

# Galaxy Note3

*customer Consultant Guide*  
*Android mobile technology platform*

Version 2.0  
Global CS team

Language : English



# Revision History: This version replaces all previous versions



Date	Version	Comments
2013.09.06	V1.0	Initial version
2013.09.17	V2.0	HQ Addition : fixed the page 11 Add the page 12 : Action Memo(2) fixed the page 48,49 : One -handed operation Add the page 83~92 : Multi Window

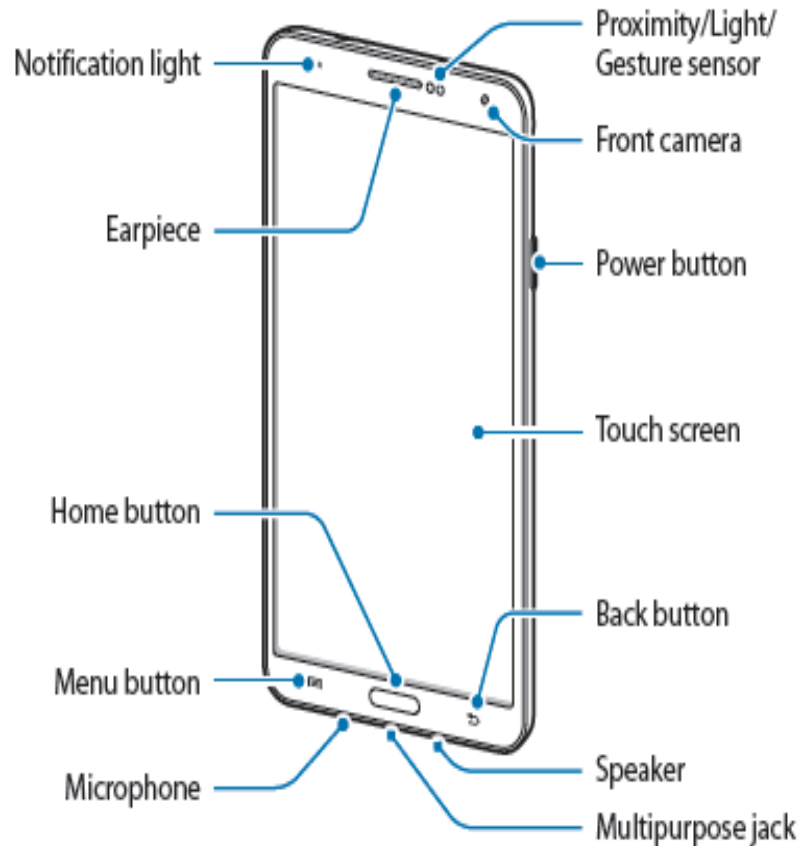
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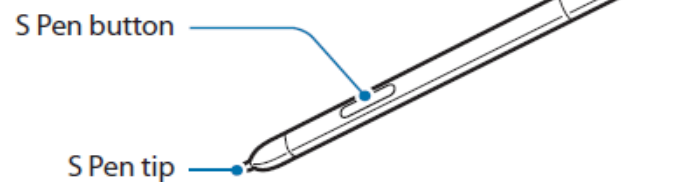
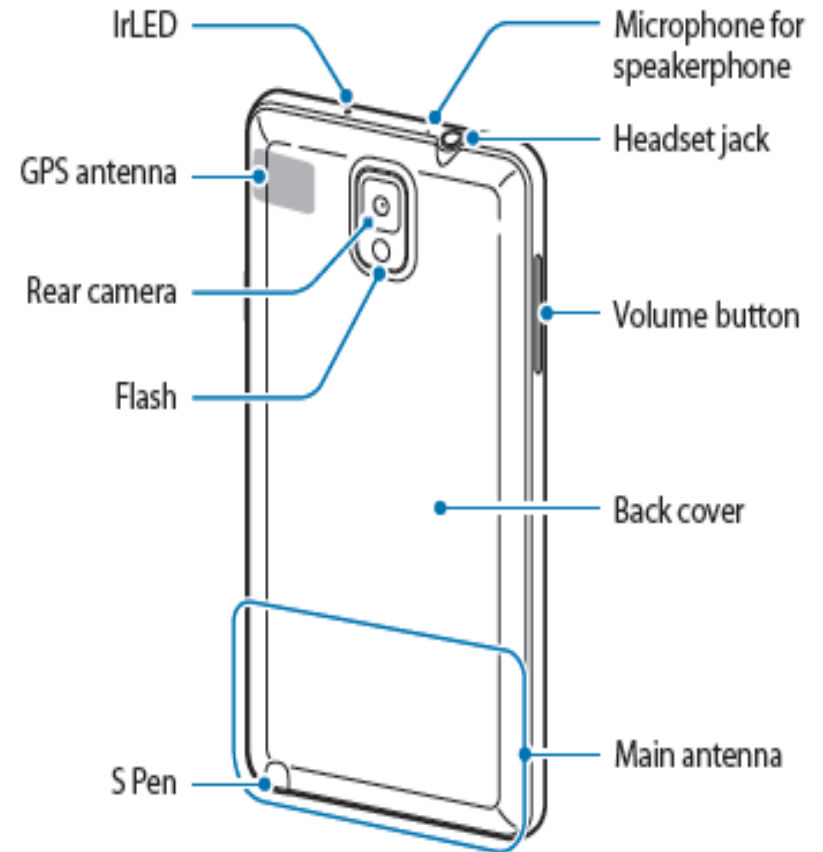
# Device layout



## Front



## Back



# Main spec

Main spec may vary or differ by country, the region or service provider.



## Galaxy Note3 main spec

79.2mm



168g,  
8.3mm

5.7 inch Full HD  
Super AMOLED  
(1920 \* 1080) display

Android 4.3 JellyBean

13M pixel rear camera(Front:2M)

151.2mm



2.5G/3G,LTE  
(differ by country and region)

Battery : 3,200mAh, USB 3.0,  
Scrapbook, S Finder, Pen Window,  
32GB/64GB internal memory

S-Pen, S Note, S Planner,  
Air Command, Action Memo,  
Multi-Window, NFC, Bluetooth 4.0

1.9GHz Octa-core(3G)  
2.3GHz Quad-core(LTE)

Color : Classic White, Zet Black, Blush Pink

User memory may differ by country and region, language, software upgrade



Classification	App/Function Explanation
New	Air command, Scrapbook, S Finder, Pen window, Air view option, Direct pen input, My magazine, SketchBook for Galaxy, Bloomberg+, Evernote, One-hand operation , Color matching between S View cover and window, Reactivation lock
Improved	Apps folder, S Note, S Health, Camera, Signature Screen Lock, S Voice, Voice Recorder, Group Play

Applications and their functions may not be available depending on the region or service provider.

# New function and Application



- ✓ Air command
  - ✓ Scrapbook
  - ✓ S Finder
  - ✓ Pen window
  - ✓ Air view option
  - ✓ Direct pen input
  - ✓ My magazine
- ✓ SketchBook for Galaxy
  - ✓ Bloomberg+
  - ✓ Evernote
- ✓ One-hand operation
- ✓ Color matching between S View cover and window
- ✓ Reactivation lock

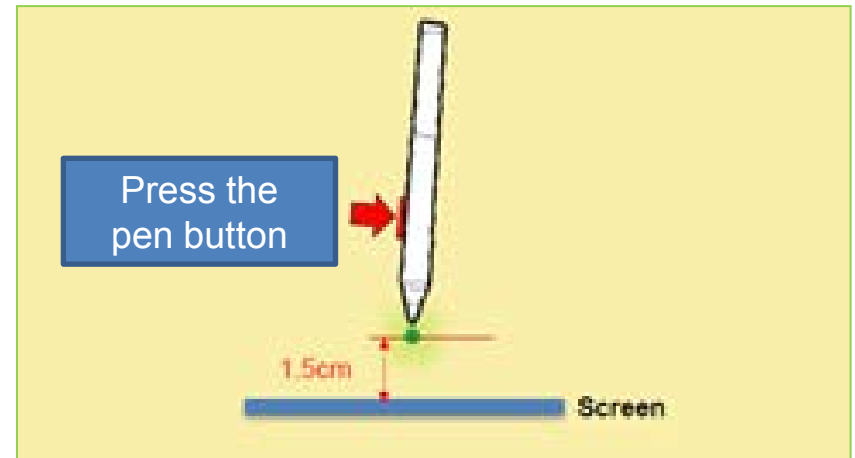
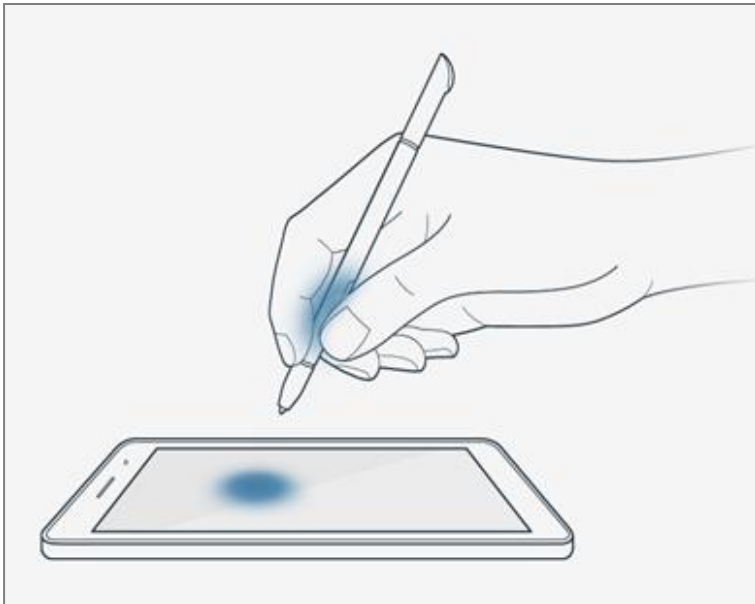




**Q : What is the Air Command that can use with S Pen?**

**A :** When you press the pen button while hovering your pen over the \*screen, the air command feature which is constructed with each situation distinction UI screen and contents will appear. It will support your fast action.

