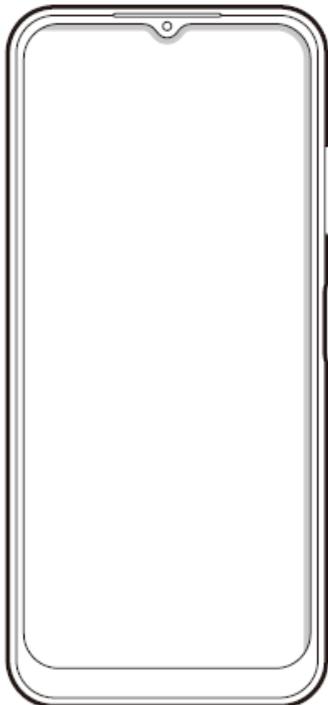


SAMSUNG

Mobile Device SM-A127F

SERVICE *Manual*

For Customer



1. Precautions
2. Specification
3. Exploded View and Parts list
4. SW Update
5. Disassembly and Assembly
6. Quality Test

Notice: All functionality, features, specifications, and other product information provided in this document, including but not limited to, benefits, design, pricing, components, performance, availability, and capabilities of the product are subject to change without notice. Samsung reserves the right to alter this document or the product described herein at anytime, without obligation to provide notification of such changes.

1. Precautions

1-1. Repair Precaution

Following the repair by a non-authorised service provider, self-repair or non-professional repair of the product, Samsung is not liable for any damage to the product, any injury or any other product safety issue caused by any attempt to repair the product which does not carefully follow these repair and maintenance instructions.

Any damage to the product caused by an attempt to repair the product by any person other than a Samsung certified service provider will not be covered by the warranty.

1. Use only demagnetised tools that are specifically designed for small electronic repairs, as most electronic parts are sensitive to electromagnetic forces.
2. Use only high quality screwdrivers when servicing products. Low quality screwdrivers can easily damage the heads of screws
3. Always use the genuine replacement part. Third-party replacement parts may not function properly.
4. Below parts need a calibration to guarantee their performance after repair.
 - Sensors (Ranging/Proximity/Finger Print), Rear CAM, TSP(Touch Panel), Speaker, PBA and others.
5. IPXX performance cannot be guaranteed when it repaired by user or non-skillful person.
6. If need to access failure data of your device or need to get more detailed diagnosis, please visit 'Samsung Authorised repair centre'.
7. If you need to replace the battery and PBA, go to a Samsung service centre and receive instructions.
8. Before repairing, save personal information and important DATA and repair it.
9. Refer to Tools for repair for a list" of tools that you will use for assembling/disassembling the device.
 - Be sure to wear the appropriate safety equipment before carrying out repairs.
If you do not wear the proper safety equipment, you will bear responsibility for any injuries that may occur.
10. Repair the device in a safe place.
11. Before repairing the device, be absolutely certain the device is turned off.
 - Press the 'Volume Down Key' and 'Side Key' at the same time, or open the 'Notification panel' and hit the Power symbol.
12. If the device is damaged, emits smoke, or you smell something burning, immediately stop using the device and contact Samsung.
13. When removing the Back Cover, be careful to not damage the product.
 - Recommended safety equipment: Glasses/Gloves/Mask etc.
14. Before assembly, ensure that there are no screws or foreign objects around the battery.
15. Before assembly, check if there are any abnormalities before reattaching the Back cover.
(If the battery is damaged, visit a Samsung service centre.)
16. Do not place the device directly in to the microwave and heat it.

✓ Tip

Visit www.samsung.com to view the device information, related material, and safety information. The items supplied with the device can be purchased from a Samsung Service Centre or the Samsung website.

1. Precautions

1-2. ESD(Electrostatically Sensitive Devices) Precaution

Many semiconductors and ESDs in electronic devices are particularly sensitive to static discharge and can be easily damaged by it.

Properly shield the work environment from accidental electrostatic discharge before opening packages containing ESDs.

The potential for static electricity discharge may be increased in low humidity environments, such as air-conditioned rooms.

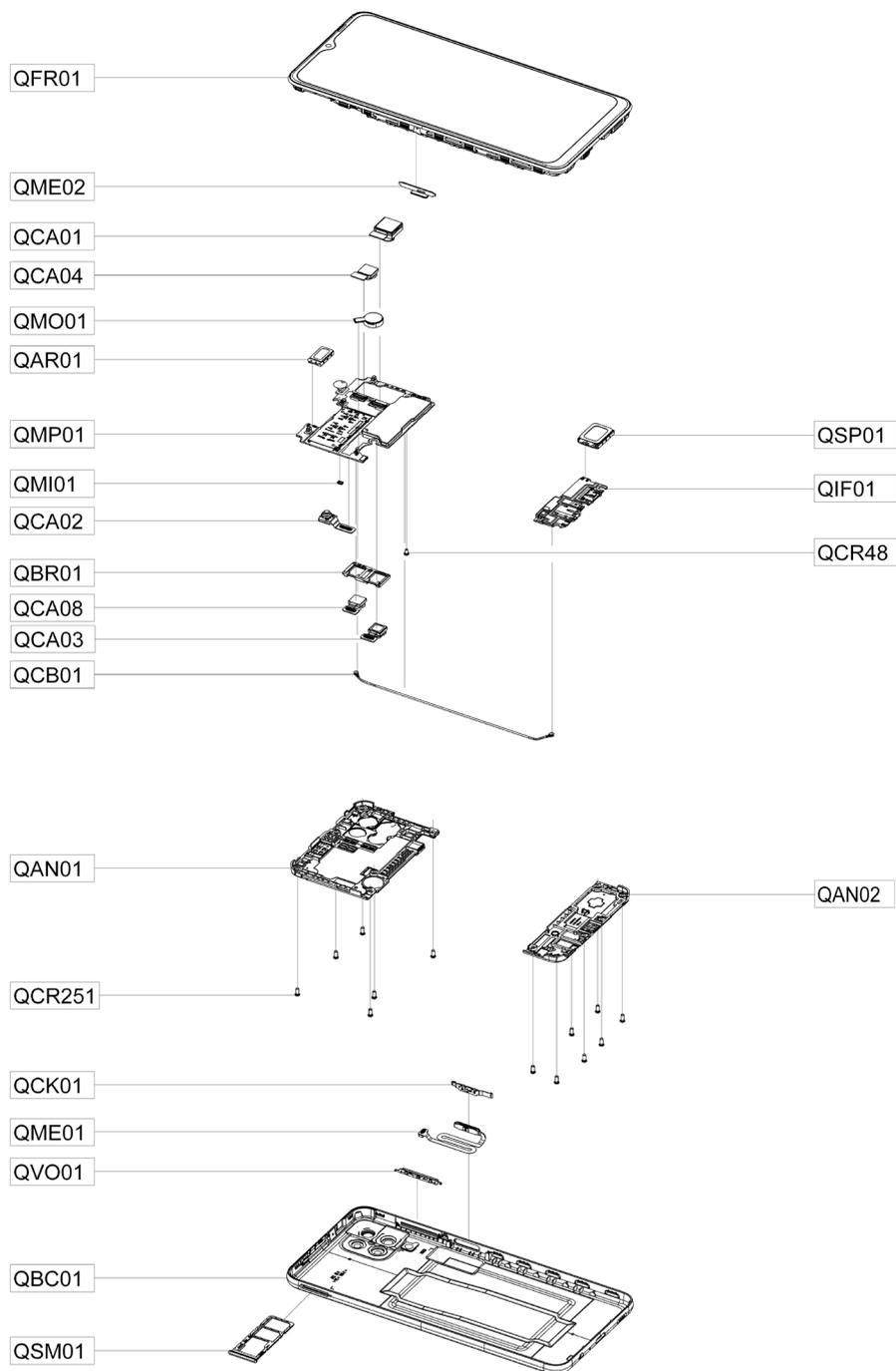
Increase the airflow to the working area to decrease the chance of accidental static electricity discharges.

