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SAMSUNG SM-S938BZTHEUB

SAMSUNG Galaxy S25 Ultra 5G 2025 User Manual

Model: SM-S938BZTHEUB

1. INTRODUCTION

Welcome to the comprehensive user manual for your new SAMSUNG Galaxy S25 Ultra 5G 2025. This guide provides essential information to help you set up, operate, maintain, and troubleshoot your device. Please read this manual thoroughly to ensure optimal performance and longevity of your smartphone.

What's in the Box

- SAMSUNG Galaxy S25 Ultra 5G Smartphone
- S Pen
- USB Type-C Charging Cable
- SIM Ejector Tool



Figure 1.1: SAMSUNG Galaxy S25 Ultra 5G with included S Pen.

The image displays the front and back of the Titanium Grey SAMSUNG Galaxy S25 Ultra 5G smartphone, alongside its S Pen. The phone features a sleek design with multiple camera lenses on the rear.

2. DEVICE OVERVIEW

The SAMSUNG Galaxy S25 Ultra 5G is designed for high performance and versatility. Familiarize yourself with its key physical features and display capabilities.

Physical Components

- **Display:** 6.9-inch Dynamic AMOLED 2X with 3120 x 1440 (Quad HD+) resolution and 120 Hz refresh rate.
- **Cameras:** Rear setup includes 200.0 MP, 50.0 MP, 50.0 MP, and 10.0 MP lenses. Front camera is 12.0 MP.
- **Ports:** USB Type-C (USB 3.2 Gen 1) for charging and data transfer.
- **S Pen:** Integrated stylus for enhanced productivity and creativity.
- **SIM Tray:** Supports Dual-SIM (2x Nano-SIM or Nano-SIM + eSIM or Dual eSIM).

Display Features

The Dynamic AMOLED 2X display offers vibrant colors and deep blacks, protected by Corning Glass Victus 2. The 120 Hz refresh rate ensures smooth scrolling and responsiveness.

