Get Started
All you need to know to get going.

Samsung GALAXY Note II | Sprint
Welcome!

Thanks for choosing Sprint. This booklet helps you get started with your HD Voice capable* Samsung Galaxy Note® II.

**ReadyNow** – For more help in getting up and running with your new phone, take advantage of exclusive Ready Now resources at sprint.com/readynow. You can even schedule a one-on-one appointment at a Sprint Store near you.

For ongoing support and resources, visit sprint.com/support. There, you’ll find guides, tutorials, and more to help you get the most out of your phone.

**Note:** Available applications and services are subject to change at any time.

* The HD Voice capability is available in select markets. Visit sprint.com/coverage for more information.
Using This Guide

This Get Started guide is designed to help you set up and use your new Samsung Galaxy Note II. It’s divided into four sections to help you find the information you need quickly and easily.

- **Get Ready** – page 5 – Find out what you need to do before you use your phone the first time, including inserting a battery and activating Sprint service on your phone.

- **Android Basics** – page 9 – Learn some basics about how to move around on your phone, use the home screen, and enter text. If you’re familiar with Android™ phones, you can probably skip these pages (although a refresher course never hurt anyone).

- **Use Your Phone** – page 17 – Take advantage of your phone’s features and Sprint services, from the basics (making calls) to the more advanced (using Google Play™, Wi-Fi®, and more).

- **Tools & Resources** – page 36 – Find useful tips for your phone and discover resources and other helpful Sprint information. For additional information including the full User Guide, videos, tutorials, and community forums, visit sprint.com/support.
Your Samsung Galaxy Note II

- Status Light
- Proximity and Light Sensors
- Earpiece
- Touchscreen
- Menu Key
- Home Button
- Back Key
- Self Camera Lens
- 3.5mm Headset Jack
- Flash
- Volume Buttons
- Power/Lock Button
- Camera
- Speaker
- S Pen (stylus)
- Microphone
- Charger/Accessory Jack
Get Your Phone Ready

Before you start: Visit sprint.com/readynow to learn about transferring contacts, calendars, and more from your old phone.

Install the Battery
1. Insert your fingernail or other flat object into the slot at the upper left side of the battery compartment cover to remove the cover.
2. Align the battery’s contacts with those inside the battery compartment and gently press down until the battery is seated.
3. Replace the back cover.

Charge the Battery
1. Insert the USB cable into the charging head.
2. Insert the small end of the USB cable into the charger/accessory jack at the bottom of the phone.
3. Plug the charging head into a standard AC power outlet.

Turn the Phone On
• Press and hold the Power/Lock Button.

Unlock the Screen
• Swipe the screen with your finger to unlock it.

Turn the Screen On and Off
• To quickly turn the display screen off, press the Power/Lock Button on the right side of the phone.
• To turn the screen on and display the unlock screen, press the Power/Lock Button.

Turn the Phone Off
• Press and hold the Power/Lock Button and then tap Power off > OK to turn the phone off.
Activate Your Phone

If you purchased your phone at a Sprint Store, it is probably activated and ready to use.

If you received your phone in the mail, and it is a new Sprint account or a new phone number, your phone is designed to activate automatically when you first turn it on. You will see a Hands Free Activation screen at startup. When it’s finished, tap OK to continue. To confirm your activation, make a phone call.

If you received your phone in the mail and it is going to be activated on an existing number (you’re swapping phones), go to sprint.com/activate and follow the instructions. When you have finished, make a phone call to confirm your activation.

If your phone is still not activated, visit sprint.com/support for assistance. If you do not have access to the Internet, call Sprint Customer Service at 1-888-211-4727 from another phone.
Get Ready

visit sprint.com/readynow for more information to get your phone up and running

Set Up Your Phone

Once activated, your phone guides you through various setup options, including setting up your Google™ Account.*

Complete the Setup Screens

1. When you see the Welcome screen, select a language and tap Next to begin.
2. You’ll see a Wi-Fi setup screen. Follow the prompts to sign in to an available Wi-Fi network, or tap Next to continue.
3. Follow the prompts on the next few screens to get your phone set up. Tap Skip or Next to continue.
   • Got Google? - Create or sign in to a Google Account. Select additional Google preferences, including Google Location options, as prompted.
   • This phone belongs to... - Enter your name to personalize your phone experience.
   • Samsung account - Create or sign in to a Samsung user account.
   • Dropbox - Create or sign in to a Dropbox cloud storage account.
   • Learn about key features - Browse a list of features to enhance your phone use, such as S Beam™, Air view™, Smart stay, and more.
4. When your phone setup is finished, enter a device name and tap Finish. You will see the Home screen with a few helpful navigation tutorials.

