

ABOUT YOUR PHONE

ADVANCED FEATURES



SAMSUNG Galaxy A20



DISCOVER



USE



ENJOY

Galaxy A20



1. MEMORY/SIM CARD TRAY

2. HOME

- Press to access the Home screen.
- Press and hold to open Google Assistant.

3. RECENT APPLICATIONS

- Press to open the recently used applications.
- Split screen view: Tap the recently-used applications icon. Tap the icon located at the top of the app you want to open. Tap Open in split screen view. To open another app, tap it. The apps will appear on the top and bottom of the screen.

4. HEADSET JACK

5. VOLUME

6. POWER/ LOCK

- Press to lock or wake up the screen.
- ON: Press and hold until your screen lights up.
- OFF: Press and hold until the power options appear. Tap Power off, and then tap Power off again.

7. FINGERPRINT SENSOR

8. BACK

- Press to go back to the previous screen, menu or option.

9. CHARGER/USB DOCK

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1. Your Device

Learn how to access the unique numbers that identify your device. Keep these for future reference.

ESSENTIAL INFORMATION

Your phone has several unique identifier numbers that you may need for activation and other functions. You can access these numbers as follows:

Serial Number

- Home > Settings > About phone
Your Serial Number will appear next to **IMEI**.

Phone Number

- Home > Settings > About phone
Your Phone Number will appear next to **Phone number**.

SIM Number

- Home > Settings > About phone > Status > SIM card status
Your SIM Number will appear under **ICCID**.

Your SIM number can also be found on the red Activation Card that came with your phone or, on the SIM card.

1. Locate the SIM/Memory Card tray on the left edge of the phone.
2. Press the pin tool provided into the hole until the tray pops out.
3. On the SIM card, you will see a number beginning with **89**. This is your SIM number.

For more information about your device:

Go to your service provider's website > Help > Tutorials and User Manuals > select device

2. Advanced Features

Learn about the advanced features that can make your device more personal and more fun to use.

SAMSUNG ACCOUNT

A Samsung account can be created during the setup process on your phone. You can also create the account at any time at account.samsung.com.

Having a Samsung account will give you access to several features on your phone including:

- Samsung Cloud
- Samsung App store
- Find My Mobile
- and more

SAMSUNG CLOUD

► Settings > Accounts and backup > Samsung Cloud

The Samsung cloud allows you to free up memory space on your device and still have full access to your most important information. When you use the Samsung Cloud, you won't have to worry about losing your data to a lost, stolen, or a broken Galaxy device. You will get an easy and seamless backup, sync, restore, and upgrade experience across all your Galaxy devices.

You will need to create a Samsung account to access the Samsung Cloud and other phone features. Once your account is created, you will have 15GB of storage linked to your account. Unlimited storage is provided for preloaded Samsung apps such as Contacts and Calendar.

If you need more storage space, you can purchase it directly from the Storage plan option.

Once your Samsung account is configured, the following options are available:

- **Cloud usage:** View how much cloud storage your data is using.
- **Sync settings:** Enable or disable syncing for contacts, calendar, Samsung notes, bookmarks, saved pages, opened tabs from your browser, keyboard data, and images and videos in your Gallery.
- **Back up my data:** Select content from your device to back up to the cloud. Once backup is enabled, your apps will back up once every 24 hours if the phone is charging, connected to Wi-Fi, or once the screen has been off for an hour.

With Samsung Cloud you can:

- Sync, back-up, and restore using Samsung Cloud
- Download photos and videos stored only in Samsung Cloud
- Use Samsung Cloud Storage

Sync your data from multiple devices

➤ Settings > Accounts and backup > Samsung Cloud

What content is synced?

- Bluetooth
- Calendar
- Contacts
- Keyboard data
- Samsung Internet
- Samsung Notes
- Email
- Social Networking
- Picture & Video Sharing Accounts

What content can be backed up and restored?

- Phone
- Messages
- Contacts
- Calendar
- Clock
- Settings
- Bixby Home
- Home Screen
- Apps
- Documents
- Music

ACCESSIBILITY

► Settings > Accessibility

Accessibility services are special features that make using the device easier for those with certain physical disabilities. You can turn on Accessibility features to assist with several aspects of the device.

Screen reader

- **Voice Assistant:** Gives spoken feedback to assist blind and low vision users. Voice Assistant can collect the text you enter, including personal data and credit card numbers. It can also log your user interface interactions with the device. For your security, Voice Assistant will not collect your passwords.
- **Tutorial:** Provides instructions to use Voice Assistant.
- **Settings:** Configure Voice Assistant to better assist you.