*\*Air command is supported in not only specific applications like Message, Email, S Note, Gallery, Media content etc but also general screen commands.*



**Pen hovering(1.5cm) + Pen button press**

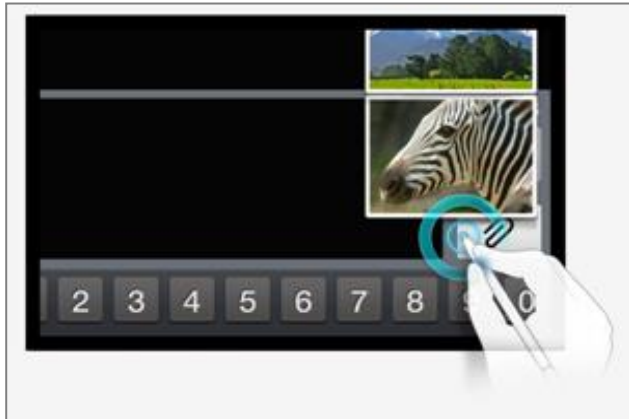


# Specific Air command in application



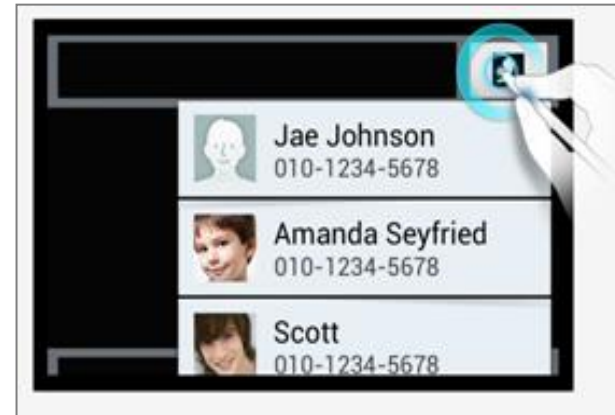
## ■ Attach images to Messages

:When hovering your pen over the attach button, press the pen button to display a list recently added images.



## ■ Add recipients of Messages

: Bring up the list of most frequent contacts by pressing the pen button while hovering your pen on the contact or recipient insert buttons.



## ■ Display available actions to Media content

:While hovering your pen over media content, press the pen button to display the available actions.

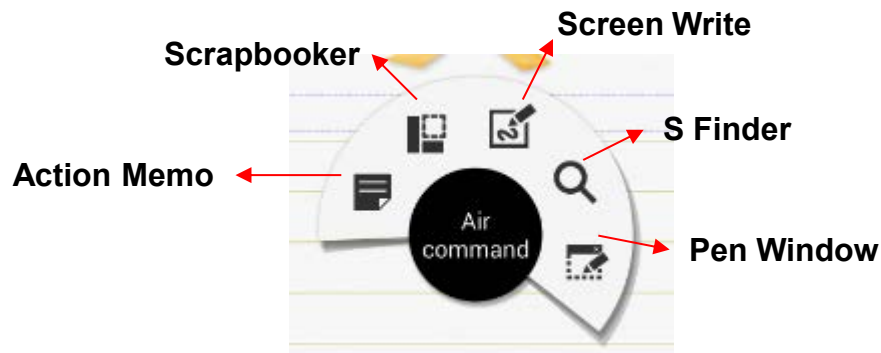
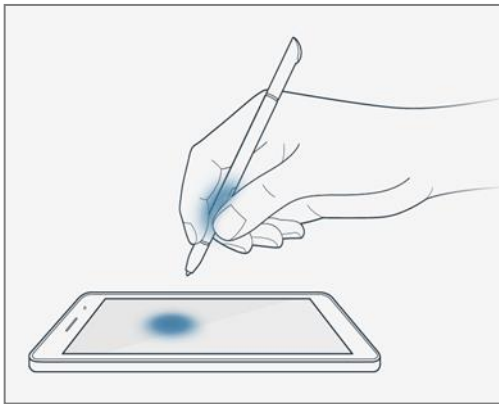


# General Air command

**Q : What is the additional Air Command with S Pen?**

*A : When hovering your pen anywhere on the screen except over media content, the attach button, or the add recipients button , press the pen button to display a list of available pen features and choose the option.*

It support the five fast action icon list.



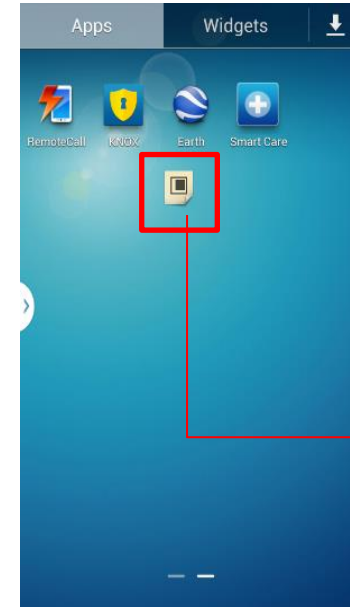
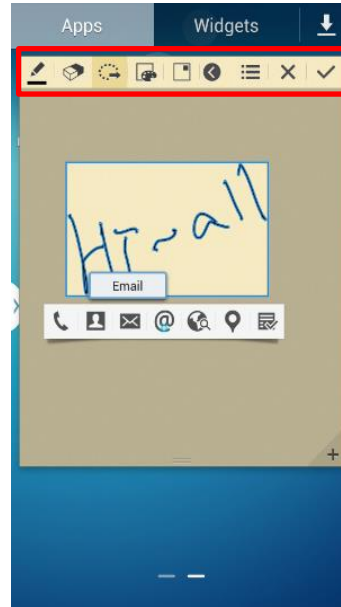
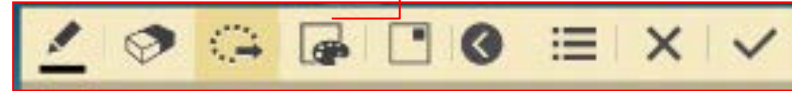
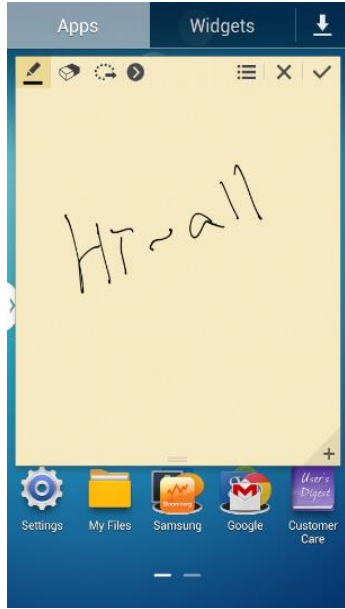
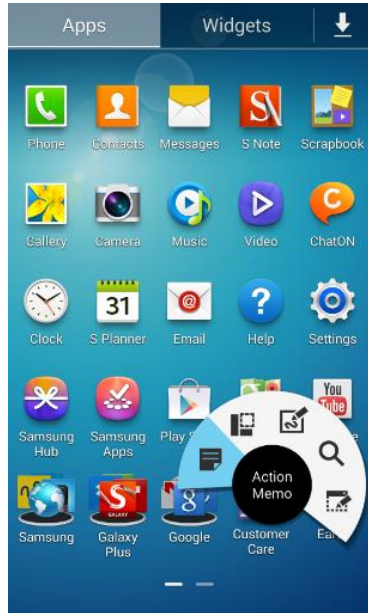
- 1. Action Memo :** Run the quick memo
- 2. Scrapbooker :** Use the easy clip by your pen, and Save the images to Scrapbook application
- 3. Screen Write :** Write the memo in automatic captured image.
- 4. S Finder :** Run S-Finder application
- 5. Pen Window :** Support the multi-tasking app

# General Air command – 1. Action memo (1)




Q : How can I use the Action memo of Air command with S Pen?

Various option item is supported



When hovering your pen anywhere on the screen , *press the pen button and select the Action memo*. Alternatively, with the S Pen button pressed, double tap the screen. If you select the Action Memo, the quick memo window will display. You can easily write memo file.

Link to action option  performs various actions, such as making a call, adding contacts, sending messages.

According to memo type you write, action option may not work , like as situation that you input the text, and select the dialer.

Minimize option  have minimize the memo file to icon.