* You do not need to sign up for a Google Account to use your phone; however, to download content from the Google Play™ Store app, you must link your phone to a Google Account.
Set Up Your Phone

Sprint Connections Optimizer
During or following the initial setup, you may see a Sprint Connections Optimizer notice. Read the notice and touch **I Agree** to allow your phone to connect automatically to the best available data network, including Wi-Fi.

**Note:** You can turn off Sprint Connections Optimizer at any time. Touch **Settings > Connections** tab > **More networks** > **Mobile networks** > **Connections optimizer** and uncheck the box.
Getting Around Your Phone

Move Around Your Phone’s Menus and Screens

Your phone’s touchscreen lets you control everything through various types of touches, or gestures.

**Tap:** When you want to type using the onscreen keyboard, select items such as application and settings icons, or press onscreen buttons, simply tap them with your finger. A light touch works best.

**Touch and hold:** To display the available options for an item simply touch and hold the item.

**Flick:** Move your finger in lighter, quicker strokes than swiping. This finger gesture is always used in a vertical motion, such as when flicking through contacts or a message list.

**Swipe:** Quickly drag your finger vertically or horizontally across the screen.

**Drag:** Press and hold your finger with some pressure before you start to move it. Do not release your finger until you have reached the target position.

**Rotate:** Activate the auto-rotate feature to automatically change the screen orientation from portrait to landscape by turning the phone sideways.

**Slide:** This feature allows you to enter text by sliding a finger from letter to letter, lifting only between words. See page 15 for instructions on using this continuous input method with the various keyboard types.
Your Home Screen

Viewing Your Home Screen
Your phone’s Home screen extends horizontally up to seven full screens. This gives you room to customize your phone and put the things you need front and center, just a swipe away.

• To display the main (center) Home screen, press \( \rightarrow \) from any screen.
• To view extended screens, swipe the screen left or right. There are up to three additional screens on each side of the main Home screen.
• To display thumbnails of all available screens, pinch any home screen. Tap a thumbnail to display the screen.

Status Bar
The status bar at the top of the Home screen lets you quickly see both your phone status (connections, signal strength, battery, location) and any current notifications.
Your Home Screen

Notifications Panel
You can expand the notification area to provide more detailed information about the current onscreen notification icons.

1. Drag down the notifications panel to see your notifications.
2. Tap a notification entry to open the associated application.

Add Items to Your Home Screen
1. Touch and hold an empty area on a home screen.
2. Tap an option under Add to home screen.
   • Apps and widgets to add an app shortcut or a widget to the home screen. From the next screen, tap Apps and then touch and hold an app icon and drag it to the home screen to add a shortcut. Tap Widgets and drag a widget to the home screen to add a widget.
   • Folder to add a folder to the home screen. Type a folder name and tap OK to add the folder.
   • Page (if available) to add a new home screen. Your phone can support up to seven home screens.
Buttons and Keys

The bottom front of your phone contains a Home button and two static keys that let you perform specific functions. Above this row is a row of program icons that are available from every Home screen.

- **Home Button (Home Button)** – Press to return to the main Home screen.
- **Menu Key (Menu Key)** – Tap to open context-specific menus.
- **Back Key (Back Key)** – Tap to return to the previous screen view.
- **Phone icon (Phone icon)** – Tap to open the phone screen.
- **Messaging icon (Messaging icon)** – Tap to open the Messaging app.
- **S Note (S Note)** – Tap to open the S Note application.
- **Internet icon (Internet icon)** – Tap to launch the Web browser.
- **Apps icon (Apps icon)** – Tap to display the applications list.
Open Apps

Open Apps
• If an app is on one of your Home screens, just tap it to open it.
• If an app is not available from your Home screen, press 📞 (if you’re not already on the Home screen), tap ☑️ to display the apps list, and then tap the app icon from the list. You may have to scroll right or left to find the app you’re looking for.

Access Recently-Used Apps
Your phone keeps a running list of your most recently used apps.
1. Press and hold 📞 to open the recently-used apps window.
2. Tap an icon to open an app.

