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Samsung SM-G965F/DS

Samsung Galaxy S9 Plus (SM-G965F/DS) User Manual

Model: SM-G965F/DS

1. PRODUCT OVERVIEW

The Samsung Galaxy S9 Plus (SM-G965F/DS) is a high-performance smartphone designed for advanced mobile communication and multimedia. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your device.



Image 1.1: Front view of the Samsung Galaxy S9 Plus, showcasing its Super AMOLED display with a dandelion wallpaper.

1.1 Package Contents

Verify that the following items are included in your product package:

- Samsung Galaxy S9 Plus (SM-G965F/DS)
- USB Cable
- Earphones
- Ejection Pin
- USB Power Adapter

- Quick Start Guide
- USB Connector (USB Type-C)
- Micro USB Connector
- Clear View Cover

1.2 Device Layout



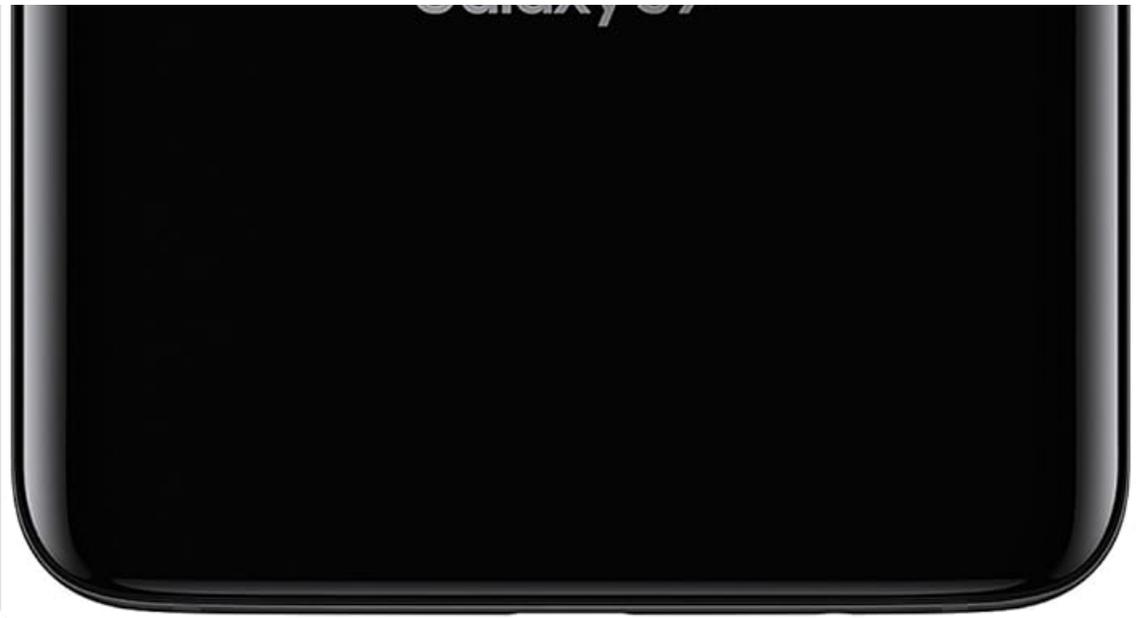


Image 1.2: Rear view of the Samsung Galaxy S9 Plus, highlighting the dual camera system, LED flash, fingerprint sensor, and Samsung branding.

Familiarize yourself with the physical components of your device:

- **Front:** Super AMOLED display, front camera, earpiece, various sensors.
- **Rear:** Dual 12 MP camera, LED flash, fingerprint sensor.
- **Right Side:** Power/Lock button.
- **Left Side:** Volume Up/Down buttons, Bixby button.
- **Bottom:** USB Type-C port, 3.5mm headphone jack, speaker.
- **Top:** SIM/microSD card tray.

2. SETUP GUIDE

2.1 Installing the SIM and microSD Card

The device supports Dual Nano-SIM cards and a microSD card for expandable storage up to 400 GB. The microSD card shares a slot with the second SIM card.

1. Locate the SIM/microSD card tray on the top edge of the device.
2. Insert the ejection pin into the small hole next to the tray to open it.
3. Carefully pull out the tray.
4. Place the Nano-SIM card(s) and/or microSD card into the designated slots on the tray. Ensure the gold contacts face downwards.
5. Gently push the tray back into the slot until it clicks into place.



Image 2.1: Top-right side view of the Samsung Galaxy S9 Plus, indicating the location of the SIM/microSD card tray.

2.2 Charging the Battery

Before initial use, fully charge the device battery.

1. Connect the USB cable to the USB power adapter.
2. Plug the USB cable into the USB Type-C port at the bottom of your phone.
3. Plug the power adapter into a wall outlet.
4. The charging indicator will appear on the screen.
5. Once fully charged, disconnect the charger from the device and the power outlet.