2. Specification

| Item | Description |
|--------------|---|
| OS | Android R OS V11.0 |
| Network | 2G, 3G, 4G |
| Battery | 5,000 mAh |
| Processor | Samsung S5E3830XG0 2.0Ghz Quad + 2.0Ghz Quad |
| Connectivity | GPS, Glonass, BT 5.0 full support, USB 2.0, WiFi 11 b/g/n (2.4G), NFC |
| Camera | Rear - Wide : 48MP, A/F, F2.0 - Ultra Wide : 5MP, F2.2 - Bokeh : 2MP, F2.4 - Macro : 2MP, F2.4 Front : 8MP, F2.2 |
| Display | 6.5" TFT, 1600 x 720, HD+ |
| RAM | 3GB / 4GB |
| ROM | 32GB / 64GB / 128GB |
| Sensor | Accelerometer, Fingerprint Sensor, Grip Sensor, Virtual Light Sensing, Virtual Proximity Sensing |

3. Exploded View and Parts List

3-1. Exploded View



3. Exploded View and Parts List

3-2. Parts list

| Number | Name | SEC CODE |
|--------|---------------------------------------|-------------|
| QCR251 | SCREW-TAPPING | 6002-001657 |
| QCR48 | SCREW-MACHINE | 6001-001460 |
| QMI01 | MIC MEMS | 3003-001215 |
| QCA08 | ASSY CAMERA-2M FF 1/5" _A125F_MACRO | GH96-14006A |
| QCA04 | ASSY CAMERA-5M FF 1/5" _A125F | GH96-14014A |
| QCA03 | ASSY CAMERA-2M FF 1/5" _A125F_BOKEH | GH96-14017A |
| QCA02 | ASSY VT CAMERA-8M FF 1/4" _A125F | GH96-14023A |
| QCA01 | ASSY CAMERA-WIDE 48M 1/2" (SM-M127F) | GH96-14179A |
| QSP01 | SPEAKER | 3001-002856 |
| QAR01 | AUDIO-RECEIVER | 3009-001705 |
| QCR251 | SCREW-TAPPING | 6002-001657 |
| QMO01 | MOTOR DC-SM_A013F | GH31-00788A |
| QCB01 | COAXIAL CABLE-A6060,117MM, BLUE | GH39-02043A |
| QAN02 | ANTENNA-MAIN (SM-A125F) | GH42-06699A |
| QIF01 | ASSY SUB PBA-SM-A127F | GH96-14636A |
| QME02 | UNIT-SIDE KEY (SM-M515F) | GH59-15363A |
| QBR01 | ASSY BRACKET-MAIN CAM | GH98-46123A |
| QME01 | ASSY US FP-FINGERPRINT SENSOR | GH96-14087A |
| QCK01 | ASSY BRACKET-POWER KEY | GH98-46232A |
| QVO01 | ASSY KEY-VOL | GH98-46273A |
| QAN01 | MEA ANTENNA-INNER TOP_NFC | GH97-25989A |
| QSM01 | ASSY SIM TRAY-DS | GH98-46124A |
| QFR01 | SVC ASSY SMT-LCD(E/ZK)SM-A125F,SER | GH82-24490A |
| QBC01 | SVC COVER ASSY-REAR_A127_ZK_VN_CIS | GH82-26220A |
| QMP01 | SVC PBA-MAIN(COMM)SM-A127F_3+32GB,SER | GH82-26231A |

4. SW Update

4-1-1. How to update software by FOTA

1. Run **Setting**
2. Software update: Provide update information to Setting Noti tips if have an Update item.
3. Check Wi-Fi Switch: Downloading via mobile networks may result in additional charges. If possible, download via a Wi-Fi network instead.
4. Download and install.
5. Version Check notification
6. If you have a version of software to update, the '**Install now**', '**Schedule Install**' button is activated.
 - **Install now**.
 - **Schedule Install**: Schedule install is automatically updated at the set time.
7. Update complete notification: The software update is complete.
8. Check additional updates: Click the **Download** and install button to check additional updates.
9. Check the latest software: If it's not the latest software, Step 6. You can run it again.

Software update Network Error

Your phone was disconnected from the network before the download was complete.
The download will continue when your phone reconnects to a network.

4-1-2. Updating software

With Smart Switch, you can easily update your device's software to the latest version. When you connect your device to your computer and start Smart Switch, Smart Switch automatically searches for available updates. If any updates are available, the Update button appears under your device name.

To update your device's software, follow these steps:

1. On the start screen of Smart Switch, click **Update**.

A new software version is available. 

2. Read the software update information and click **Continue**.
3. Read the precautions and click **All confirmed**.
4. Read the Consent to collection and use of personal information terms and click **All confirmed**.
5. When the update is complete, click **OK**.

4. SW Update

Recovering from software update failure

If the software update is interrupted due to an error on your device or computer, your device may fail to operate normally. At this time, you can use the emergency software recovery function to repair your device.

To update your device's software, follow these steps:

1. Disconnect your device from your computer and restart Smart Switch.
2. At the top of the Smart Switch window, click **MORE** → **Emergency Software Recovery**.
3. In the list of update failures, click **Emergency recovery** next to the device you want to repair.
4. Follow the on-screen instructions to put your device into recovery mode and click **OK**.
5. When the emergency recovery is complete, click **OK**.

4-1-3. Recovering on another computer

If the emergency recovery continues to fail on the computer where the software update failed, you can repair your device on another computer using the recovery code. First, you must locate and write down the recovery code. The recovery code can only be found on the computer where the software update failed.

To locate the recovery code, follow these steps:

1. On the computer where the software update failed, start Smart Switch.
2. At the top of the Smart Switch window, click **MORE** → **Emergency Software Recovery**.
3. In the Emergency Software Recovery tab, in the list of update failures, look for the recovery code under the name of the device you want to repair and write it down somewhere.

To recover using another computer, follow these steps:

1. Start Smart Switch on another computer.
2. At the top of the Smart Switch window, click **MORE** → **Emergency Software Recovery**.
3. In the Emergency Software Recovery tab, click **Emergency recovery using the recovery code**.
4. Enter the recovery code in the Recovery code box and then click **OK**.
5. In the Emergency Software Recovery dialog box, click **Emergency recovery**.
6. Follow the on-screen instructions to put your device into recovery mode and click **OK**.
7. When the emergency recovery is complete, click **OK**.

4. SW Update

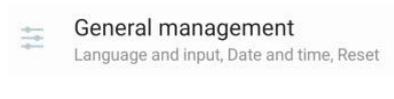
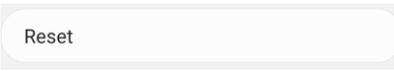
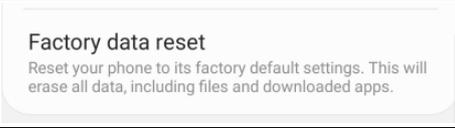
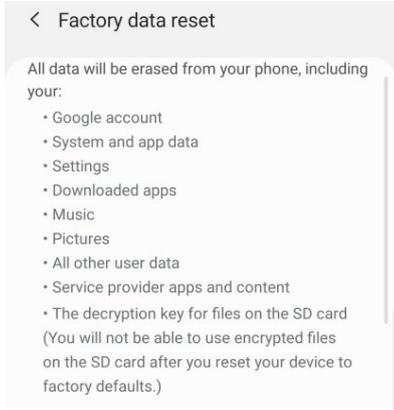
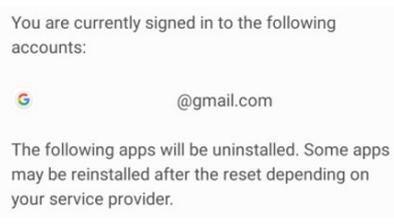
4-2. How to reset by Factory Reset

Q. What is the Factory Reset?

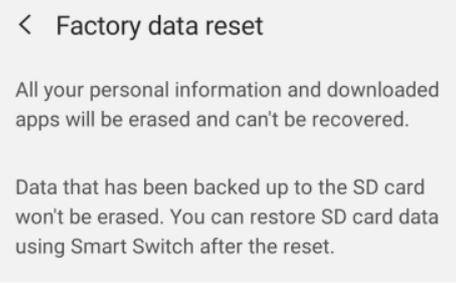
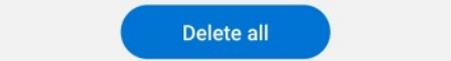
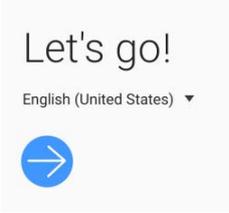
It will reset your phone to restore to its factory default setting.

This will erase all data, including files and downloaded apps.