Minimized memo icon



# General Air command – 1. Action memo (2)

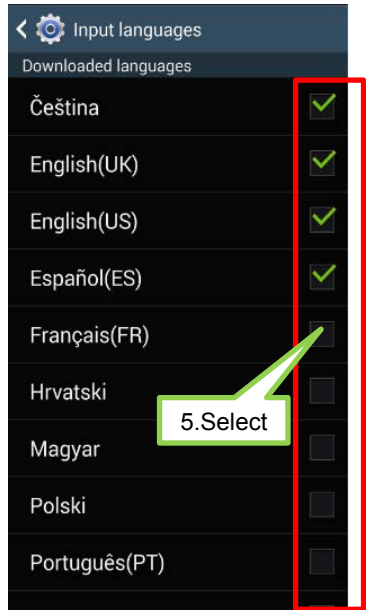
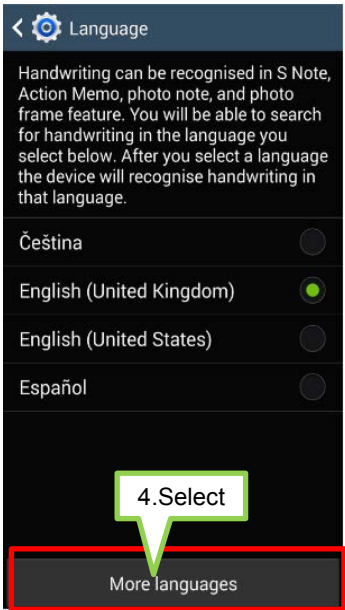
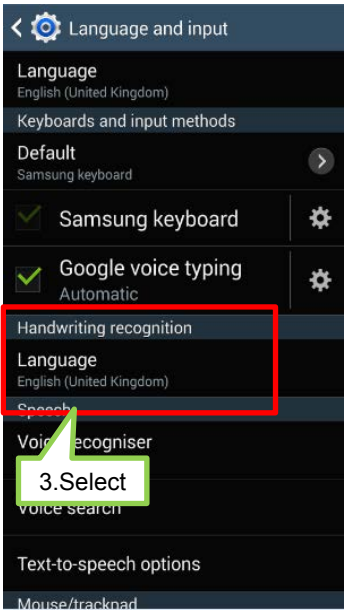
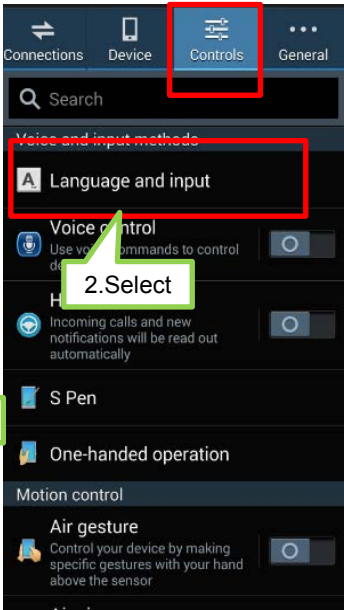
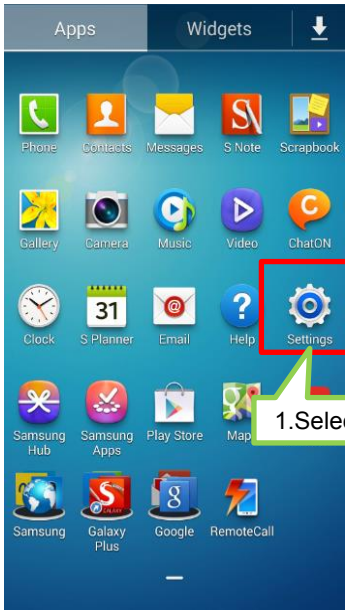
**Q : How can I set the input language for handwriting recognition?**

**A :** You can set the handwriting input language by next step.

You will be able to search for handwriting in the language you select. After you select a language, the device will recognize handwriting in that language.

**Remind that device only recognizes handwriting in that language you select.**

- 1~2. Tap the Settings and select the Language and input menu in Controls tab
- 3. Tap the language for handwriting recognition
- 4. Select the language in more language list.
- 5. Choose the language for handwriting recognition, some available languages need to download

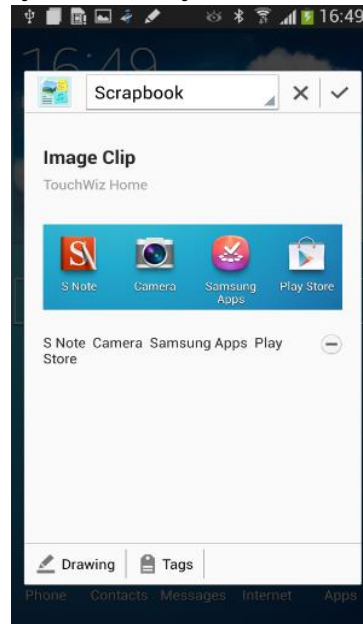


# General Air command – 2. Scrapbooker

Scrapbooker allows you to save content easily. Collect your favorite images, with related text and URLs, and save them in one place using Scrapbook.



When hovering your pen anywhere on the screen , *press the pen button and select the Scrapbooker.*



## To save from Scrapbooker in Scrapbook

-> After you draw a shape with the S Pen, scraped rectangle part is saved in Scrapbook application.



## To save from easy clip in Scrapbook

-> After you draw a closed shape with the S Pen while holding down the pen button, easy clip will be enabled.

Clipped images are enable to attach , Share or save through various apps.



# To save contents from Scrapbooker

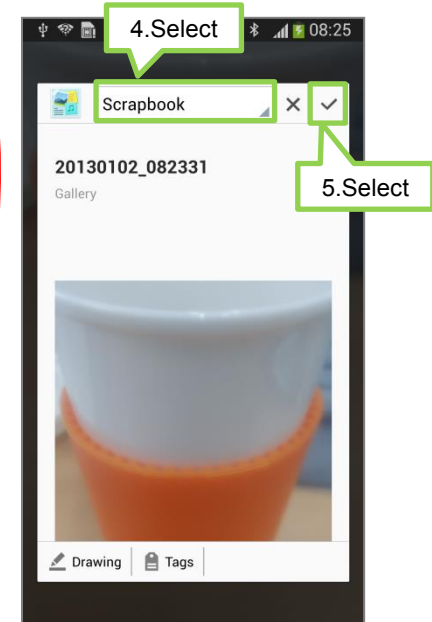
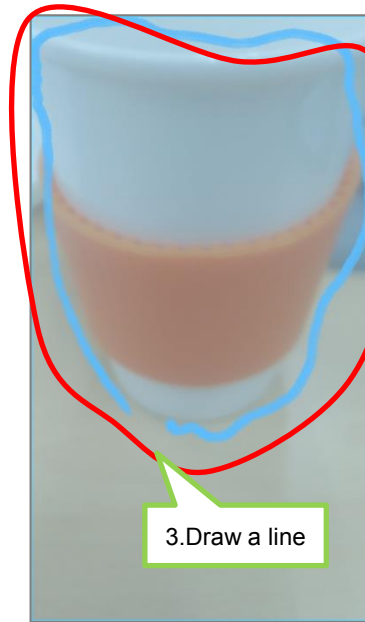
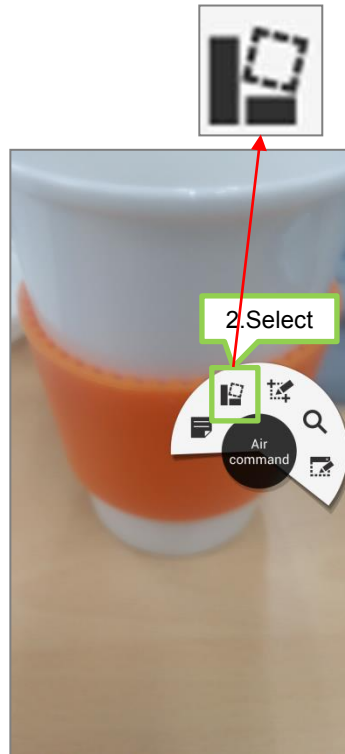
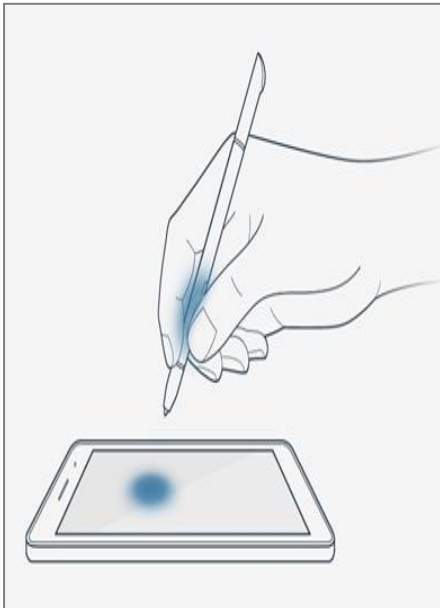


※Scrapbooker allows you to save content easily.

Hover your pen over the screen and press the pen button to view Scrapbooker features.

**Q : How can I save content from Scrapbooker with S Pen?**

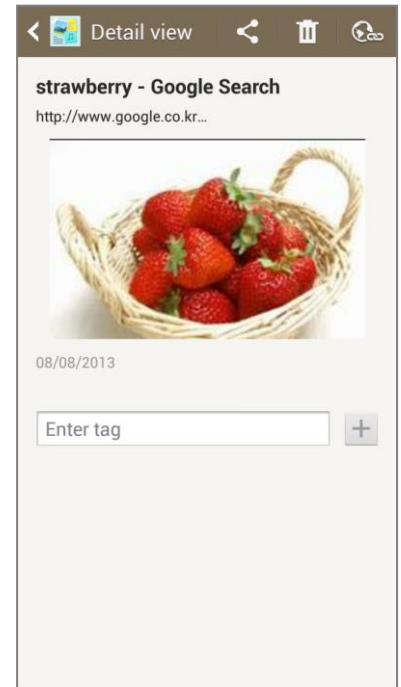
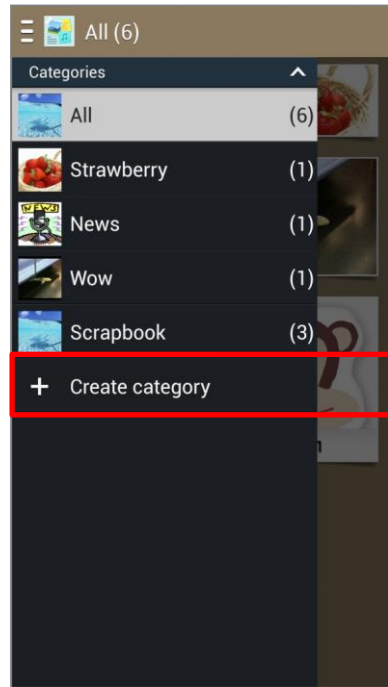
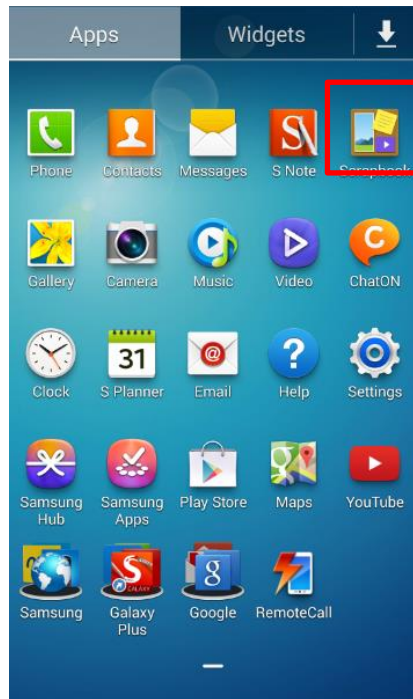
1. Hover the pen over the screen and press the pen button.
2. Select Scrapbooker
3. Draw a line around the content you want to save.
4. Select a category to save your content under in Scrapbook.
5. Select Check icon to save.



