

Galaxy S4 – Appendix FAQ

Customer Consultant Guide
Android mobile technology platform

- Appendix-

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This material contained in this document is intended for use “with / as”	Status
Samsung Customer Contact Centres	Yes
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WEB FAQ / How to guide creation for Samsung.com sites	Yes
Samsung Authorised Service centres (ASC)	Yes
Please note: Although contents of this document may be suitable for WEB guide creation, it is not to be posted on the internet download in its entirety as a download item	

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Revision History



Part 1: Getting Started

Part 1: Getting Started section of this guide
contains miscellaneous advice /
non-defect issue of Galaxy S4 -
Please read to ensure you have advice to deal
with these inquiries



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Part 1. CPU / Motion & Gestures / Air View



[Q1: CPU]

Q : I know Galaxy S4 has an “Octa Core” CPU (Central Processing unit) . Do all eight cores operate at the same time?

GT-I9505 CPU uses a 1.9GHz Quad Core, and **GT-I9500** uses a 1.6GHz Octa Core that has been optimized according to country and region.)

A : No, the Eight cores do not operate at the same time. The Octa Core is composed of Cortex A15 processor 1.6Hz Quad(“**Big**”) and low power Cortex A7 processor 1.2GHz Quad (“**Little**”). The Galaxy S4 uses the “big”-core or the “little”-core depending on the requirement of the feature in use.

Applications (e.g. like Games) that require high-performance CPU mainly operate in the “big”-core, applications (e.g. like Email, message) mainly operate in the “little”-core.

[Q2: S View Cover Accessory]

Q : Is the S-View Cover accessory supported on the Galaxy Note 2 and Galaxy S3 models?

A : No, S-View Cover accessory is only supported due to the Hole sensors in Galaxy S4 .



S View Cover Accessory

[Q3: Air view]

Q : How close does my finger need to be to the screen for “Air View” to begin to operate?

A : Approximately 2cm.

[Q4: Air view]

Q : Can I use a plastic stylus to operate “Air view”?

A : You must be use your finger to operate Air view . The Galaxy S4 display will not respond to a plastic* stylus (*it is an insulator)

[Q5: Air view]

Q : Is the possible for the Air view to recognize two fingers at the same time?

A : Air view recognizes only one finger and reacts to the finger closest to the screen.



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[Q6: Air gesture]



Q : A palm-shaped icon has appeared on the status bar. What is this?

A : The Air gesture feature has been activated. When air gestures are available, the palm-shaped icon will appear on the status bar at the top of the screen. To check if this feature has been enabled go to:

Path : Setting → My device → Motions and gestures → Air gesture

You can control your device by making specific gestures with your hand above the sensors via Air gesture.

[Q7: Air gesture]

Q : The gesture recognition via Air gesture isn't working well.

A : The sensor recognizes gestures best when you make smooth, steady movement about 7cm from the sensor.

If you perform them too far from the device or while wearing dark-coloured clothes such as gloves, the device may not recognize your gestures.

[Q8: Air jump]

Q : The screen moves up and down. Why is that?

A : The Air jump function has been activated. To check if this feature has been enabled go to:

Path : Setting → My device → Motions and gestures → Air gesture → Air jump

When air gestures are available, you can scroll web pages by moving your hand up or down above the sensor in Internet/ Email. (for Samsung browser / Samsung account)

[Q9: Air browser]

Q : I find that photos and music skip between “next” and “previous”. Why is that?

A : The Air browse function has been activated. . To check if this feature has been enabled go to:

Path : Setting → My device → Motions and gestures → Air gesture → Air browse

When air browse are available, you can go to the next or previous item by moving your hand left or right above the sensor in Gallery / Internet / Music Player / Music on lock screen / S memo page view.

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[Q10: Air browser]

Q : I try to go to the next or previous item in “Music” on the lock screen, but it does not work in my device. What is the problem?

A : Please check that “Music” on the lock screen feature in Air browse is turned on.

Path : Setting → My device → Motions and gestures → Air gesture → Air browse → Music on lock screen

When you select the “Music on lock screen box”, it will work normally.

[Q11: Air call-accept]

Q : Incoming calls are answered as I go to pick up the device by itself. Why is that?

A : The Air call-accept function has been activated. To check if this feature has been enabled go to:

Path : Setting → My device → Motions and gestures → Air gesture → Air call-accept

You can accept incoming calls by moving your hand above the sensor.

[Q12: Smart scroll]

Q : An “eye-shaped” icon appears on the screen/status bar and the screen moves up and down. What is this?

A : The Air call-accept function has been activated. To check if this feature has been enabled go to:

Path : Setting → My device → Smart screen → Smart scroll

Smart scroll detects your eyes with the front camera so you can scroll pages by tilting your head or the device in Internet / Email.



[Q13: Smart scroll]

Q : Although I turn off the Smart stay, the eye-shaped icon appears on the status bar. Why is that?

A : If you turn on other features related to the Smart screen as well , such as Smart stay, the eye-shaped icon appears in the status bar.

To check if other features have been enabled go to:

Path : Setting → My device → Smart screen → **Smart stay / Smart rotation / Smart pause / Smart scroll**

[Q14: Smart scroll]

Q : The eye-shaped icon appears on the screen while I use the internet. Why is that?

A : It's the Visual Feedback display feature icon.

If you turn on the Visual Feedback or Smart Scroll display feature, the eye-shaped icon / scroll icon appears on the screen when the device detects the movement of your head or device.

When you untick the Visual Feedback/ Smart scroll display, the eye-shaped icon / scroll icon will not appear on the screen.



[Q15: Smart scroll]

Q : When I tilt my head, the Smart scroll feature does not respond well.

A : Please check the following points.

1. Please check that the movement of the head points toward the camera sensor at the top of the device.
2. Check whether the **SPEED** setting in **SMART SCROLL** is too slow or too fast.
3. If you see a blue icon or a blinking eye icon, it indicates the gesture is not recognized.
When green icon is appeared on screen repeatedly slowly tilt your head up / down and stop to view the page.

[Q16: Smart scroll]

Q When I tilt my device, the Smart scroll does not respond well.

A : Please check the following points.

1. Please check that the green motion icon appears on the screen. Check if the Visual Feedback display setting in **SMART SCROLL** has been enabled.
2. If the device is tilted from 5 degrees to about 30 degrees, you can use the Smart scroll.
3. If the device is tilted more than 30 degrees or your face is not detected in the front-facing camera, the Smart scroll is stopped.
To change the direction of scroll, you can "move" or "tilt" in the other direction after stopping device about 1 second.
4. Do not move a device too fast or too slow.



[Q17: Smart scroll]

Q : When I execute the Smart scroll feature, it runs in practice mode only. Is my device faulty?

A : Smart scroll is only supported on internet webpage and the body of emails.

It does not work in Chrome browser, Gmail and downloaded browser application.

Note also that this feature may not work properly in bright light, in dark conditions, or when the device is being moved or shaken.

[Q18: Smart pause]

Q : When playing a video, it is often stops by itself.

A : Please check whether Smart pause is turned on.

Path : Setting → My device → Smart screen → Smart pause

If you turn on the Smart pause, video will pause when the device detects that you are facing away from the screen.



[Q19: Smart pause]

Q : The Smart pause feature does not seem to function well.

A : Please check the following points.

1. To resume playback the front-camera needs to detect your eyes. Ensure you look at the device front camera
2. If there is strong lighting behind you or if you are using the device in a dark place.
3. When the device is shaken
4. SMART Pause does not function when connected to HDMI or AllShare Cast
5. Are you trying to control SMART Pause using a palm motion?

[Q20: Home screen mode]

Q : The icon size in the home screen is different from my friends Galaxy S4.

A : The icon size is bigger than standard mode because your device set to "Easy" mode.

Easy mode provides and easier experience for first time Smart-phone users with a simpler layout and bigger icons.

Path : Setting → My device → Home screen mode → Easy mode

[Q21: Lock screen]

Q : I want to change the font size in the Lock screen.

A : The font size cannot be changed. But the color and style of the font of the home screen Personal message can be changed via the Edit personal message setting.

Path : Setting → My device → Lock screen → Lock screen widgets → Edit personal message



[Q22: Lock screen Camera Widget]

Q : How do I activate the camera from the lock screen?

A : You can do this if you first set the camera widget up in the lock screen.

Please set the camera widget on the hold screen after checking the Multiple widgets. And then you can use immediately the camera on the hold screen.

1. Path : Setting → My device → Lock screen → Multiple widgets,

You cannot use widgets on the locked screen in "Easy" mode. Feature works when in "Swipe" screen to unlock set up.

2. In Lock Screen settings, tap on "Lock Screen widgets", then select Favourite apps or Camera.

Tap on "Favourite apps or Camera" to change the setting for Widgets used in the lock screen

Swipe the default lock screen from right to left to open Camera (or Widgets) when in the lock screen



[Q23: Lock screen widget]

Q : I try to access widgets on the Lock screen, but the widget does not appear.

A : Please check the following points.

1. Please make sure that you selected "multiple widgets".

Path : Setting → My device → Lock screen → Multiple widgets

2. Then, you must drag from right to left on the Lock screen in the area near the top of the screen (press the Home key to see the area you can wipe in to access the multiple widgets).

These settings are applied only when you set the swipe lock option.

[Q24: Lock screen widget]

Q : When I press the Home key when the device is in "lock screen", a white square box appears. Why is that?

A : It means that the touch gestures feature to access Multiple widgets is accessible.

Then, you can drag from right to left on the Lock screen in the area near the top of the screen (press the Home key to see the area you can wipe in to access the multiple widgets).

These settings are applied only when you set the swipe lock option.



[Q25: S-AMOLED]

Q : Can I adjust the display, sometimes my eyes get sore from the rich color?



A : You can adjust screen color to suit in the Screen mode settings.

Path : Setting → My device → Display → Screen mode – you can then adjust the settings to your taste

[Q26: ChatON / ChatON V]

Q : How do I use the video/voice call in ChatON ?

A : 1. Select the desired user in Buddies

2. For registered ChatON video/voice call users, video call icon  and voice call icon  will appear.
Select the video/voice call icon.

3. If this icon is deactivated, you install the ChatON from the Samsung Apps, and then repeat the 1~2 steps.

※ **Note :** You can switch the video call and voice call without being disconnected.



[Q27: ChatON V / ChatON]


Q : The ChatON supports video call for free in Galaxy S4, Why doesn't it support the Galaxy S3?

A : We are planning to further the support for this service but only to devices that are supported through Samsung apps.

[Q28: ChatON V / ChatON]

Q : How do I use the dual camera while using the video call in ChatON?

A : 1. Select the desired user in Buddies

2. For registered ChatON video/voice call users, video call icon  and voice call icon  will appear.
Select the video call icon.

3. When the video call is connected, please execute the dual camera via menu key.
You can use both the front and back camera.



[Q29: ChatON V / ChatON]

Q : What is the Share screen in ChatON?

A : Share screen is the feature to share the screen of the device with the other user.

1. When the voice call is connected, please execute the **Screen Share** via menu key.
If you connected using video call, switch to voice call to use share screen.
(Please select the **End Screen Share** via menu key to stop sharing.)
2. If the other side accepts screen sharing, what is shown on the screen of your device is shared.

[Q30: ChatON V / ChatON]

Q : The ChatON supports translator feature in Galaxy S4, Why doesn't support for Galaxy S3?

A : We are planning to support the translator further by updating the ChatON app in the future.

[Q31: ChatON V / ChatON]

Q : Can I download emoticons in ChatON?

A : Yes, You can also download the ringtone, background, template, stamp etc as well as emoticons in the Download menu of ChatON.

Path : ChatON → More → Download



[Q32: Webpage magnifier]

Q : If I try to touch the screen while using the Internet, a pop up window appears with large text displayed.

A : It's a Webpage magnifier. To check if this feature has been enabled go to:

Path : Setting → My device → Air view → Webpage magnifier

You can magnify the content of webpages by hovering your finger over the screen.

[Q33: Webpage magnifier]

Q : How do I cancel the expanded window that is displayed when I try to touch the screen.

A : You can control the zoom feature via the Webpage magnifier.