Open Apps with Multi Window
Multi Window allows you to use two apps on the same screen in separate, resizable windows.
1. Drag down the Notifications panel and touch Multi window to enable the feature.
2. Touch and hold 🔄.
3. Touch and hold the desired app and drag to the Home screen.
4. Touch and hold the other desired app and drag it on top of the first app on the Home screen.
To resize an app, touch and drag the borders between the windows.
Typing on Your Phone

Your QWERTY Keyboards

Your Samsung Galaxy Note II comes loaded with two QWERTY keyboards: Samsung keyboard (default) and Swype™. When you select a field that requires text or numbers, an onscreen keyboard will appear. (If you don’t see the keyboard when, for instance, you’re entering contact information, just touch the field you’re working on to bring it up.) The phone’s onscreen QWERTY keyboards can be used in either portrait or landscape mode.

Note: To switch between keyboard types while a keyboard is displayed, drag the notifications bar down from the top of the screen, touch Choose input method, and then touch the method you want to use.

Typing with Samsung Keyboard

Entering text using the traditional Samsung QWERTY keyboard is easy: just touch the letters to type the words.

1. From a screen where you can enter text, touch the input field to reveal the onscreen keyboard.

2. If needed, select a text mode option: ABC to enter alphabetic characters or Sym to enter symbols or punctuation.

3. Touch the corresponding onscreen keys to begin typing.

   • If you make a mistake, touch to erase.

Note: With the Samsung keyboard, you can also enter text by sliding your finger continuously over the keyboard. Select the Swiftkey Flow option in the keyboard settings to enable this option.
Using Swype to Enter Text
Swype lets you enter words by tracing over the letters in a single motion.

1. Touch an onscreen character, and then, while maintaining your finger onscreen, drag to the next character in the desired word.

2. Repeat this process until the desired characters have been drawn over. Select from an onscreen list of possible word matches (if prompted). This occurs if your current action has generated more than one possible word match.

Your Keyboard Settings
You can customize your onscreen keyboard settings to suit your needs:

Tap > Settings > My device tab > Language and input, and tap the Settings icon next to any of the keyboard options (Samsung keyboard or Swype).

Different keyboards will provide different options. The Samsung keyboard options include the following:

- **Input languages:** Lets you select an input language. Default is English.
- **Smart typing:** Predictive text, Auto replacement, Auto capitalization, Auto spacing, and Auto punctuate.
- **Keyboard swipe:** None, SwiftKey Flow, and Cursor control.
- **Key-tap feedback:** Sound, Vibration, and Character preview.
- **More settings:** Pen detection, Tutorial, and Reset settings.
Your phone’s S Pen™ stylus lets you handwrite text, take notes, save drawings, open menus, and more.

Your S Pen

- To remove the S Pen, slide it out from the bottom of the phone.
- Use S Pen gestures to open menus, go back to a previous screen, or open a Quick Command.

- Press ☰ > ☑ > Settings > My device tab > S Pen > S Pen Help to learn gestures and commands.
  - Some gestures require you to press the S Pen button to perform the task.
  - Write notes, draw sketches, and more with the S Note app. Press ☰ > S Note ☑.
  - For quick notes, press and hold the S Pen button and double-tap any screen to open S Note Lite.
  - Capture screenshots, write on them, and share them via messaging or email.
    - Press and hold the S Pen button and press and hold the S Pen on a screen to capture it.
    - Use the S Pen to draw or write on the image.
    - Go to messaging, email, or another share program to send the image.
Calls

Make a Phone Call
1. If the screen is locked, swipe the screen to unlock it.
2. Press and tap Phone.
3. Tap the digits of the number you want to call on the phone keypad. (The number will appear just above the keypad as you enter it. Tap to delete one or more digits.)
4. Tap .

Answer an Incoming Call
• Drag to the right on the screen.

Send a Call Directly to Voicemail
• Drag to the left.

Mute the Ringer on a Call
• Press the volume button on the left side of the phone to mute the ringer.
Voicemail

Set Up Your Voicemail
All unanswered calls are automatically transferred to your voicemail, even if your phone is in use or turned off. You should set up your voicemail and personal greeting as soon as your phone is activated:

1. Press and tap Phone .
2. Touch and hold to dial your voicemail number.
3. Follow the voice prompts to create your password and record your name and greeting.

Sprint strongly recommends setting a voicemail password.

Retrieve Your Voicemail
1. Press and tap Phone .
2. Touch and hold and follow the prompts.