# Scrapbook

You can check the easy clipped or scraped picture with S Pen in Scrapbook application.

**Scrapbook allows you to group your favorite images, text, and URLs in one place.**



If you run the Scrapbook application, there are scraped pictures saved.

Via "Create category" menu, you can make the additional category name to save and sort pictures



# Scrapbook – 1. Save from Scrapbooker

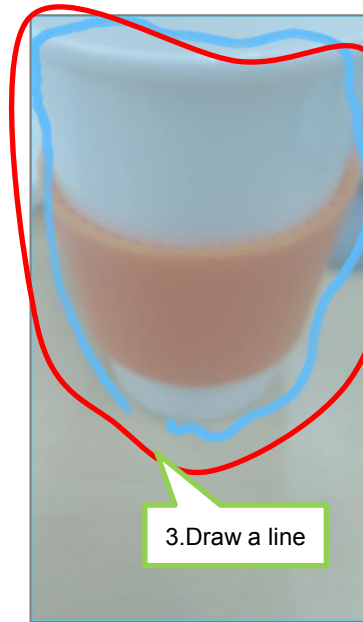
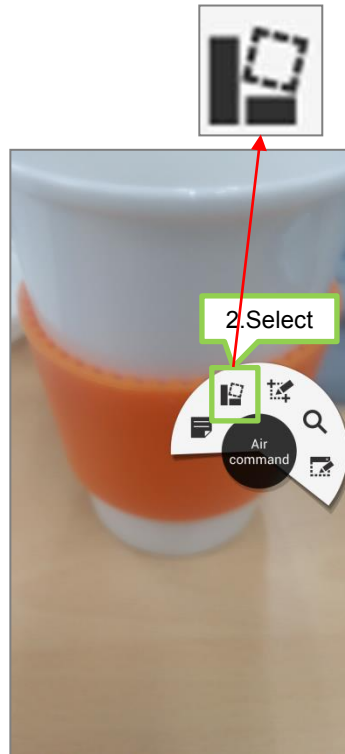
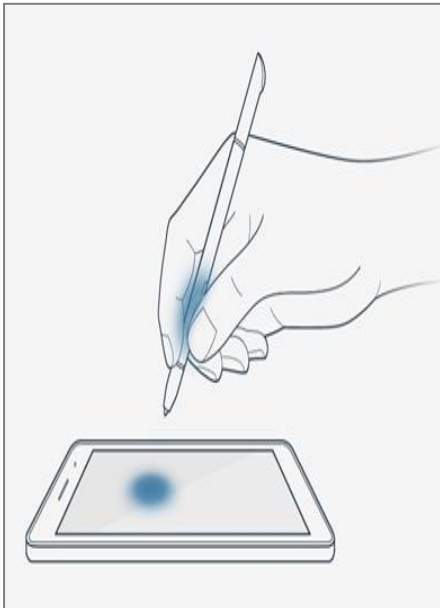


※Scrapbooker allows you to save content in Scrapbook easily.

Hover your pen over the screen and press the pen button to view Scrapbooker features.

**Q : How can I save content from Scrapbooker with S Pen?**

1. Hover the pen over the screen and press the pen button.
2. Select Scrapbooker
3. Draw a line around the content you want to save.
4. Select a category to save your content under in Scrapbook.
5. Select Check icon to save.






# Scrapbook – 2. Save from Easy clip (1)

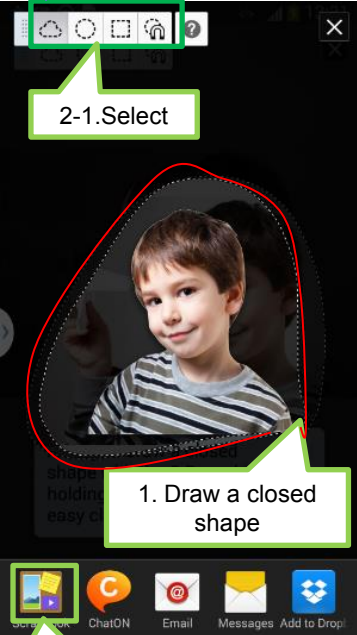
You can also use Easy clip to save the contents

**Q : How can I save content from Easy clip with S Pen?**

- 1. After you draw a closed shape with the S Pen while holding down the pen button, easy clip will be enabled.
- 2. If you want reshape the clipped content, use the upper menu tool. And then, Tap to save item to Scrapbook.
- 3. Select a category to save your content under in Scrapbook.
- 4. Tap to save content.



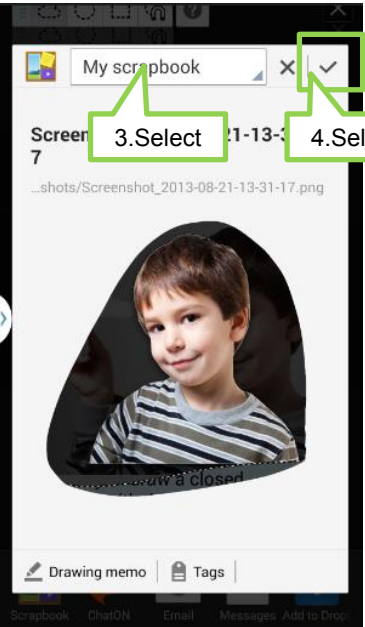
Menu for reshaping



2-1.Select

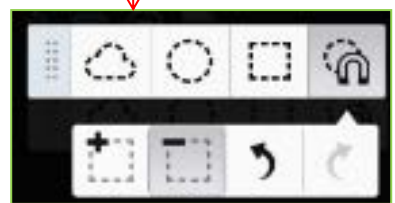
1. Draw a closed shape

2-2.Select







3.Select

4.Select



You can transform the drawn shape area before saving.

-  [Transform to original](#)
-  [Transform to circle](#) : Tap the circle button to reshape the selected area into a circle
-  [Transform to quadrangle](#) : Tap the square button to reshape the selected area into a square
-  [Transform to auto shape](#) : Tap the auto shape button to select the best points around the image

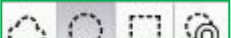


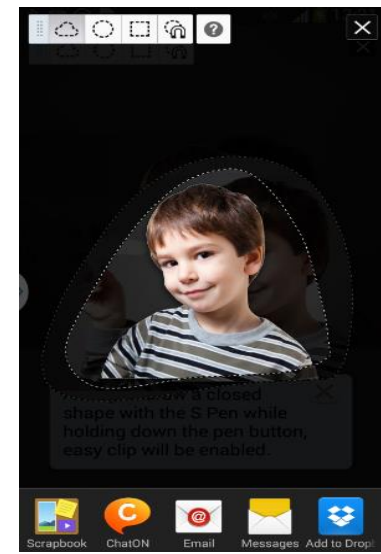
You can add to, or remove parts of selected areas.

# Scrapbook – 2. Save from Easy clip (2)










**Q : How can I reshape the drawn closed area with S Pen before saving?**

**A :** Refer the next step using  menu. Below screen is the saved content in Scrapbook according to shape.




When you draw a closed shape with the S Pen while holding down the pen button, easy clip will be enabled.


 →  → 



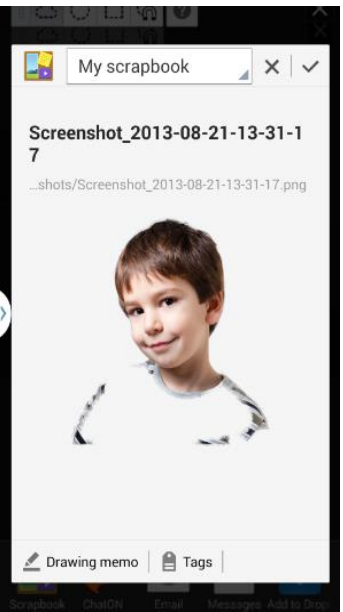
Transform to circle




Transform to quadrangle



add to the selected area



remove part



Original content

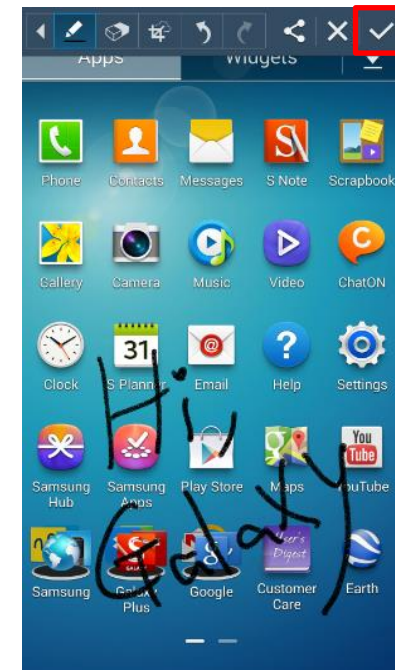
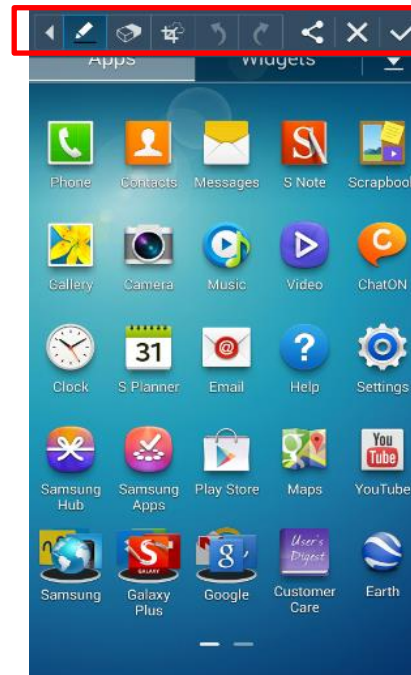
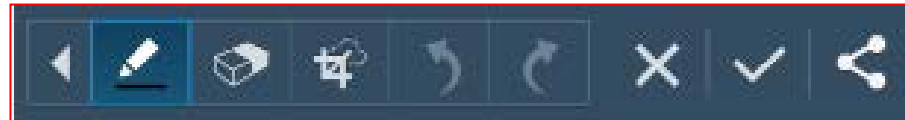
# General Air command – 3. Screen write



**Q : How can I use the Screen write Air command ?**

**A:** Screen write allow you write to captured current screen.

**Various option item is supported**



When hovering your pen anywhere on the screen , *press the pen button and select the Screen write*. Current screen is captured and you can write to the picture.

