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› Samsung Galaxy Note 20 Ultra 5G User Manual

SAMSUNG N986U

Samsung Galaxy Note 20 Ultra 5G User Manual

Model: N986U

Brand: SAMSUNG

1. OVERVIEW

The Samsung Galaxy Note 20 Ultra 5G (Model N986U) is a high-performance Android smartphone designed for productivity and entertainment. This device integrates advanced features such as a professional-grade camera system, a vibrant 6.9-inch Infinity-O Dynamic AMOLED 2X display with a 120Hz refresh rate, a powerful Qualcomm Snapdragon 865+ processor, and the versatile S Pen. It supports ultra-fast 5G connectivity and is equipped with a long-lasting 4,500mAh battery with super-fast charging capabilities.

This manual provides essential information to help you set up, operate, maintain, and troubleshoot your device effectively.

2. WHAT'S IN THE BOX

Upon unboxing your Samsung Galaxy Note 20 Ultra 5G, please verify that the following items are included:

- Samsung Galaxy Note 20 Ultra 5G Handset (Model N986U)
- S Pen
- SIM Tray Ejector
- Quick Reference Manual (this document)

Note: Additional accessories such as a charger, USB cable, or headphones may be sold separately or vary by region/retailer.

3. INITIAL SETUP

3.1 Inserting the SIM Card

To use cellular services, you must insert a Nano-SIM card. Locate the SIM card tray on the top edge of the device.

Use the provided SIM tray ejector tool to open the tray. Place your Nano-SIM card into the tray with the gold contacts facing down, ensuring it is correctly oriented. Gently push the tray back into the slot until it clicks into place.



Image: Side view of the Samsung Galaxy Note 20 Ultra 5G, highlighting the location of the SIM card tray on the top edge of the device.

3.2 Powering On and Initial Configuration

Press and hold the Power/Side key (located on the right side of the device) until the Samsung logo appears. Follow the on-screen prompts to complete the initial setup, which includes selecting your language, connecting to a Wi-Fi network, signing in to your Google account, and setting up security features like fingerprint recognition or facial recognition.



Image: Front and back view of the Samsung Galaxy Note 20 Ultra 5G, showcasing its design and the accompanying S Pen.

4. OPERATING INSTRUCTIONS

4.1 Navigating the Interface

The Galaxy Note 20 Ultra 5G uses a touch-based interface. Swipe up from the bottom of the screen to access the app drawer. Swipe down from the top to open the notification panel and quick settings. Use gestures or the navigation bar at the bottom of the screen to go Home, go Back, or view Recent apps.

4.2 Using the S Pen

The S Pen is integrated into the device for enhanced productivity. To remove the S Pen, gently press its end until it clicks, then pull it out. The S Pen allows for precise writing, drawing, and navigation. Air Actions enable remote control of the device through S Pen gestures. To reinsert, push the S Pen back into its slot until it clicks securely.

