

## Format a Memory Card

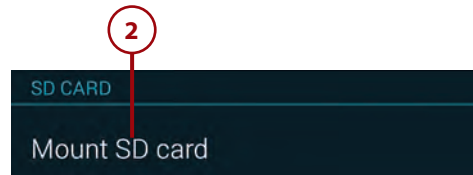
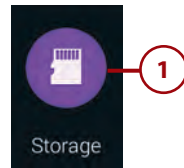
If the memory card contains unwanted data from another phone or device or isn't recognized by the phone as formatted, you can *format* the card (erasing all data and preparing it for use in the phone).

1. Open Settings and tap the Storage icon.
2. Scroll down to the SD Card section. If the card isn't already mounted, tap Mount SD Card.

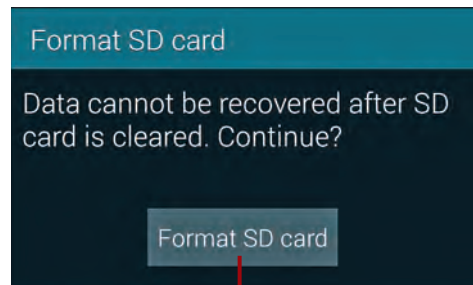
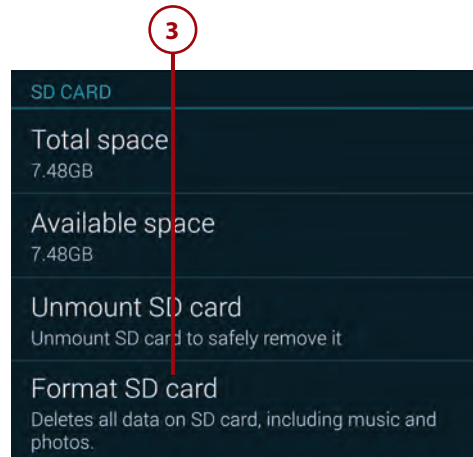
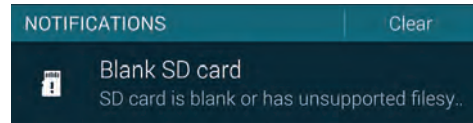
### Cards with Foreign Data

If the memory card was last used in a different device, such as a camera or video streaming device, the card may refuse to mount. If this happens, open the Notification panel and tap the entry for the card for an opportunity to format it.

3. Tap Format SD Card.
4. Tap the Format SD Card button.



### Blank/unmountable SD card

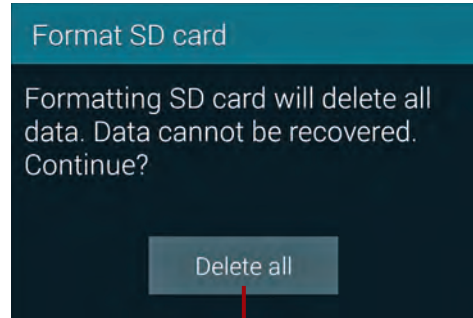


5. Tap the Delete All button.
6. The memory card is unmounted, formatted, and remounted to enable the phone to use it.

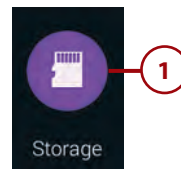
## Remove a Memory Card

The following steps explain how to correctly remove a memory card from the phone to replace it with a different card or to move the card to another device. You begin by *unmounting* the card so that it can be safely removed.

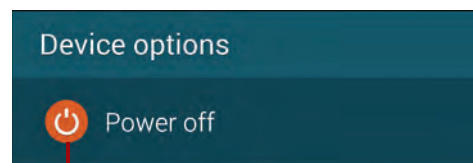
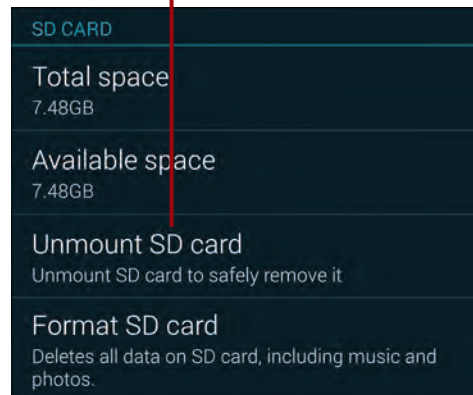
1. Open Settings and tap the Storage icon.
2. Scroll down to the SD Card section and tap Unmount SD Card. Tap OK in the confirmation dialog box.
3. Shut down the phone by holding down the Power button, tapping Power Off in the Device Options dialog box, and then tapping OK in the confirmation dialog box.
4. Remove the cover from the back of the phone by slipping your thumbnail into the slot on the side (above the Power button) and prying off the back. See the figure in “Insert a Memory Card,” earlier in this section.
5. To free the SD card, press your fingernail behind the card’s raised front edge and slide it out. When handling the card, be sure to grasp it only by its edges.
6. Replace the back cover. Ensure that the cover is completely sealed around all edges.