To do 'Factory reset' on your device, follow next steps:

| | | |
|--------|---|---|
| Step 1 |  | <p>Run Setting</p> <p>If you need software updates, run the settings.</p> |
| Step 2 |  | <p>General management</p> <p>Select 'General management'.</p> |
| Step 3 |  | <p>Reset</p> <p>Select 'Reset'.</p> |
| Step 4 |  | <p>Factory data reset</p> <p>Select 'Factory data reset'</p> |
| Step 5 |  | <p>Check information.</p> <p>Read and check the precautions when initialising the factory.</p> |
| Step 6 |  | <p>Check accounts.</p> <p>Check the entered account information.</p> <p>If you do not log out for Google account,</p> <p>After Factory data reset, login to another account is not possible because the phone is locked.</p> <p>Google account is recommended to log out.</p> |

4. SW Update

| | | |
|---------|--|---|
| Step 7 | <p>Tip</p> <p>You can use Smart Switch to back up your data to an SD card or USB storage device before resetting your phone.</p> | <p>Reference tip</p> <p>Recommended data backup currently in use</p> |
| Step 8 |  | <p>Reset</p> <p>Select 'Reset'.</p> |
| Step 9 |  | <p>Last guide of reset</p> <p>Check the last guide.</p> |
| Step 10 |  | <p>Run Delete all.</p> <p>If you execute 'Delete all', all data is deleted when rebooting. During Factory data reset, reboot can be repeated. The logo may be displayed for a long time. Please wait for setup wizard to run. Check the battery level before Factory data reset, If the battery level is low, connect the charger. There is a problem with system when power is turned off during factory data reset.</p> |
| Step 11 |  | <p>Reset running</p> <p>Reset is running.</p> <p>Don't do anything else.</p> |
| Step 12 |  | <p>Finish factory data reset</p> <p>When the setup wizard screen is displayed, Factory data reset completed.</p> |

5. Disassembly and Assembly

5-1. Tools for repair

※ When repairing devices, you absolutely must wear protective equipment for your safety.

| Tool & Part Code | Image | Description |
|-------------------------|---|--|
| Safety glasses |  | Prevents accidents during repair (protective equipment) |
| Safety Gloves |  | Prevents accidents during repair (protective equipment) |
| Safety Mask |  | Prevents accidents during repair (protective equipment) |
| SIM Tray Ejector Pin |  | Pin for ejecting the SIM Card Tray |
| (+) Screw Driver |  | Cross-head screwdriver |

5. Disassembly and Assembly

| | | |
|--------------|---|--|
| Opening Pick |  | Tool for disassembling the Back cover and other parts |
| Opening Tool |  | Tool for disassembling the Connector and other parts |
| Suction Cup |  | Tool for disassembling the Back cover, Battery, and other parts |
| Tweezers |  | Tool for handling connectors, cables, and other parts ※ Because it is possible to damage parts or components when using sharp, metallic tweezers, use tweezers made with plastic or rubber material |

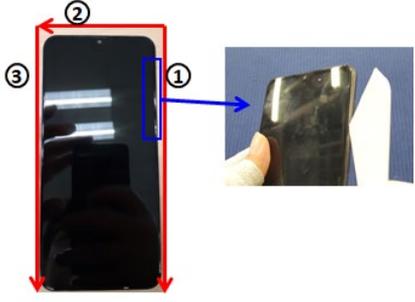
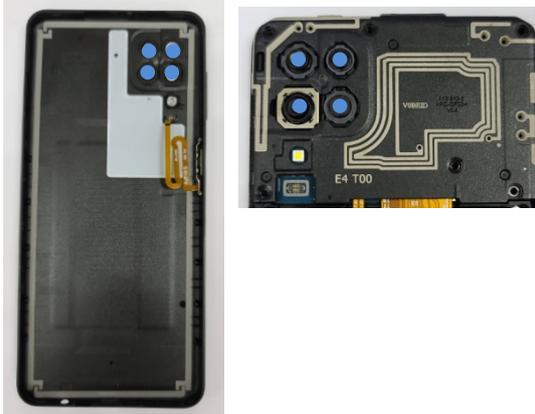
5. Disassembly and Assembly

5-2. Disassembly

5-2-1. Back Cover Remove



Warning It is possible for the device or battery to be damaged by heat.

| | | |
|--------|---|---|
| Step 1 |  | <p>Remove the SIM tray. Insert the Opening pick between the front and rear. Push the hook from the left, to the top, and then to the right.</p> <p>[Caution] Since an internal circuit malfunction could occur, do not insert the Opening pick more than 4 mm.</p> |
| Step 2 |  | <p>Disconnect the fingerprint sensor.</p> <p>※ After removing the rear cover, make sure the sponge is not damaged.</p> |
| Step 3 |  | <p>[Caution] Be sure not to let foreign materials enter the space between the rear camera and Back cover lens (●) or to get fingerprints on the lens.</p> |

5. Disassembly and Assembly

5-2-2. Rear TOP & BTM Rear Remove

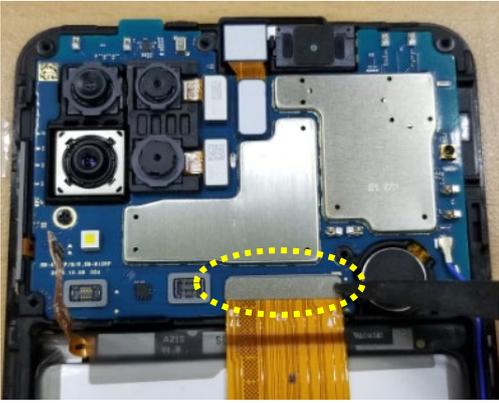
| | | |
|---------------|--|--|
| <p>Step 1</p> |  <p>The image shows the back of a Samsung smartphone with the rear cover removed. The internal components, including the battery, camera module, and various connectors, are visible. Thirteen screws are highlighted with yellow dashed circles, indicating their locations for removal. The battery label includes the text 'SAMSUNG', '2020', 'E4 T00', and 'E4 B06'.</p> | <p>Check the 13 points where the screws are located.</p> |
| |  <p>The image shows a close-up of a screwdriver being used to remove one of the screws from the rear cover. The screwdriver is positioned at the top right corner of the cover, and the screw is being lifted. The battery and other internal components are visible in the background.</p> | <p>Remove all 13 screws with a cross-head screwdriver.</p> |

5. Disassembly and Assembly

| | | |
|--------|--|---|
| |  | <p>Remove the Rear TOP.</p> <ul style="list-style-type: none">- Insert the tweezers in the groove to separate the Rear TOP. |
| Step 3 |  | <p>Remove the BTM Rear.</p> <ul style="list-style-type: none">-Insert tweezers in the groove to separate the BTM Rear. |

5. Disassembly and Assembly

5-2-3. Battery Connector & Main FPCB Connector Remove

| | | |
|--------|---|---|
| |  | <p>Disconnect the Battery connector from the PBA.</p> <p>[Warning]</p> <ul style="list-style-type: none">- Be sure to disconnect the Battery connector first for your safety.- Be careful to not damage the battery (refer to 'Preparation'). |
| Step 1 |  | <p>Disconnect the main FPCB connector from the PBA.</p> <p>[Caution]</p> <ul style="list-style-type: none">- Be careful not to damage the parts around the connector. |
| |  | <p>Use tweezers to remove the Main board Coaxial cable.</p> <p>[Caution]</p> <ul style="list-style-type: none">- Be careful not to damage the Coaxial cable.- Use tweezers to remove the Coaxial cable. |

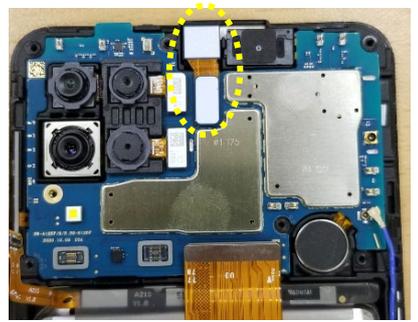
5. Disassembly and Assembly

5-2-4. Main Board Remove



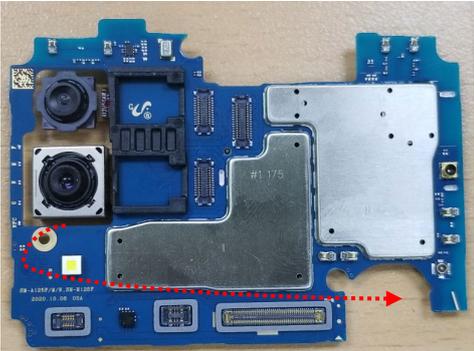
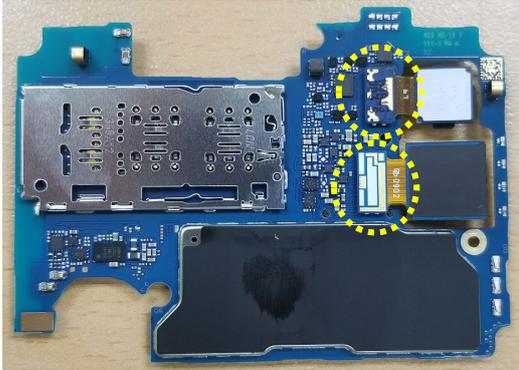
Warning

The PBA can only be replaced at an authorised repair shop
If the PBA is faulty, contact Samsung for further action.

