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› Samsung Galaxy Note 20 Ultra 5G (SM-N986) User Manual

SAMSUNG SM-N986

Samsung Galaxy Note 20 Ultra 5G User Manual

MODEL: SM-N986

Introduction

This manual provides essential instructions for setting up, operating, and maintaining your Samsung Galaxy Note 20 Ultra 5G smartphone. Please read this guide thoroughly to ensure optimal performance and longevity of your device. The Samsung Galaxy Note 20 Ultra 5G is designed for advanced mobile computing, featuring a powerful processor, a versatile camera system, and the integrated S Pen.

What's in the Box

- Samsung Galaxy Note 20 Ultra 5G (SM-N986)
- S Pen (integrated)
- SIM Tray Ejector
- Charging cable (may vary based on renewed product supplier)
- Charger (may vary based on renewed product supplier)

Note: As a renewed product, accessories may not be original but are compatible and fully functional. Headphones and SIM card are not included.

Device Overview



Image: Front view of the Samsung Galaxy Note 20 Ultra 5G, showcasing its large Infinity-O display and the S Pen positioned to the side.



Image: Back view of the Samsung Galaxy Note 20 Ultra 5G, highlighting the prominent multi-lens camera module and the S Pen.

Physical Components

- **Front Camera:** Located at the top center of the display.
- **Display:** 6.9-inch Infinity-O Dynamic AMOLED 2X display.
- **Power/Side Key:** On the right side of the device.
- **Volume Keys:** Above the Power/Side Key on the right side.
- **USB-C Port:** At the bottom for charging and data transfer.
- **Speaker:** Located at the bottom and top of the device.
- **Microphone:** Multiple microphones for call quality and noise cancellation.
- **SIM/microSD Card Tray:** Located at the top of the device.
- **S Pen Slot:** Located at the bottom-left of the device.
- **Rear Camera Module:** Multi-lens system on the upper-left of the back panel.

The S Pen

The S Pen is an integral part of the Galaxy Note 20 Ultra 5G experience, offering precise control and enhanced functionality. It is housed within the device for convenient access. Key features include:

- **Writing and Drawing:** Natural pen-on-paper feel for notes and sketches.
- **Air Actions:** Gesture controls for navigating the phone remotely.
- **Screen Off Memo:** Quickly jot down notes without unlocking the phone.
- **Smart Select:** Capture specific areas of the screen.

Setup

1. Insert SIM Card

1. Locate the SIM/microSD card tray on the top edge of your device.
2. Insert the provided SIM tray ejector tool into the small hole next to the tray.
3. Gently push until the tray pops out.
4. Place your Nano-SIM card into the designated slot with the gold contacts facing down. If using a microSD card for expandable storage, insert it into the other slot.
5. Carefully push the tray back into the device until it clicks into place.

2. Power On Your Device

Press and hold the Power/Side Key on the right side of the phone until the Samsung logo appears on the screen.

3. Initial Setup

Follow the on-screen prompts to complete the initial setup process. This includes selecting your language, connecting to a Wi-Fi network, signing in to your Google account, and setting up security features like fingerprint or facial recognition.

Operating Instructions

Display and Navigation

- **Dynamic AMOLED 2X Display:** Experience vibrant colors and smooth scrolling with the 120Hz adaptive refresh rate.
- **Touchscreen Gestures:** Navigate using taps, swipes, pinches, and long presses.
- **Edge Panel:** Swipe from the edge of the screen to access frequently used apps and contacts.

S Pen Usage

- **Removing the S Pen:** Gently press the end of the S Pen to release it from its slot.
- **Air Command:** When the S Pen is removed, the Air Command menu automatically appears, offering quick access to S Pen features.
- **Samsung Notes:** Utilize the pre-installed Samsung Notes app for advanced note-taking, converting handwriting to text, and PDF annotation.

Camera Features

The Pro-Grade Camera system allows for high-resolution photos and videos, even in low-light conditions.

- **Camera Modes:** Explore various modes such as Photo, Video, Pro, Single Take, Night, and more.
- **Zoom:** Utilize optical and digital zoom capabilities for distant subjects.
- **Settings:** Adjust resolution, aspect ratio, timer, and other camera parameters in the camera settings.