Path : Setting → My device → Air view → Webpage magnifier

[Q34: Internet Bookmark account]

Q : The Galaxy S3 provides bookmarks with Google account, why is this not supported on the Galaxy S4?

A : In the Galaxy S4, you can only use the bookmark in the Google Chrome browser.

[Q35: Screen Mirroring]

Q : Does the Galaxy S4 have the AllShare Cast function?

A : Yes, You can use the same feature via the Screen Mirroring. The usage of feature is the same.

Path : Settings → Connections → Screen Mirroring

Screen Mirroring allows you to connect your device to other devices wirelessly.

[Q36: Screen Mirroring]

Q : Can I use the earphone/Bluetooth headset in Screen Mirroring?

A : Sorry for your inconvenience. It's not supported in Screen Mirroring.





[Q37: Screen Mirroring]

Q : I try to connect to my AllShare Cast Dongle after turning on Screen Mirroring, but the connection always fails.

A : If you press the Reset button on the dongle and then a blue light turns on, please try to connect.

Once a connection is established for the first time, it will connect automatically on future attempts.

If the connection constantly fails, try again by re-connecting the power dongle or press the Reset button for more than 10 seconds.

[Q38: Screen Mirroring]

Q : After connecting via the Wi-Fi AP, when I turn on the Screen Mirroring, the device often becomes disconnected.

A : When you execute the Screen Mirroring using Wi-Fi AP, the performance may be reduced.

[Q39: Samsung Link]

Q : I can't find the AllShare Play feature on my Galaxy S4.

A : AllShare Play has changed name to Samsung Link.

Please run Samsung Link.



[Q40: Samsung Link]

Q : What is the difference Screen Mirroring and Samsung Link?

A : Screen Mirroring is screen/sound sharing solution by using Wi-Fi Direct. Also, use this feature to connect your device to a large screen with an AllShare Cast dongle or HomeSync and then share your contents.

Samsung Link: Use this application to play contents saved on various devices over the Internet. You can play and send any file on any device to another device or web storage service.

[Q41: Samsung Link]

Q : What should I do if I want to use the Samsung Link on a PC?

A : It is possible to install and use samsung link with a PC – you can obtain software from <http://link.samsung.com/>

[Q42: Group Play]

Q : When I try to connect my Galaxy S4 to other models through the Group Play, they can not be connected.

A : Currently, support for other models is not available.

Part 1. Group play



[Q43: Group Play]

Q : I am trying to use the Group Play feature, but it does not connect.

A : Please check the whether the password is correct.

Please check the whether the device is connected to the other device.

Please check whether the number of participating devices is more than 10.

[Q43: Group Play]

Q : I want to change the group name in Group Play.

A : Group name can not be set by the user because it uses the mobile AP.

However, it is possible to change the device name to change the group name.

Path : Settings → More → About device → Device name

[Q43: Group Play]

Q : Can I use the Internet during using Group Play?

A : No, you can't use the Internet during using of the Group Play.

It is not possible to connect to the Internet through the mobile network, and Mobile hotspot menu of setting is disabled.

Part 1. Group play



[Q44: Group Play]

Q : Can I share the music and photos at the same time?

A : No, sharing multiple contents in real time is currently not supported. However future updates to the Software may include this ability.

[Q45: Group Play]

Q : When I try to delete the stored photos in Group Play, I can't delete all photos "in one go".

A : Group Play* has been implemented to allow photos to be deleted one by one.

Press and hold the thumbnail image in the shared screen, and then you can delete the photo.

*Path : Group Play → More → About device → Device name

[Q46: Group Play]

Q : Can I add more games in Group Play?

A : Games will be added through the Play Store and Samsung Apps. Schedule is undecided.

Part 1. WatchON



[Q47: WatchON]

Q : Does WatchON operate as a remote control for manufacturers other than Samsung?

A : Yes – the remote control feature supports for other companies e.g. Panasonic, Sony, Sharp, Toshiba LG subject to the specific model specification.

[Q48: WatchON]

Q : I tried to set up WatchON, but it doesn't work.

A : Please see advice below on how to set up Watch on. **NOTE: A network data connection or Wi-Fi connection is required before commencing this process**

Connect to a TV to display the device's screen onto a large surface and control the TV remotely with the device.



Select a country and a region. Tap → Set Up Now, and then follow the on-screen instructions to register the TV to the device. The steps vary depending on the options you choose.

To connect to other devices, tap



→ Settings → My room → Add devices.

[Q49: WatchON]

Q : How far is the range of the WatchON remote control function?

A : It is capable of operating in a 5m radius from the TV, up to a distance of up to 15m in a straight-line.

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Part 1. WatchON



[Q50: WatchON]

Q : The operation of remote control in WatchON is poor. What should I do?

A : Please check the following points.

1. The TV is controlled by the IrLED which is located on the top right side of the Galaxy S4.
For best performance please point your Galaxy S4 at the front of the SET TOP BOX or TV's "IrLED sensor part"
2. Because IrLED is a technology that uses infrared, if the surrounding walls are for example grey, the operational distance may shorten. (In case of the achromatic color, the infrared reflection is reduced)
3. Some fluorescent lamps may affect the remote control feature – try adjusting the lighting in your room if possible

[Q51: WatchON]

Q : Can I add multiple rooms in WatchON?

A : Yes, it's possible. You can create extra rooms through the Add room setting.

Path : WatchON → Setting via menu key → Add room



[Q52: WatchON]

Q : Can I add other devices in one room of WatchON?

A : Yes, it's possible. You can add other devices in the room through Add devices

Path : WatchON → Setting via menu key → My room → Add devices

※ You can not add the same device twice in the room.

[Q52: WatchON]

Q : A remote control-shaped icon has appeared on the notification panel.

A : Please check if the WatchON feature is turned on.

1. Please check that 'Show remote control on notification panel' feature is turned on.

Path : WatchON → Setting via menu key → Show remote control on notification panel.

2. Please check that 'Auto display remote control on lock screen' feature is turned on.

Path : WatchON → Setting via menu key → Auto display remote control on lock screen.



[Q53: Camera]

Q : Can I add some sound to a photo?

A : Use the Sound & Shot feature that allows you to enrich pictures by adding background sounds for 9 seconds.

A Sound & Shot photo is indicated by the musical-note icon in the upper left corner of the gallery photo.

Note: Shot and sound photos can only be "played" back with AUDIO on Galaxy S4 devices.

You can transfer 'Sound & shot photo' to other devices via Email, Bluetooth, NFC, Wi-Fi Direct, ChatON etc and you can still view the picture.

Between Galaxy S4's: To check the sound of a shot and sound photo, please view the photo in the gallery app after saving the transmitted photo in the device.

※ **Note** 1. If you transfer via Message, the sound is not supported and the image is only transferred.
2. If you want to transfer via ChatON, please transfer via ChatON menu from 'Share via' in gallery.
The photo is transferred except the sounds if you directly transfer from ChatON application.



[Q54: Camera]

Q : When I view the photo after taking Sound & shot photos, there is no sound.

A : please see advice below regarding how to use the shot and sound feature:

You can set the sound recording time as before or after shooting.

When you click the arrow in the preview screen, you can choose from automatic or manual.

If you select automatic, it will record sound for 9 seconds before shooting. if you select manual, it will record sound for 9 seconds after shooting.

Please try again after checking these settings.

[Q55: Camera]

Q: Can I delete the sound part of a Sound & Shot photo .

A : No - It's not possible. But you can stop the sound when viewing by pressing the musical-note icon in the viewer screen.



[Q56: Camera]

Q : When I take a photo using drama mode, the pop-up “Unable to take the picture. Move away from the subject so it takes up less of the screen” is displayed in screen and the camera will not take the picture.

A : You must take a photo at a distance of about 3m from the subject.

If subject moves too fast/slow, the photo may not be taken.

Please check the following points.

Drama: Use this to take a series of photos and combine them to create an image that shows trails of the movement.

To get the best shot, follow these tips. The device may not take photos properly in other shooting conditions.

- Hold the camera steady and remain still while taking photos.
- Take photos of a subject that is moving in one direction.
- Take photos with backgrounds that are free of moving objects.
- Avoid taking photos of a subject and background with similar colours.
- Avoid taking photos of a subject that is too close or too far away to fit within the viewfinder or that is too long such as a bus or a train.

[Q57: Camera]

Q : A brush-shaped icon appears in the photo.

A : It indicates that the file is a GIF file taken in Animation mode.

Part 1. Camera



[Q58: Camera]

Q : Can I transfer the GIF file in ChatON after taking picture with the Animated photo feature?

A : Yes, If you want to transfer via ChatON, please transfer via ChatON menu from 'Share via' in gallery.
To view the picture, please check the photo in the gallery app after saving the transmitted photo in device.

Also, you can transfer the animated photo via Email, Bluetooth, NFC, Wi-Fi Direct etc as well as ChatON.

[Q59: Camera]

Q : When I take a photo with Eraser mode, I have difficulty getting pictures that erase the images moving in the background. Why is that?

A : The moving subject must be recognized to take a photo.
If the distance is too close from the subject or the subject is moving too fast, try shooting from a distance of about 3m.
Cleared i.e. removed subjects are displayed in **pink**.

[Q60: Camera]

Q : Although I did not erase the object, object has been removed. Why is that?

A : The moving subject be automatically deleted in the photo, and you can restore the deleted objects.
However, a fixed object can not be deleted.

Part 1. Camera



[Q61: Camera]

Q : In the dual camera mode, I can't move the position of the frame.

A : Press and hold the frame to allow you then to adjust its position.

[Q62: Camera]

Q : I want to change the frame type in the dual camera mode.

A : It's possible to change the frame type by pressing the V-shaped icon on the screen and then selecting one of the options available.

[Q63: Camera]

Q : Can I shoot video for more than 10 minutes with the dual camera mode?

A : No, you can shoot video up to maximum 10 minutes in the dual camera mode.



[Q64: Camera]

Q : My device is not compatible with the remote viewfinder feature of Galaxy Note2 and Galaxy camera.

A : You can't use this feature because the method of remote viewfinder for Galaxy S4 is different from the Galaxy Note2 and Galaxy Camera.

[Q65: Camera]

Q : How do I use the collage feature in camera?

A : Please select the 2~4 photos to create a collage in the gallery. And then you can create the collage through 'Create collage'.

Path : Gallery → select photo up to 4 → Create collage via menu key



[Q66: Camera]

Q : Can I transfer the Story album to the other device after creating the Story Album?

A : Yes, you can transfer the Story album as image file, PDF file, Story album file(.ssf) through 'Share via'.

Path : Story album → Select album you want to transfer → Share via through menu key → Choose the option 'Image file' or 'PDF file' or 'Story album file(.ssf)'

If you are unable to view a Story album you have transferred to another device (that does not support the Story album) you must transfer by 'PDF file'.

[Q67: Camera]

Q : There is number is displayed in the Story Album icon. I want to delete it.

A : It's a count of recommend albums.

When you take a lot of pictures in a day or while travelling after turning on the 'Event albums' or 'Travel albums', albums will be suggested and then the number is created accordingly.

Path : Menu key from Album list → Settings → Event albums / Travel albums – here you can disable Event albums and Travel Albums

After pressing 'Create album', once you select an item from the recommended album, go to the recommended album list. You can create and delete an album in this list.

New and in progress albums in progress make up the count number.

Part 1. Camera



[Q68: Camera]

Q : The 'Mode' button is disabled, why can I change the mode by selecting it in the preview screen.

A : Please check if the dual camera mode is turned on.

If you want to change the mode, please try to select the mode after turning off the dual camera.

[Q69: Camera]

Q : Sometimes the camera mode appears to only have six modes. What's the problem?

A : Please check the following points.

1. In the self-camera mode (i.e. **using the Front facing camera**), six camera modes are supported.
(Auto, Night, Sound & shot, Best face, Best photo, Beauty face)
2. When the device is set up in the **'Easy mode'**, six camera modes is supported.
(Auto, Best photo, Beauty face, Panorama, Rich tone(HDR), Night)
Path : Settings → My device → Home screen mode → **Easy mode**
3. In the self-camera mode (i.e. **using the Front facing camera**), after setting up the device in the **'Easy mode'**, it supports four camera modes. (Auto, Night, Best photo, Beauty face)

Part 1. Optical Reader



[Q70: Optical Reader]

Q : When I take a picture of a business card with the Optical Reader, the letters appear broken.