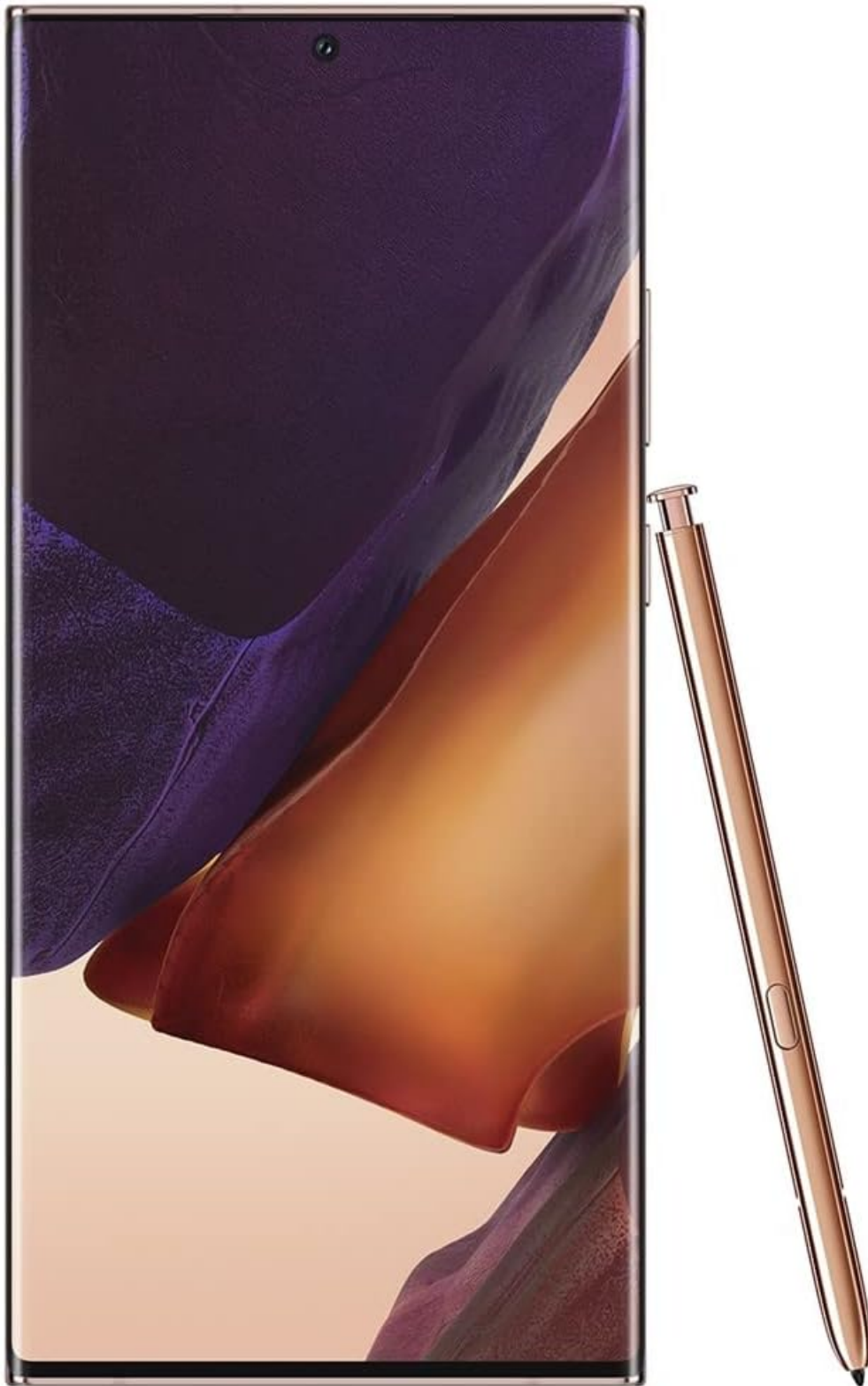


Image: Front view of the Samsung Galaxy Note 20 Ultra 5G, displaying its large screen and the S Pen positioned alongside it.

4.3 Camera Features

The device features a triple-lens camera system. Open the Camera app from the home screen or app drawer. Tap the shutter button to take a photo. Swipe left or right to switch between different camera modes (e.g., Photo, Video, Pro, Single Take). The 108MP main sensor, 12MP periscope telephoto, and 12MP ultra-wide lens offer versatile shooting options, including up to 50x Space Zoom.



Image: Back view of the Samsung Galaxy Note 20 Ultra 5G, prominently featuring its advanced multi-lens camera module and the S Pen.

4.4 Battery Management

The 4,500mAh battery provides all-day power. To charge, connect a USB-C cable to the device's port and to a compatible charger. The device supports super-fast charging. To optimize battery life, reduce screen brightness, disable unused features like Bluetooth or GPS, and close background applications.

5. MAINTENANCE

5.1 Cleaning the Device

To clean your device, gently wipe the screen and body with a soft, lint-free cloth. For stubborn smudges, slightly dampen the cloth with water or a screen cleaner designed for electronics. Avoid using harsh chemicals, abrasive materials, or excessive moisture, as these can damage the device.

5.2 Software Updates

Regular software updates provide new features, security enhancements, and bug fixes. To check for updates, go to **Settings > Software update > Download and install**. Ensure your device is connected to Wi-Fi and has sufficient battery life before performing an update.

5.3 Storage Management

The device comes with 128GB of internal storage. To manage storage, go to **Settings > Battery and device care > Storage**. You can free up space by deleting unnecessary files, uninstalling unused apps, or moving media to cloud storage.

6. TROUBLESHOOTING

6.1 Device Not Responding

If your device becomes unresponsive, perform a forced restart by pressing and holding the Volume Down button and the Power/Side key simultaneously for more than 7 seconds until the device restarts.

6.2 Connectivity Issues (Wi-Fi/Bluetooth/5G)

- **Wi-Fi:** Ensure Wi-Fi is enabled in Quick Settings. Forget the network and reconnect. Restart your router.
- **Bluetooth:** Ensure Bluetooth is enabled. Unpair and re-pair the device.
- **5G/Cellular Data:** Check if Mobile Data is enabled. Verify your SIM card is properly inserted. Contact your T-Mobile carrier for network-specific issues.

6.3 Battery Draining Quickly

If the battery drains faster than expected, check battery usage in **Settings > Battery and device care > Battery**. Identify apps consuming significant power and close them. Reduce screen brightness, disable Always On Display, and limit background app refresh. Consider performing a factory reset as a last resort after backing up your data.

7. SPECIFICATIONS

Feature	Specification
Model Name	Galaxy Note 20 Ultra 5G
Item Model Number	N986U
Display	6.9 Inches Dynamic AMOLED 2X, 120Hz refresh rate
Resolution	1440x3088
Processor	Qualcomm Snapdragon 865+
RAM	8 GB
Internal Storage	128 GB
Rear Camera System	108MP Main, 12MP Periscope Telephoto, 12MP Ultra-Wide

Front Camera	Yes
Battery Capacity	4500 mAh
Wireless Carrier	T-Mobile (Locked)
Cellular Technology	5G
Connectivity	USB, Wireless
Audio Jack	No headphone jack
Dimensions	7 x 5 x 4 inches
Item Weight	11.7 ounces
Color	Bronze

8. WARRANTY AND SUPPORT

This Samsung Galaxy Note 20 Ultra 5G is a renewed product. For specific warranty information, please refer to the terms and conditions provided by the retailer or renewed product seller at the time of purchase. Typically, renewed products come with a limited warranty period.

For technical support, software assistance, or service inquiries, please visit the official Samsung support website or contact their customer service. You may also refer to the support resources provided by the Amazon Renewed program or your specific seller for assistance related to your renewed device.

Important: Keep your proof of purchase for any warranty claims or support requests.

