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My Carrier

This guide provides you with the information you need to get started. For more information and additional support, please visit t-mobile.com/support/ where you can:

- Register at my.t-mobile.com/ to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Review your device’s User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

Access account information from:

1. From the Home screen, tap Apps → T-Mobile folder → T-Mobile My Account.
2. If prompted, follow the on-screen information for what’s new in the app.
3. Choose from an available category such as: Account Info, Device Health, Notifications, Take The Pledge, and others.

Note: Devices and software are constantly evolving—the screen images and icons you see here are for reference only.
If you are a new T-Mobile® customer and your service has not yet been activated, call Customer Care at 1-800-937-8997 and a T-Mobile Activations representative will assist you.

You will need the following information when activating service:

- Your Service Agreement and the agent code on your Agreement
- Your name, home address, home phone number, and billing address

Note: For business and government accounts, please provide the name of the organization, the address, and the tax ID.

- Your Social Security number, current driver’s license number, and date of birth for credit check purposes
- Your choice of T-Mobile rate plan and services (see t-mobile.com for the latest plan information)
- SIM serial number and IMEI number (located on the box barcode label)

Note: By activating service, you acknowledge that you have read, understand, and agree to be bound by each of T-Mobile’s Terms and Conditions, and your Service Agreement.
**Device Functions**

*Recent and Back keys illuminate when navigating through the device.*
Step 1. Install the SIM Card

The Samsung Galaxy S 6 has a smaller, slimmer SIM card. Please update your SIM card at T-Mobile.com/SIM. Your old SIM card will not work in this device.

We recommend that you back up any contacts you saved to the SIM card, using Gmail or other options. For step by step instructions please visit T-Mobile.com/SIM/Support.
Step 2. Charging the Device

Before turning on your phone, charge it fully. Your phone comes with an Adaptive Fast Charging charger and a USB cable. Plug the smaller end of the cable into the USB charger port on your phone and the other end into the charger. Then plug the charger into an electrical outlet to charge the phone.

Warning! Please use only an approved charging accessory to charge your device. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your device and void the warranty.
Turning Your Phone On and Off

● To turn ON, press and hold the Power/Lock key.
● To turn OFF, press and hold Power/Lock key and follow the prompts.

Locking and Unlocking Screen

● To Lock, press the Power/Lock key.
● To Unlock, press the Power/Lock key then swipe your finger across the screen.

Initial Device Configuration

1. Select a language and tap or tap ACCESSIBILITY if you are visually impaired or hard of hearing.
2. Follow the on-screen instruction to complete the set up process.
Notifications
When a notification icon displays, slide the status bar down to display the Notifications panel. Touch a notification to open it.

Dock Menu
Tap to open apps

Widgets

Apps Shortcuts
Tap to open

Apps Launcher
Tap to show apps screen

Swipe left or right for additional panels
Making a Call

1. From the Home screen, tap Phone ➔ Dialpad.

Note: If you make a mistake while dialing, tap ✖ to clear the last digit. Touch and hold ✖ to clear the entire sequence.

*From the contact list, make a call by sliding your finger across the contact name from left to right.
Ending a Call
► From within an active call, tap End call.

Answering a Call
► At the incoming call screen, touch and slide Answer in any direction to answer the call.

Rejecting a Call
► At the incoming call screen, touch and slide Reject in any direction to route the call to your voicemail system.

Wi-Fi Calling
Wi-Fi Calling can improve your coverage and allows you to make phone calls and send messages over a Wi-Fi network (when a Wi-Fi network is available).

**Important!** You must have a 911 emergency address registered with your account. Log into your account at t-mobile.com. Go to your profile follow the menu options to register your address. Corporate accounts may require administrator assistance for 911 address registration.
To register Wi-Fi Calling:

1. From the Home screen, tap Apps → Settings → More connection settings → Wi-Fi Calling.
2. Tap the Wi-Fi Calling slider to toggle off the feature, tap it again to activate and register your device with the network.

Note: Confirm that Wi-Fi is connected and Wi-Fi Calling Ready displays in the Status Bar.

To disable Wi-Fi Calling:

1. From the Home screen, tap Apps → Settings → More connection settings → Wi-Fi Calling.
2. Tap the Wi-Fi Calling slider to toggle off the feature.

To change connection preferences:

1. From the Home screen, tap Apps → Settings → More connection settings → Wi-Fi Calling.
2. Tap Connection Preference and select your preference.
Voicemail

Set Up Voicemail

1. From the Home screen, tap Phone ➔ Dialpad.
2. Touch and hold 🔴.
3. Follow the prompts in the new user tutorial to set up your mailbox.

Access Voicemail

1. From the Home screen, tap Phone ➔ Dialpad.
2. Touch and hold 🔴.

Visual Voicemail

View a list of people who left a voicemail message, and listen to messages in any order directly from the device, without calling Voicemail.