A : Please check the following points.

1. The target direction may be different from a direction of the LCD. So please try again to match the vertical and horizontal directions.
2. The picture may not be fully in focus. Please try again.
3. The problem may occur if the target language does not match with the setting language. Please try again after checking the setting language.

[Q71: Optical Reader]

Q : How do I use translator feature in the Optical Reader?

A : You can translate to the various language by pressing 'A/🗨️' button.





[Q72: S Health]

Q :When I tap on the start icon in the S Health app it doesn't activate.

A : Only after you fill in all the information required marked by an asterisk will the start button be "enabled".

[Q73: S Health]

Q : The Temperature measured by the S Health app is different to the temperature measured by the thermometer in my house.

A : The measured values may differ by the surrounding environment, physical contact with your body, the heat generated by the device itself in normal operation.

For accurate measurements, use a thermo-hygrometer.

[Q74: S Health]

Q : The pedometer count is different from the number of actual steps.

A : When using the 'Walking mate' pedometer feature, it begins to count after about 3 seconds from being first activated.

[Q75: S Health]

Q : How much error can there be in the measurement of temperature and humidity in the S Health app?

A : It is not possible to determine the measurement error. This is because the measured value varies depending on the state of the device and the surrounding environment.

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[Q76: S Health]

Q : What advice can you give to improve the accuracy of measurements in the S Health app?

A : Measure the temperature and humidity in a stable indoor environment. Avoid drafts of air & wind, direct sunlight and physical contact. Measurements may take some time if there are sudden changes in temperature or humidity.

[Q77: S Health]

Q : The Humidity of S health is shown as being at 100%.

A : If there is moisture present near the sensor for humidity measurements (located in the device near the side of the microphone hole), the humidity measurements may be affected. Please remove any trace of moisture from the surface of the device by wiping it first with a dry cloth.

[Q78: S Health]

Q : What should I do if the value of temperature and humidity are constantly changing?

A : First, please eliminate any factors that can vary the temperature and humidity. Measurements may take some time if there are sudden changes in temperature or humidity.

Measure the temperature and humidity in a stable indoor environment and allow time for the measurement to stabilise.



[Q79: S Health]

Q : Can I backup and restore the information gathered through S Health?

A : Yes, It's possible through using the Kies tool available from www.samsung.com.

[Q80: S Health]

Q : Can I measure the blood pressure in S Health?

A : No, Blood pressure can not be measured.

[Q81: S Health]

Q : I want to hide my personal information such as height and weight.

A : Please lock the S Health app to protect your privacy via Security function.

Path : S Health → Health board → Settings → Security → Set PIN



[Q82: S Band] – Additional item

Q : Do I need to have my Galaxy S4 device with me whenever I exercise, if I use an S Band accessory and later connect to S-Band to my Galaxy S4 device via Bluetooth?

A : It is possible to store data in the S-band itself and later transmit the stored data to Galaxy S4 device.

[Q83: S translator]

Q : Can I use the S translator when the device isn't connected a data network?

A : No, You need to turn on the data network connection or use a wireless LAN connection (Wi-Fi) because S translator operation is supported by an internet-server.

[Q84: Optimization of Sound quality]

Q : Can the Adapt Sound feature work with headsets connected via Bluetooth ?

A : No. It's not compatible.

[Q85: LTE-A]

Q : Does Galaxy S4 support LTE-A?

A : The Galaxy S4 doesn't support LTE-A.

Part 1. Accessibility

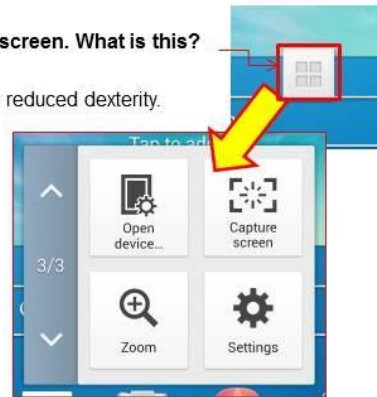
[Q86: Accessibility]

Q : A small square icon with 4 smaller squares in side it appears on the screen. What is this?

A : Please check that the Assistant menu in Accessibility is turned on.

It's to improve accessibility for users who have impaired vision, hearing, or reduced dexterity.

Path : Settings → My device → Accessibility → Assistant menu



[Q87: Accessibility]

Q : When I turned on the Galaxy S4, the TalkBack function has turned on too. What has happened?

A : This is a feature of the Android OS version 4.2.

If you tap & hold screen by two fingers on the first screen of the Setup Wizard, the Talkback function is turned on.

To deselect Talkback go to:

Path : Settings → My device → Accessibility → TalkBack

Part 1. High Touch Sensitivity (Gloves) / Daydream

[Q88: High touch sensitivity / Touch via gloves]

Q : Is it possible to touch the device while wearing gloves?

A : Yes - It's possible. You can touch the device while wearing gloves through enabling the 'High touch sensitivity' function.

This setting increases the screen's sensitivity so you can touch it while wearing gloves.

Path : Settings → My device → Display → High touch sensitivity

However, you may need to touch on the screen a little longer than usual to operate the device when using gloves – also if not disabled after removing your gloves, the device may be much more sensitive to being touched by your fingers.

[Q89: Daydream]

Q : When I set the Daydream, the blue screen appears.

A : Daydream* is Google standard application. This application was designed to work with pictures up to a size of 256KB.

If the bmp file that has size of more than 256KB is used as a screensaver, it will be displayed as a "blue screen".

Path : Settings → My device → Display → Daydream → Photo Frame/Photo Table

*Daydream: Set the device to launch a screensaver when your device is connected to a desktop dock or charging.

Part 1. Developer options / Earphone

[Q90: Developer options]

Q : There is no Developer options menu.

A : This menu is for application developers. The **Developers options menu settings** is now not accessible directly in the device from Google Android OS Version 4.2.2 version onwards.

[Q91: Developer options]

Q : There is no 'Allow mock locations' menu in my device.

A : This menu is for application developers , and is part of the **Developers options menu settings and** is now not accessible directly in the device from Google Android OS Version 4.2.2 version onwards.

[Q92: Earphone]

Q : What is the difference between the Galaxy S4 earphone and other earphones?

A : The Galaxy S4 earphones is a new concept earphone that it has a sound quality enhancements function and anti-kink feature. It's form factor is of a flat form design unlike existing earphone.

Part 1. NFC / Polaris office

[Q93: NFC]

Q : After turning on the NFC feature, when my device touches other NFC and Wi-Fi Direct devices, the awareness isn't very good.

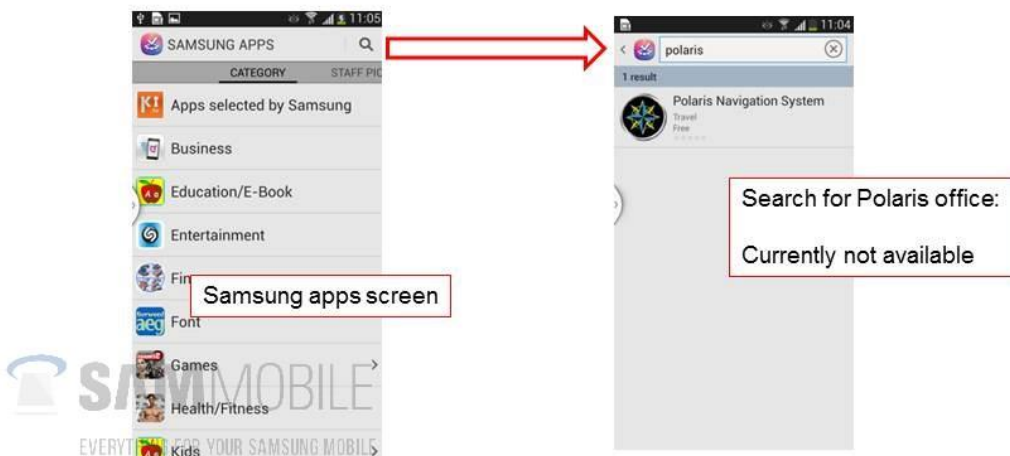
A : The position of the NFC recognition unit may be different for each model.

Please check whether device is recognized while adjusting the place of contact between the devices.

[Q94: Polaris Office]

Q : Is there a Polaris Office application?

A : Polaris Office has not been preloaded in Galaxy S4. It is expected that Samsung will in the future support the Polaris Office in Samsung Apps but this is currently not available.





Non-defect VOC issues section

Note – for referencing purposes only question numbers have been issued to following FAQ items that directly follow on from Part 1 of this guide

Part 2 > Q95: Group Play Connection Problem (1/3)



Q : I've tried to connect to the Galaxy S4 and Galaxy Note2 via the "Group Play" app, but the connection was not established. What should I do?

A : Sorry for your inconvenience.

"Group Play" in the Galaxy S4 works based on different connection technology from the existing platform on the Note 2.
So "Group Play" in Galaxy S4 is not compatible with other existing models and can be only connected between Galaxy S4's.

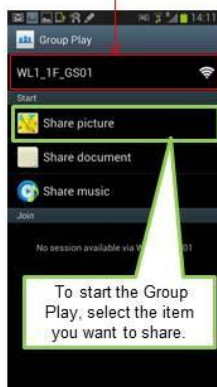
Please refer the next page that explains the difference of the connection method with each model.

Part 2 > Q95: Group Play Connection Problem (2/3)

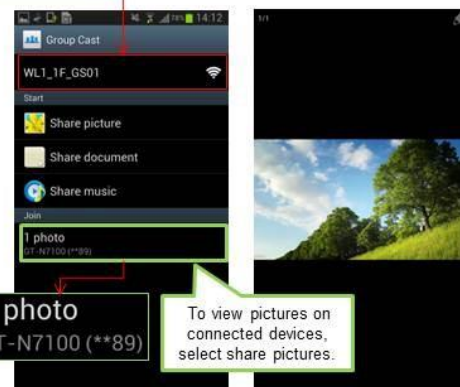


Q : I've tried to connect to the Galaxy S4 and Galaxy Note2 via "Group Play" app,
but the connection was not established. **Continued**

A : **Group Play** is available between devices that use the same Wi-Fi Access Point. –
Here shown between Note 2 and S3



Sending Device : Galaxy Note2



Receiving Device : Galaxy S3

Note : For existing models, "Group cast" or "Group Play" is the same feature.

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Part 2 > Q95: Group Play Connection Problem (3/3)



Q : I've tried to connect to the Galaxy S4 and Galaxy Note2 via "Group Play" app,
but the connection was not established. **Continued**

A : **Group Play: Galaxy S4**

One device is set to be the mobile Access Point via "portable Wi-Fi hot spots", other devices can connect to this device via NFC feature.
On the receiving device, select the mobile AP of the group you want to join.



Creating group



Joining group

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Part 2 > Q96: Group Play > No support for sharing “Multi content”



Q : Can I share the music and photo simultaneously (i.e. at the same time) via Group Play?

A : Sorry for your inconvenience.

No. It is possible to share only 1 content item at a time.



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Part 2 > Q97: S Health > “Add more features” Error message



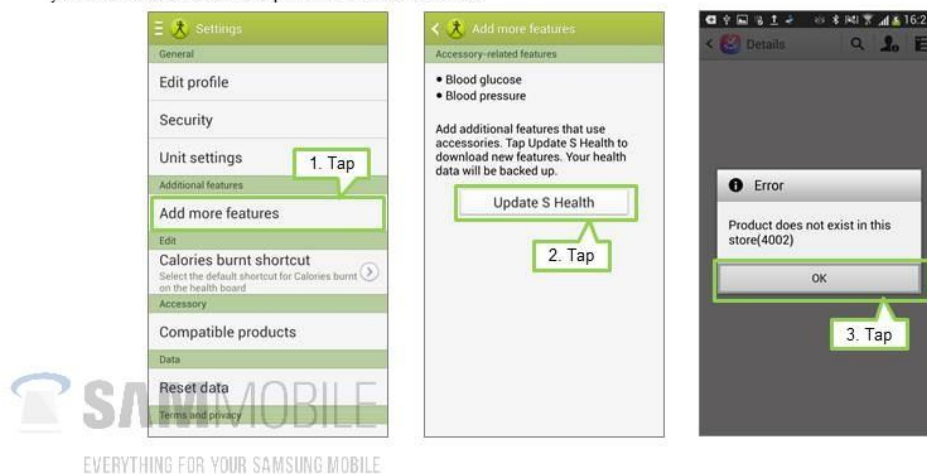
Q : When I select “Update S Health” to download new features in S Health, the pop-up “Product does not exist in this store” is displayed. What is the problem?

