Samsung NP964QHA-KG2US

Samsung 16-inch Galaxy Book5 Pro 360 Copilot+ PC Instruction Manual

Model: NP964QHA-KG2US

INTRODUCTION

The Samsung 16-inch Galaxy Book5 Pro 360 is a versatile 2-in-1 laptop designed for productivity and creativity. It features an Intel Core Ultra 7 processor with a dedicated AI neural processing unit (NPU) for enhanced performance. This device runs on Windows 11 Pro and offers a stunning 3K AMOLED touchscreen with a 120Hz refresh rate, complemented by an included S Pen for natural writing and drawing. Its slim and lightweight design, coupled with advanced connectivity features, makes it suitable for various professional and personal uses.
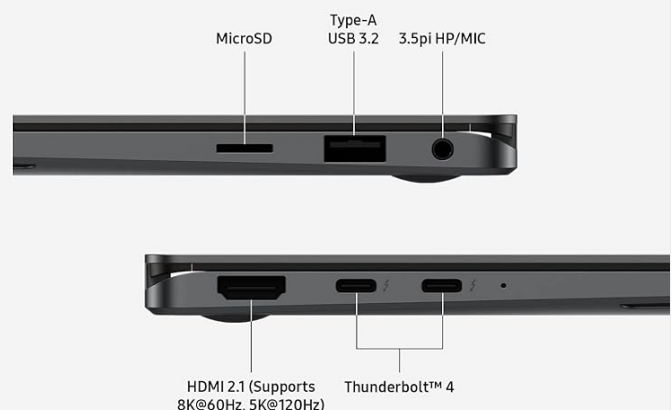
WHAT'S IN THE BOX

Image: The box contents include the Galaxy Book5 Pro 360 laptop, an S Pen, a USB-C data cable, and a power adapter.

Upon unboxing your Samsung Galaxy Book5 Pro 360, you should find the following items:

- Samsung Galaxy Book5 Pro 360 Laptop
- 65W Adapter
- Type-C Cable

- Quick Start Guide (QSG Manual)
- Warranty Card
- S Pen

SETUP

Initial Power On and Configuration

1. **Charge the Device:** Before first use, connect the provided 65W adapter and Type-C cable to the laptop and a power outlet. Ensure the device is fully charged.
2. **Power On:** Open the laptop lid or press the power button. The device will automatically boot up.
3. **Windows Setup:** Follow the on-screen instructions to complete the Windows 11 Pro setup. This includes selecting your language, region, connecting to a Wi-Fi network, and creating or logging into a Microsoft account.
4. **Samsung Account:** Log in with your Samsung account to access exclusive Galaxy features and services.
5. **S Pen Setup:** The S Pen is included and ready for use. No separate pairing is typically required.

Connecting Peripherals

The Galaxy Book5 Pro 360 offers a variety of ports for connecting external devices:

Say hi to personalized AI assistance

Tap the dedicated AI key and start chatting with Microsoft Copilot to help you write, generate images and find answers personalized for you.

Additional Copilot+ PC experiences are coming soon to Galaxy Book5 Pro 360.*

* Copilot+ PC experiences are coming. Requires free updates available starting later this year. Timing varies by device and region.

Image: The laptop's side profile highlighting available ports including HDMI, USB-A, Thunderbolt 4, microSD card slot, and a 3.5mm headphone/microphone jack.

- **HDMI 2.1:** Connect to external displays (supports 8K@60Hz, 5K@120Hz).
- **Thunderbolt™ 4:** For high-speed data transfer, charging, and external display connections.
- **USB-A 3.2:** For standard USB devices.
- **MicroSD Card Slot:** For expanding storage or transferring files from memory cards.
- **3.5mm Headphone/Mic Jack:** For audio input/output.

KEY FEATURES

AI Performance

Pro-security.
Anti-worry.

Worry less while you make big things happen with our most advanced Galaxy Book security. A dedicated chip in the hardware shields your device in real time so your private files can stay safe from potential threats.*

* Knox provides on-device hardware protection.

Image: A visual representation of the Intel Core Ultra processor, highlighting its integrated CPU, GPU, and NPU components for enhanced AI performance.