Initial Configuration and Set Up

1. From the Home screen, tap Apps ➔ T-Mobile folder ➔ Visual Voicemail.
2. Read the on-screen information and tap Next. If prompted, follow the on-screen set up instructions.
3. Tap an on-screen voicemail message to play it back.

Deleting Visual Voicemail Messages

1. From the Visual Voicemail application screen, tap the voicemail message you want to delete.
2. Tap Delete ➔ OK.
Contacts

Creating a New Contact

1. From the Home screen, tap Contacts.
2. Tap + Add New Contacts
3. Tap a destination type (Device, SIM card, Microsoft Exchange ActiveSync, Google, or Samsung account) depending on where you want to save the new contact information.
4. Enter the desired information.
5. Tap SAVE to store the new entry.

Adding a Number to an Existing Contact

1. From the Home screen, tap Contacts.
2. Tap a contact name from the list and tap EDIT.
3. Tap + within the phone number area and enter a new phone number.

Note: If you make a mistake while dialing, tap ❌ to clear the last digit. Touch and hold ❌ to clear the entire sequence.

4. Tap SAVE to complete and store the new entry.

Deleting an Existing Contact

1. From the Home screen, tap Contacts.
2. Touch and hold a contact name from the list and tap DELETE.
Messages

Create and Send a Message

1. From the Home screen, tap Messages.
2. Tap 📩 to compose message.
3. Enter either the recipient’s phone number or e-mail address.
4. Tap the Enter message field and use the on-screen keypad to enter a message.
5. Add more recipients by tapping the recipient field.
6. Tap 📦 Attach to insert various file types to your message (such as images, videos, audio files, etc.)
7. Tap 😊 Add emoticons to choose an available emoticon from an on-screen list and then add it into your message (at the cursor location).
8. Review your message and tap SEND.
Gmail (Google Account)

Before you can access Google™ applications, you must first sign into or set up a new Gmail account.

► From the Home screen, tap Google folder → Gmail.
  • Tap Add an email address to create a new account or to log into an existing Gmail account.
  • Tap TAKE ME TO GMAIL if you have an account setup on your device.

Setting Up Your Email Accounts

Check email on the go with popular Internet-based email accounts.

1. From the Home screen, tap Apps → Email.

2. Enter your email address and password into the appropriate fields and tap NEXT.

3. Follow the prompts to complete setup and tap DONE to store the new account.
Connections

Connecting to Bluetooth

1. From the Home screen, tap Apps → Settings → Bluetooth.
2. Touch and slide the Bluetooth slider to the right to turn it on.
3. Tap a device from the list to initiate pairing.
4. Enter the passkey/PIN code, if needed, and tap OK.
5. The external device will then have to also accept the connection and enter your device’s PIN code. Once successfully paired to an external device, 📱 appears within the Status area.

Connecting to Wi-Fi

1. From the Home screen, tap Apps → Settings → Wi-Fi.
2. Touch and slide the Wi-Fi slider to the right to turn it on.
3. Tap a network to connect and enter the password if prompted. When connected you will see ⬠ in the status bar.
**Android Beam**

Beam large files that cannot be sent via email or text to another compatible device that is in direct contact.

**To activate Android Beam:**

1. From the Home screen, tap **Apps** → **Settings** → **NFC and payment**.
2. Tap **NFC** and verify the NFC feature is active.
3. If not already active, tap the Android Beam field and in a single motion touch and slide to the right to turn it on.
4. Complete the transfer process between the two NFC-enabled devices by placing them back to back. This feature can come in very handy to quickly share pictures between users with compatible Android Beam devices.
Smartphone Mobile HotSpot

Turn your device into a Wi-Fi hotspot. The feature works best when used in conjunction with 4G/LTE data services.

**Note:** You must have qualifying service on your account in order to use the Mobile HotSpot.

To activate the Smartphone Mobile HotSpot service for the first time:

1. From the Home screen, tap Apps → Settings → Mobile HotSpot and Tethering → Mobile HotSpot.
2. Touch and slide the On/Off slider to turn it on.
3. Edit the Network name field and then create a new Network SSID name.
4. Enable the Broadcast network name (SSID) field if you would like to broadcast your SSID name to nearby devices.
5. Verify the Security field is set to WPA2 PSK.
6. Enter a new password then write it down.
7. Tap SAVE to store the new settings.
8. Confirm the Mobile HotSpot active icon appears at the top of the screen.

**Note:** During the initial setup process, the connection is not secure. It is recommended that you maintain a secure connection by using a password for communication.
Note: Using your 4G service and Smartphone Mobile HotSpot drains your phone’s battery. To keep using the phone as a HotSpot have it connected to a power supply.

To change the Mobile HotSpot password:

1. From the Mobile HotSpot screen, tap Mobile HotSpot → MORE → Configure Mobile HotSpot.
2. With security enabled, delete the previous password and enter a new one into the Password field.
3. Tap SAVE to store the new settings.

USB Tethering

Share your device’s mobile data connection via a direct USB connection between your device and a single computer.