| | | |
|--------|--|--|
| Step 1 |  | <p>Remove the indicated screw from the main board.</p> <ul style="list-style-type: none">- Be careful not to damage the battery when removing the screw. |
| Step 2 |  | <p>Disconnect the Front camera connector.</p> <p>[Caution]</p> <ul style="list-style-type: none">- Be careful not to damage the parts around the connector. |

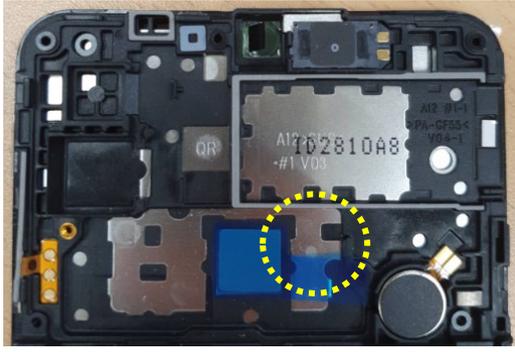
5. Disassembly and Assembly

5-2-5. Rear Camera Remove

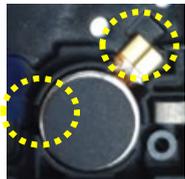
| | | |
|--------|---|---|
| |  A photograph of the rear camera module from a Samsung smartphone. The module is blue and features three lenses: a large main camera lens on the left and two smaller bokeh camera lenses on the right. Yellow dashed circles highlight the connectors for the macro camera and the two bokeh cameras. | <p>Disassemble the Macro camera and 2 Bokeh camera connectors.</p> <p>[Caution]</p> <ul style="list-style-type: none">- Be careful not to damage the parts around the connector. |
| Step 1 |  A photograph of the main board module from the same Samsung smartphone, turned over. The board is blue and features various components, including a SIM card slot, a battery, and a camera lens. A red dashed arrow points from the camera lens area towards the right side of the board. | <p>Turn the Main board module over.</p> |
| |  A photograph of the main board module from the Samsung smartphone, showing the camera connectors. Yellow dashed circles highlight the connectors for the main camera and the wide camera. | <p>Disassemble the Main camera and Wide camera connectors.</p> <p>[Caution]</p> <ul style="list-style-type: none">- Be careful not to damage the parts around the connector. |

5. Disassembly and Assembly

5-2-6. Receiver Remove

| | | |
|--------|---|--|
| Step 1 |  | <p>Using tweezers, lift the disassembly groove upward and to the left from the bottom to detach the Receiver from the terminal.</p> <p>[Caution]</p> <ul style="list-style-type: none"> - Be careful not to damage the receiver.  |
|--------|---|--|

5-2-7. Vibrator Remove

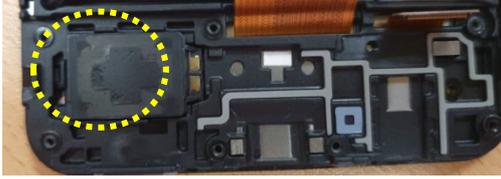
| | | |
|--------|--|---|
| Step 1 |  | <p>Insert the tweezers into the groove on the left side of the vibrator. Lift it to remove it.</p> <p>[Caution]</p> <ul style="list-style-type: none"> - Be careful not to damage the vibrator. - Be careful not to damage the battery with the tweezers.  |
|--------|--|---|

5-2-8. Charging Assembly Remove

| | | |
|--------|---|--|
| Step 1 |  | <p>Disconnect the LED connector on the right.</p> <p>[Caution]</p> <ul style="list-style-type: none"> - Be careful not to damage the parts around the connector. |
| Step 2 |  | <p>Using tweezers, lift the Charging assembly from the bottom. Detach the charging assembly from the terminal.</p> <p>[Caution]</p> <ul style="list-style-type: none"> - Be careful not to damage nearby components. |

5. Disassembly and Assembly

5-2-9. Speaker Remove

| | | |
|--------|---|--|
| Step 1 |  | <p>Insert tweezers into the groove on the left side of the speaker. Then, lift the speaker to remove it.</p> <p>[Caution] - Be careful not to damage the speaker.</p>  |
|--------|---|--|

5-2-10. Battery Remove

: If the battery needs to be changed, visit a Samsung service centre and receive further action.

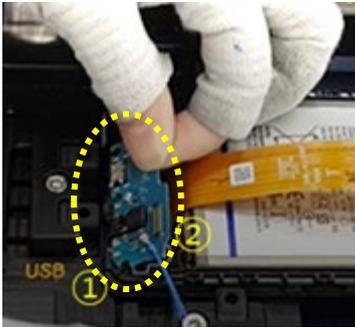
5. Disassembly and Assembly

5-3. Assembly

5-3-1. Speaker Assembly

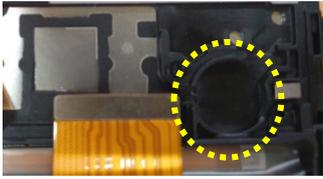
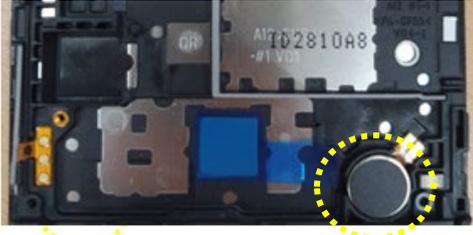
| | | |
|--------|---|---|
| Step 1 |  | <p>- Remove the double-sided tape from the speaker. Mount it on the Indicator guide.</p> <p>[Caution] Be sure to not assemble the speaker onto the Indicator guide when assembling it.</p> |
|--------|---|---|

5-3-2. Charging Assembly

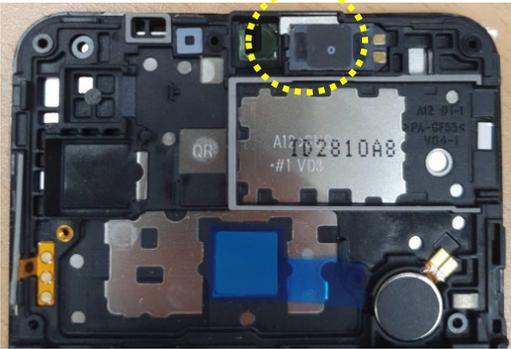
| | | |
|--------|---|--|
| Step 1 |  | <p>After first attaching the bottom of the Charging assembly to the bottom part of the Display module's using the two screw bosses, assemble the TOP part.</p> <p>[Caution] - Be careful not to damage the SMR gasket on the rear of the Charging Assembly.</p> |
| Step 2 |  | <p>Assemble the upper LCD connector.</p> <p>[Caution] - Be careful not to damage the connector or nearby components.</p> |

5. Disassembly and Assembly

5-3-3. Vibrator Assembly

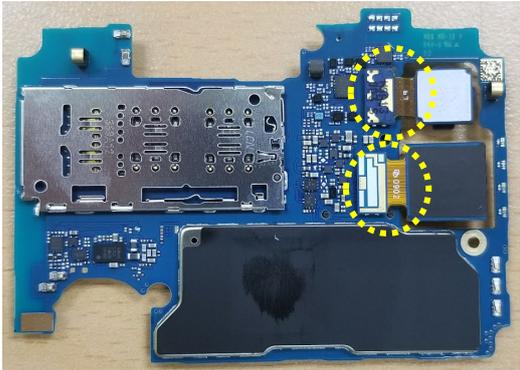
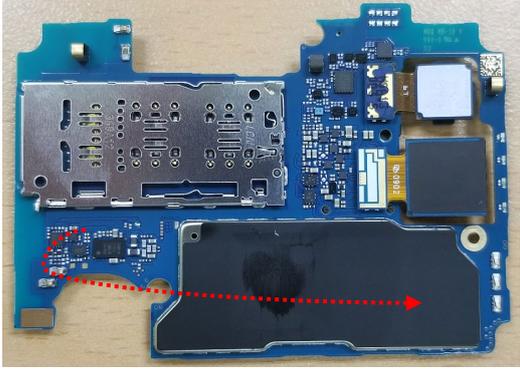
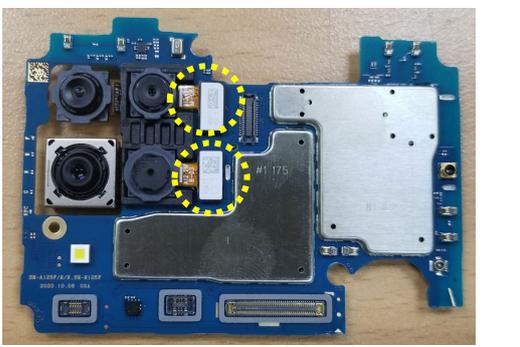
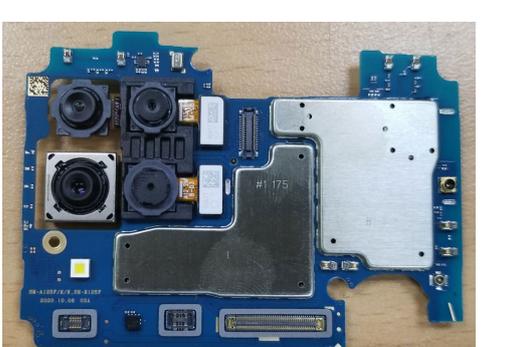
| | | |
|--------|---|--|
| Step 1 |  | Wipe off any remaining residue before connecting the motor. |
| Step 2 |  | Assemble the vibrator. [Caution] - Be sure to push the vibrator far enough into the slot. |