Connectivity

- **5G Network:** Connect to 5G networks for faster download and upload speeds (requires 5G service availability).
- **Wi-Fi:** Connect to wireless networks for internet access.
- **Bluetooth:** Pair with wireless headphones, speakers, and other Bluetooth-enabled devices.
- **Point to Share:** Share information directly with other compatible Samsung devices.

Battery Management

- **Intelligent Battery:** The device optimizes battery life based on your usage patterns.
- **Super Fast Charge:** Use a compatible charger for rapid charging.
- **Wireless Charging:** Supports wireless charging and Wireless PowerShare to charge other compatible devices.

Storage

The device comes with 128GB of internal storage, expandable via a microSD card (sold separately) up to 1TB.

Maintenance

Cleaning Your Device

- Use a soft, lint-free cloth to clean the screen and body.
- Avoid using harsh chemicals or abrasive materials.
- For stubborn smudges, lightly dampen the cloth with water or a screen cleaner designed for electronics.

Software Updates

Regularly check for and install software updates to ensure your device has the latest features, security patches, and performance improvements. Go to **Settings > Software update > Download and install**

Troubleshooting

- **Device Not Responding:** Press and hold the Power/Side Key and Volume Down button simultaneously for about 7 seconds to force restart the device.
- **Battery Draining Quickly:** Check background app usage in Settings > Battery and device care. Reduce screen brightness or enable power-saving mode.
- **Network Connectivity Issues:** Ensure your SIM card is properly inserted. Try toggling Airplane Mode on and off. Restart your device.
- **App Crashing:** Clear the app's cache and data in Settings > Apps. If the issue persists, uninstall and reinstall the app.
- **Factory Reset:** As a last resort, you can perform a factory data reset (Settings > General management > Reset > Factory data reset). This will erase all data on your device, so back up important information first.

For persistent issues, contact Samsung support or your renewed product supplier.

Specifications

Feature	Specification
Model Number	SM-N986
Display	6.9-inch Quad HD+ Dynamic AMOLED 2X (3800 x 1440)
Processor	Qualcomm Snapdragon 865+ Octa-Core (3.09 GHz)
RAM	12GB
Internal Storage	128GB

Expandable Storage	microSD up to 1TB (sold separately)
Operating System	Android
Rear Camera	Pro-Grade Multi-lens System
Front Camera	Yes
Battery Capacity	4500 mAh
Connectivity	5G, Wi-Fi, Bluetooth, GPS
S Pen	Integrated with Stylus Support
Dimensions	7.6 x 4.33 x 2.32 inches (Package)
Weight	7.3 ounces (Item)

Renewed Product Information

This Samsung Galaxy Note 20 Ultra 5G is a renewed product. Renewed products are pre-owned items that have been professionally inspected, tested, and cleaned by qualified suppliers to be fully functional. They offer an affordable option for quality devices.



Image: An illustration detailing the Amazon Renewed process, emphasizing inspection, diagnostic tests, cleaning, and refurbishment.

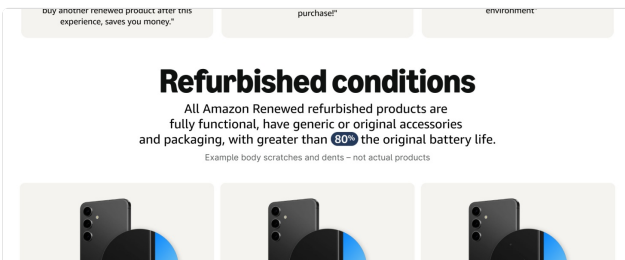


Image: A visual guide to refurbished conditions (Excellent, Good, Acceptable), indicating potential cosmetic wear and battery life expectations.

Condition Standards

All Amazon Renewed refurbished products are fully functional and come with generic or original accessories and packaging. They are guaranteed to have greater than 80% of the original battery life.

- **Excellent:** Body may have micro-scratches. Screen is in perfect condition.
- **Good:** Body has light scratches. Screen is in perfect condition.
- **Acceptable:** Body has light scratches and dents. Screen may have scratches, visible when turned on.

Warranty and Support

This renewed product is typically backed 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 specific warranty details, please refer to the terms provided by your seller at the time of purchase.

For technical support related to software or device functionality, you may contact Samsung customer service. For

issues related to the renewed condition or accessories, please contact the seller from whom you purchased the device.