 6: Tap Create account, then tap For my personal use.

Step 7: Type your first name and last name (tap on the boxes to bring up the keyboard). Tap Next.

Step 8: Enter your date of birth and gender (tap on the boxes to enter into each field. To remove the keyboard and reveal more options, press the V downward arrow at the bottom of the screen). Tap Next.

Step 9: Next you will need to create a Gmail address. A Gmail address is an email address that accompanies a Google account and is used to identify your Google account.

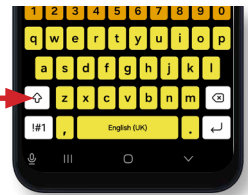


You will need to create a Gmail address, however you can still use a different email address (e.g Outlook, BT, Yahoo etc) as your main every day email address if you wish – this Gmail address is just to create a Google Account.

Choose a user name, this could be your name or any other mix of words and numbers that you choose to identify your Gmail by. Each user name/Gmail address must be unique, as it identifies your account; however, it may be that someone else already has this address. If that is the case, you will be prompted to try again or choose one that Google suggests for you (🔔 **Please note:** sometimes Google will suggest user names immediately, so the steps may differ slightly than written here.)

Step 10: Create a password you can remember. Passwords are upper and lower case sensitive, so enter the password exactly the way you want it. Tap Next.

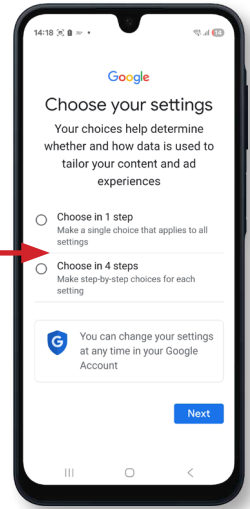
💡 **Tip:** Choose a password and use upper/ lower case carefully, ensuring you can remember it in the future. The upward arrow on the keyboard toggles between capital letters and lower-case letters.



Step 11: You will be asked to Add this phone's number for security and to use in case of a password reset. If you choose to do this tap Yes, I'm in or alternatively Skip (it is your choice, it is also fine to Skip this if you prefer).

Step 12: You will be asked to Review your account info. If it looks OK tap Next.

Step 13: Next, you are asked to choose your Data settings that determine if and how Google tailor content and advertisements to you. Tap Choose in 1 step for the simplest way to complete this. Tap Choose in 4 steps to make individual choices for setting. Then tap Next.



Step 14: On the next few screens, scroll to the bottom of the screen to confirm/accept (or reject)/agree choices relating to that page. Each page explains permissions and privacy settings that Google is using.

Step 15: Your screen should return to the Manage accounts page and you should see your new Google account listed (which has the name of the Gmail account you chose).

Signing in to an existing Google account

Step 1: From your home screen scroll down and tap Settings.

Step 2: Scroll down and tap Android Settings.

Step 3: Scroll down and Tap Accounts and backup.

Step 4: Tap Manage accounts.

Step 5: Tap Add account, then Google.

Step 6: Tap on the box that says Email or phone and the keyboard should appear. Type your Gmail address. Tap Next.

Step 7: Type your password – remembering it needs to be inputted exactly including the correct upper and lower-case letters. (🔦 **Tip:** To see your password as you type, remove the keyboard by tapping the V downward arrow at the bottom of the screen and tap on Show password, so it has a tick in it. Then tap on Enter your Password for the keyboard to reappear). Tap Next.

Step 6: If asked for a code, check your text messages, authenticator app (if you use one), or another device, then type the code (on screen instructions will prompt you).

Step 7: Read the Google Terms of Service and tap I agree (if you agree).

Step 8: You will return to Manage accounts and see your Google account listed.



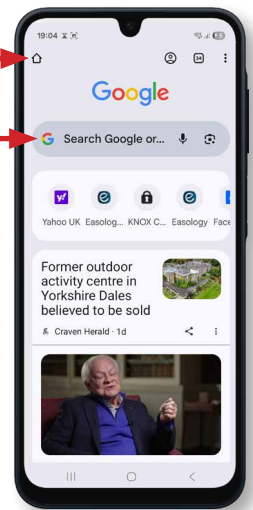
The internet is a worldwide network that connects computers, phones, and other devices so they can share information. Using the internet, you can look up news, find answers to questions, watch videos, check emails, shop online and stay in touch with family and friends. On your Samsung Galaxy phone, you can explore the internet easily using the Chrome browser.

Step 1: From your home screen, scroll down and tap the Internet app.

Step 2: Press the little house symbol in the top left corner of the screen to go to the Google home/start page.

Step 3: Tap the bar where it says Search Google. The keyboard will appear.

Step 4: Type in a word, question, or website address (for example www.bbc.co.uk). Then tap the Go key (on some keyboards it may have a key with a magnifying glass instead or it might say Done) in the bottom right corner of the keyboard.



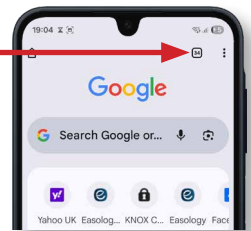
Step 5: If you typed in a question or just a word, a list of websites will appear on the screen. You can scroll down this list to see different sites, each one relates to the word or question you entered. To go to one of these websites, simply tap on the website name and address shown. However, if you typed in a full website address (for example, www.bbc.co.uk), Chrome will take you straight to that website instead.



Step 6: To go back to the previous page, tap the back arrow in the navigation bar at the bottom right of the screen (to the right of the rounded square Home button).


Step 7: To open another website, scroll back to the top of the screen and tap the search bar at the top again and type in something new (you can either tap the search bar and enter a new search topic or use the house icon in the top left corner to return to the Google home/start page).

Step 8: To close the internet safely, tap the square icon with a number in it at the top right corner (this shows your open tabs). Tap the small “x” on each tab to close them. Then press the rounded square button at the bottom of the screen to return to your home screen.



Alternatively: You can open several websites at the same time by tapping the square icon with a number in it at the top right of the screen. This shows all your open tabs, and you can switch between them or close them.



 **Please note:** Only visit websites you recognise or trust. If something looks suspicious, seems too good to be true, or asks for personal details unexpectedly, it's best not to click on it. Close the page and search for a safer, more reliable website instead.

The internet can be both useful and enjoyable. You can find information in seconds, keep up with news, enjoy films, TV and music or shop and manage everyday tasks like bills or banking. It's also a great way to connect with family and friends. Take your time, explore, and enjoy browsing — it's a world of entertainment, learning and convenience at your fingertips.



An app is a small program you add to your phone to help you do something — like watch TV, do your banking, read the news, get directions, play games or make video calls.

Why use apps?

- They make everyday tasks quick and simple (e.g. banking, shopping) as well as enable you to enjoy entertainment (e.g. games/brain teasers, movies) or catch up with news & sports.
- Most are free and easy to install.
- They update themselves to stay secure and work better.
- You choose only the apps you want, so your phone fits your needs.

Where do apps come from?

Apps are available from the Google Play Store (the main app shop for Android phones) or the Samsung Galaxy Store (Samsung's own app shop). **This guide shows you how to find and install apps from the Google Play Store.**

Step 1: From the home screen, scroll down and tap the Google Play Store.

Step 2: If asked, sign in with your Google account. Follow the on-screen steps (also you can see the Section in this instruction booklet: Getting The Most Out of Your Phone – Your Google Account).



Step 3: Check to see if Search (with the magnifying glass symbol) at the bottom of the screen is already selected – it will be highlighted if it is. If it isn't, tap on it so it becomes highlighted.

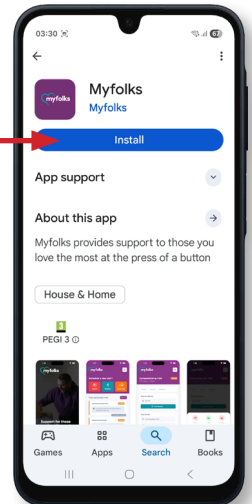
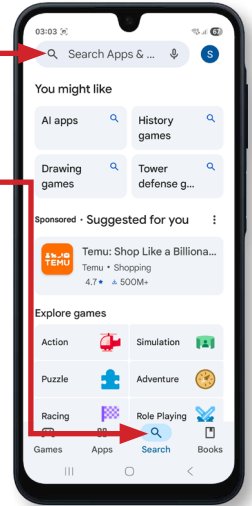
Step 4: Tap at the top of the screen where it says Search Apps &... (that also has a magnifying glass symbol to the left of the bar). The keyboard should appear.