After saving, you can check the picture in Gallery app.

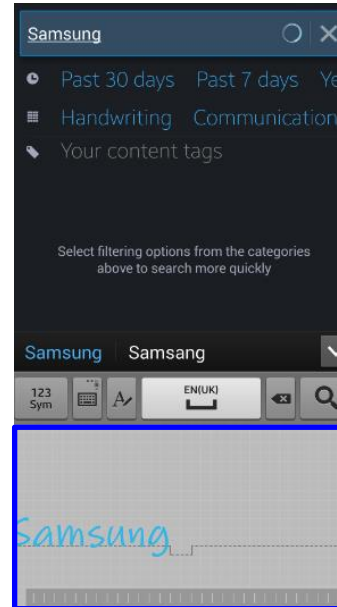
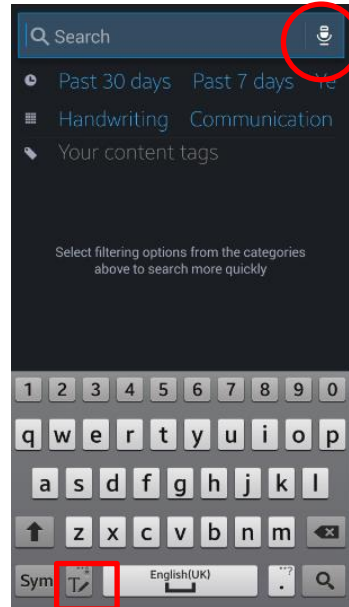
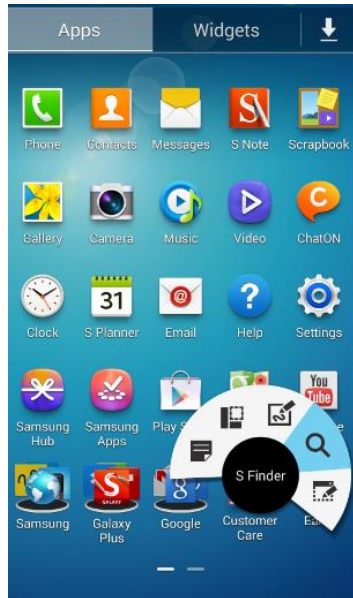


# General Air command – 4. S Finder

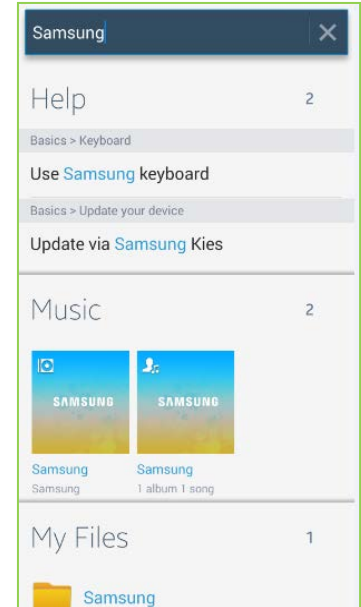
**Q : How can I use the S Finder Air command ?**

**A:** S Finder support you can search for content on your device and find more on the Web.

**\*To activate the S Finder quickly, press and hold the Menu key to start searching.**



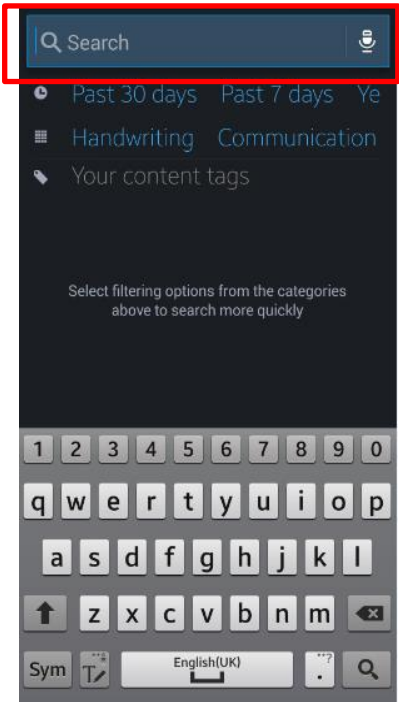
Handwriting input



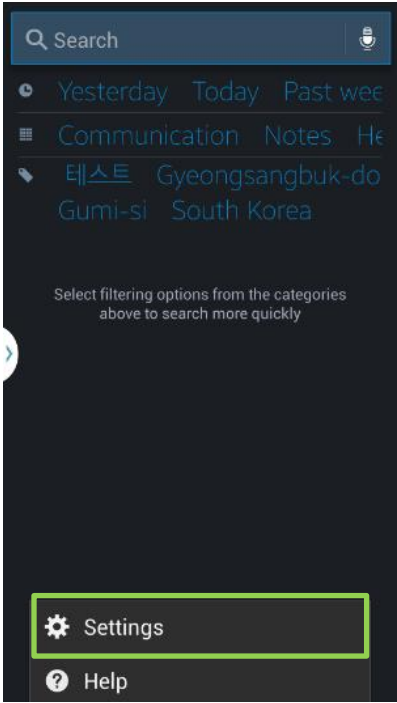
When hovering your pen anywhere on the screen, **press the pen button and select the S Finder.**

You can enter keywords using your **voice** or the **virtual keyboard**, or the **handwriting input features**. Using the handwriting search feature, you can also search for symbols and solutions to formulas. To use the handwriting search function, the language set for handwriting must be the same as the language set in the input language menu.

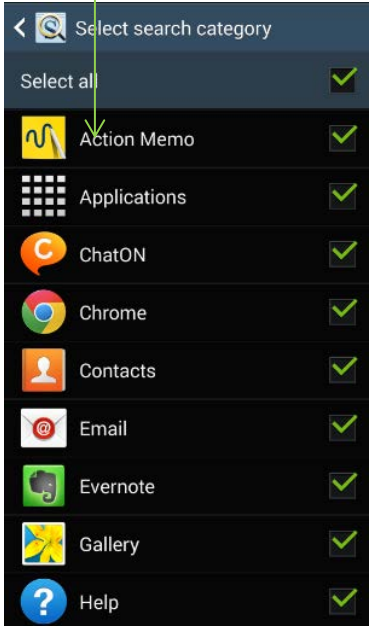
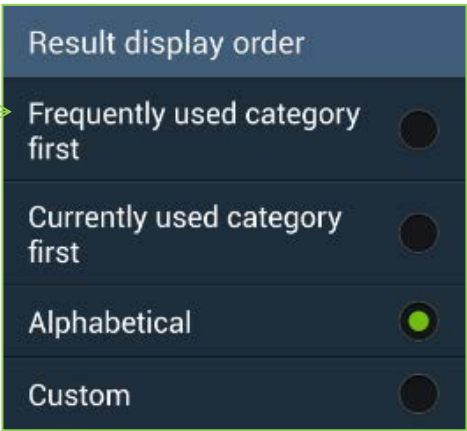
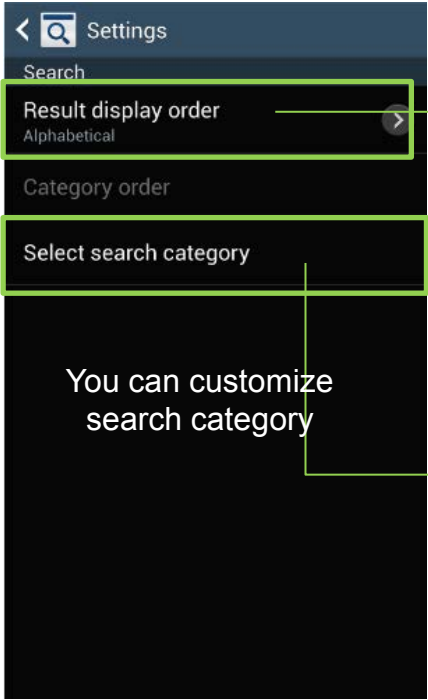
S Finder search for all content on your device



Enter two or more words in the search box separated by spaces and S Finder will find search results that include all of the words you provided.