The Galaxy Book5 Pro 360 is equipped with the Intel Core Ultra 7 processor 258V, featuring Intel ARC graphics and a dedicated AI neural processing unit (NPU) capable of up to 47 TOPS. This hardware configuration is designed to optimize performance for AI-driven tasks and Copilot+ PC experiences.
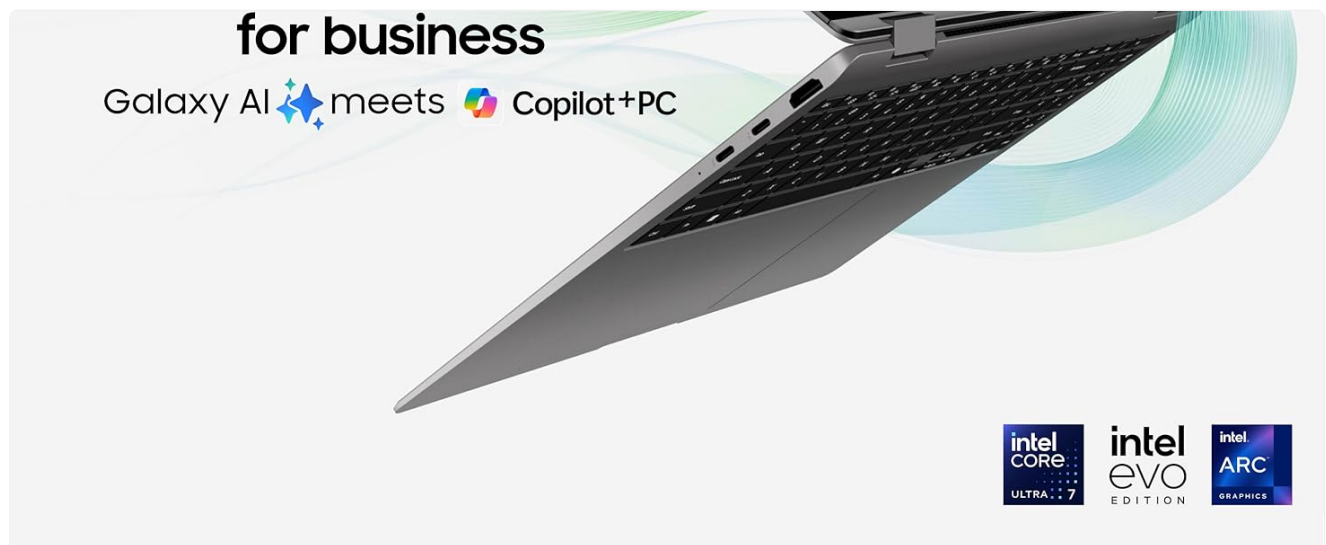
Dynamic AMOLED 2X Touchscreen with S Pen

Image: The vibrant 16-inch 3K AMOLED 2X touchscreen of the Galaxy Book5 Pro 360, showcasing its high resolution, 120Hz refresh rate, and included S Pen.

Experience stunning visuals on the 16-inch 3K AMOLED 2X touchscreen with a 120Hz refresh rate. The display features Vision Booster adaptive brightness and anti-reflective Corning Gorilla Glass with DX for clear viewing in various lighting conditions. The included S Pen offers multi-touch gestures and enhanced tilt sensitivity for precise and natural writing and drawing.

Portability and Design

Supercharged AI performance

Transform how you create with the next-gen performance of the new Intel® Core™ Ultra Series 2 processor. Stacked with Intel Arc GPU and a dedicated NPU, this powerful chipset handles the most demanding AI tasks quickly and efficiently.
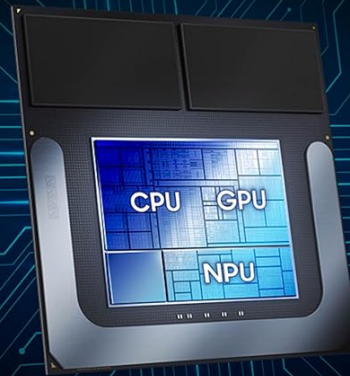
Image: The Galaxy Book5 Pro 360 shown in a convertible position, emphasizing its thin profile (12.8mm) and light weight (3.7 lbs).

Crafted from CNC Aluminum, this 2-in-1 laptop is remarkably slim at 12.7mm and weighs 3.72 lbs, making it highly portable and durable.

Battery Life

Phone link

Sync your Galaxy phone to access AI features, call, text and more — all without touching your phone.*

Circle to Search

Satisfy your curiosity on the spot. Simply circle an object to get Google Search results like never before.**

Transcript Assist

Turn recorded lectures and meetings into written notes, then translate and summarize quickly with Galaxy AI.***

* Requires Galaxy S22 Series, Flip4 or Fold4 and later with One UI 6.1 and above. Must be logged in to the same Windows and Samsung account on both devices and have a Bluetooth and Wi-Fi connection. Requires initial setup on both smartphone (in Link to Windows app) and Galaxy Book (in Phone Link app). Some mobile apps may have security features that prevent the mobile app from being viewed on PC.
** Requires internet connection; results may vary by uniqueness, clarity and framing of circled image and related factors.
*** Transcript Assist available only with audio files under 3 hours and recorded using the Samsung Voice Recorder app. Summarizing feature available for text in Samsung Notes only (200-4,000 characters). Translation feature requires language preset (English and Spanish pre-installed; other languages require free download). Samsung account login and internet connection are required.

Image: The laptop being used outdoors, illustrating its long-lasting battery life of up to 25 hours for video playback.

The device features a 76 Wh battery, providing up to 25 hours of video playback, ensuring extended productivity on the go.

Security

Image: A visual representation of Samsung Knox security, showing multiple layers of hardware-based protection for the laptop.

Integrated with Samsung Knox, the laptop offers advanced on-device hardware protection to safeguard your data in real-time.