5-3-4. Receiver Assembly

| | | |
|--------|--|---|
| Step 1 |  | Install the receiver on the mounting guide. [Caution] - Be sure to not assemble the speaker onto the Indicator guide when assembling it. |
|--------|--|---|

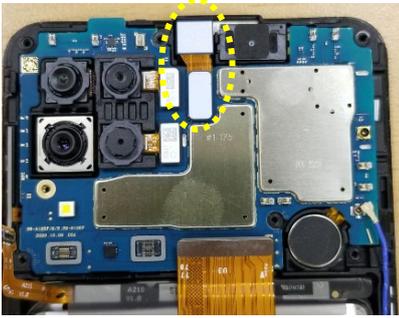
5. Disassembly and Assembly

5-3-5. Rear Camera Assembly

| | | |
|--------|---|--|
| Step 1 |  A photograph of a blue printed circuit board (PCB) with various components. A yellow dashed circle highlights a specific connector area on the right side of the board. | <p>Assemble the Main Camera and Wide Camera connector.</p> <p>[Caution]</p> <ul style="list-style-type: none">- Be careful not to damage the parts around the connector. |
| Step 2 |  A photograph of the same blue PCB, but now turned over. A red dashed arrow points from the left side of the board towards the right, indicating the direction of the flip. | <p>Turn the Main board module over.</p> |
| |  A photograph of the blue PCB from the previous steps, now showing the front side. A yellow dashed circle highlights a connector area on the right side of the board. | <p>Assemble the Macro camera, and Bokeh camera connector.</p> <p>[Caution]</p> <ul style="list-style-type: none">- Be careful not to damage the parts around the connector. |
| Step 3 |  A photograph of the blue PCB showing the front side, similar to the previous step, but without the yellow dashed circle. | <p>The front of the Main board module.</p> |

5. Disassembly and Assembly

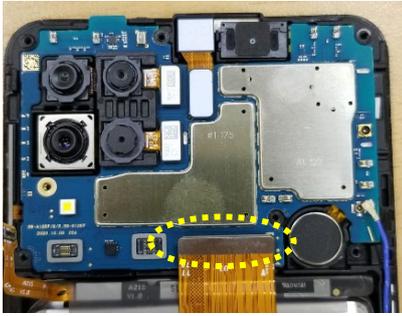
5-3-6. Main Board Module Assembly

| | | |
|--------|--|--|
| Step 1 |  A photograph of the internal components of a smartphone. A hand is holding a blue printed circuit board (PCB) with various components. Two yellow circles with numbers '1' and '2' are overlaid on the board. Red arrows point to specific connection points. The board is being aligned with a larger assembly. | <p>Connect the lower part of the Main board module to the Display module diagonally, and then assemble the top part.</p> |
| Step 2 |  A photograph of the smartphone's internal components. A yellow dashed circle highlights a small white component being inserted into a connector on the blue PCB. The component is labeled 'E1 775'. | <p>Assemble the Front camera connector.</p> <p>[Caution]</p> <ul style="list-style-type: none">- Be careful not to damage the parts around the connector. |
| Step 3 |  A photograph of the smartphone's internal components. A yellow dashed circle highlights a small component being connected to the blue PCB. A pair of tweezers is shown holding the component. | <p>Use tweezers to connect the coaxial cable to the Main board module.</p> |
| Step 4 |  A photograph of the smartphone's internal components. A yellow dashed circle highlights a small component being connected to the blue PCB. A pair of tweezers is shown holding the component. | <p>Use a tweezers to connect the Coaxial cable to the Charging assembly.</p> |

5. Disassembly and Assembly

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| Step 5 |  | Use a screw to fix the Main board module in the indicated location. |
|--------|---|---|

5-3-7. FPCB Assembly

| | | |
|--------|---|--|
| Step 1 |  | Connect the Display module cable to the Main board connector. |
| |  | Connect the Battery connector to the Main board. [Caution] <ul style="list-style-type: none">- Be careful not to damage any nearby components.- Be careful not to damage the battery. |

5. Disassembly and Assembly

5-3-8. Rear TOP & BTM Rear Assembly

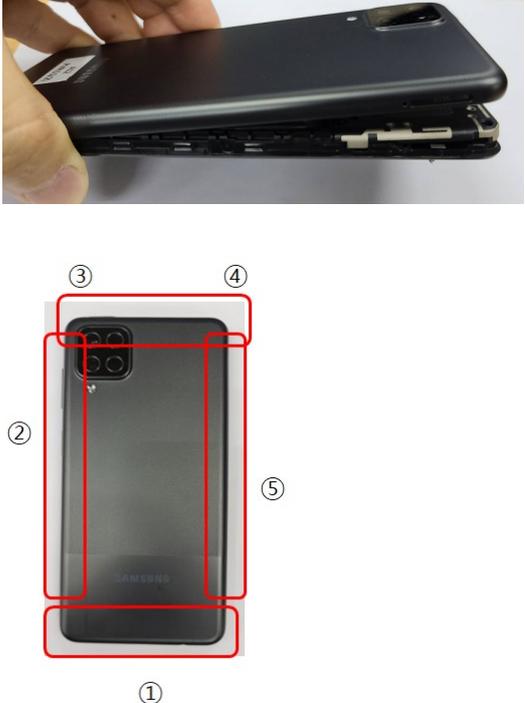
| | | |
|---------------|---|--|
| <p>Step 1</p> |  <p>The image shows the internal components of a Samsung smartphone. A white main board is visible, with a yellow flexible ribbon cable connected to it. The board has various labels, including 'SAMSUNG', 'E4 MT', and 'VIBRO'. A blue protective frame surrounds the board. A white label with a QR code and safety warnings is also present.</p> | <p>Assemble the BTM manually.</p> <ul style="list-style-type: none">✘ When attaching the BTM ANT ASSY to the front, secure the top part first.✘ Check the Coaxial cable and assemble it before assembling the BTM ANT ASSY. |
| <p>Step 2</p> |  <p>The image shows a close-up of the main board, focusing on the antenna area. A yellow flexible ribbon cable is connected to the board. The board has various labels, including 'E4 T M3 D3', 'W5 G3 N62', and 'VIBRO'. The antenna area is clearly visible, showing the top antenna assembly.</p> | <p>Assemble the TOP ANT manually.</p> |

5. Disassembly and Assembly

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| <p>Step 3</p> |  | <p>Install 13 screws in the indicated positions.</p> |
|---------------|--|--|

5. Disassembly and Assembly

5-3-9. Back Cover Assembly

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| Step 1 |  | <p>Connect the Fingerprint key conn'.</p> <p>- Ensure that the Conn' is fully connected and not sticking out.</p> |
| Step 2 |  | <p>Tip the rear part at a 45 degree angle and assemble the lower part first.</p> <p>Assemble it in the order of lower part → left part (Side key) → Upper part (left) → Upper part (right) → Right, and then close the hook.</p> <p>After completion, insure that the hook is not unfastened.</p> |

5. Disassembly and Assembly

5-3-10. SIM Tray Assembly

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| Step 1 |  | Insert the SIM Tray. |
| Finish |  | After finishing the last step, ensure that there are no abnormalities. |

6. Quality Test

6. Samsung Members

In order to guarantee the safe use of products, it is recommended to conduct through Samsung Members after repair. If the test results show any abnormalities or that another malfunction has occurred from the repair, please visit a Samsung service centre to receive further action.

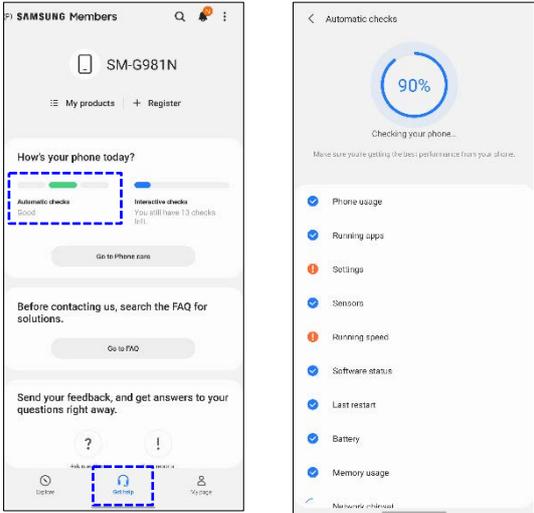
Any malfunctions caused by your repair may incur additional repair charges.

