

Vision Tech

Samsung Galaxy phones & tablets

Handbook

24 free step-by-step guides in plain English

Free to print and share.

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Samsung Galaxy battery draining fast: checks and Protect battery setting

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Battery life drops over the years, but sudden fast draining usually has a fixable cause. Start with the simple checks below.

Find what is using the battery

1. Open **Settings** and tap **Battery** (on some versions **Battery and device care** then **Battery**).
2. Look at the usage list. If one app uses a large share, open it and check whether you really use it.
3. Tap **Background usage limits** (if shown) to put rarely used apps to sleep.

Quick fixes

- Lower the screen brightness, or turn on **Adaptive brightness**.
- Switch the screen timeout to 30 seconds or one minute under **Settings, Display**.
- Turn off **Always On Display** if you do not need it.
- Stop apps you do not use from running: open Recent apps and clear them, or uninstall them.
- Update the phone and your apps. Bugs in old versions can drain power.
- Weak mobile signal makes the phone work harder. Turn on **Wi-Fi calling** if your network supports it.
- Use **Power saving** mode when you need extra hours. It is in the same Battery area.

Protect battery

Samsung includes a setting that limits charging so the battery wears more slowly over the years. Look in **Settings, Battery**, then **More battery settings** or **Charging settings**, and find **Protect battery**. One UI 7 gives choices such as Basic, Adaptive or Maximum. The phone will stop at a lower percentage, usually 85 percent, which is normal if you switch this on. Not every model or version has it.

Check the battery health

Open the **Samsung Members** app, tap **Get help**, then **Phone diagnostics** to test the battery. Wording differs slightly by model and One UI version.

When to get more help

If the battery drops very quickly, the phone gets hot, or the back or screen looks swollen or bulging, stop using it and ask us. A swollen battery is a safety risk and needs proper repair.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Samsung phone will not charge, charges slowly or shows a wet port warning

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A Galaxy that will not charge is usually down to the cable, plug or a dirty port rather than a dead phone. Work through these steps in order.

Simple checks first

1. Try a different wall socket and a different cable. Cables wear out quickly.
2. Use a proper phone charger. Weak plugs, such as an old one for another gadget, charge slowly or not at all.
3. Plug directly into the wall instead of a computer or a power bank.
4. Leave the phone on charge for at least 30 minutes. A very flat battery may not respond straight away.
5. Restart the phone, or force restart it by holding **Volume down** and the **Side key** for about seven seconds.

Slow charging

- Fast charging needs a suitable charger and cable. Check the manual for your model.
- Turn off **Super fast charging** or similar only if you want slower, cooler charging. You can find it in **Settings, Battery, More battery settings**.
- Heavy use such as games or video while charging slows it down.
- If **Protect battery** is on, the phone stops at about 85 percent. That is normal.

"Moisture detected" or wet port warning

The phone has sensed water or damp in the charging port and has stopped charging to protect itself.

- Unplug everything and dry the phone with a soft cloth.
- Leave it face down in open air for several hours. Do not use a hairdryer, rice or heat.
- Do not force charging if the warning stays. Wireless charging can be used if your model supports it.
- If the warning shows with a dry phone, the port may be dirty or damp inside.

Cleaning the port

With the phone off, gently shine a torch inside. Fluff is common. Use a wooden or plastic toothpick to lightly lift it out. Never use metal pins.

Wording differs slightly by model and One UI version.

When to get more help

Ask us if the phone still will not charge with a known good charger, if the port feels loose, if it gets very hot, or if it has been dropped or got wet. Back up what you can as soon as the phone is working.

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Samsung Galaxy: screen black, frozen or not responding, and how to restart it

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A frozen or black screen is alarming, but the phone is often still working underneath. A restart usually fixes it and does not delete anything.

Step 1: A normal restart

1. Press and hold the **Side key** and **Volume down** together. On some older models, hold the **Power** button alone.
2. Tap **Restart** on the screen.

If the screen will not respond, move to a force restart.

Step 2: Force restart

1. Press and hold **Volume down** and the **Side key** together for about seven seconds.
2. Keep holding until the Samsung logo appears, then let go.
3. Wait for the phone to start up. This can take a minute or two.

A force restart is safe. It does not erase photos or apps. It is like pulling the plug on a computer.

Black screen, but you can hear sounds or feel buzzing

- Charge the phone for 30 minutes, then try again, using the force restart above.
- Remove any case or screen protector that might be pressing on sensors.
- If part of the screen shows lines or patches, it may be damaged. See our guide on cracked screens.

Touch screen issues

- Wipe the screen and your fingers dry.
- Remove thick screen protectors, which can make touch unreliable.
- In **Settings, Display**, look for **Touch sensitivity** and turn it on if you use a protector.
- Restart in Safe mode to see whether an app is causing it. See our guide on apps crashing and Safe mode.
- Install any waiting software update in **Settings, Software update**.

Wording differs slightly by model and One UI version.

When to get more help

If the phone keeps freezing every day, the touch only works in part of the screen, or it will not respond to a force restart after charging, it may need repair. Ask us, and back up what you can first.

