

SAMSUNG Galaxy A11 | A21


Quick Reference Guide

My carrier

This guide provides you with the information you need to get started. For more information and additional support, please visit [T-Mobile.com/support](https://www.t-mobile.com/support) where you can:

- Register at my.t-mobile.com to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Review your device's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

Access account information:

1. From a Home screen swipe up, and then tap **T-Mobile folder** > **T-Mobile** 
2. Choose from an available category.

Service or use is your agreement to T-Mobile's Terms and Conditions. T-Mobile requires Arbitration of Disputes unless, for new customers, you opt-out within 30-days, or for existing customers, you previously opted-out. Failure to activate service within 30-days from purchase will also be considered acceptance. For details, see T-Mobile's Terms and Conditions at [T-Mobile.com/terms-conditions](https://www.t-mobile.com/terms-conditions).

Samsung Care

Samsung Premium Care

Pick the time and place and a team member will meet you to set up, troubleshoot, repair, or replace your product.

Visit [Samsung.com/us/support/premium-care](https://www.samsung.com/us/support/premium-care) to enroll.

Get to know your product

Visit [Samsung.com/us/support](https://www.samsung.com/us/support) or download the **Samsung Members** app



Contact us

Questions?

Visit [us.community.samsung.com](https://www.us.community.samsung.com)

Get Support

Call **1.800.SAMSUNG**

Service locations

Find a service location near you at [Samsung.com/us/support/service/locations](https://www.samsung.com/us/support/service/locations)

Learn more



About your phone



Use only Samsung approved charging devices and accessories. Some SIM cards may be pre-installed. microSD card sold separately.

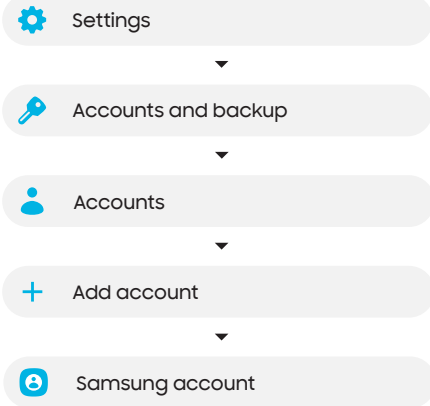
Samsung account

Get the most out of your phone by setting up your Samsung account.

You can sign in to an existing Samsung account, create an account, or sign up with an existing Google account.

Once your account is setup, you can

- Schedule repairs
- Back up your phone
- Restore your phone and more



For more information
[Samsung.com/us/support/account](https://samsung.com/us/support/account)

Don't lose a thing

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

Back up your old phone

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

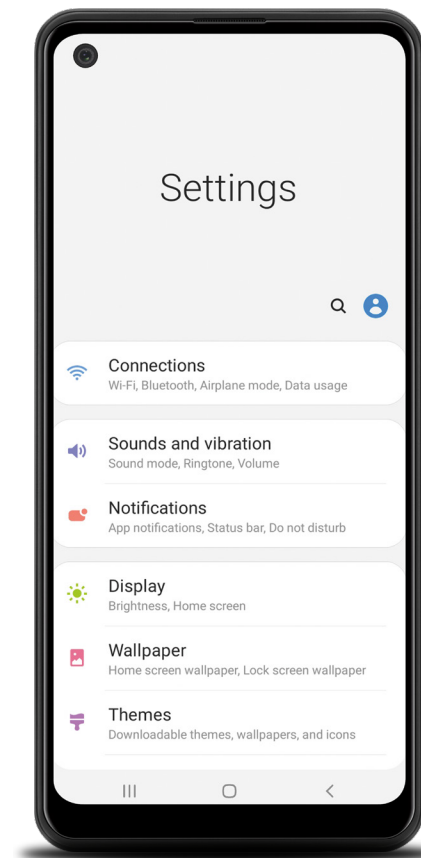
Samsung Smart Switch

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

For more information
[Samsung.com/us/smart-switch](https://samsung.com/us/smart-switch)

Customize

Tap **Settings** to personalize your phone.



Essential apps

Google Duo

Simple, high quality video calling for smartphones, tablets, computers and smart displays.

Google Photos

Store and back up your photos and videos automatically to your Google Account with Google Photos™.

Google Drive

Store, share and access your files from any device.

For more information

Google Duo: duo.google.com
Google Photos: support.google.com/photos
Google Drive: support.google.com/drive

Legal

APPROVED FIRMWARE VERSIONS

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

INFORMATION ABOUT SAFEGUARDING HANDSETS

T-Mobile encourages customers to take appropriate measures to secure their handsets and invites them to take advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts. For additional information, visit T-Mobile.com/devicesecurity and t-mobile.com/responsibility/privacy/privacy-choice/protecting-yourprivacy.

EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.*

*Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused.

The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency). Please see T-Mobile's Terms and Conditions and Privacy Policy for additional service restrictions and details.

ADDITIONAL INFORMATION

Operating system and preloaded content use a portion of the internal memory. Use may require qualifying service, or access to a Wi-Fi connection.

Smartphone Mobile HotSpot: Qualifying service required. Plan data allotment applies. Roaming and on-network data allotments differ; see your selected service for details. Use of connected devices subject to T-Mobile Terms and Conditions.

5G: Devices operating on T-Mobile's nationwide 5G network currently use multi-band dual connectivity; and receive service via both T-Mobile's 4G LTE network and its 5G network to support their connectivity. Dual connectivity could result in instances where the phone's network indicator shows "5G" in a 5G coverage area, but the device is connected to the 4G LTE.

Wi-Fi Calling: Wi-Fi connection required; may decrement plan minutes. Most devices will not transition between Wi-Fi and the cellular network. See your selected service for details.

Coverage not available in some areas.

See Terms and Conditions (including arbitration provision) at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling.**

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