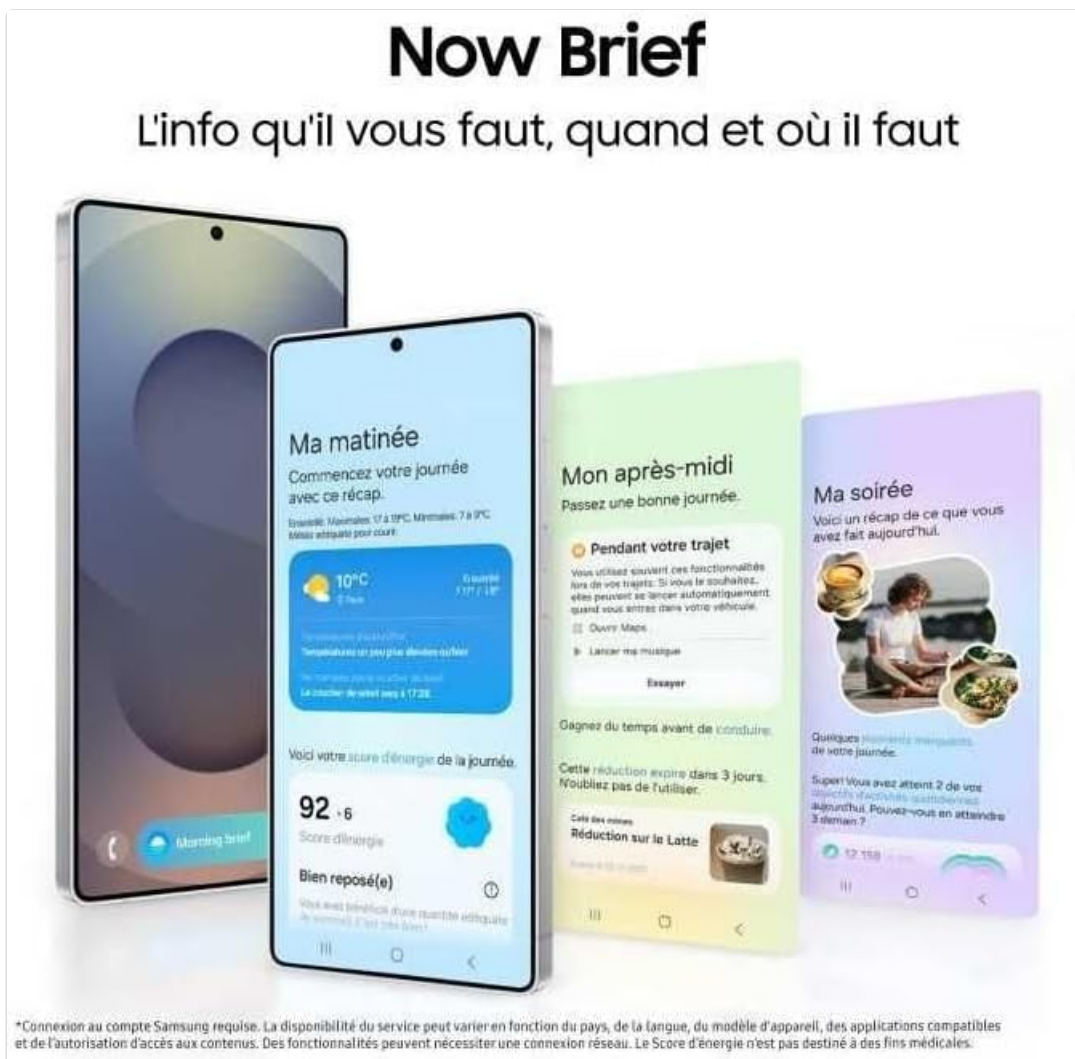


Figure 2.1: SAMSUNG Galaxy S25 Ultra 5G color variants.

This image showcases the SAMSUNG Galaxy S25 Ultra 5G in multiple titanium color options, including grey, silver blue, jadegreen, jetblack, and pinkgold, highlighting the device's aesthetic diversity.

3. SETUP

Follow these steps to set up your new SAMSUNG Galaxy S25 Ultra 5G.

3.1 Initial Power On

1. Press and hold the Power/Side key until the SAMSUNG logo appears.
2. Follow the on-screen prompts to select your language, region, and agree to the terms and conditions.

3.2 SIM Card Installation

1. Locate the SIM card tray on the side of your device.
2. Insert the SIM ejector tool into the small hole next to the tray to open it.
3. Place your Nano-SIM card(s) into the tray with the gold contacts facing down.
4. Gently push the tray back into the slot until it clicks into place.
5. Your device supports Dual-SIM functionality (2x Nano-SIM or Nano-SIM + eSIM or Dual eSIM).

3.3 Initial Setup Wizard

After inserting the SIM card, the setup wizard will guide you through:

- Connecting to a Wi-Fi network.

- Signing in with your Google account or creating a new one.
- Setting up security features (fingerprint, face recognition, PIN/pattern).
- Transferring data from a previous device (optional).

3.4 S Pen Setup

The S Pen is integrated into your Galaxy S25 Ultra. It is ready for use upon initial setup. For advanced features and customization, navigate to [Settings > Advanced features > S Pen](#)

Note on Regional Lock: This international version phone may require unsealing prior to shipping to unlock the Samsung Regional Lock. This process ensures compatibility with GSM carriers in the USA like T-Mobile, but it is not compatible with any CDMA Network Carriers (e.g., Verizon, Sprint, US Cellular).

4. OPERATING YOUR DEVICE

Learn how to navigate and utilize the core functions of your Galaxy S25 Ultra 5G.

4.1 Basic Navigation

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

4.2 Communication

- **Calls:** Tap the Phone icon to make calls.
- **Messages:** Use the Messages app for SMS and MMS.
- **Email:** Set up your email accounts in the Gmail or Samsung Email app.

4.3 Connectivity

- **Wi-Fi:** Go to [Settings > Connections > Wi-Fi](#) to connect to wireless networks.
- **Bluetooth:** Pair with Bluetooth devices via [Settings > Connections > Bluetooth](#).
- **NFC:** Enable Near Field Communication for quick pairing and mobile payments in [Settings > Connections > NFC and contactless payments](#).

4.4 Camera Usage

The Galaxy S25 Ultra features an advanced camera system:

- Open the Camera app from your home screen or app drawer.
- Swipe left or right to switch between modes (Photo, Video, Portrait, Pro, etc.).
- Utilize the various lenses for different perspectives, including optical zoom up to 10x.



Figure 4.1: Key specifications for Camera, Processor, and Battery.