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Samsung phone slow or storage full: using Device Care to speed it up

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Phones slow down when storage is nearly full or when too many apps run in the background. Samsung's built-in Device Care tool helps you find the cause safely.

Run a quick check

1. Open **Settings**.
2. Tap **Battery and device care** (in One UI 7 this may be called **Device care**).
3. Tap **Optimise now** if it is offered. The phone will tidy memory and background apps.

Free up storage

1. In the same area, tap **Storage**.
2. The phone shows what is using space: images, videos, apps and more.
3. Tap **Clean now** or **Clean up** if shown. It suggests junk files, duplicate files and large files.
4. Look through the suggestions yourself before confirming. Do not delete photos or videos you have not backed up.

Tip: Open the **Gallery** and empty the **Recycle bin**, because deleted photos are kept for a time and still use space. Also check **My Files** and the **Downloads** folder.

Other quick wins

- Restart the phone. This clears many slowdowns and is worth doing weekly.
- Uninstall apps you never use. Press and hold the app icon and choose **Uninstall**.
- Check for a software update in **Settings** then **Software update**.
- Try to keep at least a fifth of storage free.
- Cut down moving wallpapers and animated widgets on the home screen.

Take care

Do not install "cleaner" or "booster" apps from adverts. They usually do little, and some are harmful. Device Care is already built in.

Menu names differ between One UI 5, 6 and 7, and between models. Use the search box at the top of **Settings** if you cannot see something.

When to get more help

If your phone is still slow after clearing space, restarting and updating, or storage will not free up, ask for help. An old phone with failing storage may need replacing, and we can advise.

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Samsung Galaxy: apps crashing, clearing the cache and using Safe mode

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When one app keeps closing, the cause is often a full cache or an old version. If several apps misbehave, Safe mode helps find out whether a downloaded app is to blame.

Step 1: Update and restart

1. Restart the phone.
2. Open the **Play Store**, tap your profile picture, then **Manage apps and device**, then **Update all**.
3. Check **Settings**, **Software update** for a phone update.

Step 2: Clear the cache

The cache is temporary data. Clearing it is safe.

1. Open **Settings**, then **Apps**.
2. Tap the problem app.
3. Tap **Storage**.
4. Tap **Clear cache**.

Do not tap **Clear data** unless you are told to. That resets the app and can delete saved information such as game progress or logins, so back up first.

Step 3: Reinstall

If it still fails, press and hold the app icon, choose **Uninstall**, then reinstall from the **Play Store**. Check that you know your login first.

Step 4: Try Safe mode

Safe mode turns off all apps you downloaded for a short while.

1. Power off the phone.
2. Hold the **Side key** until the Samsung logo appears, then release it and immediately hold **Volume down**.
3. Keep holding until the lock screen shows. **Safe mode** appears at the bottom left.
4. If the problem has gone, a downloaded app is to blame. Uninstall recently added apps one by one.
5. To leave Safe mode, restart the phone normally.

Another way on newer versions is to press and hold the **Power off** icon on the power menu and tap **Safe mode**. Wording differs slightly by model and One UI version.

When to get more help

If problems continue even in Safe mode, or the phone keeps restarting itself, there may be a software or hardware fault. Ask us before doing a factory reset, and back up first.

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Samsung keyboard problems: typing lag, predictive text and wrong words

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The Samsung Keyboard learns from what you type, which is handy, but it can pick up bad habits or lag. Here is how to tidy it up.

Quick fixes

1. Restart the phone.
2. Update the keyboard: open the **Galaxy Store** or **Play Store**, search for **Samsung Keyboard**, and update it if offered.
3. Clear its cache. Go to **Settings, Apps**, tap **Samsung Keyboard** (you may need to tap the filter icon and show system apps), tap **Storage**, then **Clear cache**.

Open the keyboard settings

1. Open **Settings** and tap **General management**.
2. Tap **Samsung Keyboard settings**.

Alternatively, tap the cog icon at the top of the keyboard while typing.

Predictive text and autocorrect

- Turn **Predictive text** on or off here. Switching it off stops word suggestions.
- Tap **Auto replace** or **Auto correct** to change how it fixes mistakes.
- To remove a bad suggestion, press and hold the word in the suggestions bar and drag it to the bin if shown.
- **Reset to default settings** puts the keyboard back as it came. It does not touch your photos or messages.

Other things that help

- If the keyboard is too small, find **Size and transparency** to make it larger.
- If you type in two languages, add the second one under **Languages and types**.
- Turn off **Keyboard sounds and vibration** if they bother you.
- If a different keyboard appeared, go to **Settings, General management, Keyboard list and default** and choose Samsung Keyboard.

Cautions

Learned words are stored on the phone. Resetting the keyboard may delete words you have taught it, and some wording differs slightly by model and One UI version.

Be careful with free keyboard apps from advert links, as keyboards can see everything you type, including passwords.

When to get more help

If the keyboard disappears, keeps crashing or lags in every app, ask us. We can check for an update or app clash.

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Samsung Internet: stop pop-ups, adverts and unwanted notifications

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Samsung Internet is the browser that comes with Galaxy phones. Sudden pop-ups, fake virus warnings or constant notifications are annoying, and some are scams. Here is how to deal with them.