From any other phone:
1. Dial your wireless phone number.
2. When your voicemail answers, press *.
3. Enter your password.
Use Your Phone

Messaging

Send a Text Message
1. Press and tap Messaging.
2. Tap.
3. Enter a phone number, email address, or contact name in the Enter recipients field. (If the phone recognizes a contact, you’ll see a list. Touch the contact to complete the address.)
4. Tap Enter message and then type your message.
5. When you are finished, tap .

Send a Picture or Video Message (Multimedia Messaging)
1. Follow steps 1 – 4 for sending a text message.
2. Tap.
3. Tap a media type (such as Pictures, Videos, Audio, etc.) and then tap an available album.
4. Tap a picture or clip to select it. (For Audio, tap OK.)
5. If you are satisfied with your message, tap .

Note: For information on taking pictures and videos with your phone, see “Camera & Video” on page 24.

Access Messages
1. Press and tap Messaging.
2. From the Messaging screen, tap the message you want to view.
   –or–
1. Open the Notifications panel.
2. Tap the message you want to view.

All your text and MMS messages for a contact are collected in an ongoing “conversation,” so when you view a message, you can scroll through the entire history of your messages with that person.

Be a hero. Don’t drive distracted.

visit sprint.com/support for guides, tutorials and more
Contacts

Your phone’s Contacts function lets you access and manage contacts from a variety of sources, including Google and Corporate email accounts (such as Gmail™, Yahoo™, and Outlook®), contacts synced from your computer, and old-fashioned contacts entered by hand.

Save a Phone Number
1. Press and tap Phone.
2. Enter a phone number using the onscreen keypad.
3. Tap Add to contacts > Create contact.
4. Select an account for the contact. Select Google to save the contact to your Google Account, which will update automatically across all your Google devices. Select Device to save the contact to your phone only.
5. Tap Name and enter a name for the new entry.
6. Tap Mobile (default) to select a label such as Mobile, Home, Work, Work Fax, Home Fax, Pager, Other, Callback, or Custom.
7. Add any other information you want to save to the contact.
8. Tap Save at the top of the screen to complete and save the entry.

Retrieve a Phone Number
1. Press > Contacts, and then tap the Search field.
2. Enter the first letter or letters of an entry.
3. Tap the contact to display the contact’s phone number(s).
Contacts

Add a New Entry to Contacts
1. Press 📞 and tap Contacts 📞.
2. Tap 📞.
3. Tap any field and use the onscreen keyboard to enter the name, phone number, and other contact details.
4. Add more data fields or a picture if desired, and tap Save.

Edit a Contact Entry
1. Press 📞 and tap Contacts 📞 > [contact you’d like to edit].
2. Tap 📞 > Edit.
3. Tap an option:
   • [image icon] to assign a picture to the entry.
   • Name to edit the current name.
   • Phone to add or delete a phone number.
   • Email to add or delete an email address.
   • Groups to assign the contact to a group.
   • Ringtone to assign the contact a ringtone.
   • Message alert to assign the contact a message alert.
   • Vibration pattern to assign a vibrate pattern.
4. Tap Save to save your updates.

Note: To add a phone number, email address, or other field to an existing contact, tap Add another field at the bottom of the entry and select a data type (such as Phonetic name, Address, Website, etc.).
Your phone’s Email applications let you access and manage multiple email accounts simultaneously in one convenient location. You can manage both Internet-based email services (such as Gmail and Yahoo) and Corporate Work Email (Outlook). The phone can also be manually configured to connect to other email systems.

Set Up a Gmail Account
1. Press and tap Apps > Gmail.
2. Follow the instructions to set up or sign in to a Gmail account.

Set Up a Standard Email Account
1. Press and tap Apps > Email.
2. If another email account is already set up, tap > Settings > Add account.
3. Enter the Email address and Password for the email account.
4. Tap Next and follow the onscreen instructions.
   –or–
   Tap Manual setup, select an account type (POP3 or IMAP), and follow the instructions to configure your account.

Set Up a Microsoft® Exchange ActiveSync® Account
1. Press and tap Apps > Email.
2. If another email account is already set up, tap > Settings > Add account.
3. Enter your Email address and Password information and then tap Manual setup.
   • Contact your Exchange Server administrator for required sign-in information.
4. Tap Microsoft Exchange ActiveSync.
5. When prompted to provide additional detailed information, scroll down the screen and tap **Next**.

