

Samsung SM-N986U1

Samsung Galaxy Note 20 Ultra 5G User Manual

Model: SM-N986U1

1. INTRODUCTION

This user manual provides essential information for setting up, operating, maintaining, and troubleshooting your Samsung Galaxy Note 20 Ultra 5G. Please read this manual thoroughly to ensure proper and safe use of your device.

2. SAFETY INFORMATION

- **Battery Safety:** Do not disassemble, crush, or puncture the battery. Avoid extreme temperatures.
- **Water Resistance:** The device has a certain level of water resistance, but avoid intentional submersion or exposure to high-pressure water.
- **Charging:** Use only Samsung-approved chargers and cables. Unplug the charger when not in use.
- **Driving Safety:** Prioritize driving safety. Avoid using your phone while driving unless absolutely necessary and in a hands-free manner.
- **Medical Devices:** Maintain a safe distance between your device and medical implants like pacemakers.

3. WHAT'S IN THE BOX

Verify that all items are present in your product package:

- Samsung Galaxy Note 20 Ultra 5G Smartphone
- S Pen Stylus
- Travel Adapter
- Data Cable (USB-C)
- Ejection Pin
- Quick Reference Manual
- Terms & Conditions
- Health & Safety Guide

4. SETUP

4.1. Inserting the SIM Card and microSD Card

1. Locate the SIM card tray on the top edge of the device.
2. Insert the ejection pin into the hole on the tray to open it.
3. Place the Nano-SIM card onto the tray with the gold contacts facing down.
4. If using a microSD card (optional), place it in the designated slot on the tray.
5. Gently push the tray back into the slot until it is flush with the device.

4.2. Powering On and Initial Setup

1. Press and hold the Power/Side key (located on the right side) until the Samsung logo appears.
2. Follow the on-screen prompts to select your language, connect to Wi-Fi, and set up your Google account.
3. Transfer data from your old device if prompted, or choose to set up as a new device.
4. Configure security features such as fingerprint recognition or face unlock.



Figure 1: Samsung Galaxy Note 20 Ultra 5G and S Pen.

5. OPERATING YOUR DEVICE

5.1. Basic Navigation

- **Home Screen:** Swipe left or right to navigate between pages.
- **App Drawer:** Swipe up from the Home screen to access all installed applications.
- **Notifications Panel:** Swipe down from the top of the screen to view notifications and quick settings.
- **Recent Apps:** Tap the Recent Apps button (square icon) to view and switch between recently used applications.

5.2. Using the S Pen

The S Pen enhances productivity and creativity:

- **Air Command:** Detach the S Pen or press its button while hovering over the screen to open the Air Command menu for quick access to S Pen features.
- **Screen Off Memo:** Quickly jot down notes even when the screen is off by detaching the S Pen.
- **Air Actions:** Use the S Pen as a remote control for camera, media playback, and more via Bluetooth.
- **Smart Select:** Capture specific areas of the screen and extract text or GIFs.





Figure 2: Close-up of the S Pen Stylus.

5.3. Camera Features

The Galaxy Note 20 Ultra 5G features a versatile camera system:

- **Photo Modes:** Explore various modes like Single Take, Pro, Panorama, and Night mode.
- **Video Recording:** Record high-resolution videos, including 8K video capture.
- **Zoom:** Utilize the 5x optical zoom and up to 50x hybrid zoom for distant subjects.

5.4. Connectivity

- **Wi-Fi:** Connect to wireless networks via Settings > Connections > Wi-Fi.
- **Bluetooth:** Pair with Bluetooth devices like headphones or speakers via Settings > Connections > Bluetooth.
- **5G Network:** The device supports 5G connectivity for faster data speeds where available.

6. MAINTENANCE

- **Cleaning:** Use a soft, lint-free cloth to clean the screen and body. Avoid harsh chemicals.
- **Software Updates:** Regularly check for and install software updates via Settings > Software update to ensure optimal performance and security.
- **Battery Care:** To prolong battery life, avoid fully discharging the battery frequently. Charge the device before it completely runs out of power.
- **Storage Management:** Periodically clear unnecessary files and apps to free up storage space and improve performance.

7. TROUBLESHOOTING

Problem	Possible Solution
Device not turning on	Ensure the battery is charged. Press and hold the Power/Side key and Volume Down key simultaneously for 7-10 seconds to force restart.
Apps crashing or freezing	Close background apps. Clear app cache (Settings > Apps > [App Name] > Storage > Clear cache). Restart the device.
Poor battery life	Adjust screen brightness, disable unnecessary features (Bluetooth, GPS), close unused apps, and check for rogue apps consuming power.
S Pen not responding	Ensure the S Pen is properly inserted into its slot. Check S Pen settings (Settings > Advanced features > S Pen). Restart the device.
Network connectivity issues	Toggle Airplane mode on/off. Restart the device. Check SIM card insertion. Reset network settings (Settings > General management > Reset > Reset network settings).

8. SPECIFICATIONS

Feature	Detail
Display	6.9-inch Dynamic AMOLED 2X, 3088 x 1440 (Quad HD+)
Processor	Qualcomm Snapdragon 865+ (Octa-Core)
RAM	12 GB
Internal Storage	128 GB (expandable via microSD)
Rear Camera	108 MP (Wide) + 12 MP (Telephoto) + 12 MP (Ultrawide)
Front Camera	10 MP
Battery	4500 mAh
Operating System	Android 10 (upgradable)
Dimensions	6.49 x 3.04 x 0.32 inches
Weight	7.2 ounces
Special Features	S Pen Stylus, 5G Connectivity

9. WARRANTY & SUPPORT

For warranty information, please refer to the "Terms & Conditions" and "Health & Safety Guide" included in your product package. For technical support, visit the official Samsung support website or contact their customer service. Keep your proof of purchase for warranty claims.

- **Online Support:** www.samsung.com/us/support/
- **Customer Service:** Refer to your regional Samsung website for local contact numbers.