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Model: Galaxy S20 Ultra (128GB, T-Mobile)

INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Samsung Galaxy S20 Ultra 5G smartphone. Please read this guide carefully to ensure proper use and to maximize the device's capabilities.



Front view of the Samsung Galaxy S20 Ultra 5G smartphone.

GETTING STARTED

1. Unboxing and Initial Inspection

Upon opening the package, verify that the following items are included:

- Samsung Galaxy S20 Ultra 5G device
- SIM Tray Ejector
- Quick Reference Manual

- Charging cable and adapter (may vary for renewed products)

2. SIM Card Installation

The Galaxy S20 Ultra 5G supports Nano SIM cards and features a dual SIM slot. To install your SIM card:

1. Locate the SIM card tray on the side of the device.
2. Insert the SIM tray ejector tool into the small hole next to the tray and press gently until the tray pops out.
3. Place your Nano SIM card(s) into the designated slots on the tray, ensuring the gold contacts face down.
4. Carefully reinsert the tray into the device until it clicks into place.





Side view of the device, illustrating the location of the power and volume buttons, and the SIM card tray.

3. Powering On and Initial Setup

Press and hold the Power button (located on the right side) until the Samsung logo appears. Follow the on-screen instructions to complete the initial setup, including language selection, Wi-Fi connection, Google account login, and security settings.

4. Charging the Device

Connect the USB Type-C cable to the phone's charging port and the other end to the power adapter. Plug the adapter into a wall outlet. The device supports fast charging and Fast Wireless Charging 2.0. For optimal battery health, use Samsung-approved chargers and cables.

DEVICE OVERVIEW AND OPERATION

1. Physical Components

- **Display:** 6.9-inch Dynamic AMOLED 2X display with a 120Hz refresh rate.
- **Buttons:** Power/Side key and Volume buttons on the right side.
- **Ports:** USB Type-C port at the bottom for charging and data transfer.
- **Cameras:** Quad-camera system on the rear, single front camera.

2. Display and Navigation

The device features a responsive touchscreen. Navigate by tapping, swiping, pinching, and spreading fingers. The 120Hz refresh rate provides smooth scrolling and animations.

3. Camera Features

The Galaxy S20 Ultra 5G is equipped with an advanced camera system:

- **Rear Cameras:** 108 MP Wide-angle, 12 MP Ultra-wide, 48 MP Telephoto, and a DepthVision camera.
- **Front Camera:** 40 MP.
- **Space Zoom:** Features up to 100x Space Zoom for distant subjects.
- **Night Mode:** Capture clear photos and videos in low-light conditions without flash.
- **Video Recording:** Supports 8K video recording.



What Renewed customers are saying


Detailed view of the rear camera module, indicating the specifications of each lens.

4. Battery Management

The device features a 5000 mAh intelligent battery designed to optimize power consumption based on usage patterns. It supports Super Fast Charging and Fast Wireless Charging 2.0. The Wireless PowerShare feature allows you to charge compatible devices (like Galaxy Buds or other phones) by placing them on the back of your S20 Ultra 5G.


What Renewed customers are saying

★★★★★




"I decided to get this renewed product and it was in perfect condition. All the features are running smoothly. No complaints so far. I will not hesitate to buy another Renewed product after this experience, saves you money."

★★★★★



"Brilliant, great device in great condition at a great price! I'm super satisfied and made my concerns about Renewed Hardware disappear. Glad I made the purchase!"

★★★★★



"Purchased Renewed, but seems brand new. Works perfectly. Will consider Renewed electronics for purchase in the future. Less money and helps the environment."

The device's display, highlighting its intelligent battery capabilities for extended use.

5. Connectivity

- **5G Network:** Supports 5G connectivity for faster download and upload speeds, and lower latency.
- **Wi-Fi:** Connect to wireless networks for internet access.
- **Bluetooth:** Pair with wireless accessories such as headphones and speakers.

6. Security Features

The device includes biometric security options:

- **Fingerprint Recognition:** An in-display fingerprint sensor allows for secure unlocking.
- **Facial Recognition:** Unlock your device using your face.