6. Enter a **Domain\user name**, **Password**, and **Exchange server** information.

7. Follow the prompts to set additional options and permissions. Tap **Next** to continue.

8. Identify your new account with a unique name and provide the outgoing name text then tap **Done**.

**Access Email Messages**

1. Press and tap **Apps > Email** or **Apps > Gmail**.
   
   - If necessary, tap **Inbox** and tap the email account you want to use.

2. From the inbox, tap the message you want to view.

**Send an Email Message**

1. Press and tap **Apps > Email** or **Apps > Gmail**.

2. If necessary, tap **Inbox** and tap the email account you want to use.

3. Tap or .

4. Enter an email address in the **To** field.

5. Enter a subject and a message.
   
   - To add attachments, tap (on the top of the screen) or > **Attach file** and select an attachment.

6. Tap or .

visit sprint.com/support for guides, tutorials and more
**Camera & Video**

**Take a Picture**
1. Press and tap Apps > Camera.
2. Using your display as a viewfinder, aim the camera lens at your subject, and tap 📷.

**View Pictures**
1. Press and tap Apps > Gallery to view the Albums.
2. Tap a picture and then tap 📷 to explore other options. For sharing photos, tap 📷 at the top of the screen.

**Record a Video**
1. Press and tap Apps > Camera, and then toggle the control from camera 📷 to camcorder 🎥.
2. Using the phone’s display screen as a viewfinder, aim the lens at your subject, and tap 🎥 to begin recording.
3. Tap 🎥 to stop recording.

**View Videos**
1. Press and tap Apps > Gallery.
2. Tap a video icon to view the video.

**Share Pictures and Videos**
1. Press and tap Apps > Gallery.
2. Tap an album, and then press and hold a picture or video to send.
3. Tap 📷 and select a sending option: Group Play, Add to Dropbox, Bluetooth, Email, Messaging, and many more. Follow the onscreen instructions to send your picture or video clip.
Go Online
1. Press — and tap Internet 🌐. The first time, you may be prompted to enter your wireless phone number.
2. From the Sprint home page, select categories, navigate to websites, read blogs, download content, and more.
   • Tap a category to open it.
   • For more options, tap ☰️ from any page. Options may include New window, Add bookmark, Add shortcut, Share via, Find on page, Desktop view, Save for offline reading, Brightness, Downloads, Print, and Settings.
   • To scroll, slide your finger up or down the page.
   • To zoom in or out, pinch the screen.

Downloading Apps From the Web
You can download Apps while browsing the Web, but you must first set permissions in settings to allow applications from unknown sources. Applications downloaded from the Google Play Store app (see page 27) do not require additional permissions.
2. Tap the Unknown sources check box.
3. When the Attention dialog box opens, read the disclaimer and tap OK.

   Note: All downloaded applications are saved to your phone’s memory.
Connect to a Wi-Fi Network
When you’re in range of an available Wi-Fi network you can use your phone’s Wi-Fi feature to access the Internet and other data services.

Note: You may already have signed in to Wi-Fi during the phone’s setup process.

1. Press 📲 > ☰ and tap Settings.
2. Tap the icon next to Wi-Fi and slide to the “on” position to turn Wi-Fi on.
3. Tap Wi-Fi > Scan to display a list of available networks.

4. Tap a Wi-Fi network to connect. If necessary, enter the security key (password) and tap Connect.
   - When you’re connected to a Wi-Fi network, you’ll see the Wi-Fi icon (_WIFI_) in the status bar.

Note: To quickly toggle Wi-Fi on or off, pull down the Notifications panel from any screen and tap Wi-Fi. You can also toggle Location, Sound, Screen rotation, Bluetooth, Multi window™, Screen mirroring, S Beam™, NFC, and Sync. from the panel menu.
Google Play

Google Play is the place to go to find new Android apps, books, movies, and music for your phone.

**Download Apps and Games**

1. Press and tap Apps > Play Store.
2. The first time you visit the Google Play Store app, tap Accept to accept the Terms of Service.
3. To find what you want quickly:
   - Browse through featured apps and games. Scroll through the options or browse by categories within APPS, GAMES, MOVIES & TV, MUSIC, BOOKS and NEWSSTAND.
   - Search for an app or game. Tap at the top of the Google Play Store app home screen, enter the name or key word, and then tap in the bottom right corner.
4. Tap an app or game to read a description and user reviews.
5. Tap INSTALL (for free apps) or the price (for paid applications) and follow the onscreen prompts.

