Samsung SM-S928BZ

Samsung Galaxy S24 Ultra 5G (Model SM-S928BZ) User Manual

INTRODUCTION

Welcome to the comprehensive user manual for your new Samsung Galaxy S24 Ultra 5G smartphone. This guide provides essential information to help you set up, operate, maintain, and troubleshoot your device, ensuring you get the most out of its advanced features and capabilities.

Figure 1: Samsung Galaxy S24 Ultra 5G smartphone in Titanium Gray.

WHAT'S IN THE BOX

Your Samsung Galaxy S24 Ultra 5G package includes the following items:

- Samsung Galaxy S24 Ultra 5G Smartphone
- Data Cable (USB-C to USB-C)
- Ejection Pin

Note: A travel adapter (wall charger) is not included with the Galaxy S24 Ultra and must be purchased separately.

SETUP

1. Powering On/Off

- **To Power On:** Press and hold the Side key (power button) until the Samsung logo appears.
- **To Power Off:** Press and hold the Side key and Volume Down button simultaneously, then tap 'Power

off' on the screen. Alternatively, swipe down from the top of the screen to open the Quick Panel, tap the Power icon, and select 'Power off'.

2. SIM Card / eSIM Activation

Your device supports both physical Nano-SIM cards and eSIM (embedded SIM) technology.

- **For Physical SIM:** Insert the ejection pin into the hole on the SIM tray to open it. Place your Nano-SIM card onto the tray with the gold contacts facing down, then gently push the tray back into the slot.
- **For eSIM:** Follow the on-screen prompts during initial setup or navigate to Settings > Connections > SIM manager to add an eSIM profile provided by your carrier.

3. Initial Device Setup

Upon first power-on, follow the on-screen instructions to:

- Select your language and region.
- Connect to a Wi-Fi network.
- Copy data from a previous device (optional).
- Sign in to your Google Account and Samsung Account.
- Set up security features (fingerprint, face recognition, PIN/pattern/password).

OPERATING YOUR DEVICE

1. Navigation

The Galaxy S24 Ultra 5G runs on Android 11.0 with Samsung's One UI. You can navigate using:

- **Gestures:** Swipe up from the bottom for Home, swipe up and hold for Recent apps, swipe from the side for Back.
- **Navigation Buttons:** (If enabled) Use the traditional Back, Home, and Recent apps buttons at the bottom of the screen.

2. Display

Experience stunning visuals on the 6.8-inch Dynamic AMOLED 2X display with a 120Hz refresh rate for smooth scrolling and vibrant colors. Adjust brightness, dark mode, and eye comfort shield in Settings > Display.

3. S Pen Functions

The integrated S Pen offers enhanced productivity and creativity:

- **Air Command:** Hover the S Pen over the screen and press its button to access quick S Pen features like Create note, Smart select, Screen write, and Live message.
- **Screen Off Memo:** Pull out the S Pen while the screen is off to quickly jot down notes.
- **Air Actions:** Use the S Pen as a remote control for your phone (e.g., taking photos, controlling media) via Bluetooth.

4. AI Features (Galaxy AI)

Leverage the power of Galaxy AI for intelligent assistance:

- **Circle to Search:** Circle an object on your screen to instantly search for information about it.
- **Live Translate:** Get real-time voice and text translations during calls or in messages.
- **Photo Assist:** Utilize AI for advanced photo editing suggestions and enhancements.

- **Chat Assist:** Get tone suggestions and grammar checks in your messages.

CAMERA FEATURES

The Samsung Galaxy S24 Ultra 5G features a versatile quad-camera system:

  - **Main Camera:** 200MP sensor for incredibly detailed photos.
  - **Ultra-Wide Camera:** For expansive landscape shots and group photos.
  - **Telephoto Cameras:** Multiple telephoto lenses (e.g., 50MP 5x optical zoom) for high-quality zoomed-in shots.
  - **Front Camera:** For high-resolution selfies and video calls.

Utilize various camera modes like Portrait, Night mode, Pro mode, and AI enhancements for optimal results in any lighting condition.

BATTERY MANAGEMENT

Your device is equipped with a 5000 mAh battery designed for long-lasting performance.

1. Charging

  - **Wired Charging:** Supports up to 45W fast wired charging. Use a compatible USB-C to USB-C data cable and a 45W or higher power adapter (sold separately).
  - **Wireless Charging:** Supports up to 25W fast wireless charging. Use a compatible wireless charger.

2. Optimizing Battery Life

To extend your battery life:

  - Reduce screen brightness or enable Adaptive brightness.
  - Enable Dark mode in Display settings.
  - Turn off Wi-Fi, Bluetooth, and Location when not in use.
  - Close unused apps running in the background.
  - Use Power saving mode (Settings > Battery and device care > Battery).

MAINTENANCE

1. Cleaning Your Device

To keep your device in optimal condition:

  - Gently wipe the screen and back with a soft, lint-free cloth.
  - Avoid using harsh chemicals or abrasive materials.
  - Do not expose the device to excessive moisture.

2. 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.

3. Factory Reset

If you experience persistent issues or wish to erase all data from your device, you can perform a factory reset. This will restore your device to its original factory settings. **Warning: This will erase all data on your device. Back up important data before proceeding.** To perform a factory reset, go to Settings > General

management > Reset > Factory data reset.

TROUBLESHOOTING

If you encounter issues with your Samsung Galaxy S24 Ultra 5G, try the following common troubleshooting steps:

- **Device Freezing/Unresponsive:** Press and hold the Side key and Volume Down button simultaneously for more than 7 seconds to restart the device.
- **Network Issues:** Check your SIM card or eSIM status (Settings > Connections > SIM manager). Try toggling Airplane mode on and off. Contact your carrier if problems persist.
- **Battery Draining Quickly:** Review apps consuming battery in Settings > Battery and device care > Battery. Adjust settings as per the Battery Management section.
- **Fingerprint Sensor Not Working:** Ensure your finger is clean and dry. Re-register your fingerprints in Settings > Security and privacy > Biometrics > Fingerprints.

For more detailed troubleshooting, visit the official Samsung support website or contact customer service.

SPECIFICATIONS

Feature	Specification
Model Name	Samsung Galaxy S24 Ultra
Model Number	SM-S928BZ
Display Type	Dynamic AMOLED 2X
Screen Size	6.8 inches
Resolution	2160 x 1080 pixels
Refresh Rate	120Hz
Operating System	Android 11.0 (upgradable)
Processor	Qualcomm Snapdragon 8 Gen 3 for Galaxy
RAM	12 GB
Storage	512 GB
Battery Capacity	5000 mAh
Dimensions (L x W x H)	6.8 x 3 x 0.4 inches
Item Weight	13.7 ounces
Connectivity	GSM, LTE, 5G
Other Features	S Pen support, AI capabilities

WARRANTY AND SUPPORT

Your Samsung Galaxy S24 Ultra 5G comes with a standard manufacturer's warranty. For detailed warranty information, terms, and conditions, please refer to the warranty card included in your product packaging or visit the official Samsung website.

For technical support, service, or further assistance, please contact Samsung Customer Service or visit a Samsung authorized service center. You can find contact information and support resources on the official Samsung support website.