A : Sorry for your inconvenience.

The software updates for the Galaxy S4 that include the S Health update feature will be released in the near future.

When the new software is released, if you perform a software upgrade to your device via Kies or FOTA,

you will be able to use “Update S Health” feature.



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Part 2 > Q98: Camera > Flash not supported in "Auto night detection" mode

Q : When I take a photo with "Auto night detection" mode, I can not use the flash functions.

What's the problem?

A : Sorry for your inconvenience.

If you take a picture with Auto night detection mode, flash will not work . *It's a concept of GalaxyS4 and normal.*

"Auto night detection" mode sets the device to automatically detect darker conditions and adjust the brightness of the photo.

So you can take sharp photos in dark areas without a flash.



Part 2 > Q99: Camera > The repository location of photos taken with "Burst shot"

Q : When I take a photo with "Burst shot", I can't save the photo in the external SD card of my Galaxy S4.

Why can't I save the photo taken with "Burst shot" on the SD card?

A : Sorry for your inconvenience.

Burst shot takes a series of photos of moving subjects.

Because the speed at which the external SD Card is slower than that of the internal memory, the series of pictures taken with "Burst Shot" will be only saved in the device memory of Galaxy S4.

Part 2 > Q100: Gallery > “Animated photo” in slideshow is not animated



Q : When I run a slideshow using images that include ones taken in “Animated Photo” mode, the Animated Photo doesn’t “animate”. What should I do?

A : When viewed using via gallery, the animated photo shows the movements of the original saved image.

But in the slideshow, the **static thumbnail photo** will be shown and so without movement although the source picture is an Animated Photo.

It's a concept of GalaxyS4 and normal.

Part 2 > Q101: Story Album > Horizontal layout of photo book only

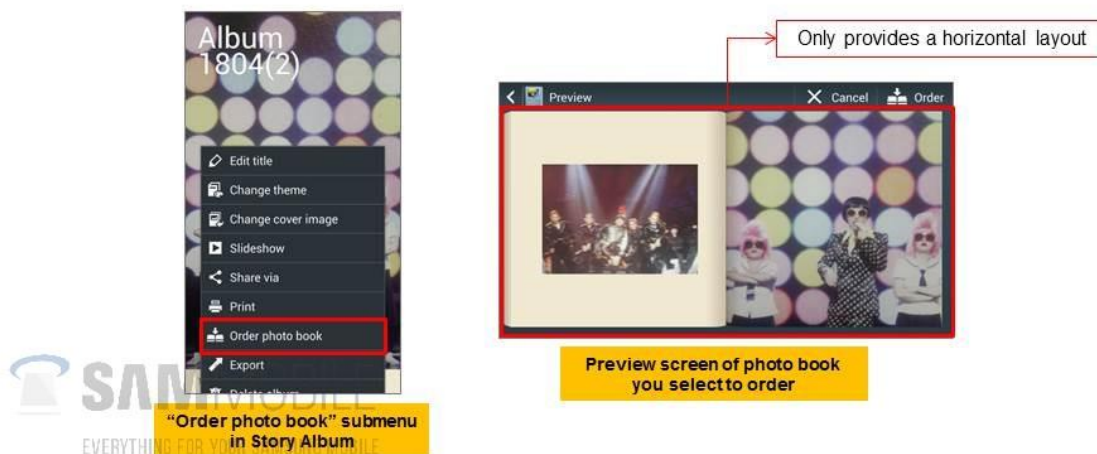


Q : When I order a photo book in Story Album, I want to order the photo book with a vertical layout. How do I change the layout of photo book in Story Album?

A : Sorry for your inconvenience.

You can't change from a horizontal layout to vertical layout and the layout is fixed.

The Galaxy S4 only provides a horizontal layout.



Part 2 > Q102: NFC tag > My Galaxy S4 don't recognize some NFC tags



Q : My Galaxy S4 doesn't recognize specific NFC tags that my Galaxy S3 does. What's the problem?

A : Sorry for your inconvenience.

The Galaxy S4 uses a **Broadcom Co. Chipset**. The Galaxy S3 uses the **NXP Co. chipset**.
So, Galaxy S4 will not support specific NFC tags which are related with patent right of NXP Co as a result.

Please refer the specification of NFC tags that the Galaxy S4 supports.

< Supported tag > : NFC Forum type 1 ~ 4, Mifare DesFire,
Mifare UltraLight, Mifare UltraLightC

<Not-Supported tag> : Mifare Classic series
(Mifare Classic 1K, 4K, Mifare Mini,
Mifare Plus 2K, Mifare Plus 4K)



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Part 2 > Q103: Smart Scroll > Smart Scroll doesn't work very well



Q : Although I set the Smart Scroll function, it doesn't often work in my Galaxy S4.

Especially during viewing the Internet Web pages, Smart Scroll does not work well. What's the problem?

A: While viewing emails(the body of email messages) or Internet web pages , Smart scroll detects your eyes with the front camera so you can scroll pages by tilting your head or the device.

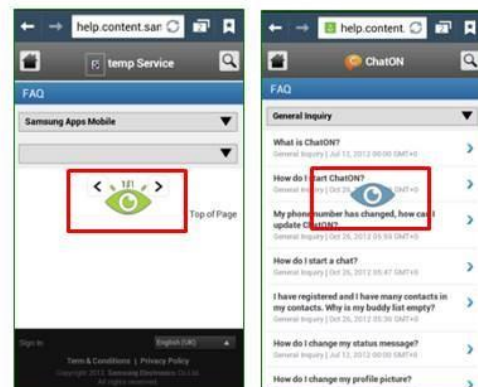
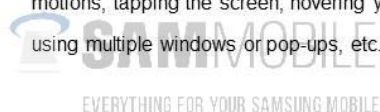
The Smart Scroll function supports only with the Samsung Browser(S-browser) not Chrome or download browsers.

Additionally, the feature will work only **when the signal icon turns green(not in the blue) to indicate that the device recognizes** the movement of your face.



Smart scroll may not work in these situations.

- When the front camera fails to detect your eyes
- When the source of light is behind you or when using device in the dark
- When the device is shaking
- When interacting with the device in certain ways, such as using palm motions, tapping the screen, hovering your hand above the screen, using multiple windows or pop-ups, etc.



Smart Scroll will work only **when the signal icon turns green**

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Smart Pause> Smart Pause doesn't work very well



Q : Although I set the Smart Pause function, it doesn't often work in my Galaxy S4.

What's the problem?

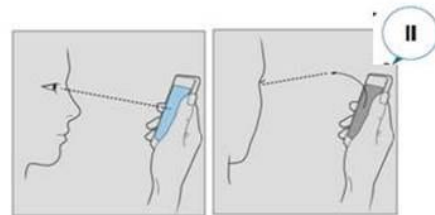


The icon is displayed if one of Smart Screen function(Smart scroll, Smart pause, Smart stay, Smart rotation) is enabled.

A : Smart pause detects that you are facing the screen with the front camera and pauses the video when you are facing away from the screen, and if you face the screen again, the video will resume.

Additionally, Remember that **Smart Pause will be supported only in Samsung Video application.**

It does not work in downloaded player from Play Store



Smart pause may not work in these situations

- When the source of light is behind you or when using device in the dark
- When the device is shaking
- When interacting with the device in certain ways, such as using palm motions, tapping the screen, hovering your hand above the screen, using multi window or pop-ups, etc
- When connecting via AllShare Cast or HDMI
- Additionally, Smart Pause will be supported only in Samsung Video application.



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Part 2 > Q104: Developer options > I can't find the Developer options menu



Q : I can't find the Developer Options In my Galaxy S4 unlike the Galaxy S3. What's the problem?

A : This menu is for application developers. The **Developers options menu settings** is now not accessible directly in the device from Google Android OS Version 4.2.2 version onwards.



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Part 2 > Q105: Developer options > USB debugging menu & transferring data

Q : I want to transfer data from my old device to new Galaxy S4, but I can't set the USB debugging option for moving the data. What should I do?

A : In the existing models based on Android OS V4.2.1 including Galaxy S3, USB debugging menu was supported via Apps > Settings > Developer options. From the Android 4.2.2 version, the Developer option menu is not accessible by default.

You can use the Smart Switch tool to transfer the data without setting the USB debugging option.

Smart Switch supports the data transfer between Samsung devices <-> Samsung device or devices from other manufacturer.



To download the Smart Switch PC tool, access the URL : www.samsung.com/smartswitch.

To transfer the Phone contents without PC, Smart switch mobile app will be downloadable in Google play or

Samsung apps.

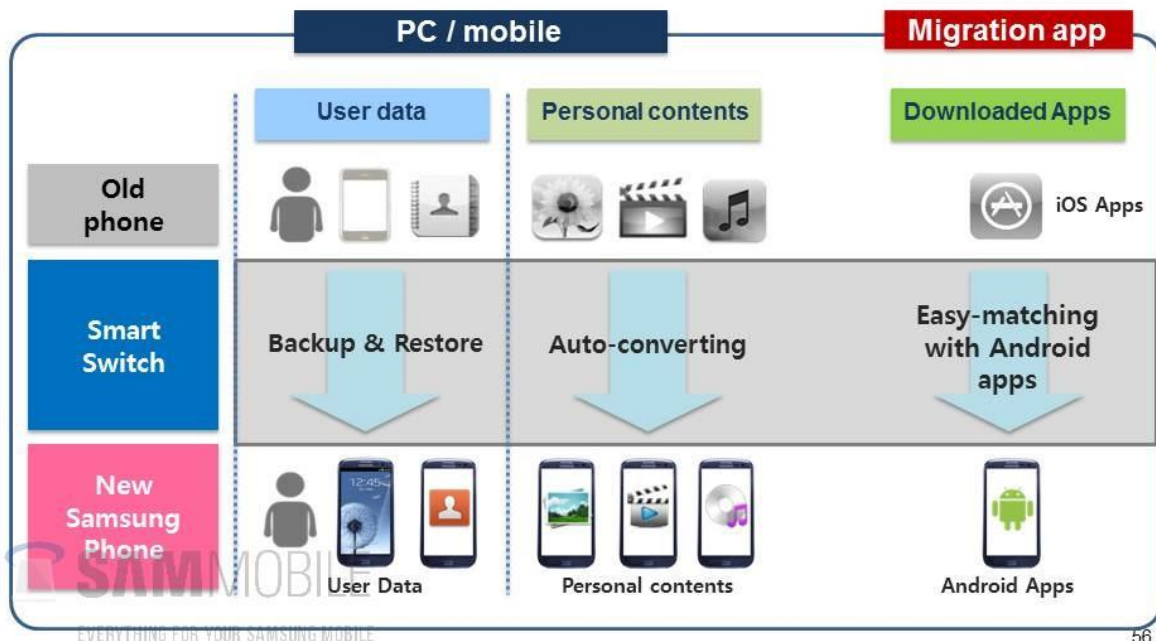


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Part 2 > Q105: What is SMART SWITCH (1/5)

Q : What is SMART SWITCH?

A : Smart Switch: A lightweight, standalone, easy to use tool for customers for transferring content from old phone to new Galaxy device



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Part 2 > Q105: What is SMART SWITCH (2/5) – PC tool and Mobile app



- Smart Switch **PC tool** and **mobile app**.