Step 5: Type the name of the app you are searching for e.g. Kindle or BBC iPlayer or Myfolks

Step 6: As you type, apps with that name or similar name will be suggested below. Once it appears, tap the correct app name in the list.

Step 7: On the next screen, scroll down the screen and find the match to the app you are looking for. Check the name, logo and text to ensure it is the right one. When you think it is, tap on it.

Step 8: On this page you can scroll down and read more details about the app. If you would like this app, tap Install at the top of the screen. It will then show progress as it installs.





Step 9: Tap Open to start the app.

Step 10: If the app asks for permission (for example, Camera or Location), tap Allow only if it makes sense for the app to work.

Some apps may ask you to create an account with them, including creating a user name and password (do this only for trusted apps).

Step 11: To find new apps without searching, when you are in the Google Play Store, tap Apps or other Categories such as Games or Books from the bottom row of icons and then browse by scrolling either up and down or sometimes right to left.

You can also use the Search function, but instead of typing the name of an app, you can search generic terms e.g. Crosswords.

Step 12: To see your installed apps or update them, from your home screen scroll down and tap Applications. All apps on your phone are stored here. If you would like to put the app icon on your home screen, for quicker access, please see the section in this manual: Getting The Most Out Of Your Phone – Arranging Your Home Screen.



Tips:

- Use Wi-Fi to avoid using mobile data for large downloads.
- Check the app maker's name and reviews to ensure they are trusted and safe.
- Most apps are free so be cautious if an app is asking you pay for it. Some apps do require a payment or a subscription, but please review any request carefully before proceeding.
- Google may ask you to store your payment details in the Google Play store to make app purchases easier – only do this if you are comfortable with this option. If not skip/decline this offer.

To delete/uninstall an app from your phone

Step 1: From your home screen scroll down and tap Applications.

Step 2: From the bottom row, tap Delete.

Step 3: Scroll down and tap the app you would like to uninstall, you will be brought to the Google Play Store.

Step 4: Tap Uninstall. The app will be removed from your phone.

Step 5: Tap the rounded square at the bottom of the screen to return to your home screen.



Your home screen lets you quickly access your favourite apps. This guide shows you how to add, delete, and reorder apps. Don't worry — deleting an app from the home screen doesn't remove it from your phone. All your apps remain in the Applications folder.

To delete an app from the home screen

Step 1: From the home screen, scroll down and tap Arrange Apps.

Step 2: Tap Delete app from home screen.

Step 3: Scroll through the list to find the app you want to delete.

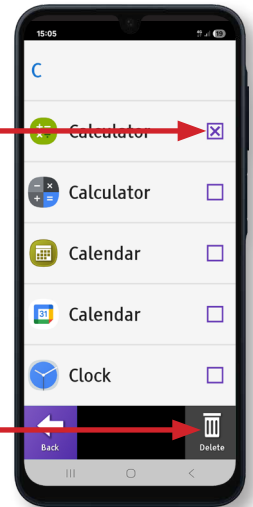
Step 4: Tap the purple box next to the app's name (a purple cross appears).

Please note: You can select more than one app to delete at the same time by tapping multiple purple boxes.

Step 5: Tap Delete in the bottom-right corner.

Step 6: A pop-up will confirm: App(s) removed.

Please note: The app is still available in your Applications folder.





To add an app to the home screen

Step 1: From the home screen, scroll down and tap Arrange Apps.

Step 2: Tap Add new app to home screen.

Step 3: Find the app you want to add.

Step 4: Tap the purple box next to the app (a cross appears).

 **Please note:** You can select more than one app to add at the same time by tapping multiple purple boxes.

Step 5: Tap OK in the bottom-right corner.

Step 6: A pop-up will confirm: App(s) added.

Step 7: From the home screen, scroll down to see the app that you have just added.



To reorder apps on the home screen

Step 1: From the home screen, scroll down and press Arrange Apps.

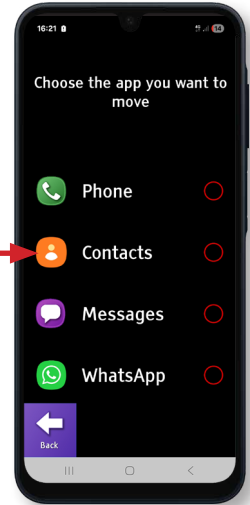
Step 2: Tap Select app to move.

Step 3: Scroll down the screen and tap the app that you want to move.

Step 4: Then scroll and tap the position where you would like the app you just selected to appear on your home screen.

Step 5: A popup will confirm: App successfully moved.

Step 6: Either repeat the process starting from Step 3 to move another app, or return to the home screen by tapping the rounded square at the bottom of the screen — the home screen will now be rearranged as per your instruction.





Email lets you send messages, photos and documents over the internet. It's fast, free, and works with anyone who has an email address. There are various options for accessing email – please see below and choose the one that suits your needs/preferences.

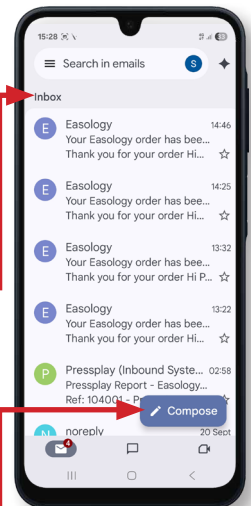
Using Gmail as your email account and email address

Your Google account includes an email address which you can use via the Gmail app on your phone (Gmail is Google's name for email). If you have not yet set up a Google account, please do this first – see Section of this instruction booklet, Getting The Most Out of Your Phone – Your Google Account. Once you have done so, please follow these steps to use Email via the Gmail app.

Step 1: From the home screen scroll down and tap Gmail. You should already be signed in – as when you create a Google Account you stay signed in. If not though, please sign in to your Google account.

Step 2: You will be presented with your Gmail Inbox that has a list of emails you have received (or it will be empty if you have not received any emails yet).

If you would like to write a new email to someone, tap the Compose button (the button with a pencil icon).





Step 3: Tap To and start typing a name or email address, then tap the person from the list.

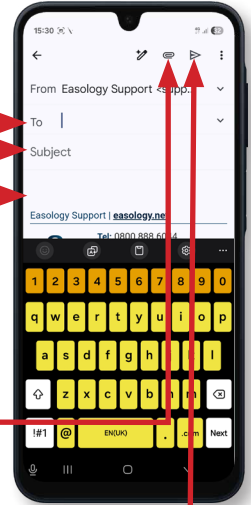
Step 4: Tap Subject and type a short title (for example, “Photos from today”).

Step 5: Tap the message area and type your email message.

Step 6: To add a photo or file, tap the paperclip, then choose Camera, Gallery, or Attach file (and then choose your photo/file).

Step 7: Tap Send (the paper plane icon) in the top right corner.

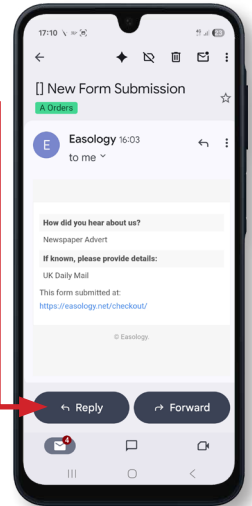
Step 8: To read emails, make sure you are on the Inbox page (🔦 **Tip:** The Inbox page is the default page for Gmail, and it should say Inbox in the top left corner. If it doesn't, then check to see if there is a backward arrow in the top left corner and tap it to return to the Inbox or alternatively, if there are 3 horizontal lines in the top left corner, tap on them and then tap on Inbox).





Once you are on the Inbox page, you should see a list of emails you have received. Tap a message to open it, then tap Reply (left arrow) or Forward (right arrow). Then type your message and tap the Send (paper plane) in the top right corner.