**Opening Installed Apps and Games**

- Press and tap Apps. Locate the downloaded item and tap it to launch. You can also launch from Play Store > My apps.

Note: You must have a Google (Gmail) Account set up on your phone to purchase and download applications from the Google Play Store app.
Google Mobile™ Services

Your Galaxy Note II provides easy access to a variety of Google services including Gmail, Google+™ Hangouts™, Google Maps™, and YouTube™.

• **Gmail** – The Google mail service. Your Gmail account lets you access many Google-related services as well as the Google Play™. (See “Set Up a Gmail Account” on page 22.)

• **Google+ Hangouts** – Google’s instant messaging service. Press and tap **Apps > Hangouts** to begin using the service. (If you are logged into your Gmail account, you are logged into Google Hangouts.)

• **Google Maps** – The Google location program lets you track your current location, view real-time traffic situations, and receive detailed directions to your destination. It also provides search tools where you can locate places of interest or an address on a vector or aerial map, or view locations in street level. Press and tap **Apps > Maps** to begin using the service.

• **YouTube** – View and share videos on one of the Web’s most popular video sites. Press and tap **Apps > YouTube** to browse through and view available videos. Sign in with your Gmail account to upload your own videos.
Pair and Connect With a Bluetooth®-Capable Device

1. Verify your Bluetooth is active. (Press 📱 > and tap Settings. Tap Bluetooth and tap the ON/OFF slider to ON to turn on Bluetooth.)

2. From the Bluetooth settings page, tap the check box next to your phone’s name to make it discoverable.

3. Tap Scan. You’ll see a list of in-range Bluetooth devices.

4. Tap a device from the list to initiate pairing.

5. Enter the passkey or PIN code, or verify the shared key, and tap OK.

6. The external device will then have to also accept the connection and enter your phone’s PIN code.

7. Once you’re paired with a device, your connection should launch. The Bluetooth icon ☟ shows your current connection status.

Share Contacts, Files, or Pictures Using Bluetooth

1. Open the application containing the file you want to share (for example, press 📱 and tap Apps ☟ > Contacts 📞).

2. Locate the file or entry you want to share.
   • You can send pictures and videos directly from the camera or from Gallery, Calendar events, Contacts (as vCards), music tracks, and voice recordings. Not all devices will be able to receive all file types.

3. Depending on the application, tap 🔄 > Bluetooth or press and hold the file and select Share via (or Send) > Bluetooth.

4. Tap the name of the device to which you’re sending the file. (If prompted, tap Yes to turn Bluetooth on.)
Adding Music to Your Music Folder

Before you can listen to music with the Music application on your phone, you will need to load songs into your Music folder.

1. Use the supplied USB cable to connect your phone to an available USB port on your computer.

2. When you see the USB icon in the Notifications status, pull open the Notifications panel and make sure Connected as a media device is the selected mode.

3. On your computer, locate the your phone’s internal storage, and open or create the Music folder.

4. Copy music files from your computer to the music folder.

5. When you are done, follow your computer’s procedures to safely remove the drive, and then disconnect the phone from the USB cable.

Listening to Music


2. Tap Songs, Playlists, Albums, Artists, Folders, or Nearby devices.

3. Tap a song to begin playing.
   • Use the controls at the bottom to play, pause, or skip songs.

Note: Your phone includes additional music playing options, including Google Play™ Music (Play Music) and Sprint Music Plus.
Social Networking: Facebook, Twitter & More

You can set up and access all your favorite social media apps on the go.

Set Up Social Networking Accounts

Before using your social networking accounts, you may need to download them from the Google Play Store app.

1. Press and tap Apps > Play Store.

2. Browse or search for the app you want to download, for example Facebook®, Twitter®, or Instagram®.

3. Touch the app and then touch INSTALL. Follow the prompts to download and install the app.

Use Social Networking Accounts

1. Press and tap Apps > Facebook (or Twitter, Instagram, etc.).

2. Follow the onscreen instructions to sign into your account, for example, by entering a user name and password.

3. Update your status, post pictures, follow your favorite tweets, and more, all on your Galaxy Note II.

Note: Tap to access settings for your apps, depending on the account type.

Tip: You can add Home screen widgets for many social networking apps. Touch and hold an empty space, touch Apps and widgets and then drag the widget to the empty space.
Sprint Applications

Access additional exclusive Sprint features right from your phone.