Block pop-ups

1. Open **Samsung Internet**.
2. Tap the menu (three lines) at the bottom right, then **Settings**.
3. Tap **Sites and downloads**.
4. Switch on **Block pop-ups**.

Samsung Internet has options named **Adaptive protection** or **Ad blockers** in some versions, found under the menu. Wording differs slightly by model and One UI version.

Stop website notifications

Some sites ask to send alerts. If you tapped **Allow**, you may keep seeing adverts.

1. In **Samsung Internet**, tap the menu, then **Settings**.
2. Tap **Sites and downloads**, then **Notifications**, or look for **Site permissions**.
3. Remove any sites you do not recognise, or switch notifications off.

Fake virus warnings

If a page says your phone is infected, has a loud alarm or says to call a number:

- It is almost always a scam. Do not call the number or install anything.
- Close the tab: tap the tab icon and swipe the page away, or choose **Close**.
- Do not tap **Allow** or **Install** on anything offered.
- Clear your browsing data: **Settings**, **Personal browsing data**, **Delete browsing data**. This can sign you out of sites, so know your passwords first.

If adverts appear outside the browser

Pop-ups on your home screen or when you are in other apps are more serious. Check **Settings**, **Apps**, and remove any app you do not remember installing. Starting Safe mode can help to find it. See our guide on apps crashing and Safe mode.

Good habits

- Download apps only from the **Play Store** or **Galaxy Store**.
- Never put in banking details after clicking a pop-up.
- Keep the phone and browser updated.

When to get more help

If you entered a password, gave details to a caller or installed something, ask us straight away, and contact your bank if payment details were involved.

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Samsung Galaxy camera problems: blurry photos and camera app crashing

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Most blurry photos come from a dirty lens. If the Camera app will not open, a restart and cache clear usually fix it.

Blurry or hazy pictures

1. Wipe the lens with a clean microfibre cloth. Fingerprints and pocket fluff are the number one cause.
2. Remove the case or screen cover if it blocks part of the lens. Check any clip-on lens too.
3. Tap the screen on your subject so the camera focuses.
4. Hold the phone steady and hold still for a second after pressing the button.
5. In low light, use **Night** mode, which takes a longer exposure.
6. Look in the Camera **Settings** (cog icon) for options like **Scene optimiser** or high resolution modes. Turning them off or on can change how pictures look.

Camera will not open, or crashes

1. Restart the phone.
2. Open **Settings**, **Apps**, **Camera**, tap **Storage**, then **Clear cache**.
3. Check the phone has free storage, and delete some items after backing up photos.
4. Update the Camera app in the **Galaxy Store** and update **Software update** in **Settings**.
5. Close apps that use the camera, such as video calls or torch apps.
6. Try Safe mode. See our guide on apps crashing and Safe mode. If the camera works there, a downloaded app is clashing.

Avoid **Clear data** for the Camera app unless advised, as it resets camera settings.

Other things to try

- If pictures are black, check there is no lens cover and that the lens glass is not cracked.
- A rattling or humming noise on the camera can mean a faulty stabiliser, so avoid shaking the phone.
- Check the camera settings for **Reset settings**.

Wording differs slightly by model and One UI version.

When to get more help

If the lens glass is cracked, there is moisture inside, or the camera shows a black screen after trying all the above, it needs repair. Back up your photos and ask us.

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Samsung Galaxy: Wi-Fi calling, mobile data and hotspot problems

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Calls, texts and the internet each depend on different settings. Here is how to check them on a Galaxy and what to try when they fail.

Mobile data not working

1. Swipe down from the top of the screen and check **Mobile data** is on, and that **Airplane mode** is off.
2. Open **Settings, Connections, Data usage** to see if a data limit or **Data saver** is blocking apps.
3. Restart the phone. This often reconnects to the network.
4. Take the SIM out and put it back in (switch off first). On a dual SIM phone, check the right SIM is chosen for data in **Settings, Connections, SIM manager**.
5. Check with your provider that the account is active and that you have data left.

Wi-Fi calling

Wi-Fi calling uses your home broadband when mobile signal is weak. Not all UK providers or plans support it.

1. Open **Settings**, tap **Connections**, then **Wi-Fi calling**.
2. Turn it on, then follow any set-up prompts. You may need to confirm your address.
3. A small icon in the status bar shows when it is in use.

Turning on a hotspot

1. Open **Settings, Connections**, then **Mobile Hotspot and Tethering**.
2. Tap **Mobile Hotspot**, then switch it on.
3. Tap it to see the network name and password, and change them if you like.
4. On the other device, choose that name and enter the password.

Hotspot uses your mobile data allowance and drains the battery, so keep it plugged in and switch it off afterwards. Some plans block hotspot use, so check with your provider.

Reset network settings

If nothing else works, open **Settings, General management, Reset**, then **Reset network settings**. This forgets saved Wi-Fi and Bluetooth connections, but not your photos or apps. You will need your Wi-Fi password again.

Wording differs slightly by model and One UI version.

When to get more help

If you still have no signal after a SIM re-seat and restart, the SIM, the account or the phone may be at fault. Contact your provider, or ask us if the problem is the phone.