From setting menu, you can select the display order for the search results



# General Air command – 5. Pen window

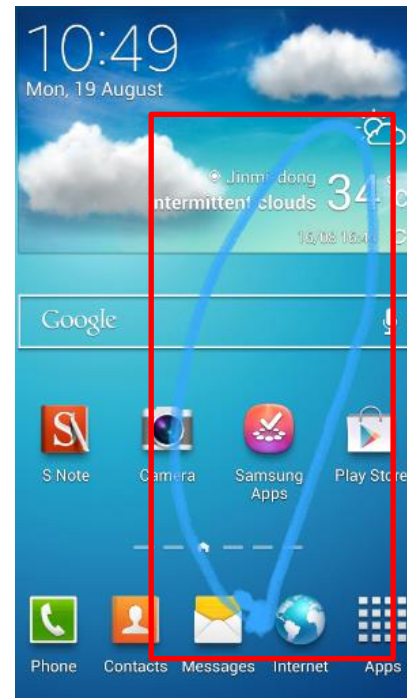
**Q : How can I use the Pen window Air command ?**

**A :** Pen window support you can do multi-tasking about \*frequently used 10 applications in all screen.

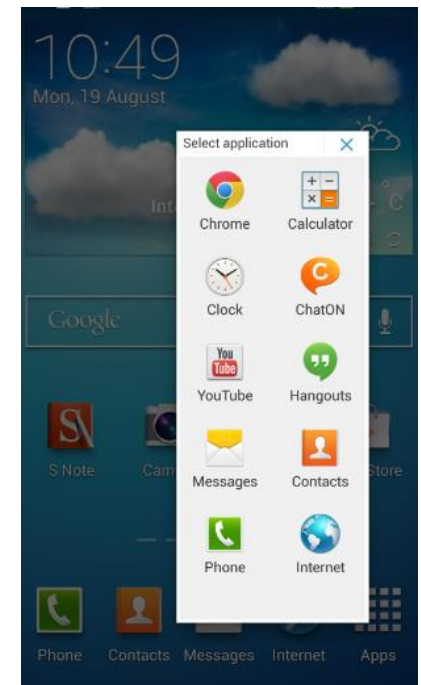
\* frequently used 10 applications : [Chrome](#), [Calculator](#), [Clock](#), [ChatON](#), [YouTube](#),  
[Hangouts](#), [Message](#), [Contacts](#), [Phone](#), [Internet](#)



When hovering your pen anywhere on the screen ,  
*press the pen button and select the Pen window.*  
*And draw a window of any size, anywhere on the screen.*



With S Pen, draw the area you want to display  
application lists popup .





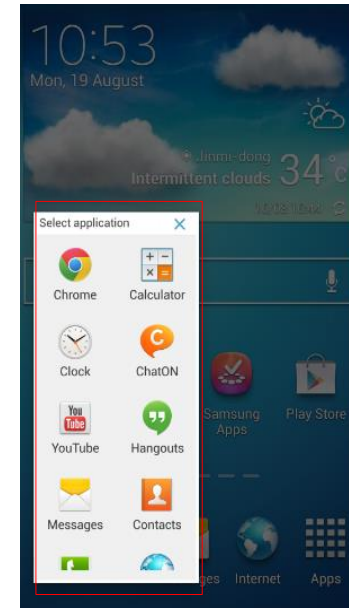
# Pen window



You can draw application list popup for multi-tasking at anywhere, anysize in screen.

example 1

example 2



With S Pen, draw the area you want to display application lists popup.

The popup will display in the field which you appointed, and choose the apps for multi-tasking.

*During multi-tasking, the device battery may drain more quickly than working the one application.*

# To set the Air command

**Q : How can I set for using the Air command ?**

**A :** 1. Select the setting

2. First of all, in Controls tab, Drag the Air view switch to the right to enable the feature.

*Set the Air view mode to **Pen** and Drag the Air command switch to the right to enable feature.*

*If you set the Air view mode to the finger, it will disable some of the air command*

*feature, such as inserting/attaching content, adding recipients, and displaying available actions.*

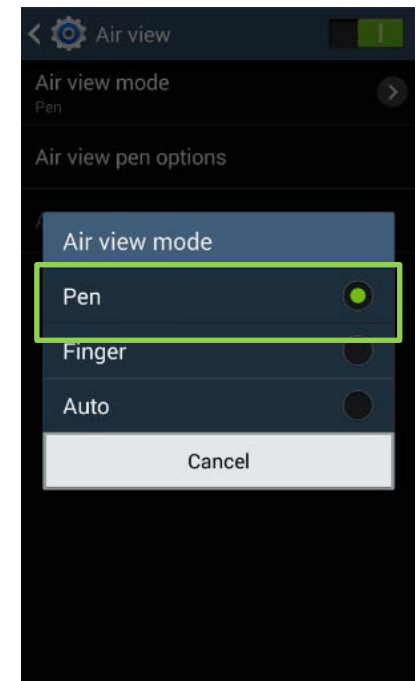
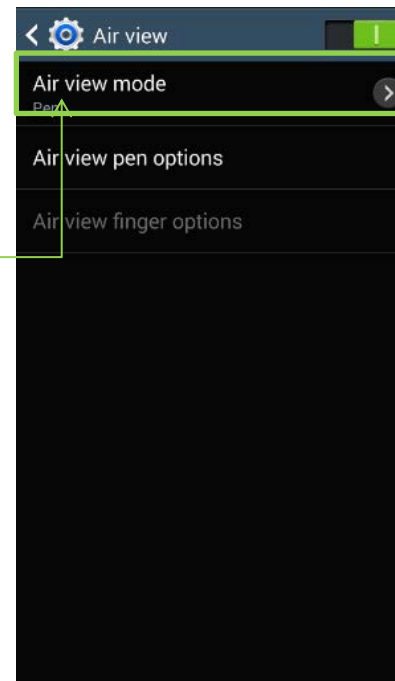
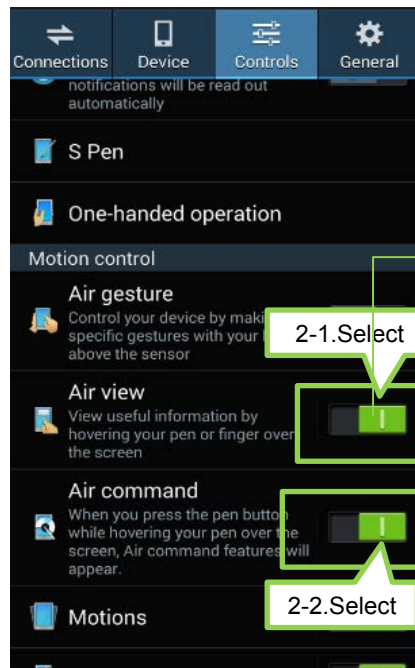
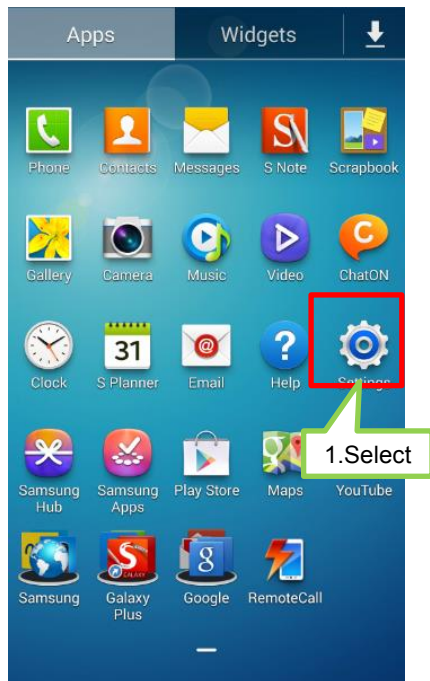
## Attention

Enabling Air view finger mode will disable some of the air command features, such as inserting/ attaching content, adding recipients, and displaying available actions

☐ Do not show again

Cancel

OK

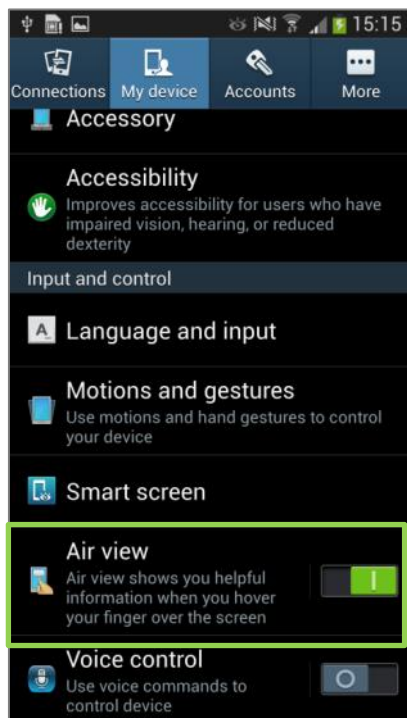




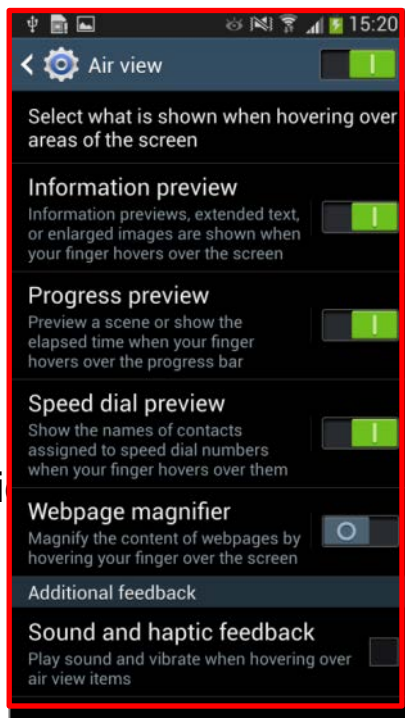
# Air View option

✂ Air view option shows you helpful information *when you hover your pen or finger over the screen*