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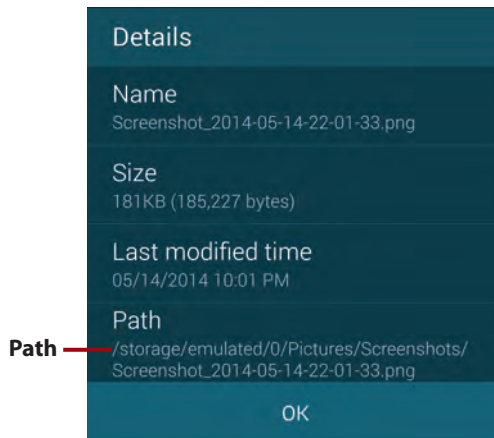
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## Use a Memory Card as a USB Drive

By following the instructions in “Manually Transferring Files over USB” in Chapter 16, “Transferring and Sharing Files,” you can mount your phone as an external drive on your Mac or PC (like a flash drive), enabling you to freely copy files in either direction. You can view and access the files on your phone by going to the Home screen and tapping Apps, My Files. In the Local Storage section of My Files, you can see separate icons for the phone’s built-in memory (Device Storage) and your installed memory card (SD Card). Tap these icons to view the files within. If you select a file, open the menu, and choose Details, you’ll note that any file stored in built-in memory has the path prefix /storage/emulated/0/. Files on an installed memory card have the path prefix /storage/extSdCard.



## Installing or Replacing the SIM Card

To be recognized by your carrier’s network, every Galaxy S5 must have a carrier-specific *Subscriber Identify Module (SIM)* card. If the SIM card wasn’t preinstalled when you purchased the phone, follow the procedure and photos in “Insert a Memory Card” to turn off the phone, open the case, and insert the SIM card into its slot (beneath the memory card slot). Ensure that the notched edge goes into the slot first and that the card’s gold contacts face down.

To replace an existing SIM card with a new one, remove the battery and then slide out the SIM card. Slide the new SIM card into the slot—notch first, gold contacts down—until it clicks into place. Finish by replacing the battery and the phone’s back cover.

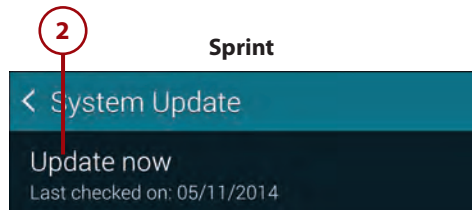
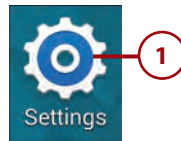
# Checking for System Updates

It's a good idea to periodically check for system updates. Although you may automatically receive notices of firmware updates, for example, you can still perform manual checks whenever you like, as explained in the following task. The notification method and process of updating to a newer version of the Android operating system and firmware are carrier-dependent. When notified of an available update, refer to your carrier's website for additional instructions.

## Check the Battery First

Before performing any kind of system update (especially firmware and Android), be sure you have sufficient charge to complete the process. Interrupting updates can have dire consequences for the phone.