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Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: pairing Galaxy Buds and fixing Bluetooth problems

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Galaxy Buds, speakers and car systems connect using Bluetooth. Most problems are fixed by re-pairing, which does not affect your data.

Pairing Galaxy Buds

1. Install the **Galaxy Wearable** app from the **Play Store** or **Galaxy Store** if it is not already on the phone.
2. Open the Buds case lid next to the phone with Bluetooth on. A pop-up usually offers to connect. Tap **Connect**.
3. If no pop-up appears, open **Galaxy Wearable** and follow the steps to add a device.
4. Put the earbuds in your ears when asked, and finish any set-up screens.

Pairing other Bluetooth devices

1. Put the device into pairing mode (see its manual, often a long button press).
2. On your phone swipe down from the top, press and hold **Bluetooth**.
3. Tap **Scan**, then pick the device name from the list.

If it will not connect or keeps dropping

- Check both devices are charged and close together.
- Turn Bluetooth off and on again.
- Restart the phone.
- In **Settings, Connections, Bluetooth**, tap the cog beside the device and choose **Unpair**, then pair again from scratch.
- For Buds, open **Galaxy Wearable**, and look for the option to reset the earbuds. This puts them back to factory settings, but not the phone.
- Charge the Buds in the case for a while. Check for fluff on the metal contacts.
- Install updates for the phone and the Buds in the **Galaxy Wearable** app.

Sound problems

- One bud silent: put both back in the case, close, wait, and try again.
- Choppy audio: move away from busy Wi-Fi and other devices, or keep your phone in the same pocket.
- Low volume: check media volume and any earbud sound settings in the app.

Wording differs slightly by model and One UI version.

When to get more help

If one earbud is dead, the case will not charge, or a car keeps refusing to connect, ask for help. It may be a fault, and in warranty could be replaced.

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Samsung phone call quality problems, blocking spam calls and fixing choppy calls

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If calls sound muffled, cut out or you cannot hear the other person, first check the simple things. Unwanted spam calls can also be blocked from the phone itself.

Poor call quality

1. Check your signal bars. Move near a window or outdoors.
2. Turn **Wi-Fi calling** on if your provider supports it. See our guide on Wi-Fi calling and mobile data.
3. Remove any case or finger covering the microphone at the bottom of the phone.
4. Clean the speaker and microphone holes gently with a soft dry brush. Do not poke them.
5. Restart the phone.
6. Check the volume with the volume keys while on a call, and that the **Speaker** is not accidentally switched on.
7. Take out the SIM and put it back.
8. Test with Bluetooth off, in case the call is going to earbuds or a car.

If someone cannot hear you, check **Settings**, **Apps**, **Phone**, **Permissions**, and make sure **Microphone** is allowed.

Blocking spam calls

1. Open the **Phone** app.
2. Tap the three dots, then **Settings**.
3. Tap **Block numbers** and add the number to block, or open **Recents**, tap the number, then **Block**.
4. Look for **Caller ID and spam protection** in the same settings. It warns you about suspected spam. You may need to agree to terms.

You can also register for the free Telephone Preference Service in the UK, which reduces legitimate sales calls. It will not stop scammers.

Staying safe

- Do not give out bank details, passwords or verification codes to someone who rings you.
- Hang up and ring your bank on the number on your card.
- Spam texts can be forwarded to 7726, which is free.

Wording differs slightly by model and One UI version.

When to get more help

If calls drop in every location, others always sound distant, or the problem began after a drop or water, ask us. If it only happens at home, contact your provider.

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Samsung Galaxy: how to move everything to a new phone with Smart Switch

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Smart Switch is Samsung's free app for copying your photos, contacts, messages and apps from an old phone to a new Galaxy. It works from another Samsung, from a different Android phone and from an iPhone.

Before you start

- Charge both phones well, or plug them in. A transfer can take a while.
- Connect both phones to Wi-Fi.
- Make sure the old phone has its software up to date.
- If you are coming from an iPhone, turn off iMessage and FaceTime for your number first, otherwise texts may go missing. Also know your Apple Account password.
- Keep the old phone safe until you have checked everything. Smart Switch copies data, it does not wipe the old phone.

Moving across wirelessly

1. Turn on the new Galaxy and follow the setup screens. When it offers to copy data from an old device, choose that. You can also open **Smart Switch** later from **Settings**.
2. On the old phone, install or open **Smart Switch** and choose **Send data**. On the new one choose **Receive data**, then pick the type of old phone.
3. Scan the QR code or follow the on-screen pairing steps.
4. Tick what you want to copy, then tap **Next** (or **Transfer**).
5. Wait until both phones say it has finished. Do not use either phone meanwhile.

A USB cable connection is also offered and is often steadier for big transfers.

Things to check afterwards

- Contacts: open the **Contacts** app and check they are all there. If they are saved to your Google account, signing in should bring them back.
- Apps: some will show as greyed out while they install from the app store. Give them time, then sign in again.
- WhatsApp, banking apps and authenticator apps often need their own steps. See our guides on WhatsApp backup before wiping anything.

