



Manuals.plus /

› Samsung /

› Samsung Galaxy Book5 Pro 360 (NP964QHA-KG1US) User Manual

Samsung NP964QHA-KG1US

Samsung Galaxy Book5 Pro 360 User Manual

MODEL: NP964QHA-KG1US

Brand: Samsung

INTRODUCTION

This manual provides essential instructions for setting up, operating, maintaining, and troubleshooting your Samsung Galaxy Book5 Pro 360. This 16-inch 2-in-1 laptop features an Intel Core Ultra 7 processor, Windows 11 Pro, a 3K AMOLED touchscreen, and integrated AI capabilities. Please read this manual thoroughly to ensure optimal performance and longevity of your device.



Image: The Samsung Galaxy Book5 Pro 360 laptop, open and ready for use.

WHAT'S IN THE BOX

Verify that all items are present in your product packaging:

- Samsung Galaxy Book5 Pro 360 Laptop
- S Pen
- 65W Power Adapter
- USB-C Cable
- Quick Start Guide (QSG Manual)
- Warranty Card

What's in the box



Galaxy Book5 Pro 360

S Pen

USB-C
Data Cable

Power
Adapter

Image: All components included with the Samsung Galaxy Book5 Pro 360.

SETUP

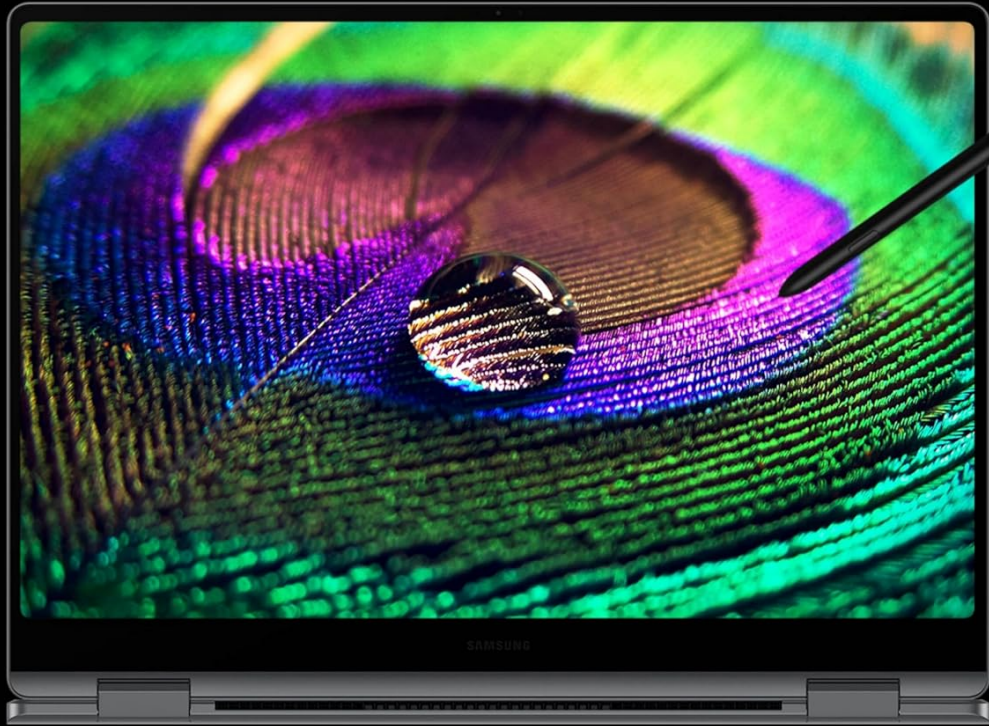
1. **Power On:** Connect the 65W power adapter to the USB-C port on your laptop and a power outlet. Press the power button located on the side of the device.
2. **Initial Configuration:** Follow the on-screen prompts to complete the Windows 11 Pro setup, including language selection, network connection, and user account creation.
3. **S Pen Pairing:** The S Pen is typically pre-paired. If not, follow the on-screen instructions or refer to the Quick Start Guide for pairing procedures.
4. **Software Updates:** After initial setup, connect to the internet and check for system and driver updates to ensure optimal performance and security.