Step 9: To tidy your inbox, swipe a message left or right to Archive it (keeps it, but out of the inbox). Alternatively, tap on the message to highlight it, and then tap the bin icon (top right) to Delete if you don't want to keep it.



Step 10: To find an old email, tap the search bar at the top and type a word, name, or subject.

Step 11: To mark unwanted emails as spam, open the email and tap on the three dots (top-right) and tap Report spam.

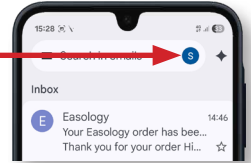
Adding other email accounts (Outlook, Yahoo etc) into the Gmail app.

The Gmail app can also be used to show and manage emails from other providers like Outlook, Yahoo, iCloud (etc). Adding an account here doesn't change your original 'other' provider email address or move your messages—it simply lets Gmail display and send mail using that address on your phone. You still send “from” your original provider's email address, people reply to it as normal, just Gmail is displaying it for you.



To do this, you need have a Google account (see Section of this instruction booklet, Getting The Most Out of Your Phone – Your Google Account). Then follow these steps:

Step 1: Open Gmail and tap your profile circle in the top-right corner.



Step 2: Tap + Add another account.

Step 3: Tap the email provider you normally use e.g. Outlook, Yahoo etc.

Step 3: You will be asked to sign in to your normal email account (using your normal email address/username and password).


Step 4: Agree to any prompts to allow the Gmail app to access your normal providers email account (this is needed to allow Gmail to display your emails). Also, if asked to choose IMAP or POP, choose IMAP (keeps mail in sync across devices).

Step 5: When finished and you are back in Gmail, tap the profile circle and you can switch to your normal email account – and the Gmail app will display everything for you.



Accessing other email providers directly (via their own app or a web browser)

Most email providers have their own app (e.g. Yahoo mail, Outlook) that you can download from the Google Play Store and use to access your email. The Google Play Store is accessible from your home screen by scrolling down. See section Getting The Most Out of Your Phone – Downloading/Deleting Apps

 **Tip:** Once you have downloaded the app, it will be in your Applications folder. If you would like to place the app on your home screen for quick access, use the Arrange apps function – see section Getting The Most Out of Your Phone – Arranging Your Home Screen.

If you prefer, you can also usually access your providers email via their website. From your home screen, go to the Internet and type your email provider's website (see section Getting The Most Out of Your Phone – Browsing the Internet).



Good to know (helpful basics)

- Attachments larger than about 25 MB won't send by normal email—Gmail will offer to send a Google Drive link.
- If you sent something by mistake, look for “Undo” at the bottom, right after sending and tap it quickly (this option is only available for a brief moment after you send).
- To add your name at the bottom of every email (a signature): In Gmail, tap the three lines (top-left) and then scroll down and tap Settings. Then choose your account and scroll down and tap Mobile Signature. Then type your name/number.
- To control notifications: In Gmail, tap the three lines (top-left), then scroll down and tap Settings. Choose your account and then tap Notifications. You will then be able to change Notifications settings.
- To keep things safe: don't open attachments from people you don't know, and avoid links that look suspicious.
- To save data, connect to Wi-Fi for big downloads or when sending many photos.
- If you can't see new mail, check that Sync is on: In Gmail, tap the three lines (top-left), then scroll down and tap Settings. Choose your account and then scroll down and make sure Sync Gmail is ticked.

Setting Up & Accessing Voicemail

Voicemail is a service provided by your mobile network (such as EE, Vodafone, O2, Three in the UK or Vodafone, Three, Eir in Ireland). It is not something set up in your Samsung phone itself. This service allows callers to leave you a message when you cannot answer. Most mobile networks already set up voicemail automatically, but you may need to activate it the first time you use it.

Step 1: From the home screen tap on the green Phone icon.

Step 2: Use the keypad to dial your network's voicemail number: (UK Networks: EE: 222, Vodafone: 121, O2: 901, Three 123, Tesco Mobile: 905). (Irish Networks: Vodafone: 171, Three: 171, Eir 171, Tesco Mobile 171)

Step 3: The first time you call, you may be asked to set up a greeting and create a PIN for security. Follow the voice instructions.

Step 4: Once set up, whenever you dial the voicemail number, you will hear your messages.

Step 5: If the number does not connect, contact your mobile network provider to check your voicemail is activated. They can switch it on for you.

Step 6: For any other questions about voicemail, such as resetting your PIN, changing voicemail settings, or if you cannot access your voicemail, please contact your mobile network provider directly.



Before you start

Make sure:

- Your printer is turned on and connected to the same Wi-Fi network as your phone.
- The printer supports wireless printing.
- Your Samsung phone is connected to Wi-Fi.

Method 1: Using Samsung's built-in print service

Step 1: From your home screen, scroll down and tap on the Settings app.

Step 2: Scroll down and tap on Android Settings.

Step 3: Tap Connections.

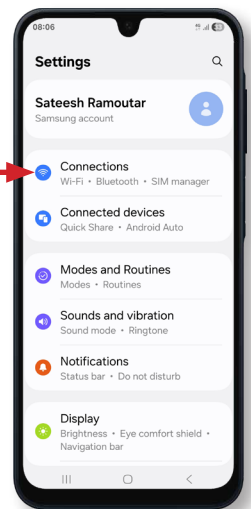
Step 4: Tap on More connection settings (you may need to scroll down to find More connections settings).

Then tap on Printing.

Step 5: Tap Default Print Service.

Make sure the toggle switch is turned on.

Step 6: Wait for your phone to search for available printers.





When your printer appears, tap to select it.

If your printer doesn't show up, tap the three dots (top-right) and choose: Add printer > Search for printers.

Method 2: Using a printer-specific app (e.g. HP, Epson, Canon)

Step 1: Open the Google Play Store.

Search for and install the app for your printer brand (e.g. HP Smart, Epson iPrint, Canon PRINT).

Step 2: Open the app once installed.

Follow the on-screen instructions to connect to your printer via Wi-Fi.

Step 3: You can print directly from the app.

Or open a file on your phone and use the Share button to send it to the app.

How to print your document

Step 1: Open the file you want to print, this could be a photo, document, email or webpage.

Step 2: Tap the three dots menu or Share icon.





Select Print from the list of options.

Step 3: Select your printer from the available list.

Adjust settings such as number of copies or paper size.

Step 4: Tap the printer icon to start printing.

Printing a document from My Files

Step 1: From the home screen scroll down and tap on Applications.

Scroll down and locate and tap the My Files app.

Step 2: Tap Downloads, Documents or Internal Storage to browse.

Navigate to the file you want to print.

Step 3: Tap the file to open it.

Tap the three dots in the top right corner.

Step 4: Tap Print from the share options.

Choose your printer and desired print settings.

Tap the printer icon to begin printing.



Troubleshooting tips:

- Ensure the printer is connected to Wi-Fi and not in sleep mode.
- Restart your phone and printer if the connection fails.
- Use Wi-Fi Direct or Bluetooth if your printer supports them and Wi-Fi is unavailable.



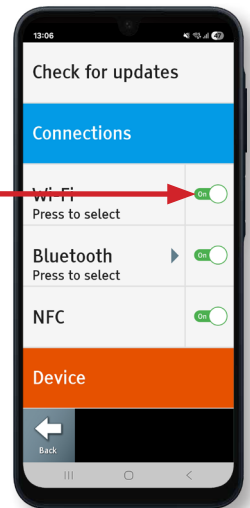
Bluetooth is a way for two devices to talk to each other without using wires. Some things, like wireless headphones, speakers, or keyboards, need to connect with Bluetooth so they can work together. For example, your phone can send music to your headphones or your keyboard can type onto your phone. It's like an invisible link that joins the two devices so they can share what you need.

Below is a step-by-step guide how to connect two devices by Bluetooth (**🔔 Please note:** to connect Hearing Aids, please see the section Setting Up Your Smartphone - Connecting Hearing Aids):

Step 1: From your home screen, scroll down and tap Settings.