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Part 2 > Q105: What is SMART SWITCH (3/3) – URL / Supported Manufacturers



- **How to download Smart Switch PC Tool**

- Smart Switch PC tool: downloadable from webpage address:

www.samsung.com/smartswitch

- **Supported manufacturers**



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Part 2 > What is SMART SWITCH (4/5) – Supported Manufacturers



Q : When I transfer the backup data from old device to new Galaxy S4 via Smart Switch PC tool, data doesn't move normally.
What should I do for the faulty?

A: Sorry for your inconvenience.

Check the OS version of your old device to transfer the data.

Smart Switch PC tool will support the backup data from next manufacturers

Supported manufacturers

- Backup data via Kies 2.5.3 or later
- **Apple** : Over iOS 4.2.1
- **BlackBerry** : Over Blackberry OS 6.0 version (**Blackberry OS 10 version is not supported**)
- **LG**: Only Android OS Phone(Over Ginger Bread)
- **Nokia** : Over Series 40 version , Over Symbian 6.0 version



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Part 2 > Q105: What is SMART SWITCH (5/5) – Supported models



☐ Phone contents can be transferred without PC

(1) Supported models

- **From Galaxy S2** (i.e. S2, Note1, S3, Note2) with ICS OS
(note: NFC required)



(2) Supported contents

Contents	Details
PIMS	Phonebook, Calendar, Memo, Message(SMS / MMS)
Multimedia	Music, Movie, Photo
Document	PDF/PPT(PPTX)/DOC/XLS(XLSX)/HWP

(3) Supporting features

Features	Details
Auto connecting between devices	- Auto Wi-Fi-direct setup after NFC tagging (same with S-Beam feature)
PIMS / Multimedia / Document migration	- All data will be moved in onetime. - User can choose data want to migrate → Target : Phonebook/Calendar/Memo/Message/Photo/Movie/Document



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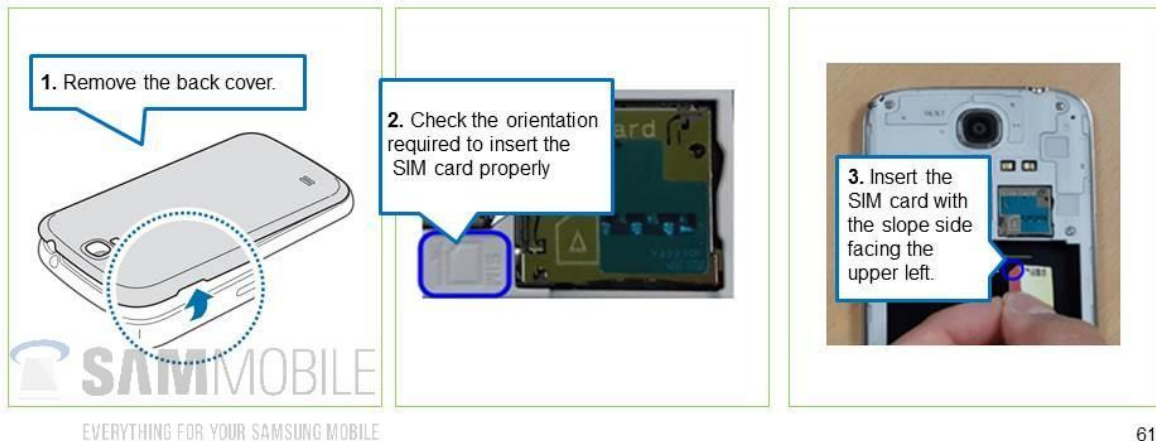
Part 2 > Q107: SIM Card > Insert Micro SIM card (1/3)



Q: How do I insert a SIM card into my Galaxy S4 device?

A: Please see advice below

- Insert the micro USIM card provided by the mobile telephone service provider and use the included battery. Only microSIM cards work with the device. Some LTE services may not be available depending on the service provider. For details about service availability, contact your service provider.
- Be careful not to damage your fingernails when you remove the back cover.
- Do not bend or twist the back cover excessively. Doing so may damage the cover

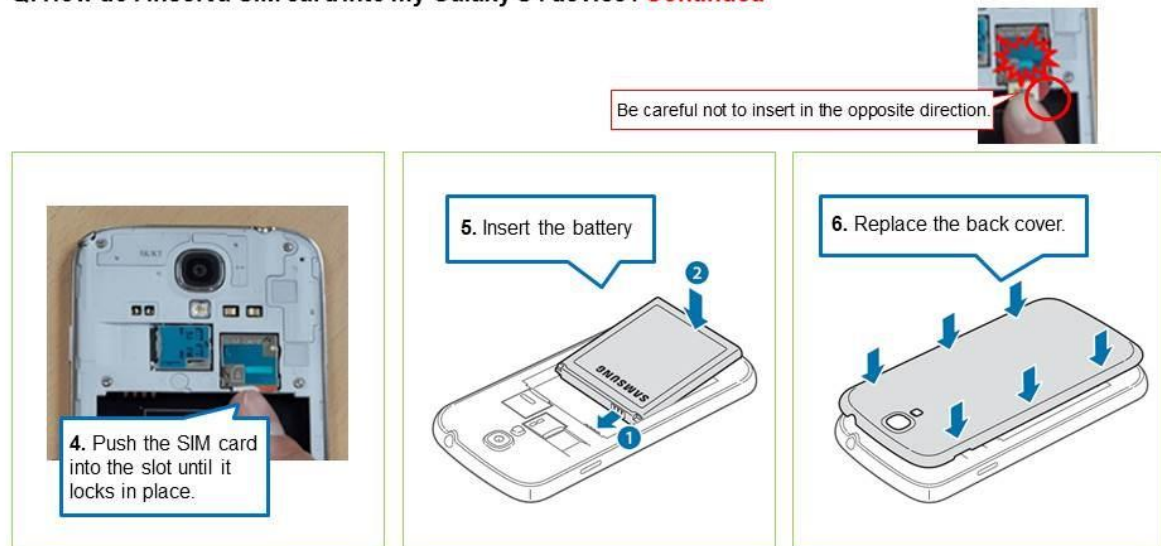


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Part 2 > Q107: SIM Card > Insert Micro SIM card (2/3)



Q: How do I insert a SIM card into my Galaxy S4 device? Continued



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Q: How do I insert a SIM card into my Galaxy S4 device? Continued

- A:**
- Do not insert a memory card into the SIM card slot.
If a memory card happens to be lodged in the SIM card slot, take the device to a Samsung Service Centre to remove the memory card.
 - Use caution not to lose or let others use the SIM or USIM card.
Samsung is not responsible for any damages or inconvenience caused by lost or stolen cards.
 - if you insert the SIM card in the opposite direction or insert forcibly into the socket, there may be damage caused to the card reader.



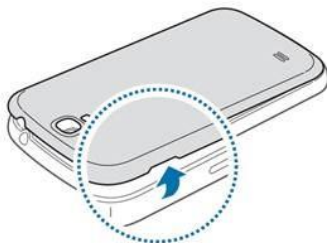
Be careful not to insert in the opposite direction.



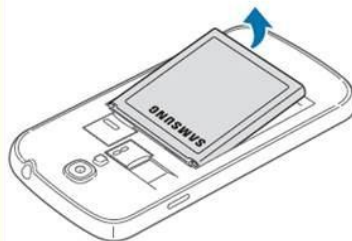
Q: How do I remove a SIM card and battery into my Galaxy S4 device?

A : Follow the steps below.

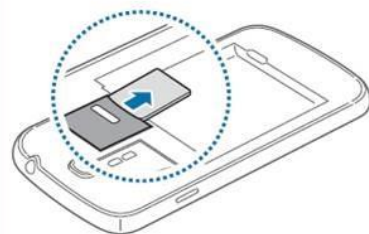
1. Remove the back cover.



2. Pull out the battery.



3. Push the USIM card until it disengages from the device, and then pull it out.





Q: How do I insert a memory card into my Galaxy S4 device?

A: Please see advice below

Your device accepts memory cards with maximum capacities of 64 GB.

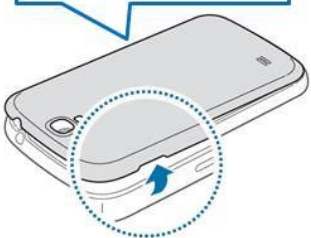
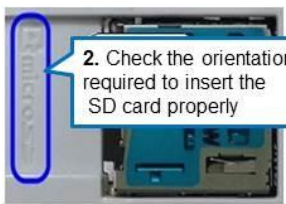


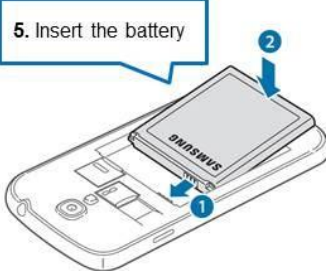
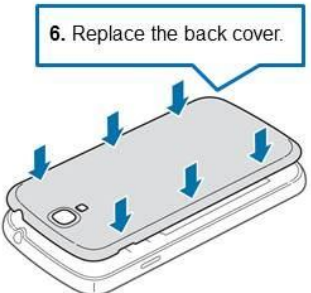
Depending on the memory card manufacturer and type, some memory cards may not be compatible with your device.

- Some memory cards may not be fully compatible with the device. Using an incompatible card may damage the device or the memory card, or corrupt the data stored in it.
- Use caution to insert the memory card right-side up.
- The device supports the FAT and the exFAT file systems for memory cards. When inserting a card formatted in a different file system, the device asks to reformat the memory card.
- Frequent writing and erasing of data shortens the lifespan of memory cards.
- When inserting a memory card into the device, the memory card's file directory appears in the SD memory card folder under the internal memory.



Q: How do I insert a memory card into my Galaxy S4 device? Continued

A :

<p>1. Remove the back cover.</p> 	<p>2. Check the orientation required to insert the SD card properly</p> 	<p>3. Insert the SD card with the hook side facing downwards.</p> 
<p>4. Push the SD card into the slot until it locks in place.</p> 	<p>5. Insert the battery</p> 	<p>6. Replace the back cover.</p> 

Part 2 > Q109: SD card > Insert Memory card (3/3)



Q: How do I insert a memory card into my Galaxy S4 device? Continued

Please note the advice points below:

Card reader layout

The SD card socket



The SIM Card socket



- Be careful not to insert in the opposite direction, there may be damage caused to the card reader



- Do not insert the SD card into the SIM card socket.



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Part 2 > Q110: Magnification gestures (1/2)



Q : When I touch the screen, it doesn't respond very well, especially when using the Dial Pad, Calculator, Keyboards. What's the problem?

A: Sorry for your inconvenience.

First of all, check the **Magnification gestures** option in the **Accessibility** settings.

Magnification gesture option is a menu for the visually impaired, and when this feature is enabled you can zoom in and out by triple tapping the screen. It's Google concept and embedded from Galaxy S4 Jelly Bean V4.2

If Magnification gestures option turned on, the whole touch response can be slower on your device due to time margin required for the operation of triple touching .



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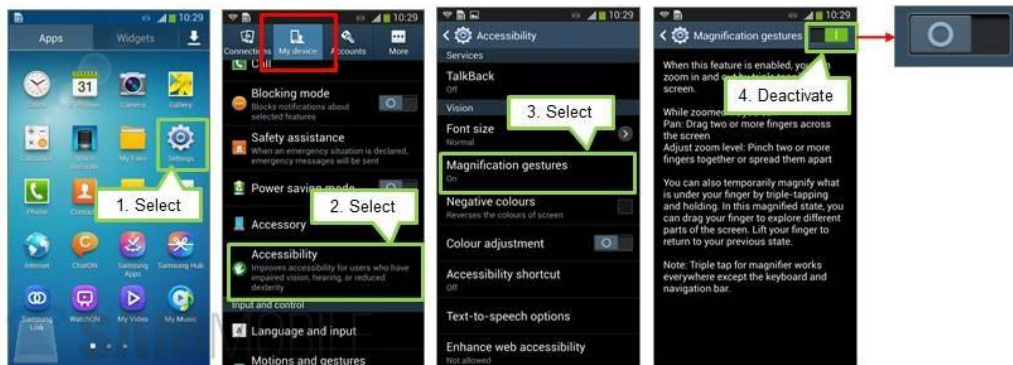
Part 2 > Q110: Magnification gestures (2/2)



Q : How can I disable the Magnification gestures feature?