※ In order to improve the device, the Samsung members app may update the UI and functions without any prior notice.

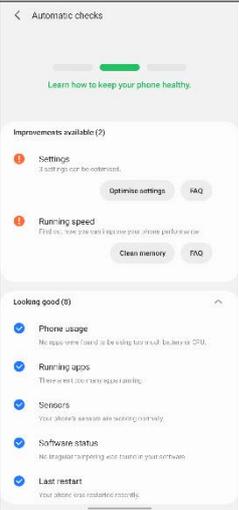
✓ Tip

Making an inquiry about a product or sending your opinion in will require logging in with a Samsung account.

6-1. Automatic checks

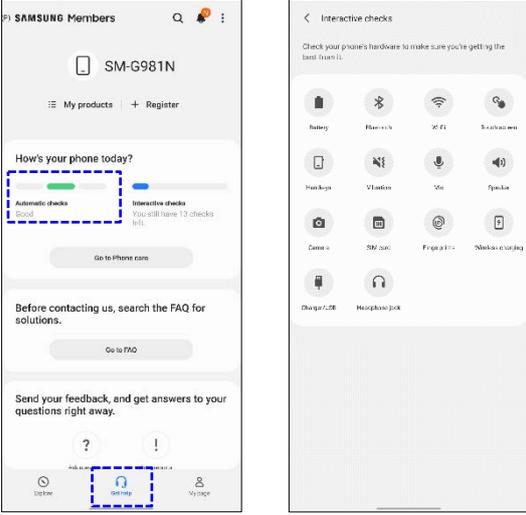
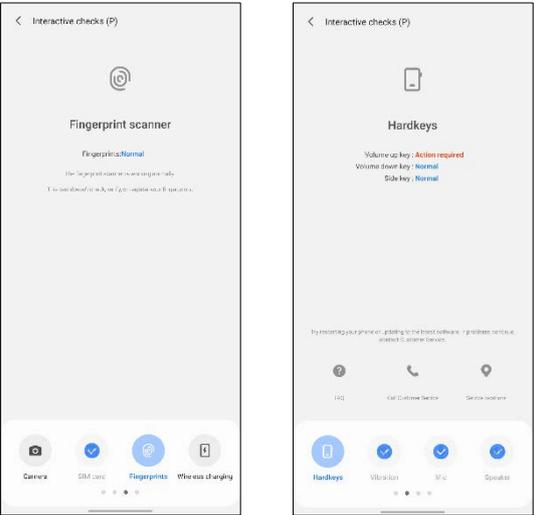
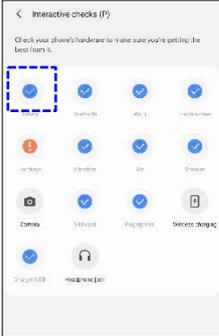
| | | |
|--------|---|--|
| Step 1 |  | Run Samsung Members . You may need to download ' Samsung Members ' Application from ' Galaxy Store ' or ' Play Store '. |
| Step 2 |  | Tap " Get Help " and then, tap " Automatic checks ". Samsung members will check your device automatically. |

6. Quality Test

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| <p>Step 3</p> |  | <p>Check the test result.</p> <ol style="list-style-type: none">1. Blue coloured(Check Mark): Looking good and no issue2. Red coloured(Exclamation Mark): Need to further checking <p>- Follow the instruction from the App.</p> |
|---------------|---|---|

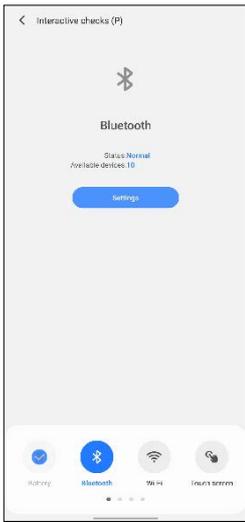
6. Quality Test

6-2. Interactive checks

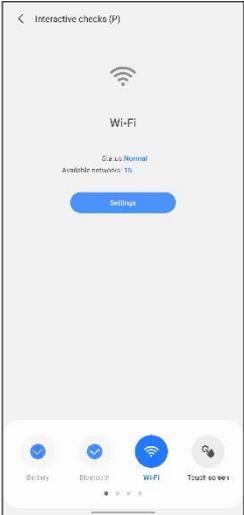
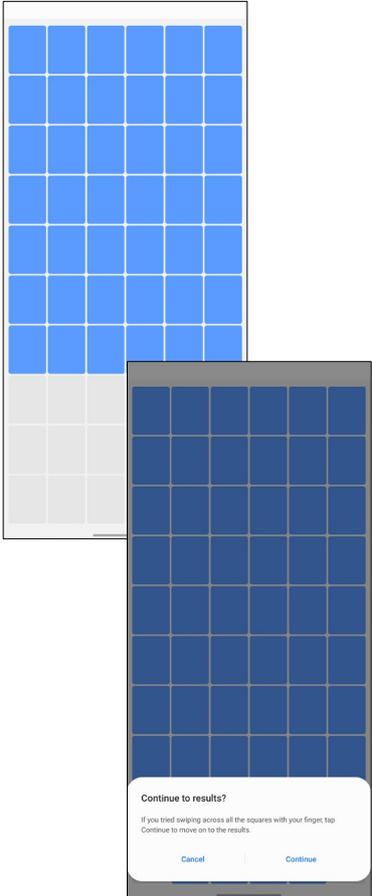
| | | |
|---------------|---|--|
| <p>Step 1</p> |  | <p>Run Samsung Members Need to Log in</p> |
| <p>Step 2</p> |  | <p>Tap “Get Help” and select test items.</p> |
| <p>Step 3</p> |  | <ol style="list-style-type: none"> 1. When everything is OK, only “Normal” will be displayed. 2. When something is abnormal, solutions will be displayed on the bottom and failed item will be emphasised with red circle and exclamation mark on Interactive checks screen.  |

6. Quality Test

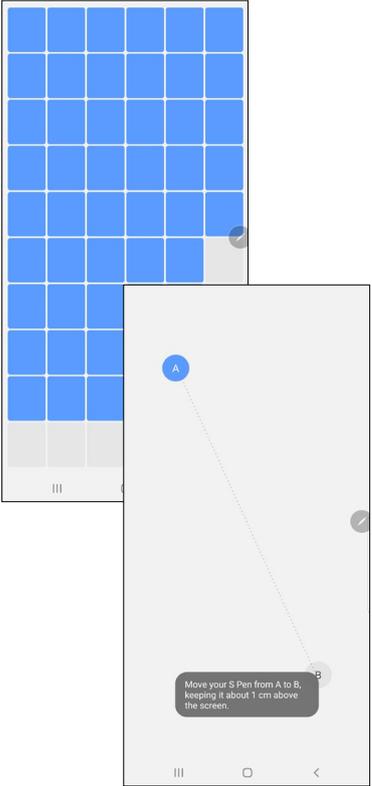
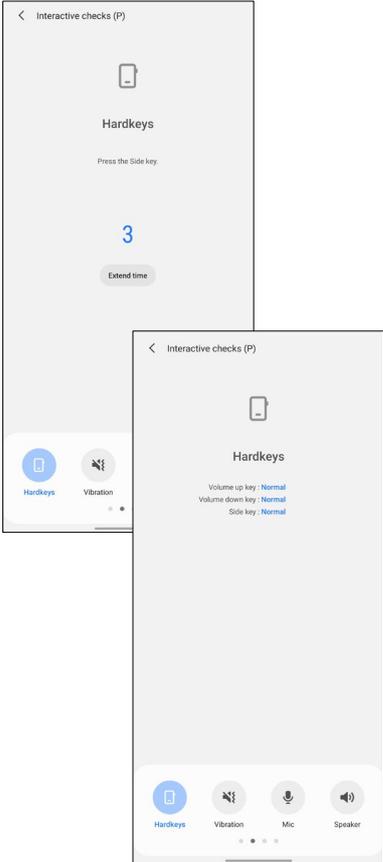
6-3. Description of test items

| | | |
|-------------------------|--|---|
| <p>Battery</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check the battery status. 2. How to check: Automatic <ul style="list-style-type: none"> - Samsung Members read the battery values and analyse. 3. Provided information <ul style="list-style-type: none"> - Battery power: Battery Charge level as percentage. - Life: Battery life status (Measured by comprehensive battery values) - Capacity: Battery Capacity - Charging: Charging source status (Displayed only when the device is connected to charger) |
| <p>Bluetooth</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check whether the Bluetooth can search other Bluetooth devices. 2. Before Diagnosis <ul style="list-style-type: none"> - Turn on Bluetooth. - Prepare other Bluetooth device. 3. How to check: Automatic <ul style="list-style-type: none"> - Samsung Members will try to search other Bluetooth devices. - The number of searchable device will be displayed. 4. Provided information <ul style="list-style-type: none"> - Status: If the device can search other Bluetooth device normally, the status will be "Normal". - Available devices: The number of searchable 5. To test this more accurately, <ul style="list-style-type: none"> - Check the Bluetooth is turned on. - Check the Bluetooth of other device is tuned on also. |