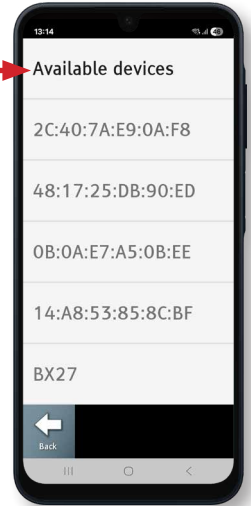
Step 2: Check that Bluetooth is switched on - the switch should be in the On position (if it is switched Off, turn it on by tapping the switch to the On position – you will need to tap Allow when you see the prompt 'Easology is asking to turn on Bluetooth').

Step 3: Put the other device (for example, headphones or a speaker) into pairing mode. Often this means pressing and holding the power button on the other device until a light flashes (the other device should have instructions in their manual how to put that device into pairing mode).



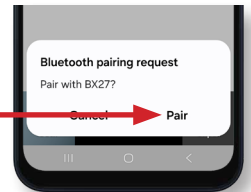


Step 4: You will see a list of Available devices. From the list, tap the name of the device you want to pair/connect with your phone (🔔 **Please note:** scroll down to reveal more Available devices).

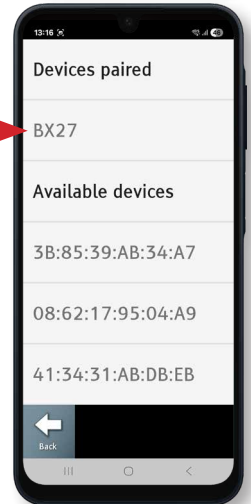


Step 5: You will see a pop up that says Bluetooth pairing request. Tap Pair.

Your device should now be paired. To check, tap the back button twice to go back to the first Settings screen. Then tap back into Bluetooth and you should see the name of your Device listed as paired.



i Additional guidance: Once you have paired a device once, it often (but not always) pairs automatically in the future without having to repeat this steps.



i Additional guidance: If you are struggling to get your device paired, you can go to the 'more detailed' Settings menu and try there. From your home screen tap Settings > then scroll down and tap Android settings > then tap Connections > then tap Bluetooth. You can then try and pair/connect your device here.



WhatsApp is a free app that lets you send messages and make voice or video calls over the internet. You can also share photos, videos and voice notes.

How is it different from text messaging?

Text messages (SMS) use your mobile network. WhatsApp uses Wi-Fi (but it can also use your mobile data), so messages and calls are usually free when using Wi-Fi and can include photos, videos and calls.

Important to know

WhatsApp is a third-party app i.e. not something that has been created by Easology or Samsung. However, we have placed the icon on your home screen for ease of access (you can delete it from your home screen though, see section, Getting the Most Out of Your Phone - Arranging Your Home Screen). Whilst the icon is on your home screen, it doesn't come pre-installed. You need to download it from the Google Play Store (See section Getting the Most Out of Your Phone – Downloading Apps /Uninstalling Apps).

Creating a new WhatsApp account or signing in

Step 1: From your home screen, tap WhatsApp. You will be taken directly to the Google Play Store (which is the place you can install apps from). You will need to have created a Google account first and be signed in – if you are not, you will be taken to an account create/login page (See section Getting the Most Out of Your Phone – Your Google Account).

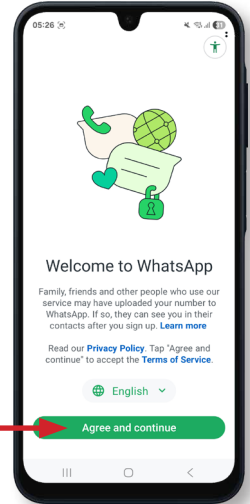


Step 2: Tap Install.

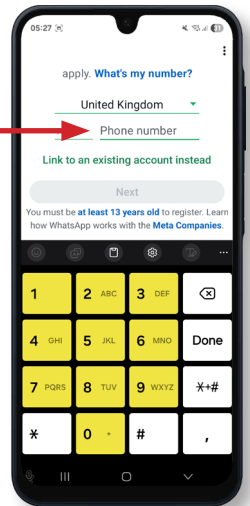
Step 3: Tap Open.

Step 4: Tap Agree and continue.

i Additional guidance: You may be presented with a pop-up screen asking you to Allow WhatsApp to send Notifications, this means you will get alerts when you have you a new WhatsApp message. Allow if you would like this feature.



Step 5: Select United Kingdom from the drop-down list (however it should already be defaulted to United Kingdom), type your mobile phone number, then tap Next (**Please note:** It should be the mobile telephone number of this phone. When entering your mobile phone number, drop the zero so, for example instead of 07967 XXXXXX enter 7967 XXXXXX).



Step 6: It may ask additional verification by text message or a call. If it does follow the on-screen instructions.

Step 7: Allow Contacts and media if you want WhatsApp to access your contacts and save pictures (we recommend you Allow/Continue, so you can get the most out of WhatsApp).

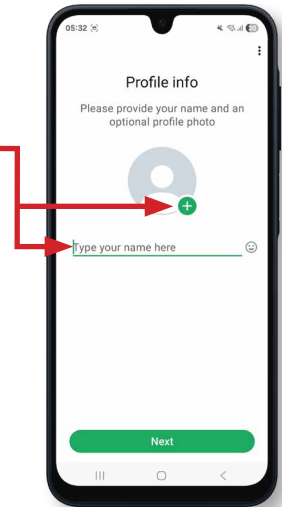


You may get further pop ups asking access to Contacts, Music, Photo's.

i Additional guidance: If you already have a WhatsApp account, you may get a further pop up asking to give permission to WhatsApp to check Google storage for backups. You can either give permission (and say which Google account to check) or skip.

Step 8: Type your name (tap where it says Type your name here, to bring up the keyboard). You can also add a profile picture from your Gallery by tapping the + symbol. Then tap Next.

i Additional guidance: If you are an existing WhatsApp user and have reinstalled your account on this phone, WhatsApp should restore your previous chats. You may also get a prompt asking to Restore chats. However, this process can be temperamental and not all chats or all recent chats sometimes come across.

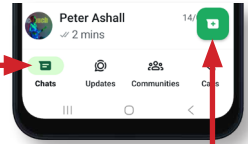


Basics: Using WhatsApp

Step 1: From the home screen tap on WhatsApp.



Step 2: From the bottom row of icons, ensure Chats is selected (tap on it).

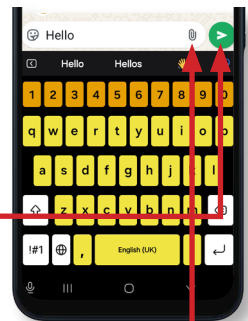


Step 3: To start a new chat, tap the green squared circle at the bottom right with a + inside.

i Additional guidance: If you see the person you want to send a message to in the Chat list, you can directly tap on their name without pressing the green squared circle, and then go straight to Step 5.

Step 4: Pick someone from the list of contacts shown and tap on the person (you can scroll down to see more people from your list). Alternatively, use the search function, by tapping on the magnifying glass located at the top right of the screen, then type their name. If they are already in your WhatsApp contacts you can select them (**🔔 Please note:** If they are not, there may be an option to Invite them).

Step 5: Once you have selected the person, the keyboard should appear and you can write a message (if it hasn't, tap in the Message bar at the bottom and the keyboard will appear). Then tap the send arrow (the green circle with the white arrow inside it) – to the right of the Message box.



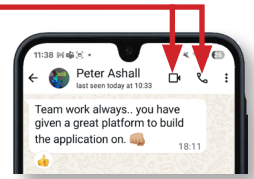
Step 6: To send a photo or video, tap the paperclip, then choose Camera (to take one now) or Gallery (to pick one), then tap Send.



Alternatively, tap the small camera next to the message box.

Step 7: To send a voice note, press and hold the microphone next to the message box, speak, then release to send.

Step 8: To make a call, open the person's chat and tap the phone icon in the top right corner for a voice call, or the video camera icon for a video call.



Step 9: To check new messages, open WhatsApp and look for chats shown in bold near the top; tap to read and reply.

Step 10: To Mute or Delete chats, tap and hold a chat on the list to select, then, from the top row of icons, tap Mute to stop sounds, or Delete to remove it (it won't delete messages for the other person).

Step 11: To update your profile, tap the three dots at the top-right, tap Settings, then tap your name to change your photo or name.