CARE AND MAINTENANCE

1. General Care

- Keep the device clean using a soft, dry cloth. Avoid harsh chemicals.
- Protect the screen with a screen protector and use a protective case to prevent physical damage.
- Avoid exposing the device to extreme temperatures or direct sunlight for prolonged periods.

2. Software Updates

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

3. Water Resistance Guidelines

The Galaxy S20 Ultra 5G is water-resistant, not waterproof. This means it can withstand splashes and brief immersion in shallow water under specific conditions. Avoid:

- Submerging the device in water deeper than 1.5 meters for more than 30 minutes.
- Exposing the device to pressurized water or high-velocity water (e.g., shower, water sports).
- Using the device in saltwater or chlorinated water.

If the device gets wet, dry it thoroughly with a clean, soft cloth before charging or using the USB port.

TROUBLESHOOTING

1. Common Issues and Solutions

- **Device not powering on:** Ensure the battery is charged. Connect to a charger and wait a few minutes before attempting to power on again.
- **Poor battery life:** Close unused apps, reduce screen brightness, disable unnecessary features (e.g., GPS, Bluetooth, Wi-Fi when not in use), and check for background app activity in battery settings.
- **Camera not working:** Restart the camera app or the device. Clear the camera app's cache and data (Settings > Apps > Camera > Storage). Ensure the software is up to date.
- **Connectivity issues (Wi-Fi/5G):** Toggle Wi-Fi or Mobile Data off and on. Restart the device. For Wi-Fi, try forgetting the network and reconnecting. For 5G, ensure you are in an area with 5G coverage and your plan supports it.
- **Fingerprint/Facial Recognition not working:** Ensure the sensor/camera is clean and free from obstructions. Re-register your fingerprints or face in the security settings.
- **Bluetooth connection problems:** Ensure both devices are in pairing mode and within range. Try unpairing and re-pairing the devices.

2. Factory Reset

If issues persist, a factory reset may resolve them. **Warning:** This will erase all data on your device. Back up important data before proceeding. Go to **Settings > General management > Reset > Factory data reset**

SPECIFICATIONS

Feature	Detail
Brand	Samsung
Model Name	Galaxy S20 Ultra
Operating System	Android 10.0 (upgradable)
Processor	Snapdragon 865 (2840 MHz)
RAM	12 GB
Storage Capacity	128 GB
Screen Size	6.9 Inches
Display Type	AMOLED
Resolution	1440 x 3040
Refresh Rate	120 Hz
Rear Camera	108 MP (Wide), 12 MP (Ultra Wide), 48 MP (Telephoto), DepthVision
Front Camera	40 MP
Battery Capacity	5000 Milliamp Hours (Lithium-Ion)
Connectivity	5G, Wi-Fi, Bluetooth, USB Type C
SIM Card Slot	Dual SIM (Nano)
Biometric Security	Fingerprint Recognition
Water Resistance	Water Resistant
Dimensions	6.57 x 2.99 x 0.35 inches
Wireless Provider	T-Mobile

RENEWED PRODUCT INFORMATION

This device is an Amazon Renewed product. Amazon Renewed products are pre-owned and professionally inspected, tested, and cleaned by Amazon-qualified suppliers. They are fully functional and come with generic or original accessories and packaging.

Cosmetic Condition Guidelines

Renewed products are categorized based on their cosmetic condition:

Excellent Condition

Body: No cosmetic damage visible from 12 inches away.

Screen: No scratches.

Battery life: Greater than 80%.

Good Condition

Body: Light scratches, barely visible from 12 inches away.

Screen: No scratches.

Battery life: Greater than 80%.

Acceptable Condition

Body: Light scratches, clearly visible from 12 inches away.

Screen: May have scratches, invisible when turned on.

Battery life: Greater than 80%.

WARRANTY AND SUPPORT

1. Amazon Renewed Guarantee

This Amazon Renewed product is backed by the Amazon Renewed Guarantee. If you are not satisfied with your purchase, you are eligible for a replacement or refund within 90 days of receipt. For specific terms and conditions, please refer to the Amazon Renewed program details on the product's purchase page.

2. Contacting Support

- For issues related to the renewed condition, returns, or refunds, please contact Amazon Customer Service.
- For technical support, software assistance, or warranty claims beyond the Amazon Renewed Guarantee period (if applicable), you may contact Samsung's official support channels.