2.3 Initial Power On and Setup

To power on your device for the first time:

1. Press and hold the Power/Lock button on the right side of the device until the Samsung logo appears.
2. Follow the on-screen prompts to complete the initial setup, including language selection, Wi-Fi connection, Google account setup, and security settings.

3. OPERATING INSTRUCTIONS

3.1 Basic Navigation

- **Touchscreen:** Tap, swipe, pinch-to-zoom, and long-press to interact with the display.
- **Home Screen:** The central hub for your apps and widgets. Swipe left or right to access additional screens.
- **Notification Panel:** Swipe down from the top of the screen to access quick settings and notifications.
- **App Drawer:** Swipe up from the bottom of the home screen to view all installed applications.

3.2 Making Calls and Sending Messages

- **Calls:** Open the **Phone** app, enter the number, and tap the call icon.
- **Messages:** Open the **Messages** app, tap the new message icon, enter the recipient and your message, then tap send.

3.3 Camera Usage

The Galaxy S9 Plus features a dual 12 MP rear camera and an 8 MP front camera.

1. Open the **Camera** app.
2. Tap the shutter button to take a photo.
3. Swipe left or right to switch between camera modes (e.g., Photo, Video, Pro, Live Focus).
4. Tap the camera switch icon to toggle between the front and rear cameras.

3.4 Connectivity

- **Wi-Fi:** Go to **Settings > Connections > Wi-Fi**, turn Wi-Fi on, and select your desired network.
- **Mobile Data:** Go to **Settings > Connections > Data usage** to manage mobile data.
- **Bluetooth:** Go to **Settings > Connections > Bluetooth** to pair with other devices.

4. MAINTENANCE

4.1 Cleaning the Device

- Use a soft, lint-free cloth to clean the screen and body of the device.
- Avoid using harsh chemicals or abrasive materials.
- Do not expose the device to excessive moisture.

4.2 Software Updates

Regularly check for software updates to ensure optimal performance and security.

- Go to **Settings > Software update**.
- Tap **Download and install** to check for available updates.

4.3 Battery Care

- Avoid extreme temperatures.
- Do not let the battery completely drain frequently.
- Use only Samsung-approved chargers and cables.

4.4 Data Backup

Regularly back up your data to prevent loss. You can use Samsung Cloud, Google Drive, or a computer connection.

5. TROUBLESHOOTING

5.1 Common Issues

- **Device not turning on:** Ensure the battery is charged. Press and hold the Power button for at least 10 seconds to force a restart.
- **Apps crashing or freezing:** Close the app and reopen it. Clear the app's cache in **Settings > Apps > [App Name] > Storage > Clear cache**.
- **Connectivity problems (Wi-Fi/Bluetooth):** Turn the feature off and on again. Restart the device.
- **Slow performance:** Close unnecessary background apps. Clear cache data. Consider a factory reset if issues persist.

5.2 Factory Data Reset

Warning: A factory data reset will erase all data from your device, including apps, photos, and settings. Back up important data before proceeding.

1. Go to **Settings > General management > Reset > Factory data reset**
2. Review the information and tap **Reset**.
3. Enter your screen lock information if prompted.
4. Tap **Delete all** to confirm.

6. SPECIFICATIONS

Feature	Specification
Model Number	SM-G965F/DS
Display	6.2 inches Super AMOLED capacitive touchscreen, 2220 x 1080 resolution
Processor	10nm, 64-bit, Octa-Core (2.7 GHz Quad + 1.7 GHz Quad)
RAM	6 GB
Internal Storage	128 GB
Expandable Storage	microSD, up to 400 GB (uses SIM 2 slot)
Rear Camera	Dual: 12 MP (f/1.5-2.4) + 12 MP (f/2.4), OIS, 2x optical zoom
Front Camera	8 MP (f/1.7), autofocus, Auto HDR
Battery	3500 mAh Lithium Polymer

Feature	Specification
Operating System	Android
Connectivity	Dual Nano-SIM (4G + 3G), LTE, Wi-Fi, Bluetooth, USB Type-C, 3.5mm Audio Jack
Dimensions	7 x 3 x 2.5 inches
Weight	6.4 ounces

7. WARRANTY AND SUPPORT

7.1 Warranty Information

Important Note: This is an international version of the Samsung Galaxy S9 Plus (SM-G965F/DS) and **does not come with a manufacturer's warranty in the United States.** Please refer to your point of purchase for any seller-specific return or warranty policies.

7.2 Customer Support

For further assistance, please refer to the official Samsung support website or contact your retailer. Online resources often provide FAQs, troubleshooting guides, and software downloads.

- [Samsung Official Support \(US\)](#)