Tips:

- Use Wi-Fi when possible so calls and photos don't use your mobile data.
- Keep WhatsApp updated in the Play Store for the best experience.



If whilst using email, Internet, WhatsApp or other apps - you have downloaded a file (e.g. PDF, Word file, Photo or other file types) and you wondered where to find it, please follow the below instructions (there are two methods, you can use either):

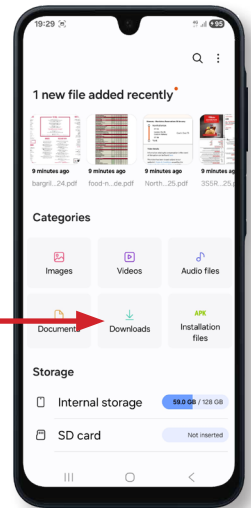
Method 1: Using the My Files app

Step 1: From the home screen, scroll down and tap on Applications.

Step 2: Scroll down and select the My Files app.

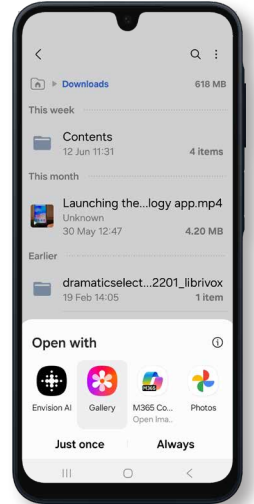
Step 3: Inside My Files, tap on Downloads under the Categories section.

This folder contains everything you've downloaded. Browse your downloaded files. You can tap to open them, or long-press to move, delete or share.





i Additional guidance: When opening a file, you may be presented with a pop-up window that asks which app you would like to open the downloaded file with (an example of the pop-up window is shown to the right). There are lots of different apps that are able to display your downloaded file to you (some work better with certain file types than others). Select one, by tapping on it, but then we suggest you tap 'Just once', so that you can choose a different app next time if you prefer.



Method 2: From the notification panel (immediately after downloading)

Step 1: After downloading a file, swipe down from the top left of the screen to open the notification panel.

Step 2: You'll see a download notification with the file name. Tap it to open the file.

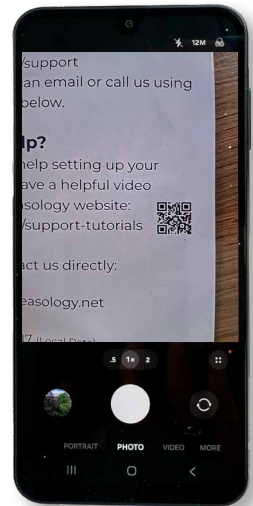



A QR code is a type of square-shaped barcode that looks like a pattern of black and white boxes. It can store useful information such as a website link or information. You often see them on letters, posters, menus or product packaging. With your smartphone, you can scan a QR code using the camera, and it will automatically open whatever the code is linked to — like a webpage or message. To scan and open a QR code, there are a couple of ways you can do so, detailed below:

Method 1: Using the camera app

Step 1: Tap the Camera icon on your home screen (the 3rd blue icon on the bottom row of your home screen).

Step 2: Hold your phone so the rear camera is pointed at the QR code and the QR code shows on the screen.

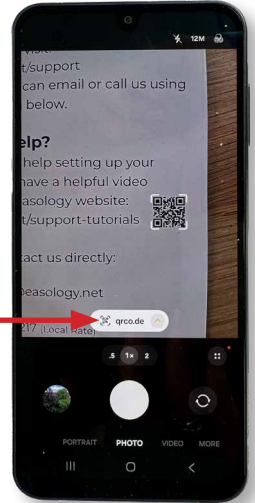


i Additional guidance: Your phone has two sets of cameras, a rear facing camera for taking pictures of whatever you point your phone at (the same as a traditional camera), and a front camera for taking pictures of yourself (called ‘a selfie’). If you see yourself on the screen rather than the QR code you are pointing the phone at, it means the selfie (front-facing) camera is currently active instead of the rear facing camera. To change to the rear camera, look for and tap the camera flip icon (it looks like two arrows forming a circle  and is located at the bottom right of the screen).



Step 3: A message or link will pop up on the screen when it detects the QR code.

Step 4: Tap the message or link, your phone will then open the website or information stored in the QR code (🔔 **Please note:** The phone will need to be connected to the internet in order to open the information).



Method 2: Using the quick settings QR scanner

Step 1: Place your finger at the very top right edge of the screen, where the small clock, battery, and signal icons are. Swipe down gently toward the middle of the screen. This will open the Notification panel, where you'll see recent alerts and a few control icons like Wi-Fi and Bluetooth.

To see the full set of controls, swipe down again (this time start your swipe from the set of icons below Wi-Fi and Bluetooth). This second swipe reveals the full Quick Settings panel, also called the Quick Control Panel. Tap Scan QR code.

Step 2: This opens the camera in special QR scanning mode.

Step 3: Point the camera at the QR code, once it detects the code, tap the message or link that appears.



Tips:

- Make sure the QR code is in good lighting and the phone's camera lens is clean.
- Keep the phone steady while scanning.
- If scanning doesn't work right away, try moving the phone slightly closer or further away.

Troubleshooting tips: If your phone doesn't recognise QR codes:

- Check that QR code scanning is turned on in the Camera settings. To do this, open the Camera app, tap the Settings (gear icon), and make sure the option called Scan QR codes is switched on (the Settings icon may appear at the top of the screen, or you may need to tap the icon with four dots in a square at the bottom right of the screen, which will then reveal the gear icon).
- Restart your phone if the feature was recently turned on but is not working properly.
- Try using the Quick Settings scanner as an alternative if the Camera app doesn't detect the code.



To capture what's on your screen, follow these steps:

Step 1: Go to the screen you want to capture. Make sure everything you want in the screenshot is visible on your phone's screen.

Step 2: Press the Volume Down and Power buttons at the same time (**Please note:** The Volume Down button is the lower part of the larger button on the right-hand side of the phone). Both buttons are located on the right-hand side of the phone. Press them together for about 1 second, then release. The screen will briefly flash, and you may hear a shutter sound.



Step 3: Check the screen for confirmation. A preview of the screenshot will appear in the bottom-left corner of the screen for a few seconds.


Step 4: To view your screenshot, swipe down from the very top left of the screen to open your notifications. You'll see a thumbnail of your screenshot — tap it to view or edit. Alternatively, from the home screen, scroll down and select Gallery. Then tap Albums from the bottom row and select Screenshots to find your saved image.



Step 5: Return to the home screen by pressing the rounded square at the bottom of the screen.




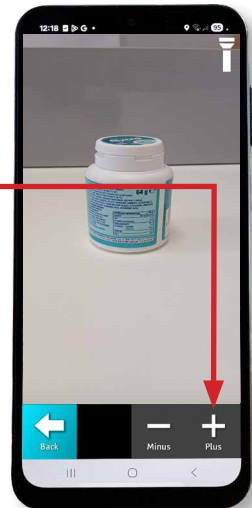
Your smartphone comes equipped with a digital magnifier, which is handy for reading small/fine print on packaging or leaflets (in the same way you may use a traditional magnifying glass). To use the digital magnifier:


Step 1: From the home screen tap the Magnifier icon (from the bottom row of 4 apps. 



Step 2: Point the phone at the object you would like magnified (like the plastic bottle in this example).

Step 3: Tap the + Plus button to magnify. Tap it repeatedly and the magnification will increase. 



 **Tip:** If the object requires illumination, tap the torch symbol in the top right corner.



Wi-Fi Calling lets your phone make and receive calls over a Wi-Fi network instead of the mobile network. It's helpful if your signal is weak at home or in buildings, and it can improve call quality and reliability. Your number stays the same and your calls and texts work as normal. When you leave Wi-Fi coverage (which is usually about 30metres or so from the Wi-fi router), your phone switches back to the mobile network automatically.