Galaxy Connected Experience

Leverage the full potential of the Samsung ecosystem with these integrated features:

- **Multi Control:** Navigate your Galaxy phone, tablet, Samsung TVs, and Smart Monitors using your laptop's touchpad and keyboard.
- **Phone Link:** Sync your Galaxy phone to access AI features, make calls, send texts, and more directly from your laptop.
- **Transcript Assist:** Convert recorded lectures and meetings into written notes, then translate and summarize quickly using Galaxy AI.
- **Connect Your Phone as a Webcam:** Utilize your Galaxy phone's powerful cameras for enhanced video calls, with seamless view switching and effects.
- **Add a Second Screen:** Extend your workspace by using a compatible Galaxy Tab as a second display.
- **Quick Share:** Easily transfer photos and videos between nearby Galaxy devices, PCs, and even Android/iOS devices.
- **Samsung Pass:** Securely manage and auto-fill passwords and passkeys across your Samsung devices.
- **Samsung Find:** Locate your Galaxy devices, including phones, tablets, PCs, watches, earbuds, and S Pens, and share your location with trusted contacts.
- **Auto Switch Buds:** Seamlessly switch your Galaxy Buds between your connected Samsung devices when making calls, answering calls, or playing media.

OPERATING INSTRUCTIONS

Using the Touchscreen and S Pen

The 3K AMOLED touchscreen supports intuitive touch gestures for navigation and interaction. The included S Pen allows for precise input, ideal for note-taking, drawing, and fine-tuning creative projects. The screen's enhanced tilt sensitivity provides a natural writing and drawing experience.

Keyboard and Touchpad

The full-sized keyboard offers a comfortable typing experience. The precise touchpad features subdivided palm rejection to minimize accidental clicks during use.

Copilot+ AI Integration

Access Microsoft Copilot by tapping the dedicated AI key. Use Copilot to assist with writing, generating images, and finding personalized answers. Additional Copilot+ PC experiences will be available via future updates.

MAINTENANCE

Cleaning the Device

- Use a soft, lint-free cloth slightly dampened with water or a screen cleaner to wipe the display.
- For the keyboard and chassis, use a soft, dry cloth. Avoid harsh chemicals or abrasive materials.

Battery Care

- To prolong battery life, avoid extreme temperatures.
- Periodically discharge the battery below 20% and then fully recharge it.
- Use only the original Samsung charger for optimal performance and safety.

Software Updates

Regularly check for and install system and application updates to ensure optimal performance, security, and access to the latest features. Updates can typically be found in Windows Settings or through the Samsung Update application.

TROUBLESHOOTING

Common Issues and Solutions

- **Device Not Powering On:** Ensure the laptop is charged. Connect the charger and wait a few minutes before attempting to power on again.
- **Screen Issues:** If the screen is unresponsive or flickering, try restarting the device. Check for display driver updates in Windows Device Manager.
- **Connectivity Problems (Wi-Fi/Bluetooth):** Verify that Wi-Fi and Bluetooth are enabled in Windows Settings. Restart your router or modem if Wi-Fi issues persist. Ensure devices are within range for Bluetooth connections.
- **S Pen Not Responding:** Ensure the S Pen is properly seated in its storage slot (if applicable) or that its battery is charged. Restart the laptop.
- **Slow Performance:** Close unnecessary applications. Check Task Manager for processes consuming high CPU or RAM. Ensure sufficient free storage space.

For more detailed troubleshooting, refer to the Samsung Support website or contact customer service.

SPECIFICATIONS

Feature	Detail
Brand	Samsung
Model Name	GB5 Pro 360 16"

Item Model Number	Ultra 7 258v
Operating System	Windows 11 Pro
Processor	Intel Core Ultra 7 Processor 258V (2.2 GHz)
RAM	32 GB LPDDR5
Hard Drive	1 TB SSD
Graphics Coprocessor	Intel ARC Integrated
Screen Size	16 Inches
Screen Resolution	2880 x 1800 pixels (3K AMOLED)
Max Screen Resolution	2880x1800 Pixels
Wireless Type	802.11ax
Number of USB 3.0 Ports	1
Item Weight	3.72 pounds
Product Dimensions	13.99 x 0.5 x 9.93 inches
Color	Gray
Special Feature	Anti Glare Coating, Backlit Keyboard, Fingerprint Reader, Numeric Keypad, Support Stylus

WARRANTY AND SUPPORT

Your Samsung Galaxy Book5 Pro 360 comes with a manufacturer's warranty. Please refer to the included Warranty Card for detailed terms and conditions, including coverage period and service procedures.
For technical support, product registration, or to find service centers, please visit the official Samsung Support website or contact Samsung customer service directly. Keep your purchase receipt and serial number handy for faster assistance.

OFFICIAL PRODUCT VIDEOS

Samsung Galaxy Book5 Pro 360 Overview

Your browser does not support the video tag.

Video Description: This video provides an official overview of the Samsung Galaxy Book5 Pro 360, showcasing its design, key features, and versatility as a 2-in-1 laptop. It highlights the device's portability, display quality, and S Pen functionality.

Samsung 16 Galaxy Book5 Pro 360

Your browser does not support the video tag.

Video Description: A concise video demonstrating the Samsung 16-inch Galaxy Book5 Pro 360, focusing on its physical attributes and convertible design.