OPERATING INSTRUCTIONS

General Usage

The Galaxy Book5 Pro 360 features a versatile 2-in-1 design, allowing it to function as a traditional laptop or a tablet. The 3K AMOLED touchscreen supports multi-touch gestures for intuitive interaction.

Your brilliance on full display



16"

DYNAMIC AMOLED 2X
TOUCHSCREEN

3K

(2880X1800)
HIGH RESOLUTION

UP TO

120 Hz

REFRESH RATE

DCI-P3

120%

COLOR VOLUME

S PEN

INCLUDED

Image: The laptop's display and S Pen functionality.

S Pen Functionality

The included S Pen offers enhanced precision for writing, drawing, and navigating. Its tilt sensitivity allows for natural creative expression directly on the touchscreen.



Image: Using the S Pen with the Galaxy Book5 Pro 360 in tablet configuration.

Connectivity and Ecosystem Integration

The Galaxy Book5 Pro 360 is designed for seamless integration with other Samsung Galaxy devices and Windows features:

- **Multi Control:** Navigate your Galaxy phone, tablet, Samsung TVs, and Smart Monitors using your laptop's touchpad and keyboard. Requires compatible Galaxy devices (Windows 10 or later PC, Android 12 or later tablet, Android 13 or later smartphone) logged into the same Samsung and Windows accounts with Bluetooth and Wi-Fi enabled.
- **Phone Link:** Sync your Galaxy phone to access AI features, make calls, send texts, and more directly from your laptop. Requires Galaxy S22 series, Flip4, or Fold4 and later with One UI 6.1 and above, same Windows and Samsung account login, and Bluetooth/Wi-Fi connection.
- **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, Android, and iOS devices.
- **Connect Phone as Webcam:** Utilize your Galaxy phone's camera for video calls, switching views and adding effects seamlessly. Requires devices logged into the same Microsoft account and Wi-Fi network.