To turn Wi-Fi calling on:

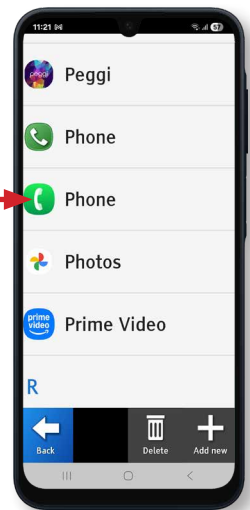
Step 1: From the home screen, scroll down and tap Applications.

Step 2: Once in Applications, scroll down and tap the Phone icon (it needs to look exactly like the icon shown here).

Step 3: Tap the three dots in the right corner.

Step 4: Tap Settings.

Step 5: Scroll down and Tap Wi-Fi Calling, so the switch toggles to green, indicating it is now turned on.



Tip: for Wi-Fi calling to work, your phone needs to be connected to Wi-Fi. See the section in this booklet – Connecting to Wi-Fi (Optional) for instructions.



i Additional guidance: If you can't see the Wi-Fi Calling option, you will need to make sure your Mobile Network Provider (i.e. where you get your SIM card from) supports Wi-Fi Calling – some Mobile Network Providers disable this function.

i Additional guidance: Wi-Fi calling can also be accessed through Quick Settings. See the section, Moving Around Your Phone - Quick Settings, for how to access Wi-Fi calling this way.



To get the most out of your Samsung Easology phone, you have the option to create or sign in to a Samsung account. This gives you access to extra features like backing up your data, finding your phone if it gets lost, and using Samsung apps. However, it is important to know that having a Samsung account is **optional** — your phone will work perfectly well without one.

To create or sign in to a Samsung account, follow these steps:

Step 1: From your home screen, scroll down and tap on Settings.

Step 2: Scroll down and tap on Android Settings.

Step 3: Scroll down and tap Accounts and backup.

Step 4: Tap Manage accounts, then tap + Add account.

Step 5: Select Samsung account from the list.

Step 6: You can either tap Create account if you want to set up a new one, or Sign in if you already have a Samsung account.

Step 7: Follow the on-screen instructions to complete the process.

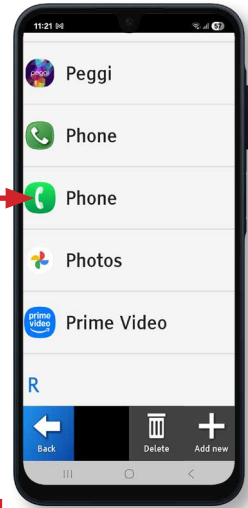
Alternatively: If you prefer not to set up a Samsung account, you can skip this step. Your phone will still allow you to use all the main features.



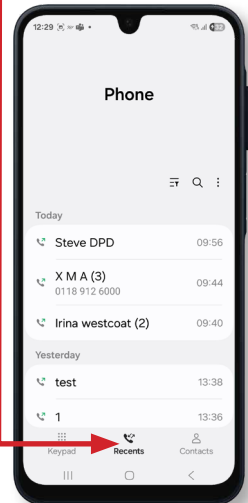
Blocking numbers on your phone is a useful way to stop unwanted calls and messages. This can be helpful if you are receiving nuisance calls, spam texts, or simply want to avoid being contacted by a particular number. Once a number is blocked, it will no longer be able to ring your phone or send you text messages, helping you stay in control and avoid interruptions.

Block a number from a recent call

Step 1: From the home screen, scroll down and tap Applications. Once in Applications, scroll down and tap the Phone icon (it needs to be the icon that looks exactly as shown here).



Step 2: From the icons at the bottom of the screen, tap Recents to see your call history.



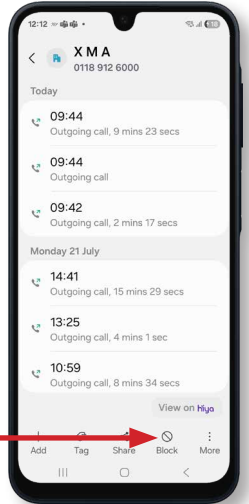
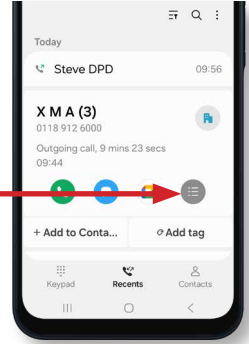
Blocking Telephone Numbers



Step 3: Tap the number you want to block, then tap the small Details icon as shown here. (the 4th icon along that is grey circle with lines in it).

Step 4: Tap Block and confirm by tapping Block when it asks to confirm.

Step 5: Return to the home screen by pressing the rounded square at the bottom of the screen.





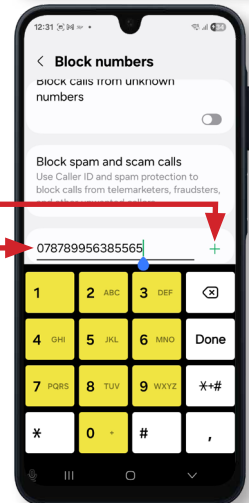
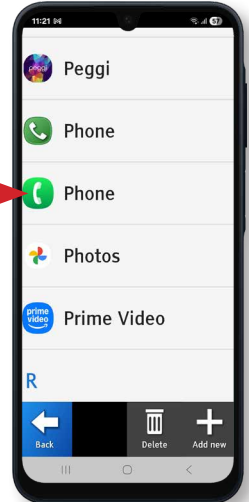
Manage your blocked numbers (add, remove or block numbers)

Step 1: From the home screen, scroll down and tap Applications. Once in Applications, scroll down and tap the Phone icon (it needs to be the icon that looks exactly as shown here).

Step 2: Tap the three dots in the top right, then tap Settings.

Step 3: Tap Block numbers.

Step 4: To add a number manually, tap on Add phone number (which brings up the keypad) and then type the number and tap the + icon at the end of the line where you typed the number. There will be a pop up confirming that you will no longer receive calls or messages from this number.





i Additional guidance: If you wish to block calls from any/all unknown or private numbers, switch on Block calls from unknown numbers by tapping on the toggle so it is in the On position (**but please note – that anyone calling or messaging you who is not in your Contacts list will be blocked and you will not receive the call or message – so please only switch on with caution**).

Step 5: To unblock a number, tap the minus (-) next to the numbers listed as Blocked.

Step 6: Return to the home screen by pressing the rounded square.

🔔 Please note: Blocked numbers can't call or text you. Depending on your mobile network, blocked callers may still be able to leave a voicemail.

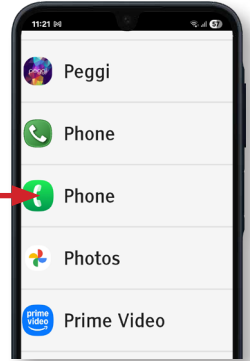
Enabling Caller ID and protecting from spam & scam calls

You can turn on extra call protection on your phone, so that Caller's Identification is shown and also your phone will alert you when there is a suspected spam call (e.g companies trying to sell you things) or a suspected scam call. This service is provided by Hiya, who are a partner of Samsung and this service is already installed on our phone - you just need to enable it:

Blocking Telephone Numbers



Step 1: From the home screen, scroll down and tap Applications. Once in Applications, scroll down and tap the Phone icon (it needs to be the icon that looks exactly as shown here).



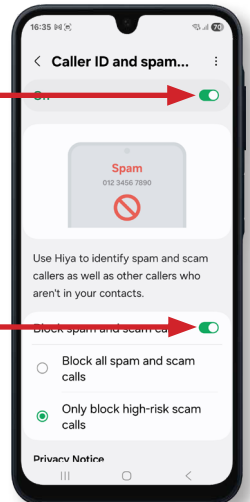
Step 2: Tap the three dots in the top right, then tap Settings.

Step 3: Tap Caller ID and spam protection.

Step 4: Make sure Caller ID and spam protection is On (if it's OFF, tap the switch so it turns On). This means when the phone rings, it will identify potential spam and scam calls.



Step 5: There is an additional option to Block spam and scam calls completely, so they won't even be able to ring through. If you would like to enable this, tap the switch to On (there will be an additional choice to select Block all spam and scam calls or just high-risk scam calls).



Step 6: Return to the home screen by pressing the rounded square.