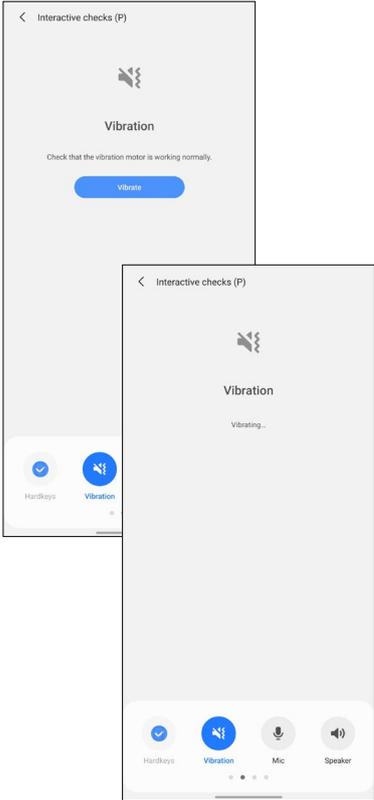
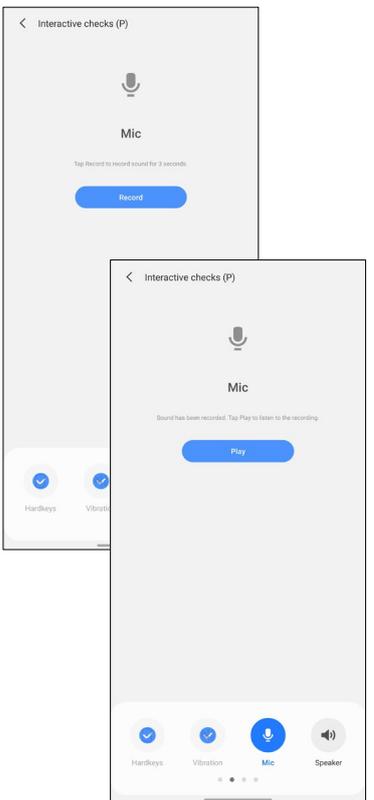
6. Quality Test

| | | |
|----------------------------|--|---|
| <p>Wi-Fi</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check whether the Wi-Fi can search other Wi-Fi Router. 2. Before Diagnosis <ul style="list-style-type: none"> - Turn on Wi-Fi. - Prepare Wi-Fi Router. 3. How to check: Automatic <ul style="list-style-type: none"> - Samsung Members will try to search be nearby Wi-Fi Routers. - The number of searchable Wi-Fi Routers will be displayed. 4. Provided information <ul style="list-style-type: none"> - Status: If the device can search Wi-Fi Routers normally, the status will be “Normal”. - Available devices: The number of searchable 5. To test this more accurately, <ul style="list-style-type: none"> - Check the Wi-Fi is turned on. - Check the Wi-Fi Routers is working normally. |
| <p>Touch screen</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check all areas of Touch screen is working normally. 2. How to check <ul style="list-style-type: none"> - Tap or drag all rectangles on a test screen with your finger. - If the touch screen recognises your finger normally, the rectangle will turn blue. 3. To test this more accurately, <ul style="list-style-type: none"> - Clear the screen and try again. - If you are wearing gloves, take off the gloves and try again. ※ FAQ which displayed when failed includes more information. |

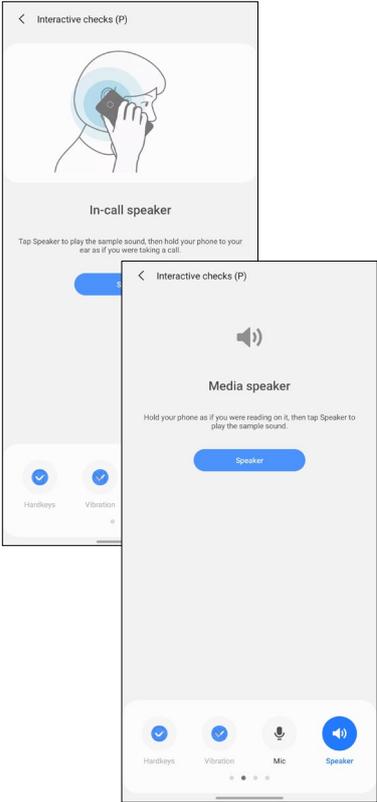
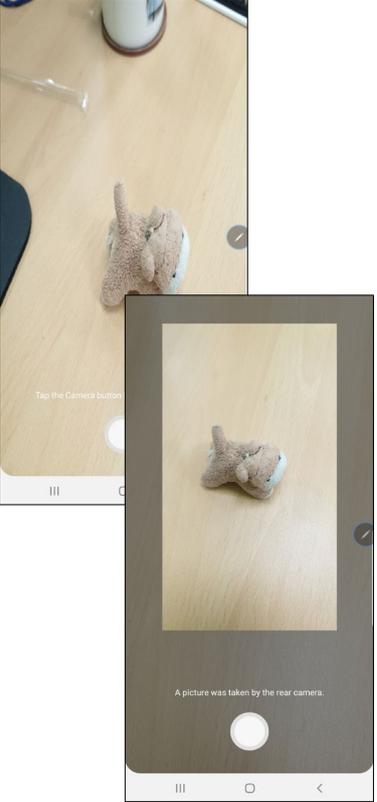
6. Quality Test

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|-----------------|---|--|
| <p>S Pen</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check all areas of S Pen is working normally (including hovering). 2. How to check <ol style="list-style-type: none"> 1) Tap or drag all rectangles on a test screen with S Pen. <ul style="list-style-type: none"> - If the touch screen recognises your finger normally, the rectangle will turn blue. 2) Move S Pen from A to B keeping it about 1cm the screen. (Hovering test) <ul style="list-style-type: none"> - Blue circle will be moved according to S Pen 3. To test this more accurately, <ul style="list-style-type: none"> - Clear the screen and try again. <p>※ FAQ which displayed when failed includes more information.</p> <p>※ This test is available only for Note series.</p> |
| <p>Hardkeys</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check the hardkeys are working normally. 2. How to check <ul style="list-style-type: none"> - Push the buttons according to direction on screen. 3. To test this more accurately, <ul style="list-style-type: none"> - Clear the keys and try again. |

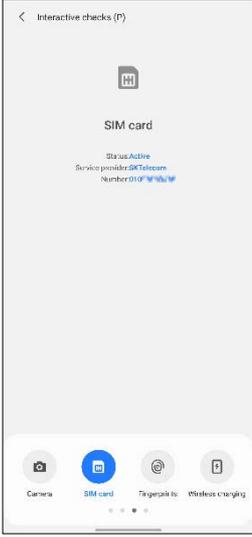
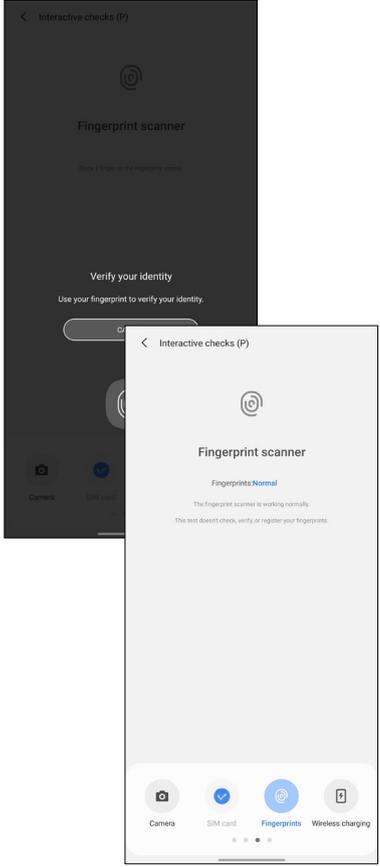
6. Quality Test

| | | |
|------------------|---|---|
| Vibration |  | <ol style="list-style-type: none">1. Purpose: Check the Vibration motor is working normally.2. How to check<ol style="list-style-type: none">1) Tap the “Vibration” on Vibration test screen.2) Vibration will be output.3) If you feel vibration normally, tap “Yes”. |
| Mic |  | <ol style="list-style-type: none">1. Purpose: Check the Microphone is working normally.2. How to check<ol style="list-style-type: none">1) Tap the “Record” on Mic test screen.2) Say something for recording.3) After recording, tap “Play”.4) If you hear what you recorded normally, tap “Yes”.3. To test this more accurately,<ul style="list-style-type: none">- If you cannot hear after recording, please try again after volume up “Media Volume”. |