Steps differ a little between One UI 5, 6 and 7. Wording differs slightly by model and One UI version.

When to get more help

Ask for help if the transfer keeps stopping, if you are moving from a phone that no longer turns on, or if you are not sure what has copied across.

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Samsung Galaxy phones & tablets | Medium | 2 min read

Samsung Galaxy: backing up with Samsung Cloud or Google, and which to use

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A backup is a safety copy of your phone, kept online, so a lost or broken phone does not mean lost photos and contacts. Galaxy phones offer two options, and you can use both.

The two options

- **Samsung Cloud** is tied to your Samsung account. It can back up things such as settings, call logs, messages, the home screen layout and some app data. Free storage is limited, and the details of what is included have changed between versions, so check what your phone offers.
- **Google backup** (using Google One) is tied to your Google account. It backs up app data, contacts, device settings and, if you turn it on, photos through Google Photos. Free Google storage is shared with Gmail and Drive, and more costs a monthly fee.

For most people, using Google for contacts and photos and Samsung Cloud for phone settings is a sensible mix. Neither is a perfect copy of everything.

Turning backups on

1. Open **Settings** and tap **Accounts and backup**.
2. Tap **Back up data** (or **Samsung Cloud**, depending on the version).
3. Choose the Samsung account backup and tick what you want to include, then tap **Back up now**.
4. For Google, look for **Back up data** under the Google heading in the same area, or in **Settings** then **Google**. Turn on **Backup by Google One** and tap **Back up now**.

Wording differs slightly by model and One UI version.

Good habits

- Stay on Wi-Fi and plug the phone in for the first backup.
- Check how much storage you have left. A full cloud means a failed backup.
- Photos matter most. Make sure they are going to Google Photos or another service you trust, and check by opening them on a computer.
- Backups can miss things such as WhatsApp history or some banking apps. Use each app's own backup option.
- Never delete the originals until you have confirmed the backup copy opens.

When to get more help

Ask for help if a backup keeps failing, if you are running out of storage, or before wiping a phone that holds photos you cannot replace.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: how to update One UI safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Samsung sends updates to fix problems, close security holes and sometimes add features. Updating is nearly always a good idea if you prepare properly.

One UI versions

One UI is Samsung's version of Android. You may see One UI 5, 6 or 7 on different phones. Bigger updates change the menus, which is why steps in guides can look a little different from your screen. Older phones stop getting updates after a number of years, so check the support information for your model.

Before updating

- Back up your photos and contacts. See our guide on backing up with Samsung Cloud or Google.
- Plug the phone in or make sure it has plenty of charge. Samsung warns the battery should not be too low.
- Connect to Wi-Fi so you do not use your mobile data.
- Make sure there is free storage. Updates can need several gigabytes.

Updating

1. Open **Settings**.
2. Scroll to **Software update** and tap it.
3. Tap **Download and install**.
4. If an update is found, tap **Install** and let it finish. The phone restarts by itself, and it can take a long time. Do not turn it off.

You can also choose **Auto download over Wi-Fi** in the same area, which lets the phone fetch updates.

After updating

- Check that your apps, bank apps and Wallet work.
- Some apps may update on their own afterwards.
- The first few hours may feel slow or warm while the phone tidies up.

If something goes wrong

- If no update shows, your phone is already up to date, or your provider has not released it yet.
- If it fails, free up space, restart, and try again on Wi-Fi.
- If it gets stuck on the Samsung logo, force restart by holding **Volume down** and the **Side key** for about seven seconds.

Wording differs slightly by model and One UI version.

When to get more help

If an update keeps failing, or the phone will not start properly afterwards, ask us before doing a factory reset.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Advanced | 2 min read

Samsung Galaxy: how to factory reset safely, with warnings

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A factory reset wipes everything on the phone and puts it back as it was when new. It can fix serious problems, and it is the right step before selling or giving away a phone. It cannot be undone, so prepare first.

Warning: you will lose data

Everything stored only on the phone will be deleted: photos, videos, messages, downloaded files, app data and settings. Do not reset until you have a backup and have checked it.

Before you reset

1. Back up photos, contacts and files. See our guide on backing up with Samsung Cloud or Google. Open the backup on another device to check it.
2. Back up apps with their own backup, such as WhatsApp.
3. Know your Samsung account and Google account passwords. After a reset, the phone may ask for them, which is a theft protection feature.
4. Remove any SD card or SIM if you are selling or giving it away.
5. Charge the phone well, or plug it in.
6. If you use Secure Folder, back that up too.
7. For an authenticator app, make sure you can sign in again to your accounts.

Doing the reset

1. Open **Settings**.
2. Tap **General management**.
3. Tap **Reset**.
4. Tap **Factory data reset**.
5. Read the list of what will be erased, scroll down, and tap **Reset**.
6. Enter your PIN or password if asked, then tap **Delete all** and confirm.
7. Wait. The phone restarts and shows the welcome screen.

Wording differs slightly by model and One UI version.

Afterwards

Set up as new, or restore from your backup or with Smart Switch. When selling, switch it off at the welcome screen and do not log in.