From time to time, your Samsung smartphone will receive software updates, either from Samsung or from Easology. Software updates help keep your phone running smoothly and reliably, continually improve your phone's security and provide your phone with new features.

How often do updates happen?

- You can expect updates every few months.
- Major updates (like a new version of Android) usually arrive once a year, while smaller security updates come more often.

What should you do?

- When an update is available, your phone will show a notification/prompt on the screen informing you. You can accept the update directly by following the instructions on the screen.
-  **Please note:** some software updates are fairly quick to download and install – others take longer. Some of the larger updates can take a while and may require your phone to be restarted. Don't worry, on-screen instructions will always inform you what is happening and if you need to take any further steps.

 **Tip:** Before accepting the update, ensure your phone is plugged in or has enough battery. The software update can be done using the Mobile Network (i.e. via your SIM card) however it will use your mobile data allowance. If possible, connect to Wi-Fi instead and do the update (it will be quicker and will not use your mobile data allowance).



Your phone comes with 128GB of storage which is more than enough for most users, allowing you to store a lot of photo's videos and other files. However, if you are heavy user of your phone and have a lot of photo's, documents and other items, your storage may get close to its limit i.e. 128GB, causing your phone to become slow, unresponsive and/or cause apps to crash.

To check your current storage usage & free up space

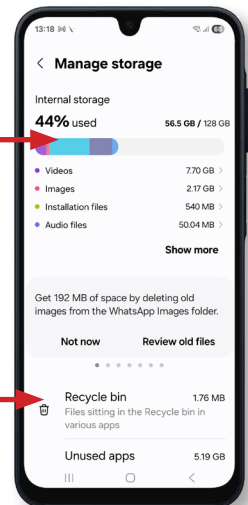
Step 1: From your home screen scroll down and tap Settings.

Step 2: Scroll down and tap Android Settings.

Step 3: Scroll down and tap Device care.

Step 4: Tap Storage. You will see how much Storage has been used and availability. It also shows the type of files, programs and documents that are taking up storage.

Step 5: Open the various folders shown (Recycle bin, Unused apps, Duplicate Files, Large Files, Old Files etc) and see what you can delete/uninstall to free up storage (however please ensure you are certain you don't need something before deleting it or uninstalling).





Tip: Many items that you delete do not actually delete immediately, instead they are placed in the recycle bin and kept for a further period of time. So, to free up space immediately, even once you have deleted, check the Recycle bin and if there, you will need to delete from there also (you will be able to select and delete or you may need to tap the three vertical dots in the right-hand corner and empty the bin).

Adding storage with a microSD card

A microSD card is a small memory card that slots into your phone's SIM card tray to give you extra space for photos, videos, and documents. Buy a microSD card (microSDXC UHS-I) from trusted brands (Samsung, SanDisk, Kingston, Lexar) at reputable shops (e.g. UK: Currys, Argos, Amazon; Ireland: Currys, Harvey Norman, Power City). Typical prices depend on memory card size: 128 GB ~£17–£37/€25–€50, 256 GB ~£30–£40/€40–€60, 1 TB ~£70–£90//€80–€100 (prices vary by speed and sales).

Tip: 256 GB additional storage is fine for most people.

To fit a microSD card.

Step 1: Power off your phone.

Step 2: The microSD card fits in the same tray as your SIM card. Insert the SIM ejector tool into the small hole on the left-hand side of the smartphone.



Step 3: Push the SIM ejector tool in, until the SIM card tray pops out (give it a good push). Then remove the SIM card tray.



Step 4: Place your SD card into the SIM card tray as shown. 



Step 5: Slide the SIM card tray back in the Smartphone. Once complete, your smartphone is ready to switch on.

Saving photos and videos automatically to your microSD card

Step 1: To save new photos and videos to the memory card, you need to change the Storage setting. From the home screen tap on the Camera icon.

Step 2: The first time after you insert your microSD card, there should be a pop up that says 'Change storage location to SD card' - tap change. Now your photos and videos will automatically save to the microSD card, which is good as it keeps your internal storage free, allowing your phone to stay running smoothly.

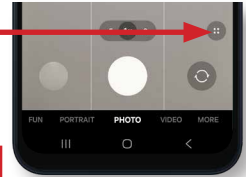


If you don't see this pop up, then follow these steps:

Step 3: Tap the 4 small dots to reveal more icons.

Step 4: Tap the Settings icon (that looks like a gear/cog).

Step 5: Scroll down and tap Storage location, then chose SD card.




Moving existing files to your SD card


Step 1: To move existing files, from the home screen scroll down and tap Applications.

Step 2: Scroll down and tap My Files.

Step 3: Tap Internal Storage and then find the items you want to move by tapping on the relevant folders (e.g. DCIM/ Camera, Movies, Documents).

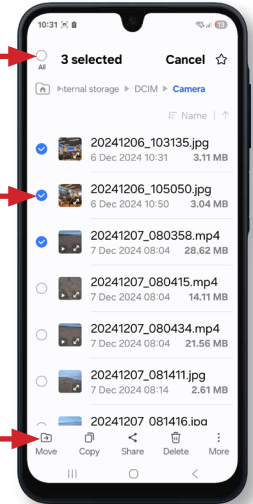


Step 4: Select the items you want by pressing and holding on the item (you can then select multiple items to move to the microSD card if you wish. If you want to move all from the list shown, tap All in the top left corner). 

Then from the bottom row of icons, tap Move (or Copy) (Move is a good option rather than Copy – as it frees space on your Internal storage). 

Step 5: Next you will need to select a folder to move the items to. Towards the top of the screen, tap SD card (you may need to swipe across to reveal SD card as an option). Then tap Move here and your items will be transferred to the microSD card.

i Additional guidance: You can view the contents of your microSD card at any time; from you home screen go to Applications and then My Files. Tap on SD card and you will see your folders/files/items.






Your smartphone is designed to be safe and secure. Follow these tips to stay protected and enjoy your phone with confidence.

1. Lock your phone

See the section 'Setting Up Your Smartphone - Setting a Lock screen' to see how to do this.

2. Be careful online

- Only visit websites you know and trust.
- Don't click links in messages or emails from people you don't know.
- Never share passwords.
- Never share bank details unless you are absolutely sure it is safe to do so.

 **Tip:** Banks and Samsung will never ask for your PIN or password by text or email.

3. Don't trust unknown calls or messages

- Ignore calls or texts asking for money or personal details.
- If you're unsure, hang up and contact the company using a number you trust.
- Scam calls can sound convincing — don't be afraid to check with someone you trust.



4. Only use trusted apps

- Download apps only from the Google Play Store or Galaxy Store.
- Avoid apps that say they will “clean” or “speed up” your phone — most are unnecessary and can cause problems.
- Ask a trusted person if you’re not sure about an app.

5. Keep your phone updated

- Updates help keep your phone safe and running smoothly. Check that you have the latest Easology software – Go to Settings > and press Check for updates. Also check for any Samsung updates - Go to Settings > Android Settings > Software update > Download and install to check for updates.
- Your phone may update automatically when connected to Wi-Fi.

6. Use Wi-Fi safely

- Connect only to Wi-Fi you trust, like your home network.
- Avoid entering passwords or using banking apps on public Wi-Fi (like in cafés or airports).

7. Turn on “Find My Mobile”

If you lose your phone, this feature can help you find or lock it. Go to Settings > Android settings > Security and privacy > Lost device protection > Find My Mobile and make sure it’s turned on and linked to your Samsung account (🔔 **Please note:** You will need to create a Samsung account to take advantage of this feature – See Section - Getting The Most Out Of Your Phone - Setting Up A Samsung Account).



8. Built-in protection you can trust

Your Samsung phone includes two security features that protect you:

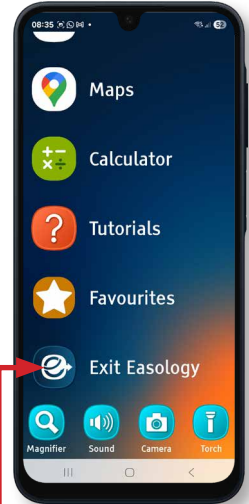
- i) Google Play Protect scans apps for safety.
 - ii) Samsung Knox protects your personal data from threats.
- Because of these features, you do not need extra antivirus or cleaner apps — your phone is already protected.