Visibility

- **High contrast theme:** Adjust colors and screen fonts to increase the contrast for easier viewing.
- **High contrast fonts:** Adjust the color and outline of fonts to increase the contrast with the background.
- **High contrast keyboard:** Adjust the size of the Samsung keyboard and change its colors to increase the contrast between the keys and the background.
- **Show button shapes:** Show buttons with shaded backgrounds to make them stand out.
- **Color inversion:** Reverse the display of colors from white text on a black background to black text on a white background.
- **Remove animations:** Remove certain screen effects if you are sensitive to motion.
- **Color correction:** Adjust the color of the screen if you are color blind or have difficulty reading the display because of the screen color.
- **Magnifier window:** Magnify content shown on the screen.
- **Magnification:** Use exaggerated gestures such as triple-tapping, double pinching, and dragging two fingers across the screen.

- **Large mouse/touchpad pointer:** Enable a large pointer for a connected mouse or touchpad.
- **Font size and style:** Configure screen fonts.
- **Screen zoom:** Configure the screen zoom level.

Hearing

- **Real time text:** Real Time Text (RTT) is an alternative to external TTY devices. You can use RTT to communicate via text while you're on a voice call. You will need to be connected to LTE or have Wi-Fi calling turned on.
- **Hearing aids support:** Improve the sound quality for use with hearing aids.
- **Mono audio:** Enable to switch audio from stereo to mono listening with one ear.
- **Subtitle settings:** Enable closed caption and subtitle services when available.

Interaction & dexterity

- **Universal switch:** Control your device with your customized switches.
- **Assistant menu:** Improve the device accessibility for users with reduced dexterity.
- **Answering and ending calls:** Simplify motions needed to answer phone calls or respond to notifications and alarms.
 - » Read caller names aloud: Hear callers' names aloud when using Bluetooth or a headset (not included).
 - » Press Volume up to answer: Use the volume keys to answer calls.
 - » Answer automatically: Answer calls after a set duration when using Bluetooth or a headset (not included).
 - » Press Side key to end: End calls by pressing the Side key.
- **Interaction control:** Customize areas of screen interactions, hard keys, and the keyboard.
- **Touch and hold delay:** Select a time interval for this action.
- **Tap duration:** Set how long an interaction must be held to be recognized as a tap.

- **Ignore repeated touches:** Set the duration of time in which to ignore repeated touches.
- **Click after pointer stops:** Automatically clicks on an item after the pointer stops over it.

Advanced settings

- **Direct access:** Choose a service to launch using the Volume keys.
- **Flash notification:** Set the camera light or screen to blink whenever you receive a notification.
- **Notification reminder:** Beep at set intervals to remind you of any unread notifications.

APPS

- Home screen > Swipe up

The Apps home screen displays all preloaded apps and apps that you download. You can uninstall, disable, or hide apps from view automatically. Preloaded apps cannot be uninstalled. Disabled apps will be turned off and hidden.

Galaxy Store

- Apps > Galaxy Store

View and download Samsung apps, games, themes and more options that are optimized for use with Galaxy devices.

Samsung Members

- Home Screen > Swipe up > Samsung folder > Samsung Members

This is a pre-loaded all-in-one app that offers exclusive experiences and content, customer communication and DIY support tools for your device.

Arrange the Order

- Settings > Apps > More options (3 dots) > Sort

Multi window

- Recent apps > Tap on the app icon > Open in split screen view > Tap on the second app

With apps that support this feature, the multi window function is a convenient way to use them at the same time. You can adjust the size of each app display as necessary and change their position.

Game Launcher

- Home Screen > Swipe up > Settings > Advanced Features > Game Launcher

With this control center, you can keep all your games in one convenient place. Once you enable Game Launcher, new downloads will be added automatically. Before launching a game, you can mute the sound, hide alerts, adjust game settings and enable Game Tools.

Samsung Health

- Apps > Samsung folder > Samsung Health

Track and manage your personal health goals and daily physical activity with Samsung Health. It can track your weight, calorie intake/burn, steps, sleep and a lot more.

Galaxy Wearable

- Apps > Galaxy Wearable

The Galaxy Wearable app connects your Samsung wearable devices (not included) to your mobile device. It also manages and monitors the wearable device features and apps installed through Galaxy Apps.