Alternative to try first

Before resetting, try restart, Safe mode, clearing app caches and **Reset settings**. Under **Settings**, **General management**, **Reset**, you can choose **Reset all settings** without deleting your files.

When to get more help

If you are not sure that everything is backed up, or the phone is locked and you cannot remember the passwords, stop and ask us.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung account and Google account explained for Galaxy phone owners

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A Samsung Galaxy phone can use two different accounts, and many people mix them up. Knowing what each one does makes backups, app downloads and lost-phone recovery much easier.

The Google account

This is the Gmail-style account that works with Android itself. It is what you use for the **Play Store** to download apps, for Gmail, Google Maps, Google Photos and Google backup. If you can open the Play Store, you have signed into a Google account.

The Samsung account

This is a separate account made just for Samsung services. It is used for Samsung Cloud, Galaxy Store, Samsung Wallet, finding a lost Galaxy with Find My Mobile (now often shown as SmartThings Find), and some Samsung apps such as Samsung Members and Smart Things. You can create one with any email address you already have.

How they work together

- Your phone may well need both. Neither replaces the other.
- You can use different email addresses for each, or the same one. The passwords stay separate.

Checking and managing accounts

1. Open **Settings**.
2. Tap **Accounts and backup**, then **Manage accounts**.
3. You should see your Samsung account and any Google accounts listed. Tap one to see its sync options.

Important cautions

- Write down your account emails and keep passwords somewhere safe. Forgetting them is the most common reason people get locked out after a reset.
- Do not remove an account from the phone unless you have backed up first, as some data may disappear from the phone.
- After a factory reset, Android may ask for the Google account that was on the phone. This is a theft protection feature.

Wording differs slightly by model and One UI version.

When to get more help

Ask for help if you cannot remember which email you used, if a verification code never arrives, or if you are locked out after a reset. We can talk you through account recovery.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Medium | 2 min read

Samsung Galaxy: find a lost phone with Find My Mobile and SmartThings Find

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If your Galaxy goes missing, Samsung's find service can show roughly where it is, make it ring and lock it. It only works if it was switched on before the phone was lost, so set it up today. Samsung has been moving this service into the SmartThings Find name, so you may see either.

Switch it on now

1. Make sure you are signed into your **Samsung account** in **Settings**.
2. Use the search box at the top of **Settings** and type **Find My Mobile**.
3. Turn on the main switch. You may also see options for **Remote unlock**, **Send last location** and **Offline finding**. Offline finding can help locate a phone that has no signal by using other nearby Galaxy devices.
4. Keep **Location** turned on, and the phone connected to the internet.

If your phone is lost

1. On a computer, open a web browser and search for Samsung Find My Mobile or SmartThings Find. Check the address belongs to Samsung before signing in.
2. Sign in with your Samsung account.
3. Choose your phone. You can usually see its location, **Ring** it, **Lock** it, or **Erase data**.

What each option does

- **Ring** plays a loud sound, even if the phone is on silent.
- **Lock** puts a message and phone number on the screen so an honest finder can contact you.
- **Erase data** wipes the phone. It cannot be undone, so only use it if you are sure it is gone for good.

Safety tips

- Do not go to an unknown address alone to get a phone back. Contact the police.
- Beware of texts saying your phone has been found with a link. These are often scams.
- Tell your network provider to block the SIM if it is stolen.
- A Google account service (Find Hub) can also locate an Android phone.

Wording differs slightly by model and One UI version, and the feature names may change.

When to get more help

If you cannot sign in to your Samsung account, forgot the password, or cannot tell whether Find is switched on, ask us. We can help you set it up, though it cannot help once the phone has gone.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Medium | 2 min read

Samsung Galaxy: lock screen options and Secure Folder basics

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A strong lock keeps strangers out of your photos, messages and banking apps. Secure Folder adds a separate locked area for private items.

Choosing a lock

1. Open **Settings** and tap **Lock screen** (on some versions **Lock screen and AOD**).
2. Tap **Screen lock type**. You will need to enter your current lock.
3. Choose **Pattern**, **PIN** or **Password**. A six-digit PIN or longer is safer than a pattern.
4. Add fingerprint or face unlock if you like, under **Settings, Security and privacy, Biometrics**. A PIN is still needed as a backup.

Do not use dates of birth, 1234 or 0000. Write your PIN down and keep it somewhere safe at home. If you forget it, the phone may need a reset and you could lose data.

What Secure Folder is

Secure Folder is a locked area built into many Galaxy phones. It keeps chosen apps, photos and files separate from the rest of the phone, protected by its own lock. Samsung says it uses Knox security to do this.

Setting it up

1. Use the search box at the top of **Settings** and type **Secure Folder**.
2. Sign in with your Samsung account and choose a lock for the folder.
3. Open **Secure Folder** from the apps screen, then tap **Add files** or **Add apps** to move things in.

Be careful

- Items in Secure Folder are not in the normal Gallery. If you forget its lock or uninstall Secure Folder, you may lose what is inside.
- Back it up from inside the folder: open Secure Folder, tap the three dots, then **Settings, Back up and restore**. Wording differs slightly by model and One UI version.
- Secure Folder is not available on every model.