9. Ask if you're unsure

- If something doesn't look right or feels confusing, stop and ask someone you trust.
- Don't click or install anything unless you're sure it's safe. There's no harm in double-checking.



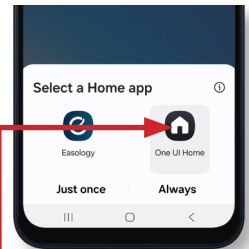
Easology is an easy-to-use interface on your Samsung phone. However, you can exit the Easology interface and use the regular Samsung Android interface if you wish. Then when ready, you can re-launch the Easology interface. Whether you use the Easology interface or the Samsung Android interface, the same apps and information are available – just displayed differently. To exit Easology and use the regular Samsung Android interface, please follow these steps.



Step 1: From your home screen, scroll down to the bottom and tap on Exit Easology.

Step 2: Tap Continue to Exit.


Step 3: You may be presented with a pop up that asks you to select a Home app (if this pop up is not showing, don't worry, you are then all set). Tap on One UI Home (and a light grey box will highlight the One UI Home icon) and then tap directly on the word Always. The regular Samsung Android interface will now be set as your home screen.





To relaunch the Easology user interface.

Step 1: From the Samsung Android home screen (that will look similar to this), from the bottom of the screen swipe your finger up towards the middle of the screen to pull up the apps list.

Step 2: The apps list should look similar to this (see bottom left image), showing rows of apps. Look for an app that says Easology - it looks like this . If you cannot see it, place your finger on the right-hand side of the screen, about half way, and swipe left. This will reveal more apps. Once you locate the Easology app, tap it and the Easology interface will relaunch.





If your phone isn't working as expected, don't worry. Many common issues have simple fixes. Try these steps:

1. Check your signal

If your phone says "Not registered on network" or you cannot make calls, it may be a mobile network issue rather than the phone itself. Try moving to an area with better coverage. If the problem continues, call your mobile network provider for help.

2. Try Wi-Fi calling

If you have poor mobile signal but a Wi-Fi connection, you can make and receive calls using Wi-Fi Calling (if supported by your network). See section: [Getting The Most Out of Your Phone – Using Wi-Fi Calling](#).

3. Restart your phone

If something seems stuck or not working properly, switch your phone off and back on again. This often fixes minor problems. See section: [Getting Started – Power On/Power Off](#).

4. Check airplane mode

If Airplane mode is on, it means your phone is disconnected from the mobile network and Wi-Fi, so you won't be able to make calls or go on the internet. If Airplane mode is on, you will see a small airplane icon in the top right corner of the screen. To turn it off so your phone works normally, swipe down from the very top right of the screen to open Quick Settings, then make sure Airplane mode is off.



See section: Getting Started – Moving Around Your Phone > Quick Settings (to see how to access Quick Settings).

5. Connect to Wi-Fi

If apps or the internet aren't working, check you're connected to Wi-Fi. See section: Getting Started – Connecting to Wi-Fi.

6. Keep software up to date

Samsung regularly sends software updates to improve performance and security. If something isn't working, manually check for updates. See section: Other Useful Information – Software Updates

7. Check do not disturb

If your phone isn't ringing or making sound, swipe down from the top right of the screen and check whether "Do not disturb" is turned on. Tap to turn it off if you want calls and notifications to make a sound. See section: Getting Started – Moving Around Your Phone > Quick Settings (to see how to access Quick Settings). Also check that the Sound icon in the bottom row of your home screen is not turned to Silent. See section: Setting Up Your Smartphone - Adjusting the Volume & Sounds.



8. Check the volume

If calls or media are too quiet, use the buttons on the right side of the phone to increase the volume. During a call, press the volume up button to make the caller louder. See section: Setting Up Your Smartphone - Adjusting the Volume & Sounds.

9. Answering calls

If you can't answer calls, remember to swipe the green phone icon across the screen, not just tap it. If you prefer, you can change to tap-to-answer. See section: The Basics - Answering / Rejecting a Call.

10. Check app and call settings

If something still isn't working, open the Settings app and check options for Sounds, Notifications. You can also find more detailed Settings in Android settings. If it is a setting specifically related to making a phone call, access the Settings directly in the phone app. For guidance on all, see section: Setting Up Your Smartphone – Changing Settings.

11. Safe mode

If your phone has accidentally gone into Safe Mode – most of the functions of the phone will be disabled (this can happen by accident if you have pressed too long on the on-screen Power off icon when attempting to turn off the phone, rather than just lightly tapping). If the phone is in Safe mode, it will say Safe mode in the bottom left corner. To get your phone working normally again, simply power off the phone and then power back on (see Section Getting Started – Power On/Power Off) – Safe Mode will now be Off.



Extra Tips

12. Check the SIM card is inserted properly

If your phone keeps saying “No SIM card” or won’t connect to the network, switch off the phone and check the SIM card tray. Remove it carefully, check the SIM card is seated correctly, and reinsert it. See section: Getting Started – Inserting a SIM Card.

13. Free up storage space

If the phone feels slow or apps won’t update, it might be running low on storage. Go to Settings > Android Settings > Device care > tap on Storage, to see what’s being used. Delete unneeded apps, photos, or videos to free up space.

14. Close recent apps

If your phone is running slowly, tap the three vertical lines (that look like this: III) in the bottom navigation bar (to the left of the rounded square home button). This brings up all the recent items you still have open and are running in the background. Tap Close all — this can speed things up.

15. Check battery and charging

If the phone won’t charge, check the cable and charger are properly connected and not damaged. Try a different plug socket, cable or charger if you have one. Make sure the charging port is free from dust.



16. Reset network settings (last resort)

If calls, texts, or mobile data aren't working even after trying everything else, you can reset network settings. Go to Settings > Android settings > General management > Reset > Reset network settings. This will not delete your photos or apps but will reset Wi-Fi, Bluetooth and mobile settings.

When to call your mobile network provider

Some problems are more likely to be with your mobile network rather than your Samsung Easology phone.

Contact your network provider if:

- You see "Not registered on network" even after restarting your phone.
- You have no signal in places where you normally do.
- Calls keep dropping even though Wi-Fi and mobile data are working fine.
- Your SIM card is active but you still can't make calls, send texts, or use data.

Your provider can check coverage in your area, reset your account, or replace your SIM card if needed.



All new Samsung smartphones, including your Easology phone, come with a 2-year manufacturer's warranty. This warranty is provided directly by Samsung and covers problems that arise due to manufacturing faults or defects in materials. It does not usually cover accidental damage (such as drops or spills) or issues caused by unauthorised repairs.

Registering your warranty


To make sure you are fully covered, we recommend registering your phone with Samsung (**if you don't wish to create one, you are still covered**, but registration makes claiming easier):

You can register your phone on the Samsung website:

UK: www.samsung.com/uk/support/warranty

Ireland: www.samsung.com/ie/support/warranty

You will need to create a Samsung account though or if you have one already, sign in your account.

( **Please note:** You can also register through the Samsung Members app).

However, please note, even if you don't register your product, you are still covered.



Follow the website instructions to register your device by entering the phone's IMEI number (to find your IMEI number, tap Settings > scroll down and tap Android Settings > scroll down and tap About phone – and then it's the number listed under IMEI).

Making a claim

If you need to use your warranty:

- 1) Contact Samsung Customer Support –
UK: 0330 726 7864 or Ireland: 0818 717100.
Alternatively, contact Easology Support on
UK: 0800 888 6044 or Ireland: 1800911019 and we will support you directly.
- 2) They may ask you to provide proof of purchase (such as your receipt or order confirmation).
- 3) Samsung will arrange either a postal repair, courier collection, or direct you to an authorised service centre.
- 4) Follow their instructions carefully to send in your phone for assessment and repair.

Please note:

- The warranty lasts 24 months from the date of purchase.
- You do not have to register to be covered, but registration makes the claim process smoother.

For help, support and friendly advice, our call centre team is here to assist you.



support@easology.net



UK: 0800 888 6044 (freephone)

Ireland: 1800911019 (freephone)

2-yr Samsung Warranty Included.