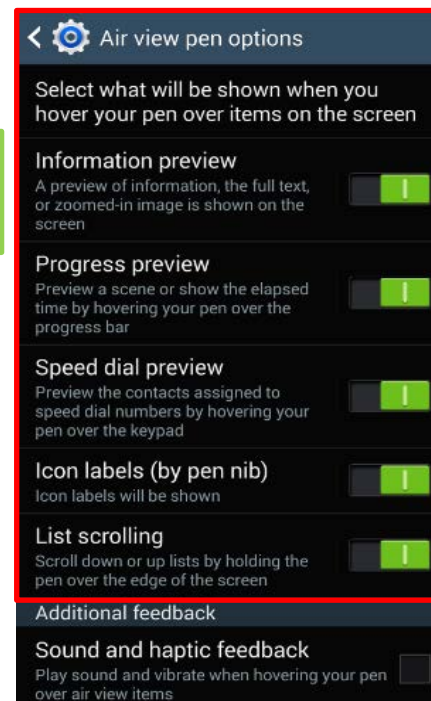
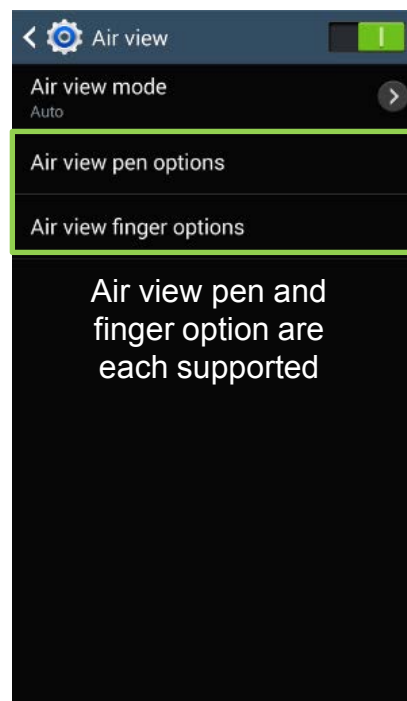
## Galaxy S4



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## Galaxy Note3



- In Galaxy S4, Air view is only support by finger hovering.

- When you hover your pen or finger over the screen, the air view feature will appear.

-There are Air view pen options and Air view finger options

-Air view finger option is same with existing Galaxy S4 feature



# Air View option – 1. Air view finger

※Air view finger option shows you helpful information when hovering your finger over the screen, and it's identically supported in existing Galaxy S4.

## ◆ Information preview

: Preview information, extend text, or enlarge pictures by hovering your finger over the screen  
(S planner , Gallery, Messaging)



## ◆ Progress bar preview

: Preview a scene or show the elapsed time when your finger hovers over the progress bar



## ◆ Speed dial preview

: Show the names of contacts assigned to speed dial numbers by hovering your finger over them



## ◆ Webpage Magnifier

: When the finger hovers over the screen, a magnifier will appear in the browser to help you select the right link.







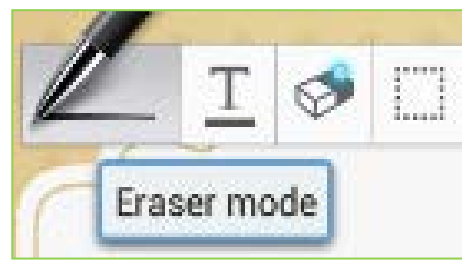
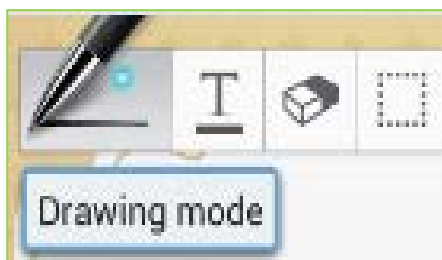
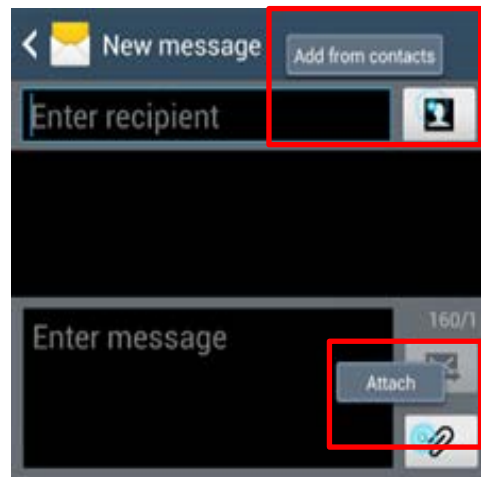
# Air View option – 2. Air view pen

※Air view pen option shows you helpful information *when hovering your pen over the screen.*

When hovering with pen, according to each icons, it display the function in text. It help user easily to understand the icon.

## ◆ Icon labels (by pen nib)

: View the labels of icons by hovering your pen over them.



Now you know how to view icon labels

## ◆ List scrolling

: Scroll down or up lists by holding the pen over the edge of the screen



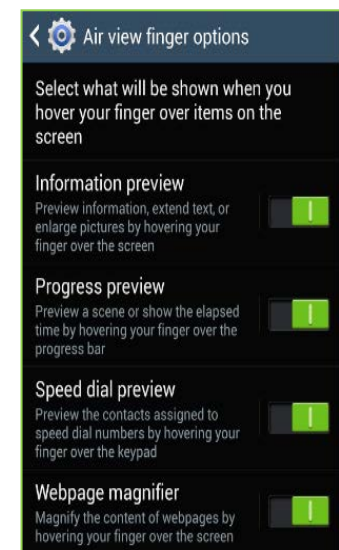
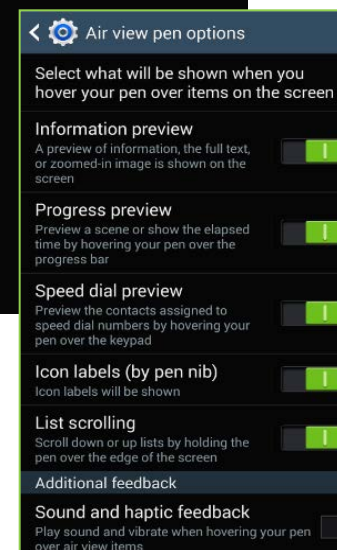
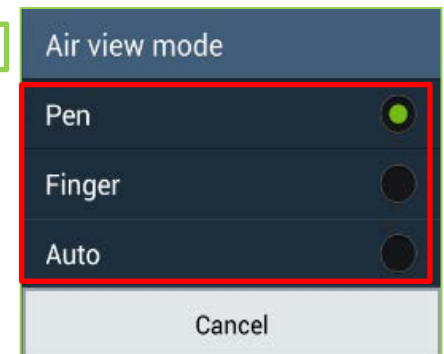
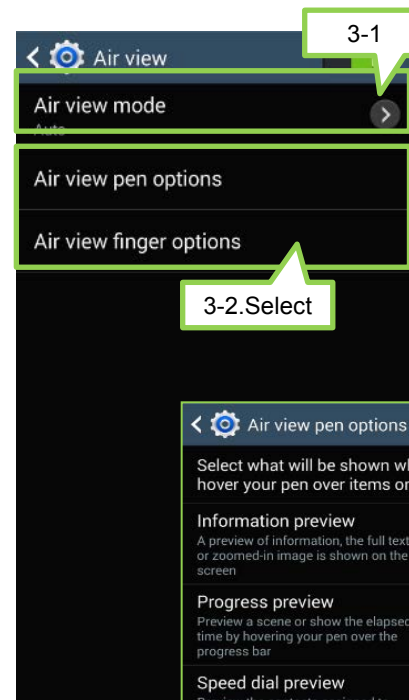
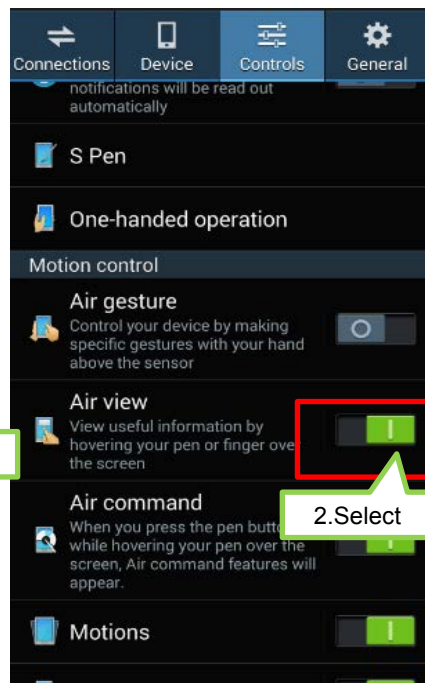
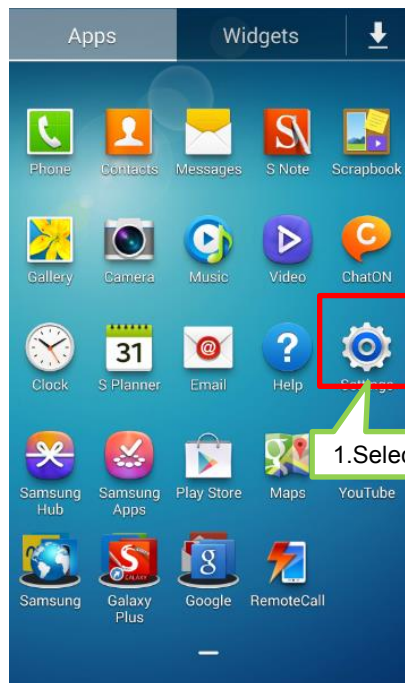
# To set the Air view option