When to get more help

Ask for help if you are locked out, if you have forgotten your Secure Folder lock, or before wiping a phone that uses Secure Folder.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Medium | 2 min read

Samsung Wallet and tap to pay on a Galaxy: the basics

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Samsung Wallet lets you keep bank cards, loyalty cards, tickets and some digital keys on your phone. This guide covers how it works, not financial advice. Your bank decides which cards it supports and what limits apply.

What it is

Samsung Wallet is Samsung's app for cards, passes and tickets. Samsung Pay has been folded into it on many phones, so you may see either name depending on your model and version. Availability of cards depends on your bank.

Adding a card

1. Open the **Samsung Wallet** app and sign in with your Samsung account if asked.
2. Tap **Add** (a plus sign), then choose a payment card.
3. Scan the card with the camera or type in the details.
4. Your bank will usually ask you to confirm it with a text, a call or its own app. Follow its steps.
5. Set up a fingerprint or PIN for payments if asked.

Paying

Wake the phone, then hold the back of it near the contactless reader. You may be asked to unlock first. The reader and amount limits are set by the shop and your bank, not Samsung.

Staying safe

- Use a strong screen lock. See our guide on lock screen options.
- Never tell anyone the code that your bank texts you, even if they claim to be the bank.
- If you lose your phone, tell your bank so it can remove the cards, and use Find My Mobile to lock the phone.
- Only add cards in the official app, not through links in messages.

If it does not work

- Check the card is still active with your bank.
- Update the Wallet app in the **Galaxy Store** or **Play Store**.
- Check NFC is on: use the search box in **Settings** and type NFC.
- Restart the phone.

Wording differs slightly by model and One UI version.

When to get more help

If the bank rejects the card, ask your bank first. For app errors, ask us. We cannot give financial advice or access your accounts.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: find your IMEI, model number and check your warranty

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Providers, repairers and insurers often ask for your model number and IMEI. Here is where to find them and how to check what cover you have.

What they are

- The **model number** names your phone type, which starts with SM- and is followed by letters and numbers.
- The **IMEI** is a 15-digit number unique to your handset. It is used to block a stolen phone.
- The **serial number** is another unique reference used by Samsung.

Finding them on the phone

1. Open the **Phone** app and dial ***#06#**. The IMEI numbers appear on screen. Dual SIM phones show two. Tap **OK** to close.
2. Alternatively, open **Settings**, tap **About phone**, then check **Model name**, **Serial number**, and **IMEI**. Tap **Status information** if needed.
3. If the phone will not turn on, look at the original box, the SIM tray, or the receipt.

Take a photo of these numbers and store them somewhere safe, not just on the phone.

Checking warranty

- Look at your receipt or order email, as the date of purchase usually counts. Warranty length can vary by model and where it was bought, so check the paperwork.
- Samsung UK has a support section on its website where you can register and look up your product. Check the address starts with [samsung.com](https://www.samsung.com).
- The **Samsung Members** app has a **Get help** area and phone diagnostics that may help show a fault.
- If bought from a network or shop, they may have their own terms. You also have rights under UK consumer law.
- Insurance claims usually need the IMEI.

Cautions

- Share your IMEI only with your provider, repairer, insurer or the police.
- Be wary of sites that offer to unlock or fix a phone for money.
- Damage from drops or water may not be covered by the warranty.

Wording differs slightly by model and One UI version.

When to get more help

If you are unsure what cover you have, or need to report a stolen phone, contact your provider and the police first, then ask us if you need help with the next steps.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: notifications not showing and setting up Do Not Disturb

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Missing alerts are usually caused by battery saving or a notification setting, not a fault. Do Not Disturb is also easy to switch on by accident.

If notifications are not appearing

1. Open **Settings** and tap **Notifications**.
2. Check the main switch is on. Tap **App notifications** and make sure the app in question is on.
3. Tap the app, and make sure its alert types are switched on and set to **Alert**, not **Silent**.

Check battery restrictions

Samsung puts rarely used apps to sleep to save power, which can delay messages.

1. Go to **Settings**, then **Apps**, and tap the app.
2. Tap **Battery**.
3. Choose **Unrestricted** for apps where you need quick alerts, such as messaging apps.

You can also check **Settings**, **Battery**, **Background usage limits**, and take the app out of any sleeping list.

Do Not Disturb

1. Swipe down from the top of the screen twice to open the quick settings.
2. Look for the **Do not disturb** button. A moon-shaped icon means it is on.
3. Press and hold the button to choose who can still reach you, such as favourite contacts or repeated callers.
4. To set times, open **Settings**, **Notifications**, **Do not disturb** and add a schedule. Newer One UI versions group this under **Modes and Routines**, where you may see Sleep or Driving modes.

Other things to check

- Make sure the **Volume** is up and the phone is not on silent or vibrate. Use the volume keys, then tap the icon.
- If you wear a Galaxy Watch or earbuds, notifications may go there instead.
- Restart the phone and update the apps.

Wording differs slightly by model and One UI version.