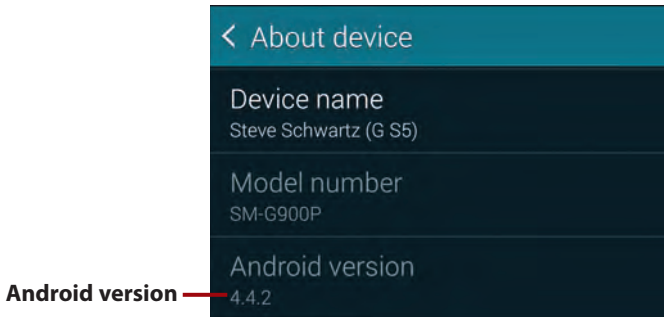
1. On the Home screen, tap Apps, followed by Settings.
2. Depending on your carrier, do one of the following:
  - *AT&T.* Tap About Device, Software Update, Check for Updates, OK.
  - *Metro PCS, T-Mobile.* Tap About Device, Software Update, Wi-Fi Settings (to download via Wi-Fi) or OK (to download via a cellular connection).
  - *Sprint.* Tap System Update, Update Now.
  - *U.S. Cellular.* Tap About Device, Software Update, OK.
  - *Verizon.* Tap Software Update, Check for New Software Update.



## What Version of Android Do I Have?

The About Device or About Phone screen shows the version of the Android operating system that's currently installed.

### Sprint



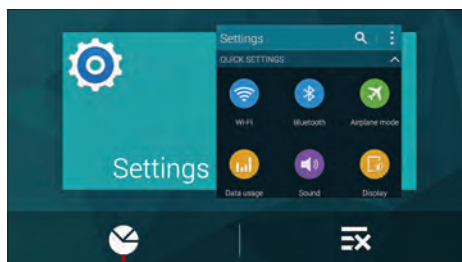
## Troubleshooting

This section provides suggestions for correcting simple and complex problems that can arise with the phone.

### General Troubleshooting

When trying to correct an app-related or OS-related problem, you should generally work from the least to the most extreme solution.

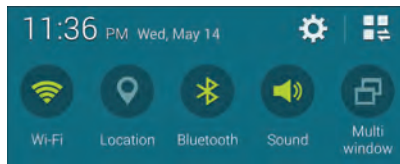
- Try appropriate button presses. Try pressing the Home or Back key to leave the current screen, or press the Power button.
- Use the Task Manager to close unnecessary apps. (Press the Recent Apps key and then tap the Task Manager icon at the bottom of the screen.)



Task Manager icon

- For app-related issues, check the app's settings (if it provides them) by tapping the menu icon and choosing Settings. You can also try uninstalling and reinstalling the app to see if the problem is corrected. If the issue continues, check Google Play for an update, visit the developer's website for troubleshooting information, or consider uninstalling the offending app.
- For battery-drain issues, turn off services that you aren't currently using, such as GPS, Bluetooth, and Wi-Fi. Open the Notification panel and tap Quick Setting buttons to enable or disable services. (When charging a phone that's on, turning off these services will generally decrease your recharge time, too.)

#### Active services (green)

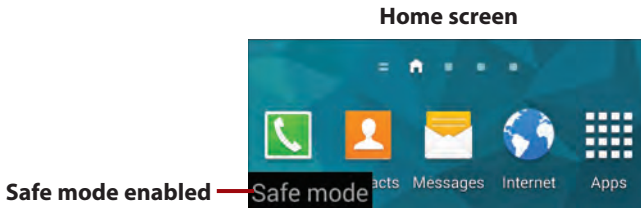


- Restart or shut down the phone by pressing and holding the Power button, tap Restart or Power Off, and then tap OK in the confirmation dialog box.
- To determine if a downloaded app or update is causing the problem, restart the phone in Safe mode (as described in the following section "Testing in Safe Mode").
- For a complete lock-up or similar issue, remove and replace the battery (as described in the section "Fixing a 'Lockup'").
- Perform a Factory Data Reset (as described in the section "Perform a Factory Data Reset"), but only if the phone is so messed up that no other solution remains. Call your carrier's customer service/technical support before performing this procedure or, if one of its stores is nearby, take the phone in to be checked out.

## Testing in Safe Mode

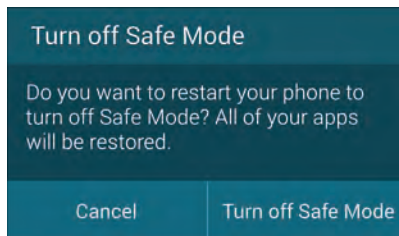
When the phone is in *Safe mode*, only the standard, built-in apps are active; apps that you've downloaded are disabled. If the problem isn't present in Safe mode, the likely culprit is an app that you've recently installed or updated. To enable Safe mode, start by turning the phone off. Then turn

the phone back on and—when the Samsung logo appears during the start-up sequence—press and hold the Volume down key until the lock screen appears. While Safe mode is active, it's noted at the bottom of every screen.