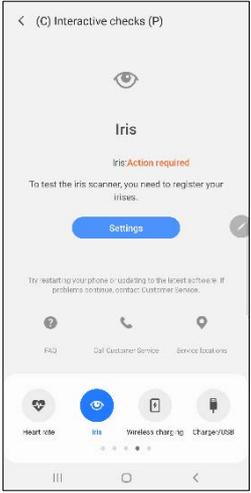
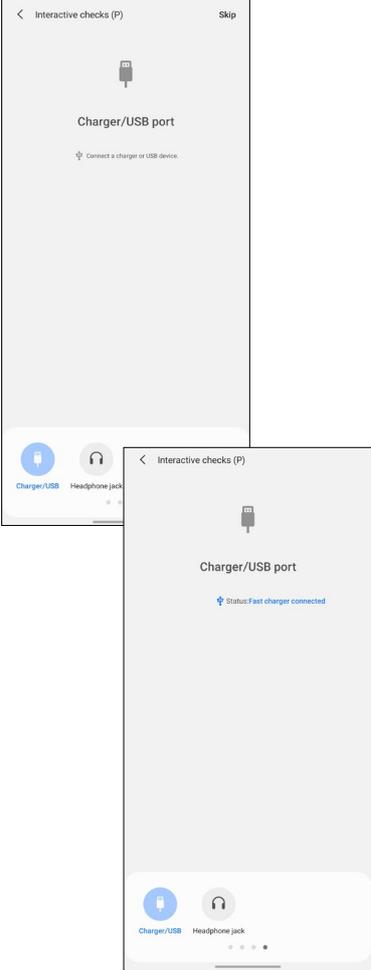
6. Quality Test

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|----------------|---|--|
| <p>Speaker</p> |  | <ol style="list-style-type: none">1. Purpose: Check the speak and receiver are working normally.2. How to check<ol style="list-style-type: none">1) Tap “Speaker” on In-call speaker test screen.2) If you can hear music, tap “Yes”.3) Tap “Speaker” on Media speaker test screen.4) If you can hear music, tap “Yes”.3. To test this more accurately,<ul style="list-style-type: none">- If you cannot hear music, please try again after volume up. |
| <p>Camera</p> |  | <ol style="list-style-type: none">1. Purpose: Check the rear/front cameras are working normally.2. How to check<ol style="list-style-type: none">1) Tap the camera button to test the rear camera.<ul style="list-style-type: none">- Taken picture will be displayed.2) Tap the camera button again to test the front camera.<ul style="list-style-type: none">- Taken picture will be displayed.3. To test this more accurately,<ul style="list-style-type: none">- Check if the camera is covered by foreign objects, a case, or protective vinyl. |

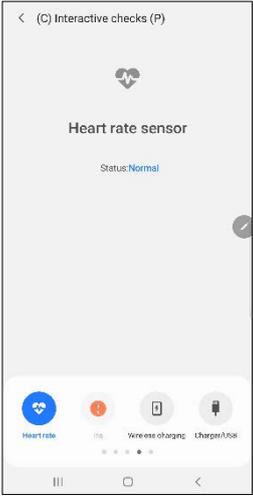
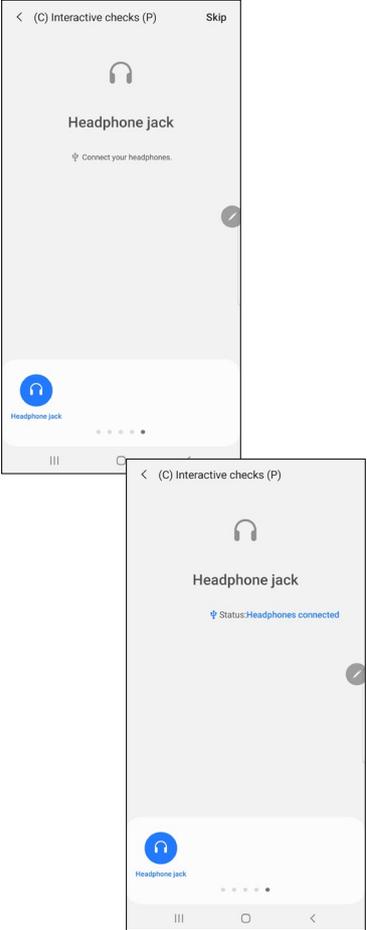
6. Quality Test

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| <p>SIM card</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check the SIM card is working. 2. How to check: Automatic <ul style="list-style-type: none"> - Samsung Members reads the SIM card information. 3. Provided information <ul style="list-style-type: none"> - Status: SIM card status. - Service provider: Network carrier of SIM card - Number: Phone number 4. To test this more accurately, <ul style="list-style-type: none"> - Please try again after removing the SIM card tray and reseating the SIM card. - If possible, please try again with another SIM card. |
| <p>Fingerprints</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check the Fingerprint scanner is working. 2. How to check <ul style="list-style-type: none"> - Place your finger on the fingerprint test screen. - Samsung Members will check your fingerprint is recognised. ※ Fingerprint which is not registered in the device can be used in this test also. 3. To test this more accurately, <ul style="list-style-type: none"> - Clear the screen and try again. ※ FAQ which displayed when failed includes more information. |

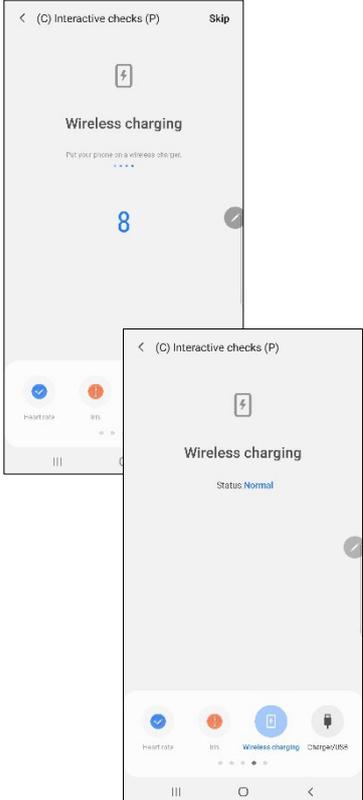
6. Quality Test

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|--------------------------|--|--|
| <p>Iris</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check the Iris recognition is working. 2. How to check <ol style="list-style-type: none"> 1) Register your Iris in Biometrics and security settings. 2) Open Iris test screen and scan your iris. <p>⊗ This test is available only in the devices which have Iris scanner.</p> |
| <p>Charger /USB port</p> |  | <ol style="list-style-type: none"> 1. Purpose: Check the port recognise the charger and USB cable normally. 2. How to check <ol style="list-style-type: none"> 1) Open the Charger/USB port test screen 2) Connect charger or USB cable. 3) Check the Status is correct. 3. To test this more accurately, <ul style="list-style-type: none"> - USB cable must be connected PC or charger. (Standalone USB cable cannot be recognised) - If possible, please try again with Samsung genuine charger. |

6. Quality Test

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| Heart rate sensor |  | <ol style="list-style-type: none">1. Purpose: Check the heart rate sensor is working.2. How to check: Automatic<ul style="list-style-type: none">- Samsung Members will check hear rate sensor is working. <p>※ This test is available only in the devices which have heart rate sensor.</p> |
| Head-phone jack |  | <ol style="list-style-type: none">1. Purpose: Check the Headphone jack recognises headphone normally.2. How to check<ul style="list-style-type: none">- Connect the headphones.3. To test this more accurately,<ul style="list-style-type: none">- If possible, please try with the Samsung Genuine headset. |

6. Quality Test

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|--------------------------|--|---|
| <p>Wireless charging</p> |  | <ol style="list-style-type: none">1. Purpose: Check the Wireless charging working.2. Before Diagnosis<ul style="list-style-type: none">- Prepare Wireless charger.3. How to check<ul style="list-style-type: none">- Put the device on a wireless charger.4. To test this more accurately,<ul style="list-style-type: none">- If possible, please try with the Samsung Genuine charger. |
|--------------------------|--|---|

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