Use Folders

Folders help you to organize App shortcuts on the Apps list. Once you create a folder, you can add a name or change the color of the folder. When you delete a folder, the app shortcuts will return to your Apps list. To create a folder:

1. Touch/ hold an app shortcut, and drag it on top of another app shortcut until a highlighted box is displayed.
2. Release the app shortcut to create a folder.

CALENDAR

► Apps > Calendar > More options (3 bars)

Create and share events with your family, friends, and co-workers using the calendar, so you can be sure not to miss or overlap any appointments or events. You can select to view a full year, month, week, day or even hourly schedules including tasks that you have added.

You can also use your Calendar to create tasks and assign a priority, reminder, or notes to each task. A task appears as a checklist item and is removed once you mark the task as complete. You can choose to set the task for today, tomorrow, or you can set a specific date.

CAMERA

► Apps > Camera

Rear camera resolution: 13MP

Front camera resolution: 8MP

Video recording resolution: 1920x1080

The pictures and high-quality videos you take with the phone's camera are, by default, saved to your phone's Gallery. If you have an optional memory card (not included) installed, you can select to save pictures and videos to the memory card. You can also back them up to the Cloud for future access and to help keep memory space on your device available.

This device can support up to a **512GB** microSD card. Some memory cards may not be fully compatible.

Take a picture

You can take a picture using any of the ways listed below.

- Tap the capture icon.
- Press the Volume key: Great option when you're taking selfies.
- Tap screen: Tap the screen to take selfies.
- Show palm: Detects your palm and automatically takes a picture a few seconds later.
- Floating shutter button: An extra shutter button that can be placed anywhere on the screen to make it easier to reach.

Gallery

► Apps > Gallery

Launching the Gallery displays all the available visual images stored on your device. When another app, such as Email, saves a picture, a Download folder is automatically created to contain the picture. Likewise, when you take a screenshot, a Screenshots folder is automatically created in the Gallery to store all screenshots.

Settings

You can adjust your camera's settings or create custom settings using the icons on the main camera screen and in the Camera Settings menu. For pictures and video, adjust the focus and brightness by tapping on the screen to access those settings. You can also change shooting modes and apply special effects by swiping to the left or right respectively, as you frame the image you want to capture.

Shooting Mode

You can allow the camera to select the ideal mode for your pictures, or you can select your own from several shooting modes.

- **Pro:** Manually adjust the ISO sensitivity, exposure value, white balance, and color tone for the picture.
- **Panorama:** Create a linear image by pressing the capture icon as you move the device in a horizontal or vertical direction.
- **Live focus:** Take artistic pictures by adjusting the depth of field.
- **Photo:** Allow the camera to determine the ideal settings for the picture.

- **Video:** Allow the camera to determine the ideal settings for the video.
- **Selfie:** Switch to the front camera to take selfies and apply various effects.

Features

- **HDR (Rich tone):** Enables the light sensitivity and color depth features of the camera to produce a brighter and richer picture.
- **Timer:** Take time-delayed pictures or videos.
- **Grid lines:** Display viewfinder grid lines to help you align different elements in the picture.
- **Pictures as previewed:** Save the selfie or self-recording as viewed on the camera screen or as flipped images.
- **Location tags:** Attach a GPS location tag to the picture.
- **Volume key function:** Use the Volume key as the camera key, the record key, or for system volume.
- **Storage location:** Select the memory location for storage. This only appears if an optional memory card (not included) is installed.
- **Quick launch:** Open the camera by pressing the power key twice in quick succession.

- **Hold shutter button to:** Choose whether to take a picture, take a burst shot, or create a GIF when holding the shutter button down.
- **Shutter sound:** Enable or disable a shutter sound when pictures are taken.
- **Reset settings:** Reset the camera settings.

Edit Pictures and Video

- Gallery > Tap picture or video > Select editing tool options at the bottom of the image

CONTACTS

► Apps > Contacts > Create Contact

Store and manage your contacts and synchronize them with personal accounts that you have added to your device. Accounts can also support email, calendars and other features.

Create a Contact

Once you save the contact, you can create groups or mark contacts as favorites for easier access to the ones you frequently use. You can edit, share, link, import or export contacts as necessary. If you are saving contacts to an account that does not automatically back them up to the Cloud, you can manually back them up to a memory card if you have one installed, or for re-import if needed.

