

SAMSUNG Galaxy A02s | A12

Quick Reference Guide

Samsung Care

Samsung Premium Care

Pick the time and place and a team member will meet you to set up, troubleshoot, repair, or replace your product. Visit samsung.com/us/support/premium-care to enroll.

Get to know your product

Visit samsung.com/us/support or download the Samsung Members app



Contact us

Questions?

Visit us.community.samsung.com for questions

Get Support

Call 1.800.SAMSUNG for support

Service locations

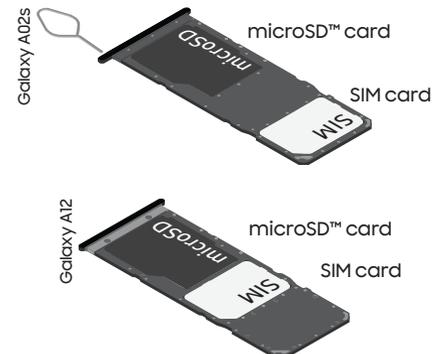
Find a service location near you at samsung.com/us/support/service/locations

Learn more



Install your SIM card

1. Locate the SIM card tray.
2. Insert and push the SIM ejector pin into the hole on or beside the SIM card tray.
3. Pull out the card tray.
4. Insert the nano-SIM card in the tray with the gold contacts facing down.



5. Insert the card tray back into the slot.

microSD card sold separately

About your phone



This device does not support a Fingerprint scanner.



Use only Samsung-approved chargers and cables. To avoid injury or damage to your device, do not use incompatible, worn or damaged batteries, chargers or cables.

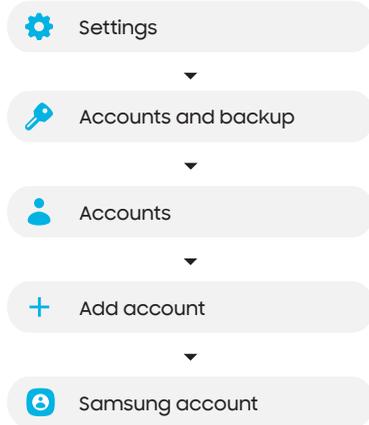
Samsung account

Get the most out of your phone with your Samsung account.

You can sign in to your Samsung account, create an account, or sign up with your Google account.

With your phone and your Samsung account, you can:

- Schedule repairs
- Back up your phone
- Restore your phone and more



For more information
[Samsung.com/us/support/account](https://samsung.com/us/support/account)

Switching made simple

Whether you're coming from an iOS or Android platform, you can easily transfer your data with Smart Switch.

Back up your old phone

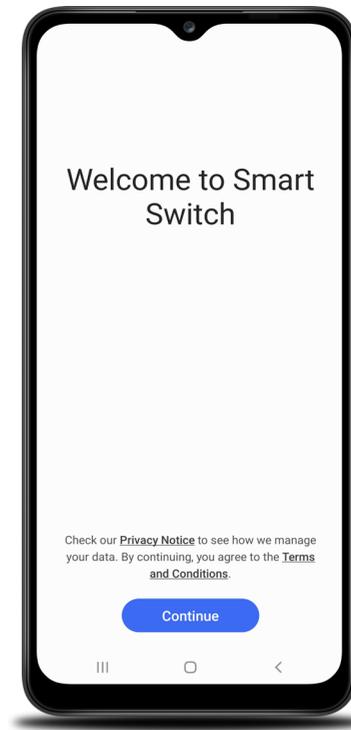
Back up your old phone using your favorite back-up app.

Samsung Smart Switch

1. From your new Galaxy device, tap **Settings > Accounts and backup > Smart Switch**.
2. Download Smart Switch and tap **Receive data**.
3. Select your old device type and follow the prompts to connect your phones.

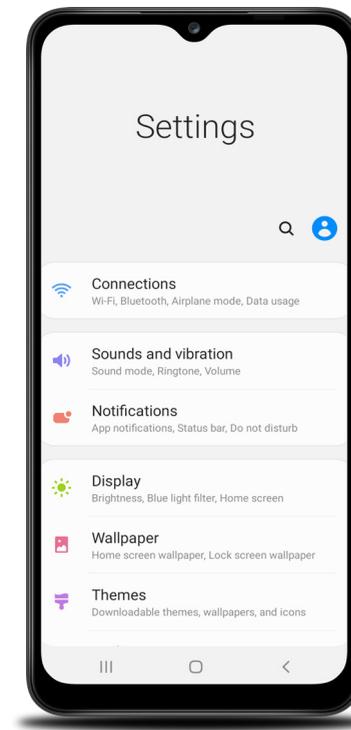
For more information
[Samsung.com/us/smart-switch](https://samsung.com/us/smart-switch)

To download Smart Switch
[Samsung.com/us/support/owners/app/smart-switch](https://samsung.com/us/support/owners/app/smart-switch)



Customize

From the Apps panel, tap **Settings** to customize your phone.



Essential apps

-  **Galaxy Store**
Download the latest games, with expert recommendations and personalized content.
-  **Google Duo**
Simple, high-quality video calling for smartphones, tablets, computers and smart displays.
-  **Google Photos**
Store and back up your photos and videos.
-  **Google Drive**
Store, share and access your files from any device.

For more information
Google Duo: duo.google.com
Google Photos: support.google.com/photos
Google Drive: support.google.com/drive

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