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**SAMSUNG G970U / SM-G970FZWDDBT**

# SAMSUNG Galaxy S10e User Manual

Model: G970U / SM-G970FZWDDBT

## 1. INTRODUCTION

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This manual provides essential information for setting up, operating, maintaining, and troubleshooting your SAMSUNG Galaxy S10e smartphone. Please read this manual carefully to ensure proper use and to maximize the device's capabilities.



Figure 1: Front and back view of the SAMSUNG Galaxy S10e in Prism White.

## 2. SETUP

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### 2.1 Unboxing and Initial Inspection

Upon opening the package, ensure all components are present:

- SAMSUNG Galaxy S10e device
- USB-C Cable
- Wall Adapter
- SIM Ejection Tool
- Quick Start Guide (if included)

Inspect the device for any physical damage before proceeding.

## 2.2 Charging the Device

Before first use, fully charge your Galaxy S10e. Connect the USB-C cable to the phone's charging port and the wall adapter, then plug the adapter into a power outlet.





Figure 2: The USB-C charging port located at the bottom of the device.

### 2.3 Inserting SIM Card and microSD Card

The Galaxy S10e supports a Nano-SIM card and a microSD card for expandable storage up to 512GB.

1. Locate the SIM card tray on the top edge of the device.
2. Insert the SIM ejection tool into the small hole next to the tray to open it.
3. Place the Nano-SIM card into the designated slot with the gold contacts facing down.
4. If using, place the microSD card into its designated slot.
5. Gently push the tray back into the device until it clicks into place.





Figure 3: The SIM/microSD card tray is located on the top edge of the device.

## 3. OPERATING YOUR DEVICE

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### 3.1 Power On/Off and Restart

- **Power On:** Press and hold the Power/Side key (located on the right side) until the Samsung logo appears.
- **Power Off:** Press and hold the Power/Side key and Volume Down key simultaneously, then tap 'Power off' on the screen.
- **Restart:** Press and hold the Power/Side key and Volume Down key simultaneously, then tap 'Restart' on the screen.





Figure 4: The Power/Side key is on the right side of the device.

### 3.2 Display and Navigation

The Galaxy S10e features a 5.8" Full HD+ Dynamic AMOLED Infinity-O Display. Navigate using touch gestures:

- **Tap:** Select an item or open an app.

- **Swipe:** Scroll through screens or lists.
- **Pinch:** Zoom in or out on photos and web pages.
- **Long Press:** Access contextual menus or move icons.





Figure 5: The 5.8-inch Dynamic AMOLED display.

### 3.3 Camera Functions

Your device is equipped with a dual rear camera (12MP Wide, 16MP Ultra-Wide) and a 10MP front camera.

1. Open the Camera app from the home screen or app drawer.
2. Select your desired mode (Photo, Video, Pro, etc.).
3. Tap the shutter button to capture a photo or start/stop video recording.
4. Use the zoom controls on the screen to adjust magnification.





Figure 6: The dual rear camera system on the back of the device.

### 3.4 Connectivity

The Galaxy S10e supports 4G LTE, Wi-Fi, and Bluetooth connectivity.

- **Wi-Fi:** Go to **Settings > Connections > Wi-Fi** to connect to available networks.
- **Bluetooth:** Go to **Settings > Connections > Bluetooth** to pair with other Bluetooth devices.
- **Mobile Data:** Ensure your SIM card is active and mobile data is enabled in **Settings > Connections > Data usage**.

## 4. MAINTENANCE

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### 4.1 Cleaning Your Device

To clean your Galaxy S10e, use a soft, lint-free cloth. For stubborn smudges, slightly dampen the cloth with distilled water. Avoid harsh chemicals or abrasive materials.

The device has an IP68 waterproof rating, meaning it can withstand submersion in up to 1.5 meters of fresh water for up to 30 minutes. However, it is not recommended for beach or pool use, and water damage is not covered under warranty.

### 4.2 Software Updates

Regularly check for software updates to ensure optimal performance and security. Go to **Settings > Software update > Download and install**.

### 4.3 Battery Care

To prolong battery life:

- Avoid extreme temperatures.

- Do not let the battery drain completely before recharging.
- Use only Samsung-approved chargers and cables.

## 5. TROUBLESHOOTING

### 5.1 Common Issues and Solutions

Problem	Possible Solution
Device not turning on	Ensure battery is charged. Press and hold Power/Side key for 10 seconds to force restart.
Apps crashing or freezing	Clear app cache/data ( <b>Settings &gt; Apps &gt; [App Name] &gt; Storage</b> ). Restart device.
Poor battery life	Reduce screen brightness, disable unused features (Wi-Fi, Bluetooth, GPS), close background apps.
Cannot connect to Wi-Fi	Restart router and device. Forget network and reconnect ( <b>Settings &gt; Connections &gt; Wi-Fi</b> ).
SIM card not detected	Ensure SIM card is correctly inserted. Restart device. Contact your carrier.

If issues persist, consider performing a factory data reset (backup your data first) or contact Samsung support.

## 6. SPECIFICATIONS

Feature	Detail
Model Number	SM-G970FZWDDBT
Display	5.8 inches Full HD+ Dynamic AMOLED Infinity-O Display
Resolution	1920 x 1080 pixels
Processor	Snapdragon 855 (or equivalent regional processor)
RAM	6 GB
Internal Storage	128 GB
Expandable Storage	microSD up to 512 GB
Rear Camera	12MP Wide + 16MP Ultra-Wide
Front Camera	10MP Dual Pixel PDAF
Battery Capacity	3100 mAh
Operating System	Android (version at launch)
Connectivity	4G LTE, Wi-Fi, Bluetooth, GPS
Water Resistance	IP68
Dimensions	5.6 x 2.75 x 0.31 inches

Feature	Detail
Weight	5.3 ounces (150 grams)

## 7. WARRANTY AND SUPPORT

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For warranty information and detailed support, please refer to the official Samsung website or contact Samsung customer service.

- **Samsung Support Website:** [www.samsung.com/us/support/](http://www.samsung.com/us/support/)
- **Protection Plans:** Additional protection plans may be available for purchase. Refer to your retailer for details.

Always use genuine Samsung accessories to ensure compatibility and maintain warranty validity.



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