Direct Share

► Settings > Advanced features > Direct share > On/Off

Share content with your contacts directly using the sharing panel from within any app. Once enabled, contacts you have shared content with previously will appear as an option in the Share window for each app.

Send SOS message to a Contact

► Settings > Advanced features > Send SOS message > On/Off

In an emergency situation, you can quickly send a message with your location to a designated contact or list of contacts. You can include a picture from the front or rear camera and/or include a five-second audio recording.

Once this feature is activated, and you have entered at least one contact to the list, simply tap the Power key quickly three times to send the SOS message.

DATA USAGE

► Settings > Connections > Data usage

Your smartphone Service Plan includes data. There are several options to monitor how your data is being used, and set limits and restrictions to conserve it. If you choose to log in to Wi-Fi networks, it is important that you connect to known, secure networks and set up passwords as necessary.

The Data usage menu will allow you to

- Turn Data Saver On or Off
- Turn Mobile Data On or Off
- Set or remove limits to mobile data usage
- Create an alert for mobile data usage
- Check mobile data Usage by apps
- Monitor your apps' mobile data usage
- Check Wi-Fi usage

DIGITAL WELLBEING

► Settings > Digital wellbeing

You can monitor and manage your digital habits by getting a daily view of your digital usage. You can also configure notification settings for your apps.

- **Screen time:** Tap the time value in the dashboard to see how long each app has been opened and used that day.
- **Notifications:** Tap to see how many notifications have been received from each app that day.
- **Unlocks:** Tap to see how many times each app has been opened that day.
- **App timers:** Set a daily limit for how long you use each app.
- **Wind down:** Enable to turn the screen to grayscale and limit notifications before going to bed.

PRINTING

- Home screen > Settings > Connections > More connection settings > Printing

Print images and documents to compatible printers (not included). To install additional print service drivers, simply tap Download plugin.

SCREENSHOTS

To capture an image of your screen, simply press and hold the Power key and Volume down key at the same time. When you take a screenshot, a Screenshots album will automatically be created in the Gallery where all screenshots will be saved.

Palm Swipe to capture a screenshot

- Settings > Advanced features > Motions and gestures > Palm swipe to capture > Enable

This one-handed method of capturing a screenshot is an easy option when you need it. Once you have enabled this in your Settings, just swipe the edge of your hand across the screen to capture the image and it will be saved in the Screenshots folder in the Gallery.

SECURITY

► Settings > Lock screen > Screen lock type

Screen Lock

It is recommended that you secure your device using a screen lock. This added level of security helps prevent someone from accessing your personal data, apps, and email accounts. There are a variety of screen lock types with different levels of security for your selection including a numeric PIN, a pattern or a password.

You can set a Smart Lock to unlock your device automatically when you are in a trusted location or when trusted devices are detected.

Face Recognition

► Settings > Biometrics and security > Face recognition

Face recognition is an added security option that will let you unlock the screen easily. Before you register your face, you will need to set a secure screen lock type in order to unlock your phone once it restarts as you complete the set-up. You may need it again in order to ensure your phone is secure.

Fingerprint sensor

► Settings > Biometrics and security > Fingerprints

The fingerprint sensor on the back of the device, can be used by the device to identify you. Before you use this function to unlock the screen, view locked content, confirm a purchase or sign in to an app that supports fingerprint ID, you'll need to register your fingerprint on your device. You will be able to register and delete fingerprints at any time.

Finger sensor gesture

► Settings > Advanced features > Motions and gestures > Finger sensor gestures

To access the notifications panel quickly using the fingerprint scanner on the back of the device, swipe your finger along the fingerprint sensor. This one-handed method of accessing your notifications is an easy option when you need it.

Samsung Pass

- Settings > Biometrics and security > Samsung Pass

The Samsung Pass feature allows you to log in to a site or app on your mobile device by using the registered fingerprint or face recognition information in place of a password. This will help in preventing others around you from seeing your passwords as you enter them, and will give you quick access to those features that support Samsung Pass.

Encrypt SD Card

- Settings > Biometrics and security > Encrypt or decrypt SD card

Your device allows for an optional memory card of up to 512GB (not included) that can be used for additional storage. To protect and limit access of the information on the memory card, you can encrypt it so that it can only be read on your device once you enter the password you create. If you perform a factory data reset, your phone will be unable to read the encrypted memory card. Before initiating a Factory data reset, make sure to decrypt the installed memory card first.