This image highlights the advanced camera system (200MP Grand Angle, 50MP Ultra Grand Angle, 12MP Selfie), the powerful Qualcomm Snapdragon 8 Elite processor, and the long-lasting 5000 mAh battery with up to 31 hours of video playback.

4.5 Samsung DeX Functionality

Samsung DeX allows you to connect your Galaxy S25 Ultra to an external display (monitor or TV) and use it like a desktop computer. This feature enhances productivity by providing a larger workspace and desktop-like interface for your mobile applications.

To activate DeX, connect your device to a compatible monitor using a USB Type-C to HDMI cable or a DeX Station/Pad (sold separately). Once connected, DeX will launch automatically, transforming your phone's interface into a PC-like environment.

While no official seller videos are available for direct embedding, the Samsung DeX feature is designed to provide a seamless transition between mobile and desktop environments, allowing for efficient multitasking and content creation.

5. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your device.

5.1 Cleaning Your Device

- Use a soft, lint-free cloth to wipe the screen and body.
- Avoid using harsh chemicals or abrasive materials.
- Do not spray cleaners directly onto the device.

5.2 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](#)

5.3 Battery Care

- Avoid extreme temperatures, which can degrade battery life.
- Use only SAMSUNG-approved chargers and cables.
- For optimal battery health, try to keep the charge between 20% and 80%.

5.4 Storage Optimization

Your device comes with 1TB of internal storage. To manage storage effectively:

- Regularly delete unnecessary files, photos, and videos.
- Uninstall unused applications.
- Utilize cloud storage services for backup and freeing up local space.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Galaxy S25 Ultra 5G.

6.1 Device Not Powering On

- Ensure the battery is charged. Connect the device to a charger and wait a few minutes before attempting to power on.
- Press and hold the Power/Side key and Volume Down button simultaneously for about 7-10 seconds to force restart.

6.2 Network Connectivity Issues

- Check if Airplane mode is off ([Settings > Connections > Airplane mode](#)).
- Restart your device.
- Verify your SIM card is properly inserted.
- Reset network settings ([Settings > General management > Reset > Reset network settings](#)).

6.3 Apps Crashing or Freezing

- Close and reopen the app.
- Clear the app's cache and data ([Settings > Apps > \[App Name\] > Storage > Clear cache/Clear data](#)).
- Ensure the app is updated to its latest version from the Google Play Store.
- Restart your device.

6.4 Factory Reset

If issues persist, a factory reset may be necessary. This will erase all data on your device, so ensure you have backed up important information.

1. Go to [Settings > General management > Reset > Factory data reset](#)
2. Follow the on-screen instructions to confirm the reset.

7. SPECIFICATIONS

Feature	Specification
Model Name	Galaxy S25 Ultra
Model Number	SM-S938BZTHEUB
Operating System	Android 15
Processor	Qualcomm Snapdragon 8 Elite
RAM	12 GB
Storage	1 TB UFS 4.0
Display Size	6.9 Inches
Display Resolution	3120 x 1440 (Quad HD+)
Refresh Rate	120 Hz
Rear Camera	200.0 MP + 50.0 MP + 50.0 MP + 10.0 MP
Front Camera	12.0 MP
Battery Capacity	5000 mAh
Connectivity	5G, Wi-Fi 802.11 a/b/g/n/ac/ax/be, Bluetooth v5.4, NFC
Weight	12.7 ounces (0.36 Kilograms)
Color	Titanium Grey

8. WARRANTY AND SUPPORT

8.1 Warranty Information

Your SAMSUNG Galaxy S25 Ultra 5G comes with a standard manufacturer's warranty, typically covering defects in materials and workmanship under normal use for a specified period from the date of purchase. Please refer to the warranty card included with your product or visit the official SAMSUNG website for detailed terms and conditions specific to your region.

Protection plans are also available for purchase separately, offering extended coverage beyond the standard warranty.

8.2 Customer Support

For technical assistance, troubleshooting, or service inquiries, please contact SAMSUNG Customer Support through the following channels:

- **Online Support:** Visit the official SAMSUNG support website for FAQs, manuals, and live chat options.
- **Phone Support:** Refer to your product packaging or the SAMSUNG website for regional contact numbers.
- **Service Centers:** Locate authorized SAMSUNG service centers for in-person assistance.

When contacting support, please have your device model number (SM-S938BZTHEUB) and serial number ready.