While in Safe mode, test to see if the problem persists. If it does, refer to the section “Perform a Factory Data Reset.” On the other hand, if the problem *isn't* present in Safe mode, you'll have to determine which new app is the troublemaker. Uninstall the most recently installed app (see “Uninstall, Disable, and Hide Apps” in Chapter 10, “Installing and Using Applications”), restart the phone normally, and test again. One by one, continue uninstalling the newest apps until the problem goes away. Others that you've uninstalled during this testing can generally be reinstalled.

When you're ready to exit Safe mode, restart the phone normally. If you prefer, you can tap the Safe Mode Is On entry in the Notification panel and then tap Turn Off Safe Mode.



## Fixing a “Lockup”

Yes, some apps have bugs, so what you *expect* to happen sometimes doesn't match what *actually* happens. When the worst occurs—the phone locks up so solidly that it ignores all taps, swipes, button presses, and attempts to power down, restart, or recharge—there's still something you can try. Open the back cover, remove the battery, wait 2 minutes, and reinsert the battery. Note that this is a solution of last resort. If you perform it while the phone is writing to memory, you can lose data.

## Perform a Factory Data Reset

Using the Factory Data Reset procedure, you can restore your phone to its initial factory-default apps and settings. If you're planning to trade it in, sell it, or give it to a family member, performing a Factory Data Reset also removes the applications you've installed and erases your personal data, such as contacts, photos, and music files. If this data is important to you, be sure to back it up to a memory card or computer prior to performing the reset.

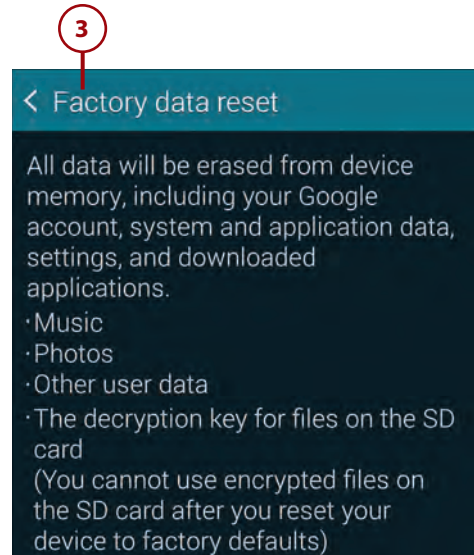
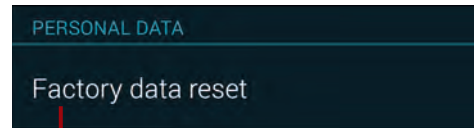
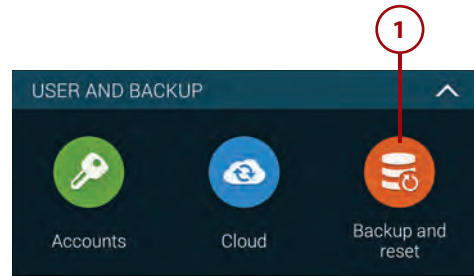
1. Open Settings, and tap Backup and Reset (in the User and Backup section).
2. Tap Factory Data Reset (in the Personal Data section).
3. Review the explanatory text and tap the Reset Device button at the bottom of the screen.

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### External SD Card Handling

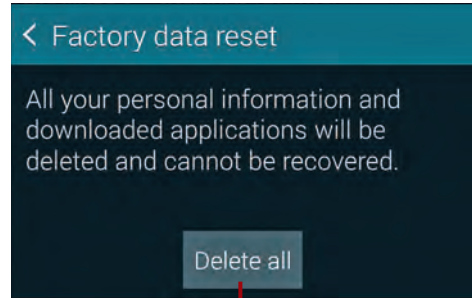
On earlier phones in the Galaxy S line, Factory Data Reset offered to optionally delete data from a user-installed memory card. If you need to erase data from a memory card, perform the "Format a Memory Card" task before performing the Factory Data Reset.

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4. Tap the Delete All button to perform the Factory Data Reset. (Or if you've changed your mind, press the Back key.) After a Factory Data Reset, the setup wizard automatically runs when you restart the phone, giving you the opportunity to reconfigure it.



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