Galaxy Connected Experience

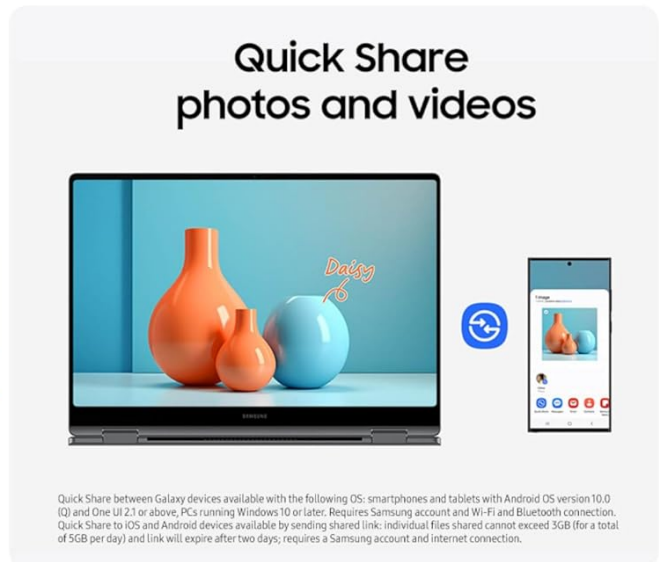
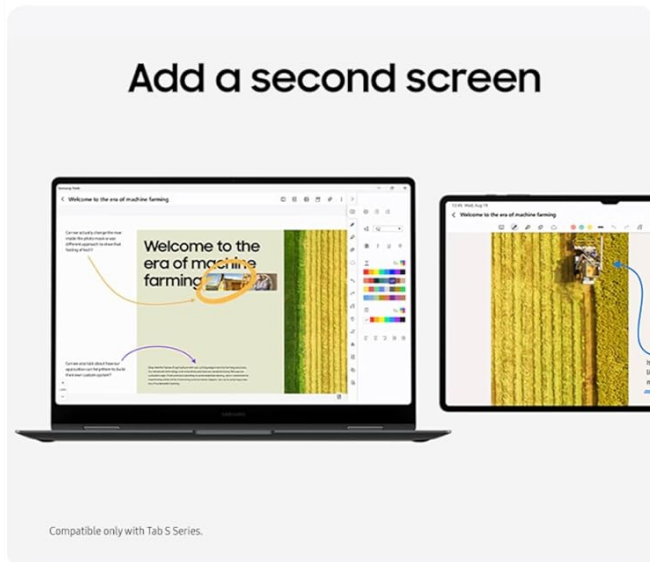
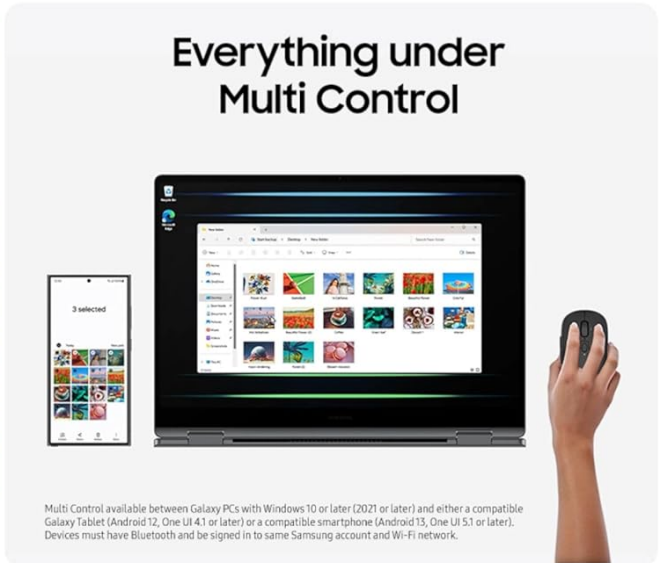
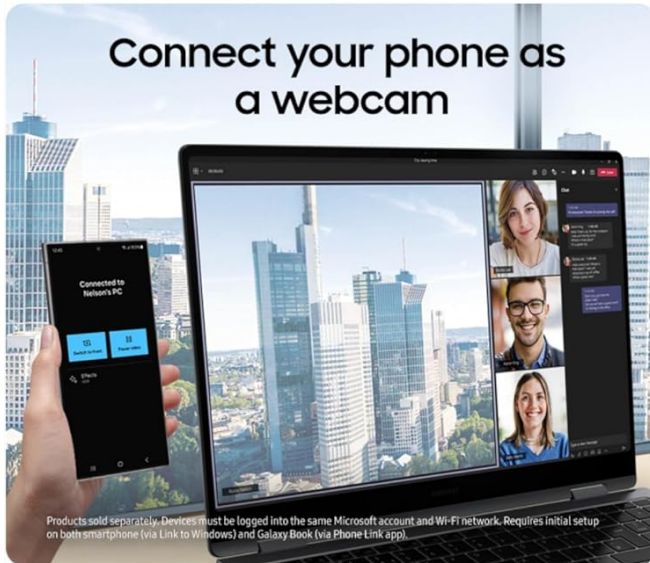


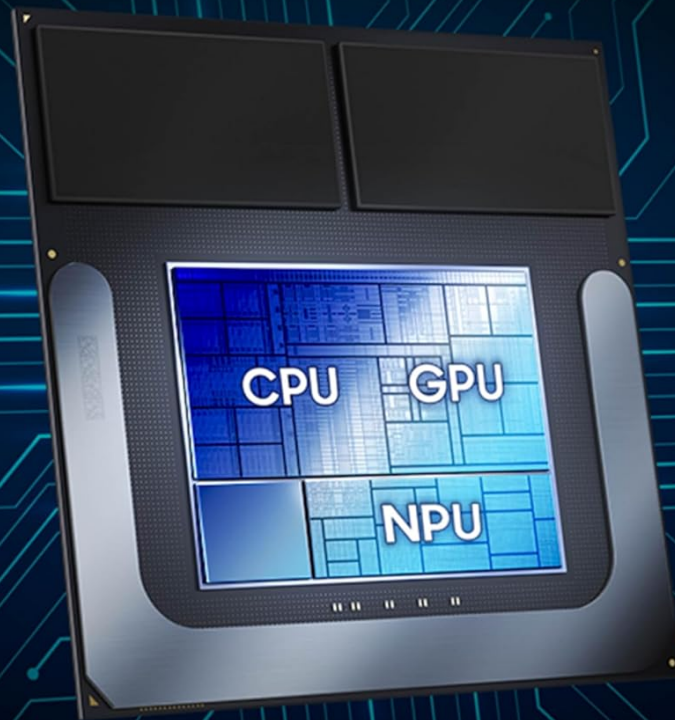
Image: Overview of the Galaxy Connected Experience features.