Sprint Music Plus

In addition to the Music application (see page 30), your phone offers Sprint Music Plus, an all-in-one music store and player for full songs, ringtones, and ringback tones.

Get Sprint Music Plus

1. Press 📱 and tap 📱 > Play Store 🎧.
2. Tap APPS > SPRINT > Sprint Music Plus and follow the prompts to download and install the app.

Use Sprint Music Plus

- Press 📱 and tap Apps 📱 > Sprint Music Plus 🎧.

  - Tap 🎧 > Music to access all your music, including items you have purchased or loaded onto your phone’s microSD card.
  
  - Tap Music Store to access the music store, where you can search for, sample, and purchase DRM-free music.
  
  - Tap Ringtone Store to find and purchase new ringtones for your phone.
  
  - For more information, tap 📱 > Settings > About or Help.
Sprint Applications

Scout™
Scout™ by Telenav is a daily personal navigator that helps you get where you’re going. It lets you see and hear turn-by-turn directions and it can provide important, personalized information about traffic and alternate routes.

Use Scout
1. Download Scout from Google Play, and then press and tap Apps > Scout.
2. Follow the onscreen instructions to access, launch, and use the app.

Sprint Zone
Enhance your Sprint experience. The free Sprint Zone application makes it a snap to manage your account, get tips and tricks for your phone, find recommended apps, and more.

1. Press and tap Apps > Sprint Zone.
2. From the Sprint Zone Web page, scroll up or down and tap an item to check your account, read the latest news about your phone, load an application, and more.
Activate Sprint Worldwide Service
Before using your phone in global roaming mode, you must activate Sprint Worldwide Service. You can do this online or over the phone.

Activating Online:
• Chat with or email an international support rep by visiting sprint.com/international. Click Traveling internationally under International Services, and then click the Chat with us or Email us link.

Activating Over the Phone
• Call Sprint Worldwide Customer support at 1-888-226-7212.

International Data Roaming
To use Sprint Worldwide Data Services, you will need to have these services activated on your account.

• To activate, call Sprint Worldwide Customer Support at 1-888-226-7212.

Note: Prior to using your Sprint Worldwide GSM/UMTS Data Services, you must establish and utilize your CDMA data services domestically on the Sprint Network.
Sprint Worldwide Wireless Service

Turn on Global Roaming Mode
To roam globally, make sure your phone’s global roaming options are set.

1. Press 📷 and tap > Settings > More networks > Roaming.
2. Under Roaming network, select Automatic.
3. Under Roaming settings - International CDMA, select Voice and Data. If applicable, under GSM networks, select Data.

You may also need to select a compatible network mode for international use.

1. Press 📷 and tap > Settings > More networks > Mobile networks > Network mode.
2. Select CDMA, LTE/CDMA, GSM/UMTS, or Automatic (recommended).

Getting Help
Please call the following numbers if you need assistance with Sprint Worldwide service.

While in the United States:
• Call 1-888-226-7212.

While traveling outside the United States:
• In GSM mode: touch and hold 0+ and then dial 1-817-698-4199.
• In CDMA mode: enter the international access code and then dial 1-817-698-4199.

For more information about international roaming, visit sprint.com/international.
Explore ways to customize your phone, set permissions, update your phone, and more in the Settings menu.

**Accessing Settings**

1. Press and tap > Settings.
   - or -
   Press > and tap Settings.

2. Select the settings you want to change.

   Settings may include:
   - **Main settings category** - Connections, My device, Accounts, and More.
   - **Connections** - Wi-Fi, Hotspot, Bluetooth, Data usage, More networks, NFC, S Beam, Nearby devices, and Screen Mirroring.
   - **My device** - Lock screen, Display, LED indicator, Sound, Home screen mode, Call, Blocking mode, Hands-free mode, Power saving mode, Accessories, Accessibility, One-handed operation, Language and input, Motion, Smart screen, Voice control, and S Pen.
   - **Accounts** - Add account, Cloud, and Backup and reset.
   - **More** - Location, Security, Application manager, Default applications, Battery, Storage, Date and time, Activate this device, System Update, and About device.

For detailed information about settings, please see the User Guide at sprint.com/support.
Battery-Saving Tips

Manage the Display Brightness and Screen Timeout

- Press 🔄 > 📡 and tap Settings > My device tab > Display > Brightness to modify the backlight setting as desired.
- To turn off the screen, press the Power/Lock Button 📡. The phone will continue to function.
- Turn on Power saving mode. Press 🔄 > 📡 > Settings > My device tab > Power saving mode, slide the option to ON, and select additional power saving options.