SIM Card Lock

- Settings > Biometrics and security > Other security settings > Set up SIM card lock

Your SIM card includes information like your phone number and voice/data plans, which can be compromised if the SIM card is placed into another device. To help protect it, you can create a PIN that will lock access to the SIM card.

Google Play Protect

- Settings > Biometrics and security > Google Play Protect

You can configure Google Play Protect to regularly check your apps and device for security risks and threats. Updates are checked for automatically, and you will receive a notification if any security threats are detected.

Secure Folder

- ▶ Home Screen > Swipe up > Settings > Biometrics and security > Secure Folder

A Secure Folder is a great way to keep your important information safe and protect photos, videos, files, apps and more. This feature uses the Samsung security platform to encrypt content in order to keep it private and protected from security risks. You can back-up and transfer the content from a Secure Folder to a new device.

Find My Mobile

- ▶ Settings > Biometrics and security > Find My Mobile

Find My Mobile will help you locate your device and protect your data. If your phone is lost, you can log in to your Samsung account from findmymobile.samsung.com and remotely perform various functions to help you keep your information secure.

You can also register a family member or other trusted person as a guardian at Find My Mobile, allowing them to locate your device, make your phone ring and activate Emergency mode.

You must sign up for a Samsung account and enable Google location service to use Find My Mobile.

- **Google location service:** This service must be ON in order to find your device.
- **Remote unlock:** Allow Samsung to store your PIN, pattern, or password, allowing you to unlock and control your device remotely.
- **Send last location:** Allow your device to send its last location to the Find My Mobile server when the remaining battery charge falls below a certain level.
- **Remote controls:** This feature must be turned ON to access your device remotely.

Use the Find My Mobile feature to:

- Make your phone ring
- Lock/Unlock the phone
- Erase Data
- Backup your information
- Retrieve calls/messages
- Extend battery life
- Set Guardians

Permission manager

- Settings > Biometrics and security > App permissions

Some apps, like the camera, microphone, or location services, access features of your device when they are running in the background and not just when you are using the app. You can give or deny such access to each app and set your device to notify you when this happens for each category you select.

VPN

- Settings > Connections > More connection settings > VPN

A virtual private network (VPN) is a network that is constructed, to connect remote users or regional offices to a company's private, internal network. You will need the connection information from your VPN administrator, and you must set a secured screen lock before setting up a VPN.

Set Up and Manage a VPN

Use the VPN settings menu to add, edit, or delete a VPN connection to your device.

Wi-Fi

► Settings > Connections > Wi-Fi > On/Off

Wi-Fi is a term used for a wireless network technology that provides wireless high-speed internet and network connections. When Wi-Fi is turned on, your device automatically scans for available networks and displays them. You may be required to enter a password to connect.

When you select a public/unprotected network, you are automatically connected to that network. Connecting to a public Wi-Fi network can leave your personal data vulnerable, so it is important that you connect to known, secure networks and set up passwords as necessary.

The More Connection Settings menu allows you to set up advanced Wi-Fi services.

Wi-Fi Direct

► Settings > Connections > Wi-Fi > Wi-Fi direct

This feature uses Wi-Fi capability to share data between Android devices even if they are from different manufacturers. You will not need to be connected to a Wi-Fi network.

SAMSUNG Galaxy A20

SAMSUNG HEALTH AND SAFETY INFORMATION

Terms and Conditions

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

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Samsung Electronics America, Inc.
85 Challenger Road
Ridgefield Park, NJ 07660
Phone: 1-800-SAMSUNG (726-7864)
Internet: www.samsung.com

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Before You Start
WARNING! Cancer and Reproductive Harm
www.P65Warnings.ca.gov

Important legal information

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

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

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

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

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

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

Health and Safety

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

Samsung Knox

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

Specific Absorption Rate (SAR) certification information

For information about SAR, visit :

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

Samsung mobile products and recycling

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



For battery and cell phone recycling, go to call2recycle.org or call 1-800-822-8837. For more recycling information, go to our website: www.samsung.com/recycling or call 1-800-SAMSUNG.

Your location

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

Navigation

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

FCC Part 15 Information and Notices

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

GPS & AGPS

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

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

Use of AGPS in emergency calls

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

AGPS has limitations and **might not work in your area.**

Commercial Mobile Alerting System (CMAS)

This device is designed to receive Wireless Emergency Alerts from CMAS. Check with your carrier for CMAS participation and coverage.

Emergency calls

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

FCC Hearing Aid Compatibility (HAC) regulations for wireless devices



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

Device temperature

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

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

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