When to get more help

If notifications still fail after these checks, ask us. For work or banking alerts you cannot afford to miss, we can check settings with you.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: screenshots, screen recording, Edge panels and one-handed mode

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Galaxy phones have several shortcuts that save time. These are the most useful ones, with how to switch them on if they do not work.

Taking a screenshot

- Press **Volume down** and the **Side key** together briefly, then let go.
- Or swipe the side of your hand across the screen from one edge to the other. This is called **Palm swipe to capture**. To turn it on, open **Settings, Advanced features, Motions and gestures**, then switch on **Palm swipe to capture**.
- Screenshots are saved in the **Gallery**, in the Screenshots album.

Recording your screen

1. Swipe down twice from the top of the screen to open the quick settings.
2. Tap **Screen recorder**. If you cannot see it, tap the plus or edit icon to add it.
3. Choose the sound option, then tap **Start recording**. A countdown follows.
4. Tap the stop button to finish. Be careful, as it can capture private messages.

Edge panels

Edge panels are a small handle on the screen edge that you swipe to open shortcuts to apps and contacts.

1. Open **Settings**, then **Display**.
2. Tap **Edge panels** and switch it on.
3. Tap **Panels** to choose what appears, and **Handle** to move or hide the handle.

One-handed mode

This shrinks the screen so it is easy to reach with one thumb.

1. Open **Settings, Advanced features**, then **One-handed mode**.
2. Switch it on, and choose **Gesture** or **Button**.
3. With the gesture, swipe down in the middle of the bottom edge of the screen. Repeat to return to full size.

Menu names differ between One UI 5, 6 and 7, and between models. Use the search box at the top of **Settings** if you cannot find something.

When to get more help

Ask us if screenshots are blocked by an app, which some banking apps do on purpose, or if the screen is shrinking when you do not want it to.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: make text bigger and use accessibility settings

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If text on your Galaxy is hard to read, you do not need to squint. There are several settings to make the screen clearer, and none of them can harm the phone.

Make text larger

1. Open **Settings** and tap **Display**.
2. Tap **Font size and style**.
3. Drag the slider to make the text bigger. A preview at the top shows the result.
4. Tap **Bold font** if you want thicker letters.

You can also use **Screen zoom** in the Display settings to make everything on screen bigger, including icons.

Make the screen easier on the eyes

- Turn on **Dark mode** in **Settings, Display**, for less glare.
- **Eye comfort shield** (shown in Display) warms the colours in the evening.
- Set a lower brightness at night, or turn on **Adaptive brightness**.

The Accessibility menu

1. Open **Settings** and tap **Accessibility**.
2. **Visibility enhancements** has options for **High contrast** text and **Colour correction**, plus magnification.
3. **Hearing** has mono audio, captions and sound alerts.
4. **Interaction and dexterity** has options for touch hold time, **Assistant menu** (a floating shortcut button) and easier tapping.
5. **TalkBack** reads out whatever is on the screen. It changes how touching works, so ask someone to help you turn it on. If it is on by mistake, press and hold both volume keys for a few seconds to switch it off.

Good to know

- Some apps use their own text sizes and ignore the phone settings.
- Large text can cut off words in some apps. If so, try a size one step smaller.
- Changing font size does not delete anything.

Menu names differ between One UI 5, 6 and 7. Wording differs slightly by model.

When to get more help

We can sit down with you and set these up properly, or look at settings for a family member who finds the phone hard to use.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Samsung Galaxy phones & tablets | Medium | 2 min read

Samsung Galaxy Tab: DeX, split screen and S Pen not working

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Galaxy Tab tablets include extra tools for working with more than one app and for writing with the S Pen. Not every model has all of them, so check your manual.

Split screen

1. Open the apps you want from the home screen.
2. Open the Recents list (swipe up from the bottom with the gesture navigation, or tap the recents button).
3. Tap the app icon at the top of its card and choose **Open in split screen view**.
4. Pick a second app. Drag the divider in the middle to change sizes.

Many tablets also let you drag an app out of the edge panel onto the screen. Not every app works in split view.

Samsung DeX

DeX turns the tablet into a desktop style screen with windows. It is available on some Tab models.

1. Open the quick settings and look for **DeX**, or open **Settings, Connected devices**, then **Samsung DeX**.
2. Tap it and choose whether to use it on the tablet screen, or connect to a TV or monitor with a cable or, on some models, wirelessly.
3. A keyboard and mouse make it much easier to use.

Please check your model supports DeX, and note that wording differs by model and One UI version.

S Pen not working

- Check the S Pen is in good condition and the tip is not worn or bent. Spare tips are sold.
- Make sure the screen protector is not blocking it. Thick ones can stop the pen.
- Some models have an S Pen that charges from the tablet. Attach it to the magnetic back or slot for a few minutes.
- In **Settings, Advanced features, S Pen**, check **Air actions** and other settings are on.
- Restart the tablet and update the software.
- For Bluetooth S Pen features, check Bluetooth is on in **Settings, Connections**.

Other tips

- Keep the tablet charged. A very low battery switches off pen features.
- Clean the screen with a soft dry cloth.

When to get more help

If the S Pen draws in the wrong place, is not recognised at all, or the screen has cracks, it may be a hardware fault. Ask us.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.