A : To disable the Magnification gestures, follow the steps below;

1. Select **Settings**.
2. Select **Accessibility** in **My device**.
3. Select **Magnification gestures**.
4. Deactivate the function.



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Part 2 > Q111: Font > Free font is not available



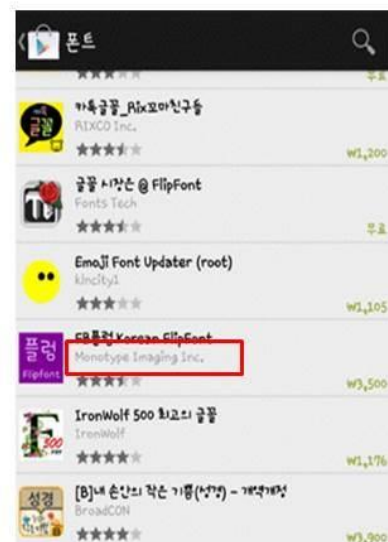
Q : When I try to set up my device to use a free font that I downloaded from the internet, a pop-up appears stating 'This font is not available' and it doesn't set up the font. What is the problem?



A : Sorry for your inconvenience , but your device is not faulty.

From Galaxy S4, due to the copyright of MTI Co, you can only set pay fonts published formally, and signed by, MTI Co.

So, only pay fonts from **Monotype Imaging Inc.** will be permitted in **Galaxy S4**



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Part 2 > Q112: Display > Auto adjust screen tone



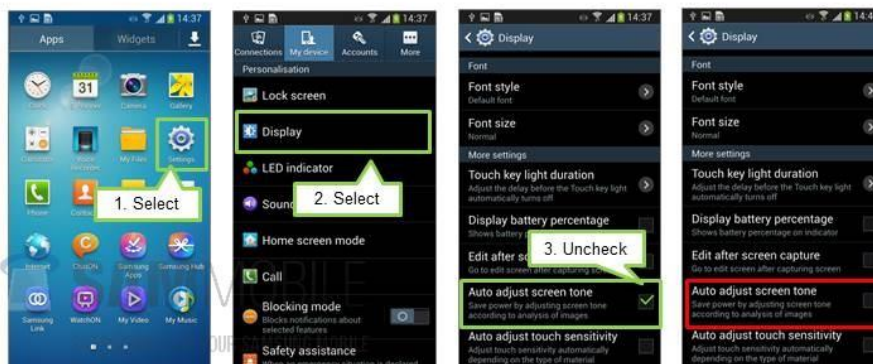
Q : When I run the internet in my Galaxy S4, I think the brightness of screen is slightly darker.
What is the problem?

A : Sorry for your inconvenience.

If **Auto adjust screen tone** is set, the screen tone will be adjusted automatically to save the power according to analysis of images.

To disable the this function, follow the steps below.

1. Select **Settings**.
2. Select **Display** in My device.
3. Scroll down to **Auto adjust screen tone**, and then Un-tick the function.



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Part 2 > Q113: Notification bar colour changes according to background image



Q : When I set a downloaded image to be the background image, the notification bar is changed to black.
Is there any way to change the color of notification bar transparently?



<The color of Bar is transparent using preload wallpaper>

<It's changed to colour to black in Download image>

A : Sorry for your inconvenience but your device is not faulty.

If you set arbitrary images, not preloaded images, to be the background image, the notification bar will be opaque colored because the device can't change the colour to match your image. It's part of the design concept of Samsung user interface for the Galaxy S4.

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Part 2 > Q114: Wi-Fi Connection with Dlink Co. router



Q : When browsing the internet using a Wi-Fi connection, the data speed is very slow, especially when viewing services like YouTube, web searching etc.

Sometimes my device shows “no connection” in browser or YouTube app although the Wi-Fi icon shows it's connected.

What's the problem?

A: Sorry for your inconvenience.

Please check the model of the wireless AP (Access Point) router device for the Wi-Fi connection you are using.
If your AP router is one of the **DIR-615/655 models** from Dlink Co.(AP manufacturer) please see below advice:

It may be necessary when using a DIR-615/655 to disconnect your device (turn off Wi-Fi) , reset the router (Power off then on again) and then attempt to reconnect your device to Wi-Fi connection.

Samsung is investigating this anomaly accordingly

Part 2 > Q115: I can't check remainder inquiry of my Micro SIM card. (for Vietnam customer base)



Q : I'm using Micro SIM card of a **Vietnam Mobile** operator, but I can't check the remainder enquiry of my SIM card.
The Pop-up [Send USSD failed] is displayed . What is the problem?



SIM-AT(Vietnamobile) > Vietnamobile > Tai Khoan > Kiem tra TK > Pop-up “Send USSD failed” appears

A: Sorry for your inconvenience, but your device is not faulty.

This is a SIM card issue - [please contact to call center of Vietnam Mobile operators.](#)

Note – this FAQ is applicable for customers using SIMS from Vietnam Mobile operators

Part 2 > Q116: S Beam > Music files are not transferred via S Beam



Q : In my Galaxy S4, I can't transfer the mp3 files via S Beam although movies and images can be transferred via S Beam.
How can I transfer my mp3 files?

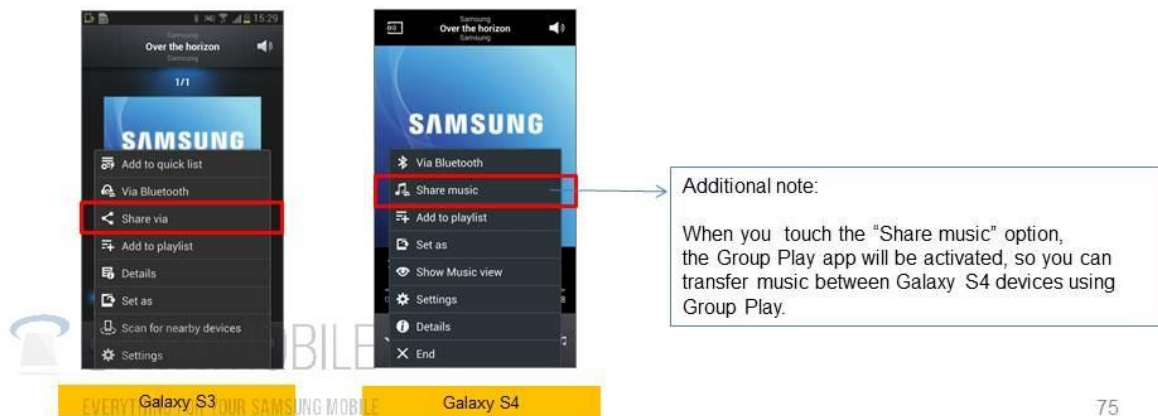
A : Sorry for your inconvenience.

Because of copyright issues, Galaxy S4 do not support transmission of mp3 files via S Beam.

So, you can't transfer mp3 music file to other device using S Beam.

But Bluetooth sharing is supported . If you want to transfer a music file, you can do so via Bluetooth.

※Reference : "Share via" option in Music player was removed from the Galaxy S4.



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Part 2 > Q117: My countries name does not appear in the list when setting up WatchOn feature



Q : I am trying to set up the WatchON feature but my country is not listed in the list of countries you select from.
Is there an error?

A : Sorry for your inconvenience.

If you can't find your country on the list of countries it means that the WatchON service is not yet supported in your country.

However further countries will be supported in the near future (expected after June, 2013) through update via Samsung Apps.

	WatchON services (Yosemite Co.)	WatchON remote control app (Peel Co.)
The Country that Galaxy S4 launched	<ul style="list-style-type: none"> 16 countries South Korea, USA, UK, France, Germany, Italy, Spain, Ireland, Austria, Netherlands, Belgium, Switzerland, Sweden, Denmark, Norway, Finland 	<ul style="list-style-type: none"> 40 countries (Done) South Korea, USA, UK, France, Germany, Italy, Spain, Taiwan, Hong Kong, China, Poland, Netherlands, Singapore, Malaysia, Australia, Austria, Switzerland, Canada, Belgium, Japan, Denmark, Finland, Norway, Sweden, Luxembourg, Ireland, Chile, Brazil, Panama, Venezuela, Guatemala, Costa Rica, Dominican Republic, El Salvador, Jamaica, Aruba, Honduras, India, Indonesia +11 countries (will support after June, 2013) Israel, Russia, Saudi Arabia, Turkey, Iran, Jordan, Kuwait, Qatar, Bahrain, Philippines, Thailand

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Part 2 > Q118: I can't move the applications to SD card



Q : I can't move the installed applications to my external SD card in my Galaxy S4, What is the problem?

A : Sorry for your inconvenience

It is not possible to move downloaded apps to SD card on models Galaxy S3 or later, regardless of file size due to change of the memory structure.

However, any files (pictures, movies, etc.) can be backed up to server storage through normal file storage process, or back-up through apps like Samsung cloud or Dropbox, etc.

Additionally, you can back up and restore the data(PIMS(*Phonebook, Calendar, Memo, Messages), Music , Movie, Photo) to your PC via Kies tool and Smart Switch program.

Downloaded deleted apps can retrieved through Google Play, under My Apps area.

Part 2 > Q119: Camera > Some of camera modes have disappeared suddenly



Q : When I activate the Camera app of my Galaxy S4, some of camera modes have disappeared suddenly. What is the problem?

A : Sorry for your inconvenience.

If some of your camera mode have disappeared, please check the following two points.

First, Check that if the current mode is in “self portrait” mode (using the front facing, not rear camera) .
In self portrait mode, some of the camera modes are not supported.

Second, Check your home screen mode.

If the home screen mode is set to Easy mode, some of the camera mode is not supported .

Home screen mode can be changed according to the following path. [Apps > Settings > My device >Home screen mode](#)





Q : When I transfer the Sound & shot photos from Galaxy S4 to another device, there is no sound.
If I transfer the photo with sound, what should I do?

A : Sorry for your inconvenience.

Sound & Shot function can be supported only in Galaxy S4 devices at this time.

So if you transferred Sound & Shot files to other device (not galaxy S4), the sound is not played.
(will be supported only between Galaxy S4 devices)

Although you can transfer between Galaxy S4 devices, the original photo must be transferred without editing to play the sound which is included in Sound & shot photo,
So when you transfer Sound & shot photo, please use Bluetooth, NFC or Wi-Fi direct.

Please see the examples below.

Transferring method	The result	Remark
Via Wi-Fi direct, Bluetooth or NFC	Transferred with the sound	The original file is not edited
Via MMS, ChatOn attachment	Transferred without the sound	The original file is edited and only images are transferred
Via ChatOn but with sharing function in Gallery	Transferred with the sound but must be saved in the storage first	The sound is not played in ChatOn viewer. If you save the file in the device storage, sound will be played



Q : After I've switched from my iPhone to a Galaxy S4, I'm no longer able to receive messages using
"iMessage" (iPhone, iPad, etc) from other Apple device in my Galaxy S4. What should I do for this problem?

※ **Note :** iMessage is free, and iMessage is a program that is only on Apple devices as an application. You can download iMessage to a Mac computer, iPod Touch, or an iPad as well.
(It is similar to Samsung's "Chaton" except it is an Apple exclusive.)

A : Sorry for your inconvenience.

If your original handset was the one of devices of Apple Co. , you must deactivate "iMessage" for messages to go through to new device that is not an iPhone.

Please follow the steps below to turn of message on the Apple device

1. Ensure iPhone is connected to the internet so that the changes will sync with your Apple ID.
2. Select **Settings**.
3. Select **Messages**.
4. Turn off **iMessage**.

※ **Note :** If your Apple ID is also registered to other Apple devices (iPad, Mac, etc), you must deactivate "iMessage" on all devices. If not, all messages from other Apple devices using "iMessage" will be delivered to devices registered to your Apple ID instead of the new phone.

Part 2 > Q121: I can't receive "iMessage" on Galaxy S4 but I did on my iPhone (2/3)

Q : After I've switched from my iPhone to a Galaxy S4, I'm no longer able to receive messages using "iMessage" (iPhone, iPad, etc) from other Apple device in my Galaxy S4. What should I do for this problem?

