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## Samsung S20 5G

# Samsung Galaxy S20 5G SM-G981U User Manual

Your comprehensive guide to operating and maintaining your device.

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## 1. INTRODUCTION

This manual provides essential information for the setup, operation, and maintenance of your Samsung Galaxy S20 5G SM-G981U smartphone. Designed for clarity and ease of use, it covers key features, functions, and troubleshooting steps to ensure you get the most from your device.

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## 2. PRODUCT OVERVIEW

The Samsung Galaxy S20 5G SM-G981U is an advanced Android smartphone featuring 5G connectivity, a high-resolution camera system, and a vibrant display. It is equipped with 12GB RAM and 128GB of internal storage.

### Key Features:

- **Display:** 6.2-inch Quad HD+ Dynamic AMOLED 2X Infinity-O Display.
- **Camera System:** 10MP Selfie Camera (Dual Pixel AF), 12MP Ultra Wide Camera, 12MP Wide-angle Camera, 64MP Telephoto Camera.
- **Connectivity:** 5G, LTE, Bluetooth, Wi-Fi.
- **Audio:** Surround sound with Dolby Atmos technology.
- **Memory & Storage:** 12GB RAM (LPDDR5) with 128GB internal storage.

### Device Layout:



Figure 1: Front and rear view of the Samsung Galaxy S20 5G smartphone, showcasing the Infinity-O display and the multi-lens camera system.





Figure 2: Rear view of the Samsung Galaxy S20 5G, highlighting the camera array and Samsung branding.

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### 3. SETUP

### 3.1. SIM Card Installation

1. Locate the SIM card tray on the side of your device.
2. Insert the provided SIM tray ejector tool into the small hole next to the tray. Press firmly until the tray pops out.
3. Place your Nano-SIM card into the tray with the gold contacts facing down. Ensure it is seated correctly.
4. Carefully reinsert the tray into the phone until it clicks into place.

The device supports a single Nano-SIM card. While the internal storage is 128GB, some models may support expandable storage via a microSD card (sold separately) in the same tray. Consult your device's specific configuration.

### 3.2. Initial Power On and Setup

1. Press and hold the Power/Side key until the Samsung logo appears.
2. Follow the on-screen prompts to select your language, connect to a Wi-Fi network, and set up your Google account.
3. Configure security features such as fingerprint recognition or a PIN/pattern.

### 3.3. Charging the Device

Connect the USB-C cable to the charging port at the bottom of the phone and the other end to a compatible power adapter. The device features a 5000 mAh (typical) battery capacity and supports fast charging.

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## 4. OPERATING INSTRUCTIONS

### 4.1. Display and Navigation





Figure 3: The vibrant Quad HD+ Dynamic AMOLED 2X Infinity-O Display of the Samsung Galaxy S20 5G, showcasing its edge-to-edge design.

- **Touchscreen Gestures:** Navigate the interface using taps, swipes, pinches, and long presses.
- **Home Screen:** Customize with widgets, app shortcuts, and wallpapers.
- **Notification Panel:** Swipe down from the top of the screen to access quick settings and notifications.

## 4.2. Camera Functions

The Galaxy S20 5G features a versatile camera system:

- **Rear Cameras:** Utilize the Ultra Wide, Wide-angle, and Telephoto lenses for various photographic scenarios. The 64MP Telephoto camera enables Space Zoom up to 100x.
- **Front Camera:** The 10MP Selfie Camera with Dual Pixel AF provides clear self-portraits.
- **Video Recording:** Capture revolutionary 8K Video Snap.

## 4.3. Connectivity

- **5G/LTE:** Access high-speed mobile data networks.
- **Wi-Fi:** Connect to wireless internet networks for faster browsing and downloads.
- **Bluetooth:** Pair with wireless headphones, speakers, and other compatible accessories.

## 4.4. Audio

Experience immersive audio with surround sound powered by Dolby Atmos technology, including Dolby Digital and Dolby Digital Plus support. Note that this model does not feature a traditional 3.5mm headphone jack.

## 4.5. Security Features

Protect your device and data with advanced security options:

- **Biometric Authentication:** Utilize the in-display fingerprint sensor for quick and secure unlocking.
  - **Knox Platform:** Samsung Knox provides multi-layered security from the chip up, protecting your sensitive information.
  - **PIN/Pattern/Password:** Set up a traditional lock method for device access.
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# 5. MAINTENANCE

## 5.1. Battery Care

- To maximize battery life, avoid extreme temperatures.
- The intelligent battery adjusts to your usage habits to conserve power.
- Use only Samsung-approved chargers and cables.

## 5.2. Cleaning Your Device

Gently wipe the screen and body with a soft, lint-free cloth. Avoid using harsh chemicals or abrasive materials.

## 5.3. Software Updates

Regularly check for and install software updates to ensure optimal performance, security, and access to new features. Navigate to **Settings > Software update** to check for available updates.

## 5.4. Data Backup

Utilize the Samsung Smart Switch app to easily transfer data from your old device or back up your current device's content to a computer or external storage.

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# 6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Samsung Galaxy S20 5G.

## 6.1. Device Not Powering On

- Ensure the battery is charged. Connect the charger and wait a few minutes before attempting to power on.

- Press and hold the Power/Side key for at least 10 seconds to perform a forced restart.

## 6.2. Connectivity Issues (Wi-Fi/Bluetooth/Cellular)

- Toggle Wi-Fi, Bluetooth, or Cellular data off and on again from the Quick Settings panel.
- Restart your device.
- For Wi-Fi, try forgetting the network and reconnecting. For Bluetooth, unpair and re-pair the device.
- Ensure your SIM card is properly inserted and your cellular plan is active.

## 6.3. Apps Crashing or Freezing

- Close the problematic app and reopen it.
- Clear the app's cache and data via **Settings > Apps > [App Name] > Storage**
- Ensure the app is updated to its latest version.

## 6.4. Device Unresponsive / Frozen Screen

Press and hold the Power/Side key and Volume Down key simultaneously for more than 7 seconds to force restart the device.

# 7. SPECIFICATIONS

Feature	Specification
Model Name	Galaxy S20 5G (SM-G981U)
Display Size	6.2 Inches
Display Resolution	1440 x 2960 (Quad HD+)
Operating System	Android
RAM	12 GB
Internal Storage	128 GB
Battery Capacity	5000 Milliamp Hours (typical)
Rear Camera	12MP Ultra Wide, 12MP Wide-angle, 64MP Telephoto
Front Camera	10MP Dual Pixel AF
Cellular Technology	5G
Wireless Technologies	Bluetooth, Wi-Fi
Dimensions (Package)	7.05 x 3.74 x 1.85 inches
Item Weight	9.6 ounces
Audio Jack	No headphone jack

# 8. WARRANTY AND SUPPORT

## **8.1. Amazon Renewed Guarantee**

This product is covered by the Amazon Renewed Guarantee, which provides a refund or replacement within 90 days of receipt if the product does not work as expected. For details, refer to the Amazon Renewed program terms.

## **8.2. Technical Support**

For further technical assistance or inquiries not covered in this manual, please visit the official Samsung support website or contact their customer service. Have your device's model number (SM-G981U) and serial number ready for faster service.