AI Features (Copilot+ PC)

Leverage the power of AI with the integrated Intel Core Ultra 7 processor and dedicated NPU:

- **Microsoft Copilot:** Tap the dedicated AI key to interact with Microsoft Copilot for assistance with writing, image generation, and personalized answers.
- **Transcript Assist:** Convert recorded audio (from Samsung Voice Recorder app, under 3 hours) into written notes. Summarize text in Samsung Notes (200-4,000 characters) and translate content (English and Spanish pre-installed, other languages available for download). Requires Samsung account and internet connection.

Supercharged AI performance



NPU
UP TO
47 TOPS



Image: The Intel Core Ultra processor architecture enabling AI performance.

Security

The Galaxy Book5 Pro 360 incorporates advanced security features to protect your data:

- **Knox Security:** A dedicated hardware chip provides real-time protection for your device and files.
- **Fingerprint Reader:** Use the integrated fingerprint reader for secure and convenient login.

Pro-security. Anti-worry.



Knox provides on-device hardware protection.

Image: Visual representation of the device's security features.

Ports and Connections

The laptop is equipped with various ports for external devices and connectivity:

- 1x USB 3.2 Type-A port
- 2x Thunderbolt™ 4 ports
- 1x HDMI 2.1 port (supports 8K@60Hz, 5K@120Hz)
- 1x 3.5mm Headphone/Microphone combo jack
- 1x MicroSD card slot
- Wireless: 802.11ax (Wi-Fi 6E)