A : < If you do not have iPhone >

1. Go to supportprofile.apple.com/MySupportProfile.do
2. Log in with Apple ID.
3. Select **Edit Products** in **My Products** tab.



Note : If you have any iMessage capable device registered to the same Apple ID, messages from other iMessage capable devices will go to the your Apple ID instead of the new phone.

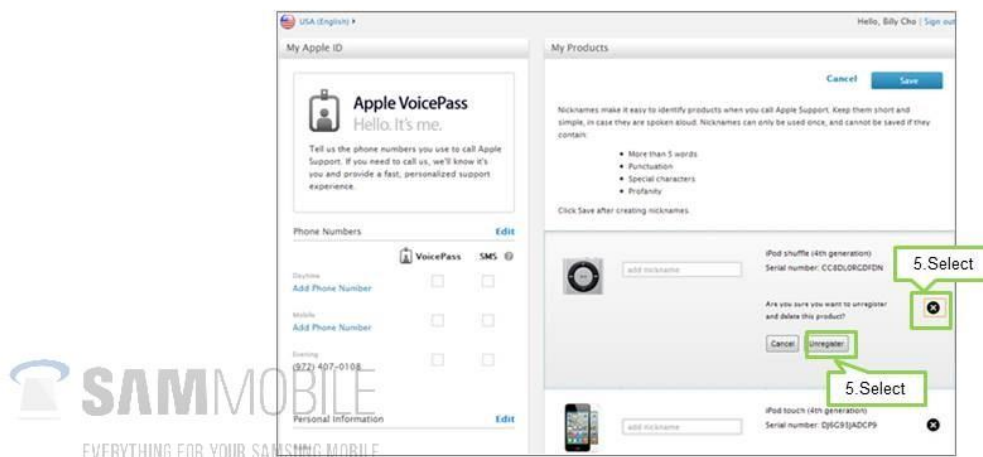
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Part 2 > Q121: I can't receive "iMessage" on Galaxy S4 but I did on my iPhone (3/3)

Q : After I've switched from my iPhone to a Galaxy S4, I'm no longer able to receive messages using "iMessage" (iPhone, iPad, etc) from other Apple device in my Galaxy S4. What should I do for this problem?

A : < If you do not have iPhone >

4. Select the device that needs to be de-registered.
5. Click the **X** or **Unregister**.
6. Repeat for all devices that use iMessage.



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Part 2 > Q122: SIM Card > Caution point regarding SIM card adapter



Q : The Galaxy S4 I purchased uses a different size SIM card to my existing device.

What should I do for this problem?

A : If you have a SIM of a different size to that used on the S4 please contact your SIM provider / Network operator to request a new SIM card for use with your Galaxy S4.

Samsung does not make SIM card adaptors nor recommends their use with its devices.

Note: If you try to use a "Nano" to "Micro" SIM card adaptor with your Galaxy S4 and this has resulted in the reader being damaged the device is classed as OUT of WARRANTY.

Part 2 > Q123: My device isn't registered in Network service



Q : Although network signal is good in my Galaxy S4, my device isn't registered in Network and I can't make a call.

What should I do for this problem ?

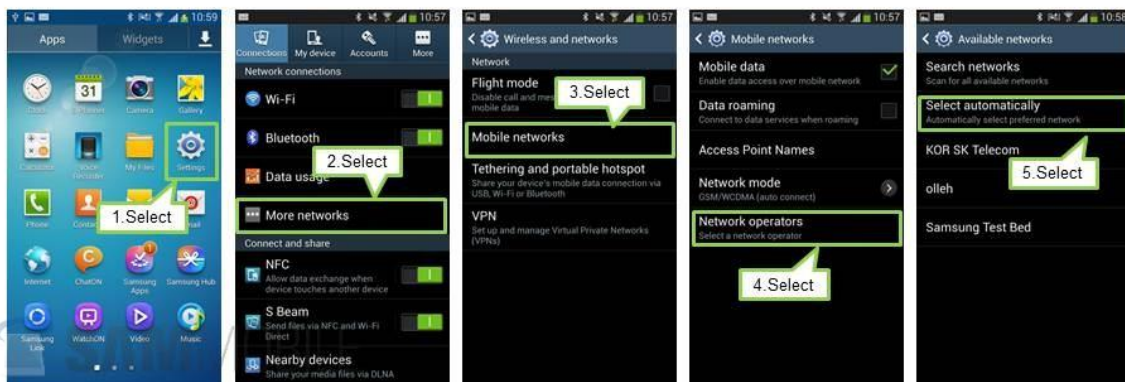
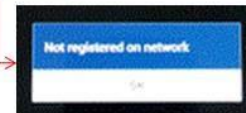
A: Sorry for your inconvenience.

First of all, Check the value of Network operators that you set.

If you manually set to the wrong network operator, your device may not be registered in normal Network service.

By next steps, please set the device to select preferred network automatically.

Settings -> More networks -> Mobile networks -> Network operators -> Select automatically



Available Internal memory space(size) (1/3)



Q : Although memory storage of my Galaxy S4 is 16GB(32GB) according to specification, real available memory space is displayed as much smaller space. What's the problem?



Total space
9.15GB

In Galaxy S4 of 16GB,
device memory is displayed to
about 9.2GB

A : All smartphones require a certain amount of system memory to manage data communications and booting speed efficiently, and to provide more advanced features and services. Samsung Galaxy S4 reserves space for further software upgrades to provide added-values to customers and to enhance communication capability – operating the [LTE/3G modem](#), [enhancing Wi-Fi connectivity](#), etc. Memory space is also required for preloaded applications that provide the Galaxy S4 customers with an [advanced mobile experience](#), including 9 sensors, innovative [gesture recognition features](#), a [variety of camera related features](#) and more intuitive [usability](#). Galaxy S4 features [the world's first Full HD Super AMOLED high resolution display](#) and a portion of the memory is dedicated to providing users with this [vivid viewing experience](#). The latest software updates, [Samsung's Premium Suite updates](#), and [OS updates](#) require pre-reserved memory as well, in order to continue to provide added value for GALAXY S4 owners throughout the device's whole lifespan. In addition, a portion of the memory is allocated to [running the operating system](#) on an optimal level. [Samsung respect customers' desire to use more memory space for their own selected applications and content.](#) At the same time, Samsung will continue to make our best effort to optimize the software features in order to secure more memory space for users.

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Available Internal memory space(size) (2/3)



Q1 : Do you plan to provide information on usable memory and total memory, if so when?

A : We will provide relevant information through our product communications as soon as possible. Furthermore, we will make sure that customers can easily identify user memory and total memory from information provided by the phone itself.

Q2 : What new applications or features take up the memory space? (Please answer by explaining Samsung's new and unique apps & features). Are there other features that use memory?

A : All smartphones need certain amount of internal memory space from to operate essential tasks. Samsung Galaxy S4 also reserves space for further software upgrades to provide added-values to customers and to enhance communication capability – operating the [LTE/3G modem](#), [enhancing Wi-Fi connectivity](#), etc. Memory space is also required for preloaded applications that provide the Galaxy S4 customers with an [advanced mobile experience](#) and more intuitive [usability](#). Galaxy S4 features [the world's first Full HD Super AMOLED high resolution display](#) and a portion of the memory is dedicated to providing users with this [vivid viewing experience](#). The latest software updates, [Samsung's Premium Suite updates](#), and [OS updates](#) require pre-reserved memory as well. In addition, a portion of the memory is allocated to [running the operating system](#) on an optimal level.

Q3: Samsung claims to provide new and unique applications pre-loaded on the Galaxy S4. however, isn't it possible that some customers will not enjoy these various apps?

A : We want to provide consumers with the best possible mobile experience. The introduction of these new and unique applications and features are a part of that effort.

Available Internal memory space(size) (3/3)



Q4: Is it not restrictive that consumers are unable to delete the pre-loaded apps?

A: There is a wide range of customer needs in the market, and Samsung fully respects all requirements.

We believe that the majority of our customers welcome the advanced features that the Samsung Galaxy S4 provides, including 9 sensors, innovative gesture recognition features, a variety of camera related features, and more.

At the same time, we understand that there are customers who want more space for their own use. In our continuous improvement process, we have made the commitment to balance these needs by trying to further optimize the software on our devices. We have also made the commitment to clearly state—in marketing materials and on the handset itself— the amount of memory space available to the user out of the total memory on the device.

Samsung is committed to providing the best mobile experience for our customers, and we will continue to listen, and respond to, users around the world as part of our process of innovation

Q5: How exactly system part of memory used? Which applications or features occupy the largest part or smallest part?

A: We cannot specify required memory space per feature or service. Roughly, there are certain parts of memory for future upgrade, for preloaded applications and services, and for the optimal platform tasks.

Q6: What is the exact memory capacity that Galaxy S4 owners can use?

A: It may differ by regions and markets according to the network environment, local specific features, and carrier-related features. Samsung Galaxy S4 is designed to provide an optimal user experience with various localized features and services.

My device is too hot



Q : When I'm using my Galaxy S4 , I often feel my device is too hot to the touch. What should I do for the faulty?

A: Sorry for your inconvenience.

Samsung released the improved S/W binary and you can upgrade the latest S/W binary via Kies tool or FOTA for the better status. S/W Upgrading maintains device's performance and also solves the temperature rising by unique temperature control method of Samsung .

Additionally, when you use applications that require more power or use applications on your device for an extended period of time, you may feel your device is hot to the touch. This is normal and should not affect your device's lifespan or performance. And while charging, the device may heat up. This is the same, and if the battery gets hotter than usual, the charger may stop charging. (This sentence is also explained in User Manual)

Samsung observes the International Safety Specification. At the same time, Samsung will continue to make our best effort to optimize the software features for user convenience.

Q : It is said that a lot of heat occurs as performance of AP chip improves.

Then if my Galaxy S4 has **Octa Core CPU** , does it heat up than Quad Core ?

A: The temperature of smartphone is not related to type of AP chip.



Q : When I'm using my Galaxy S4 , I often feel my device is too hot to the touch. What should I do for the faulty?

A: Sorry for your inconvenience.

There is no problem in the device .

Main CPU(Hardware chipset) of your Galaxy S4 operates rapidly to run applications efficiently and also to provide more advanced feature's according to usage situations, during these procedure, it may get heated but it's normal phenomenon of smart phones.

Heating is commonly seen not just on Samsung devices, but many other manufacturers devices during their usage .

You also experienced heating when using the PC.

Additionally, while using the device under the environment where ambient temperature is high, you may feel that device is getting hotter than usual as a result of influence of ambient temperature. But this a general phenomenon of all electronic devices.

Samsung provide the periodic S/W upgrade to optimize the software features in order to provide added value for Galaxy S4 owners throughout the device's whole lifespan. You can conveniently upgrade the improved S/W binary via Kies tool or FOTA for the better optimized device's status.

Please note :

All of mobile devices from Samsung have been observing the International Safety Specification.

Galaxy S4 also acquires International Safety Specification Approval and is supplied in the whole world.

At the same time, Samsung will continue to make our best effort to optimize the software features for user convenience. ⁸⁹



Q : When I'm using my Galaxy S4 , I often feel my device is too hot to the touch. What should I do for the faulty?

A: Sorry for your inconvenience.

Your device is not faulty and there is no issue with your device.

1. Factors < Outside condition and the design>

As Galaxy S4 has slim design and use high performance CPU, you may feel your device is hot to the touch while using.

But, this is normal and should not affect your device's lifespan or performance.

1) All of mobile devices from Samsung have been observing the International Safety Specification(EN563).

2) while using the device under the environment that has high ambient temperature , you may feel the device gets hotter than usual because your device work in the thermal equilibrium status with an ambient temperature.

But it is commonly seen not just on Samsung devices, but many other manufacturers devices also ; when the device is used, and it is a general phenomenon of all electronic devices.

3) And while charging, the device may heat up. But, Samsung device observe the International Safety Specification(EN563).

General Guide- for device getting heated while usage (2/5) < Detail guide >

Q : When I'm using my Galaxy S4 , I often feel my device is too hot to the touch. What should I do for the faulty?

