

# SAMSUNG Galaxy A02s | A12

Unlocked<sup>1</sup>

# Quick Reference Guide

## 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://samsung.com/us/support/premium-care) to enroll.

### Get to know your product

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



### Contact us

#### Questions?

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

#### Get Support

Call 1.800.SAMSUNG for support

#### Service locations

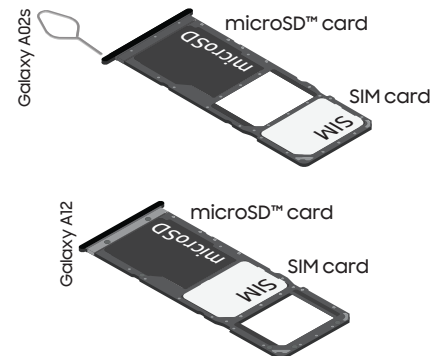
Find a service location near you at [samsung.com/us/support/service/locations](https://samsung.com/us/support/service/locations)

#### Learn more



## Install your SIM card

1. Locate the SIM card tray.
2. Insert and push the SIM ejector pin into the hole on or beside the SIM card tray.
3. Pull out the card tray.
4. Insert the nano-SIM card in the tray with the gold contacts facing down.



5. Insert the card tray back into the slot.

This device can support a SIM card plus microSD card, or two SIM cards, however dual SIM functionality is not available at launch and will require a software upgrade. For information about dual SIM support, visit [www.samsung.com](https://www.samsung.com).

microSD card sold separately

## About your phone



This device does not support a Fingerprint scanner.



Cameras  
SIM card tray  
Camera

Volume

Side key

Power On/Off  
Lock/Unlock  
Fingerprint scanner

Charging port

Use only Samsung-approved chargers and cables. To avoid injury or damage to your device, do not use incompatible, worn or damaged batteries, chargers or cables.

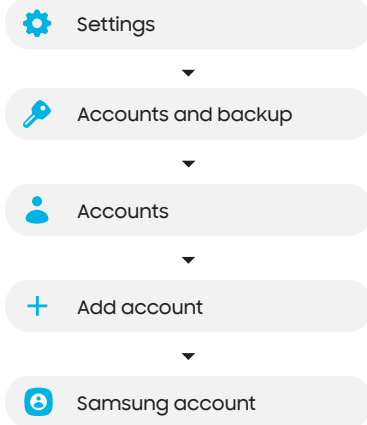
## Samsung account

Get the most out of your phone with your Samsung account.

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

With your phone and your Samsung account, 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)

## Switching made simple

Whether you're 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

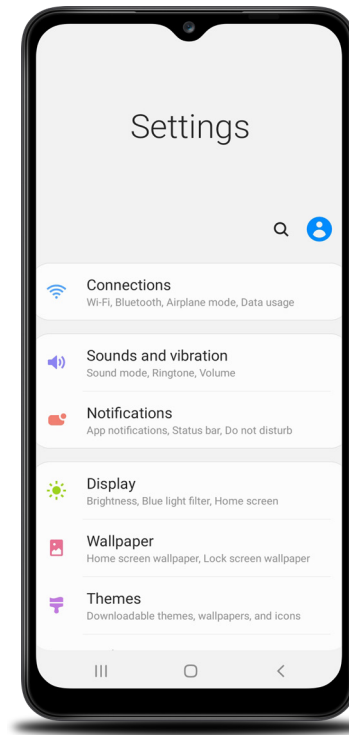
1. From your new Galaxy device, tap **Settings > Accounts and backup > Smart Switch**.
2. Download Smart Switch and tap **Receive data**.
3. Select your old device type and follow the prompts to connect your phones.

For more information  
[Samsung.com/us/smart-switch](https://samsung.com/us/smart-switch)  
To download Smart Switch  
[Samsung.com/us/support/owners/app/smart-switch](https://samsung.com/us/support/owners/app/smart-switch)







## Customize

From the Apps panel, tap **Settings** to customize your phone.



## Essential apps

-  **Galaxy Store**  
Download the latest games, with expert recommendations and personalized content.
-  **Google Duo**  
Simple, high-quality video calling for smartphones, tablets, computers and smart displays.
-  **Google Photos**  
Store and back up your photos and videos.
-  **Google Drive**  
Store, share and access your files from any device.

For more information  
Google Duo: [duo.google.com](https://duo.google.com)  
Google Photos: [support.google.com/photos](https://support.google.com/photos)  
Google Drive: [support.google.com/drive](https://support.google.com/drive)

<sup>1</sup>Wireless voice, data and messaging services compatible with most major U.S. GSM and CDMA networks. Visit [www.samsung.com](https://www.samsung.com) for more information on your device. Support for certain features and services such as VoWiFi and hotspot, vary by wireless service provider. See provider for compatibility details.

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