- If additional software or USB drivers are required, go to: samsung.com/us/support/downloads.

To connect using USB Tethering:

1. From the Home screen, tap Apps → Settings → Mobile HotSpot and Tethering.
2. Plug in the USB cable between your computer and your device.
3. Tap the USB tethering option. This places a green check mark next to the entry and activates the feature. A Tethering or HotSpot active notification briefly appears on the screen.
4. If prompted, read the on-screen notification regarding data use and tap OK.

- Look for (Tethering Active) in the Status bar area of the screen.

5. Read the on-screen notification regarding data use and tap OK.

To disconnect USB tethering:

1. From the Home screen, tap Apps → Settings → Mobile HotSpot and Tethering.

2. Tap USB tethering from the Tethering menu to remove the check mark and deactivate the feature.

3. Remove the USB cable from the device.
Installing Apps

Apps are available to download from Google Play™.

1. From the Home screen, tap Play Store.
2. Tap an app you want to download and tap INSTALL or the app’s price.
3. Tap ACCEPT after reviewing the app’s permissions.

Samsung Smart Switch

Easily move over your photos, videos, music, apps and more with Samsung Smart Switch™. Get started today at www.samsungsmartswitch.com.
Internet

Take the Internet on the go. You can reach the latest news, get the weather and follow your stocks.

► From the Home screen, tap Internet.

To enter a URL:

► From the homepage tap the URL field at the top of the screen, enter the URL and tap Go on your keyboard.

To add a new window:

1. From your browser window, swipe the screen down and tap Tabs → NEW TAB. A new browser window displays.

2. Tap Tabs to see the open windows, and tap a window to view it.
Multi Window

To view apps in a split screen view tap on the title bar of the app window that supports this feature.

1. Tap the **Recent** key .
2. Tap the **Multi window** icon .

Tap for additional options.
Camera

From the Home screen, tap Camera.

Options
Record Video
Take picture
Selfie
Mode
Settings
Lock Screen

This menu contains features that allows you to configure the device’s security parameters.

To secure data and limit phone access, set the device to require a screen unlock pattern each time you turn on the device, or every time the phone wakes up from sleep mode (when the screen automatically turns off).

► From the Home screen, tap Apps → Settings → Lock screen and security → Screen lock type.

The Screen lock menu allows to choose from a variety of locking features.
APPROVED Firmware Versions

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

Information about safeguarding handsets

T-Mobile encourages customers to take appropriate measures to secure their handsets and invites them to take advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts. For additional information, visit: www.t-mobile.com/devicesecurity and http://www.t-mobile.com/Company/PrivacyResources.aspx.
EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.*

* Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone’s location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused. The phone’s approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency). Please see T-Mobile’s Terms and Conditions and Privacy Policy for additional service restrictions and details.
Use of some content or features may incur separate, additional charges and/or require qualifying service, or access to a Wi-Fi connection.

**Smartphone Mobile HotSpot:** Qualifying service required. Plan data allotment applies. Roaming and on-network data allotments differ; see your selected service for details. Use of connected devices subject to T-Mobile Terms and Conditions.

**Messaging/Data:** You will be charged for all messaging and data sent by or to you through the network, regardless of whether or not data is received. Character length/file size of messages/attachments may be limited. T-Mobile is not liable for content of messages/attachments or for any failures, delays or errors in any T-Mobile generated alerts or notifications. Your data session, plan, or service may be **slowed, suspended, terminated, or restricted** if you use your service in a way that interferes with or impacts our network or ability to provide quality service to other users, if you roam for a significant portion of your usage, or if you use a disproportionate amount of bandwidth during a billing cycle. You may not use your plan or device for prohibited uses.

**Downloads/Applications:** T-Mobile is not responsible for any third party content or Web site you may be able to access using your device. Additional charges may apply; not all downloads available on all devices. You obtain no rights in downloads; duration
of use may be limited and downloads may be stored solely for use with your device. T-Mobile is not responsible for any download lost due to your error. T-Mobile is not responsible for Apps, including download, installation, use, transmission failure, interruption or delay, third party advertisements you may encounter while using an App, alterations any App may make to the functionality of your device, including any changes that may affect your T-Mobile plan, service, or billing, or any content or website you may be able to access through an App.

**Hearing Aid Compatibility:** This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.
**Wi-Fi:** Device will not transition between Wi-Fi and the cellular network. Devices using wireless connections may be vulnerable to unauthorized attempts to access data and software stored on the device. Plan data allotment applies to use by connected devices sharing Wi-Fi. Use of connected devices subject to T-Mobile’s Terms and Conditions.

**Wi-Fi Calling:** Capable phone and Wi-Fi connection required; may decrement plan minutes. Most devices will not transition between Wi-Fi and the cellular network. See your selected service for details.
Devices, accessories, and screen images are simulated. See brochures and **Terms and Conditions (including arbitration provision)** at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling.**