2. Factor < End user usage condition >

Heating of smart phone depends very much on how you use the device.

Please refer below instruction ,this will help in improving the device heating .

- 1) When you closes the application using HOME key not back key, the application is still working and occupying RAM even it's not being used. The temperature of your device is related with CPU usage which is affected by running applications.

Check the Task Manager and close unnecessary programs running in the background. Then, you can reduce the consumption of battery and increase of device temperature.



General Guide- for device getting heated while usage (3/5) < Detail guide >

Q : When I'm using my Galaxy S4 , I often feel my device is too hot to the touch. What should I do for the faulty?

- 2) Keeping Wi-Fi and Bluetooth, GPS " ON " is often the main cause of battery drain and high temperature of your device because it works periodically to search AP, a satellite, the equipment.

Turn off wireless functions when not in use. Then, you can reduce the consumption of battery and increase of device temperature.

If you use the Quick panel menu to toggle Wi-Fi, Bluetooth and GPS on/off, you will set the function more conveniently.

- Accessing via Quick panel



- Scroll down the Notification bar - Click the Icon

- Accessing via Settings menu



- Scroll the right or left to turn on/off

General Guide- for device getting heated while usage (4/5) < Detail guide >

Q : When I'm using my Galaxy S4 , I often feel my device is too hot to the touch. What should I do for the faulty?

- 3) Keeping Tethering or Portable Wi-Fi hotspot on is often the main cause of battery drain and temperature of your device

Turn off Tethering and portable hotspot function when not in use.

Then, you can reduce the consumption of battery & also this will reduce device temperature



- 4) **If you set the background color of your device to other color except white**, you can reduce the consumption of battery and increase of device temperature.

- 5) Some 3rd party applications which downloaded from Play Store may cause unwanted battery consumption and increase of device temperature.

After you download and install the 3rd party , if you feel the device gets hotter and battery life is poor than before, we suggest to remove the application for your device.

General Guide- for device getting heated while usage (5/5) < Detail guide >

Q : When I'm using my Galaxy S4 , I often feel my device is too hot to the touch. What should I do for the faulty?

3. Factors < The specific function of Galaxy S4>

- 1) Galaxy S4 support dual camera of high performance(13M rear camera + 2M front camera).

When the device uses dual camera at the same time, CPU processing becomes faster because two cameras work simultaneously and compose the images and the device can generate the heat at that processing.

But Samsung observe the International Safety Specification(EN563), so it should not affect your device's lifespan or performance and usage.

- 2) Samsung provide the periodic S/W upgrade to optimize the software features in order to provide added value for Galaxy S4 owners throughout the device's whole lifespan.

You can conveniently upgrade the improved S/W binary via Kies tool or FOTA for the better optimized device's status.



Menu Path : Settings > (More)About device >
Software update > update



From <http://www.samsung.com/kies>, you can download the Kies tool.

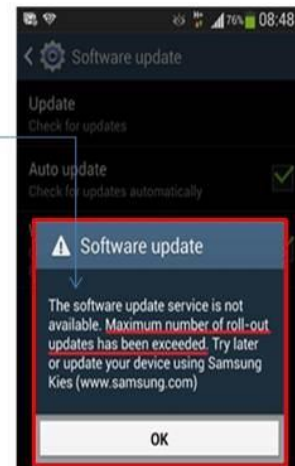
FOTA fails due to excess of maximum number of roll-out updates

Q : When I try to update my Galaxy S4 via FOTA, it display “Maximum number of roll-out updates has been exceeded” the error popup and updating fails. What should I do in that case?

A : The FOTA server is closed when 20% of registered devices in FOTA server are updated each day from the 4th day to the 7th day after the FOTA service opens. (Access to the software updates service is provided to users in the order in which they request it)

If you tries to update with “Software update” function via FOTA (Pull mode) after the server closes, the pop-up messages will be displayed.

At that time, you must wait until next day.



Screen color is odd

Q : When I scroll the screen, the color of menu is odd. I think a white menu line is faint and a grey area of menu may turn to purple. What is the problem?

A : Sorry for your inconvenience.

In the near future, Samsung plan to release the new SW binary that will improve the problem.

At that time, you can upgrade the improved software via Kies tool or FOTA.



Making a voice call when device locked

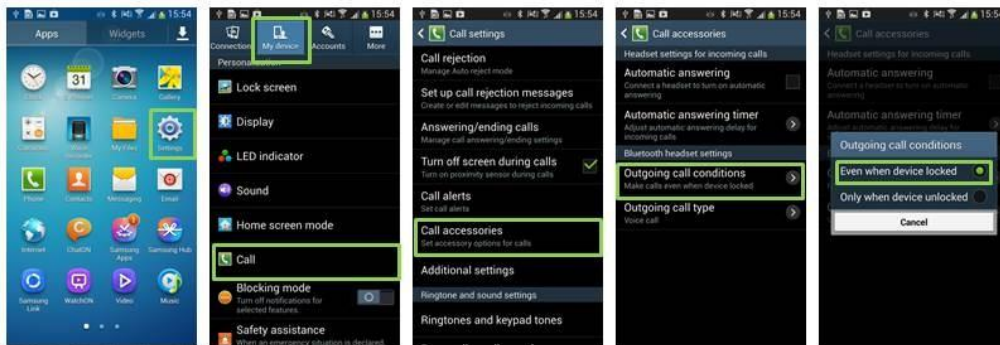
Q : When using the Car Kit via Bluetooth, I can't make a voice call **by Car Kit when device locked.**
What should I do ?

A : Sorry for your inconvenience.

If you change a value of call setting "Even when device locked", you can also call by Car Kit **although the Galaxy S4 is locked.**

* To enable the above feature, follow the steps below :

Apps → Settings → (My device) Call → Call accessories → Outgoing call conditions → Even when device locked



S Voice doesn't work for command

Q : When I use the navigation function in S Voice Drive, S Voice does not respond my voice commands.
What should I do for this problem?

A : Sorry for your inconvenience.

S Voice command can control **only embedded applications of Samsung(Message, Music etc).**

When working the 3'd party application like navigation, S Voice can't control the application via voice.

The result value of formula using '%' in Calculator

Q : In Calculator of Galaxy S4, the result value of formula using '%' is different from Galaxy S3.

What should I do for this problem?

A : Sorry for your inconvenience.

In Galaxy S4, the concept of '%' in Calculator was changed for usability because most of user use '%' in calculation of interest rate.

If you enter '%' in the previous formula including the number, It will be calculated '%' of the previous number.

ex : $10\% = 0.1$

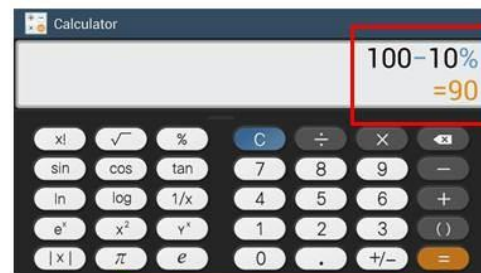
$10+10\% = 11$ ('%' is applied to blue marked 10, so the result value 11 is calculated by $10+10*0.1$)

$(10+10)+10\% = 22$ ('%' is applied to blue marked 20, so 10% is $20*0.1$)

$10+(10+10)+10\% = 32$ ('%' is applied to blue marked 20, so 10% is $20*0.1$)



The calculation in Galaxy S3



The calculation in Galaxy S4

Note : - Parenthesis should be closed automatically when user does not close parenthesis.
- % is the same with $\div 100$

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Can't search the contact by numbers including "*" "

Q : When I input numbers including "*" in dialer, Galaxy S4 does not automatically search the existing contact name.

What's the problem?



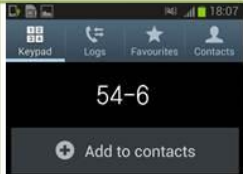

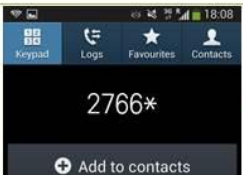

A : Sorry for your inconvenience.

In Galaxy S4, if you input numbers including characters (such as *, #), the family name of contact does not come out.

The middle name search function has been supported from Jelly Bean V4.2.2, so the concept of phonebook searching has changed in order to distinguish the middle name of contacts.

Therefore, you must input only numbers excluding characters to search the contact in dialer.

*** When I input numbers to search the family name "Arom" in dialer,**

	Search family name by only numbers	Search family name by number+ character	Search middle name
Jelly Bean 4.1.2 (Galaxy S3, Note2)	 O	 O	 X
Jelly Bean 4.2.2 (Galaxy S3, S4)	 O	 X	 O

10
0

Fail the setting of Microsoft Exchange ActiveSync

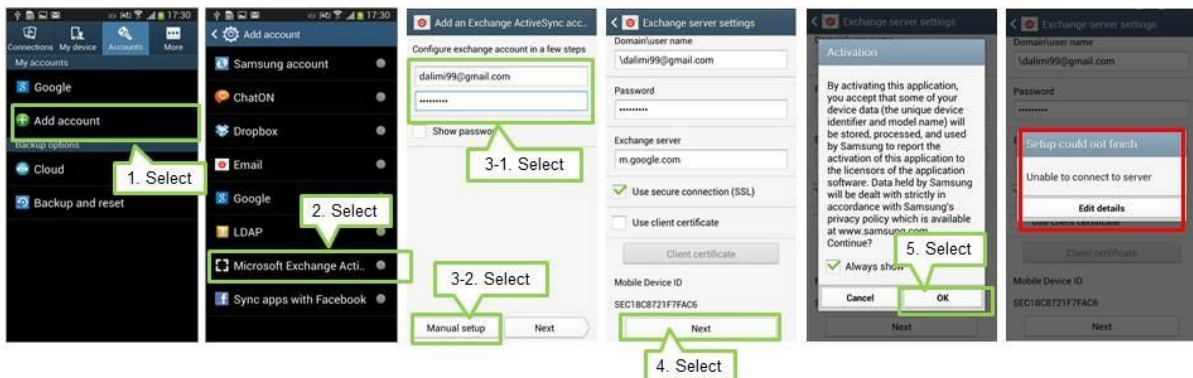
Q : When I try to set an account of new Microsoft Exchange ActiveSync, it fails. What should I do for this problem?

A : Sorry for your inconvenience.

Please check that whether the account that you are using is supported in Microsoft Exchange ActiveSync.(EAS)

Service of Gmail account has been stopped in Microsoft EAS.

Therefore, use the other mail account except Gmail account for new Microsoft EAS.



Reference : "Google has indicated that as of January 30, 2013, it intends to stop support for new EAS (Exchange ActiveSync) connections in some scenarios. EAS is a technology that helps you sync your email, calendar, and contacts across multiple devices (like your desktop, laptop, and tablet).

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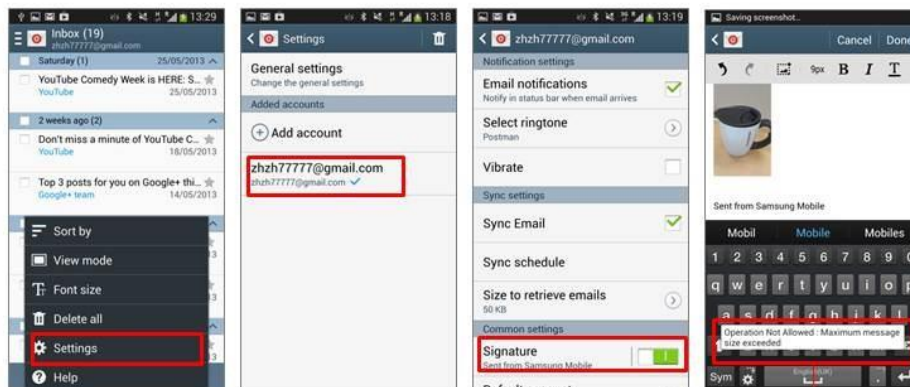
Limit of E-mail signature capacity

Q : When I create a signature in E-mail, a pop-up about size excess appears.

What should I do for this problem?

A : Sorry for your inconvenience.

There is a limit to the capacity of signature as 2KB. Please recreate by reducing the contents of signature.



Operation Not Allowed : Maximum message size exceeded