Manage Your Phone’s Wireless Functions

Disable the Wi-Fi, Bluetooth, and Location functions of the phone when you’re not using them.

- Use the toggle options in the Notifications panel to turn these off when not in use. Pull down the Notifications panel and tap Wi-Fi, Bluetooth, or Location to toggle these options on or off.

For more useful tips about battery care and safety, see the User Guide at sprint.com/support.
Manage Your Account

Online: sprint.com

- Make a payment, see your bills, enroll in online billing
- Check minute usage and account balance
- See or modify the details of your Sprint service plan
- Get detailed instructions and download content

From Your Sprint Phone

- Press * 4# to check minute usage and account balance.
- Press * 3# to make a payment.
- Press * 2# to access the Sprint Zone, where you can check your account, update your phone, watch video tutorials, or contact Sprint Customer Service.

From Any Other Phone

- Sprint Customer Service: Dial 1-888-211-4727
- Business Customer Service: Dial 1-888-788-4727
Resources

Resources For Your Phone

• This **Get Started Guide** to get you up and running.

• **Ready Now** – Visit sprint.com/readynow for additional help to get started on your new phone. You’ll find more information on basic setup, activation, maximizing your phone’s performance, and personalization. Plus, you can even schedule a personalized one-on-one Ready Now appointment at a Sprint Store near you.

• **Online Support** – For ongoing help over the life of your phone, visit sprint.com/support to find videos, tutorials, troubleshooting tips, and the complete User Guide for your Samsung Galaxy Note II.

• **Community** – Visit community.sprint.com to join the discussion about all things Sprint. Here people help each other make the most of their wireless services with tips, forums, blogs, and the latest news.

**Sprint Zone**
Enhance your Sprint experience. The free Sprint Zone application makes it a snap to manage your account, get tips and tricks for your phone, find recommended apps, and more.

1. Press 📲 and tap **Apps ➔ Sprint ➔ Sprint Zone 📱**.
2. From the Sprint Zone Web page, scroll up or down and tap an item to check your account, read the latest news about your phone, load an application, and more.
Sustainability

At Sprint, environmental responsibility is more than talk. To find out just what we’ve been up to, use your phone to scan the QR Code® below or visit sprint.com/green for more information.

To scan the code, download and install a QR Code reader from the Google Play Store app, launch the reader, and aim your phone’s camera at the image.

Feedback

We are interested in your initial impressions of this new Sprint phone.

Within two weeks of your purchase, please go to http://labs.sprint.com/sprintphonesurvey to complete a brief survey. Your feedback will help us provide the wireless features and services you want most.

Register your Galaxy Note II at samsung.com for:

• Premium service via live chat, email or phone
• Access to specialized call center staff
• Extended call center hours
• Galaxy Note II product user manual

As an owner, you can write a product review, shop for accessories and receive exclusive Samsung offers.
The services described in this guide may require a subscription to a service plan and/or may incur additional charges. Not all services will work on all phones. See sprint.com/coverage for more details. Portions of this guide are reproductions of work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License.

**Important Privacy Message.** This phone is capable of determining its/your geographical location. To set controls for access and use of your location information by others, tap > Settings > Connections tab > Location, and then select your location options from the list. Follow any applicable prompts. These settings for the use of location information can be turned on and off. For some applications and services you select, a phone must be turned on and set to allow collection of location information in order to function.

Please be advised that if you use a third party application, the application may collect your personal information or require Sprint to disclose your customer information, including location information (when applicable), to the application provider or some other third party. Sprint’s policies do not apply to these third party applications. Please carefully review the application’s terms of use and/or the application provider’s policies for more information about how the application will collect, access, use or disclose your information before using a third-party application. Terms of use and other policies usually are available on the application provider’s website.

©2014 Sprint. Sprint and the logo are trademarks of Sprint. HD Voice logo is a trademark of the GSM Association. Samsung and Galaxy Note II are trademarks of Samsung Electronics America, Inc. and/or its related entities. Gmail, Google+, Hangouts, Google Maps, YouTube, Android, Play Store, Google, Picasa, Play Books, Play Movies & TV, Play Magazines, Play Music, Google Mobile Services, and Messenger+ are trademarks of Google, Inc. Other marks are property of their respective owners. Screen images simulated.