Plenty of ports

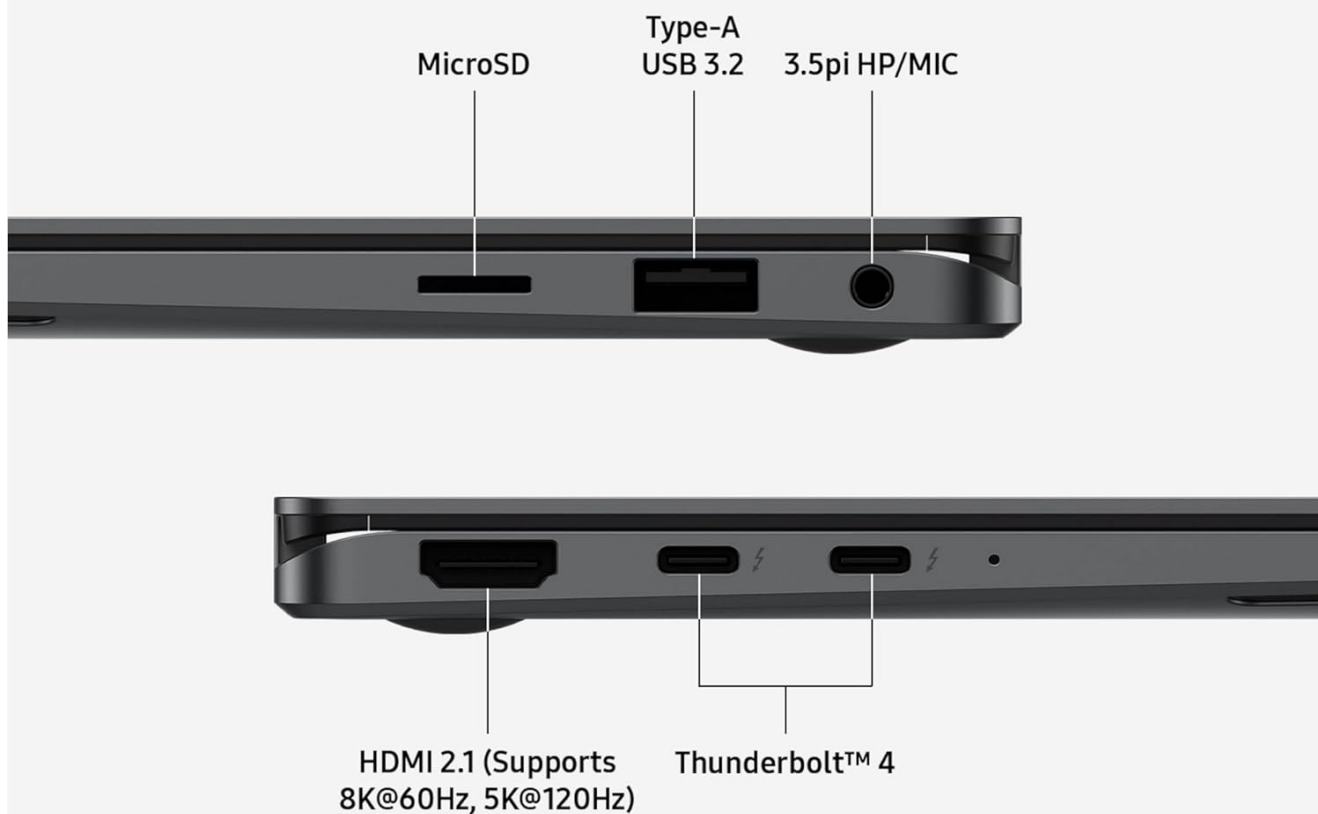


Image: Detailed view of the laptop's input/output ports.

MAINTENANCE

- **Cleaning:** Use a soft, lint-free cloth to clean the screen and chassis. For stubborn smudges, dampen the cloth slightly with water or a screen-safe cleaner. Avoid harsh chemicals.
- **Battery Care:** To prolong battery life, avoid extreme temperatures. For long-term storage, charge the battery to around 50-60%.
- **Software Updates:** Regularly install operating system and driver updates to maintain security and performance.
- **Storage:** Keep the laptop in a clean, dry environment. When transporting, use a protective sleeve or case.

TROUBLESHOOTING

- **Device Not Powering On:** Ensure the power adapter is securely connected to both the laptop and a working power outlet. Try a different outlet if necessary.

- **Screen Issues:** If the screen is blank or flickering, try restarting the device. Check display settings in Windows if the issue persists.
- **Connectivity Problems:** For Wi-Fi or Bluetooth issues, ensure the wireless features are enabled. Restart your router or Bluetooth device if needed.
- **S Pen Not Responding:** Ensure the S Pen is properly seated in its storage slot (if applicable) or check its battery status. Re-pair if necessary.
- **Slow Performance:** Close unnecessary applications, check for background processes, and ensure sufficient free storage space. Running system diagnostics may help identify issues.

SPECIFICATIONS

Feature	Specification
Model Name	GB5 Pro 360 16"
Processor	Intel Core Ultra 7 (2.2 GHz)
Operating System	Windows 11 Pro
Display	16-inch AMOLED Touchscreen, 2880 x 1800 pixels, 120Hz Refresh Rate
RAM	16 GB LPDDR5
Storage	512 GB SSD
Graphics Coprocessor	Intel ARC Integrated
Wireless Type	802.11ax (Wi-Fi 6E)
Ports	1x USB 3.0, 2x Thunderbolt 4, 1x HDMI 2.1, 1x 3.5mm Headphone/Mic, 1x MicroSD
Item Weight	3.72 pounds
Product Dimensions	13.99 x 0.5 x 9.93 inches
Color	Gray
Special Features	Anti Glare Coating, Backlit Keyboard, Fingerprint Reader, Numeric Keypad, Support Stylus
Batteries	1 Lithium Ion battery (included)

WARRANTY AND SUPPORT

Your Samsung Galaxy Book5 Pro 360 comes with a standard manufacturer's warranty. Please refer to the included Warranty Card for specific terms and conditions, including coverage duration and service procedures.

For technical support, driver downloads, or further assistance, please visit the official Samsung support website or contact Samsung customer service. Keep your model number (NP964QHA-KG1US) and serial number ready when seeking support.