**Q : How can I set for using the Air view option?**

**A :** 2. In Controls tab, Drag the Air view switch to the right to enable the feature.

3. Select the Air view mode. *By Air view mode, air view pen/finger options is activated or deactivated.*

4. Select what will be shown when you hover your pen or finger over items on the screen.



# Direct pen input (1)



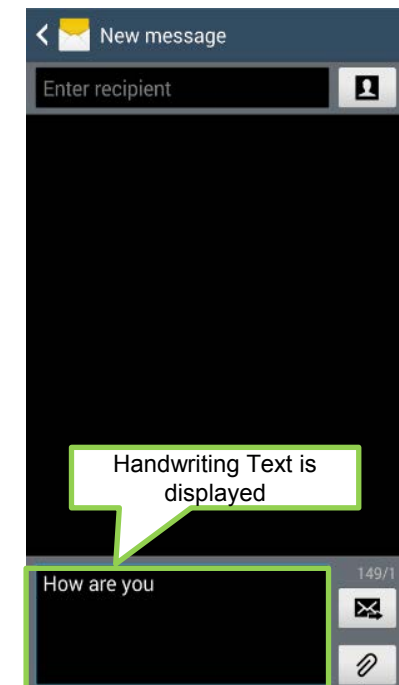
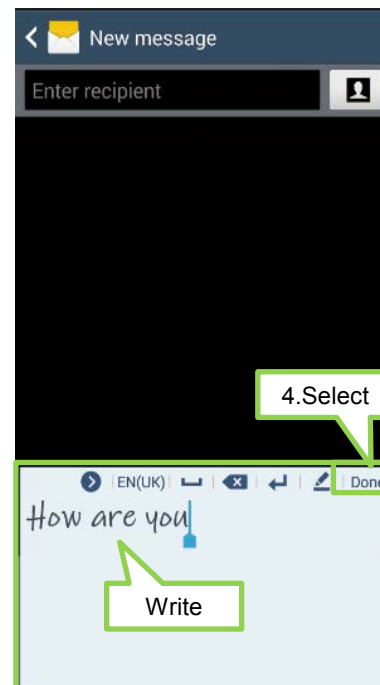
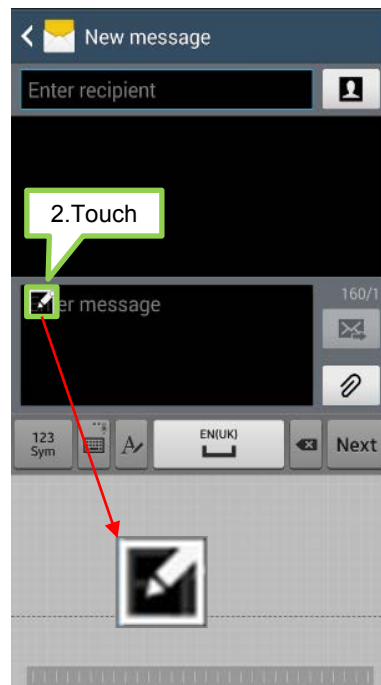
**Q : What is the Direct pen input option?**

**A :** With Direct pen input, you can fill in forms and write messages on your device in you own handwriting.

## ■ Filling in forms

: Hover the S Pen over the text input area, then tap to use the Direct pen input handwriting feature

- 1~2. **Hover the S Pen over the text input area.** When the pen icon is displayed, tap it to enable the handwriting pad.
3. Mode changes to Pen input mode and Handwriting area will be displayed.
4. Write the text with your pen and Tap the **Done** button to finish the pen input mode.



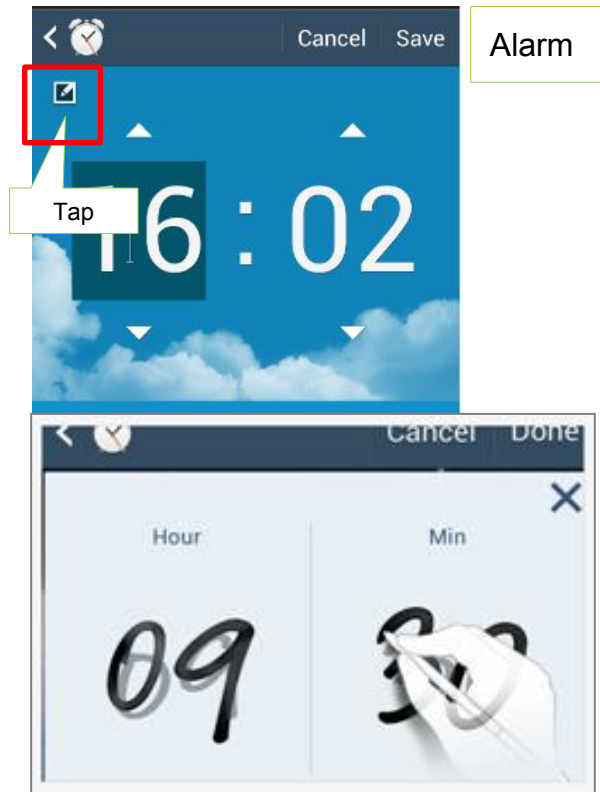




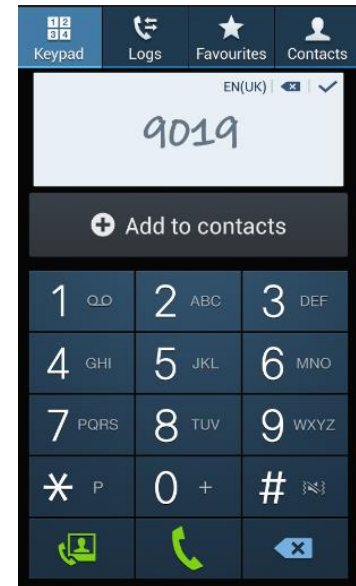
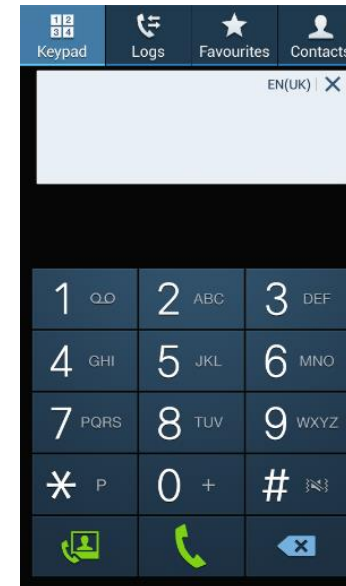
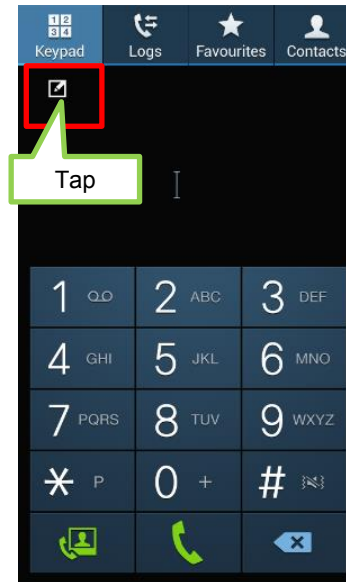
# Direct pen input (2)

## ■ Writing in applications

: You can write directly on the screen with your S Pen in some features/apps, such as the dialing keypad, Clock, alarm, and time selector.



Dialing keypad



Hover the S Pen over the text input area. When the pen icon is displayed, tap it to enable the handwriting pad. And Write the text with your pen and Tap the **Done** button to finish the pen input mode.

# To set the Direct pen input

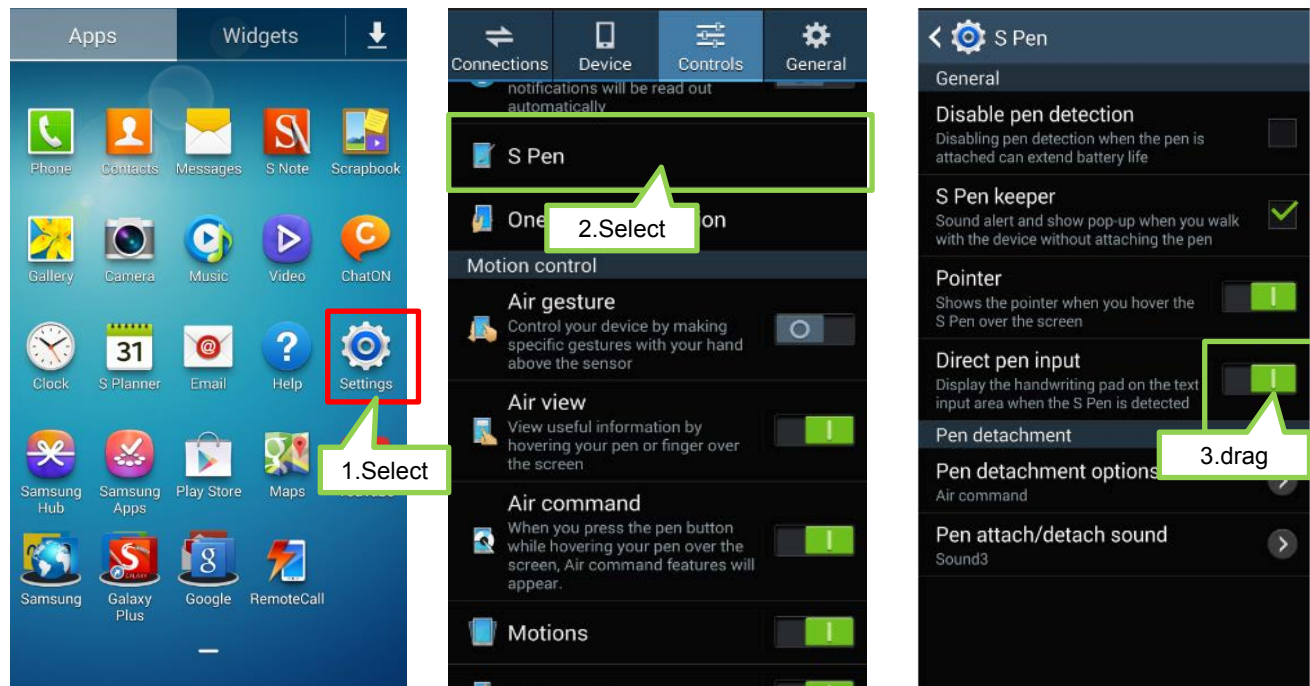
**Q : How can I set for using the Direct pen input option?**

**A :** 1. Select the setting

2. In Controls tab, select the S Pen

3. Drag the Direct pen input switch to the right to enable the feature.

It enable to display the handwriting pad on the text input area when the S Pen is detected.





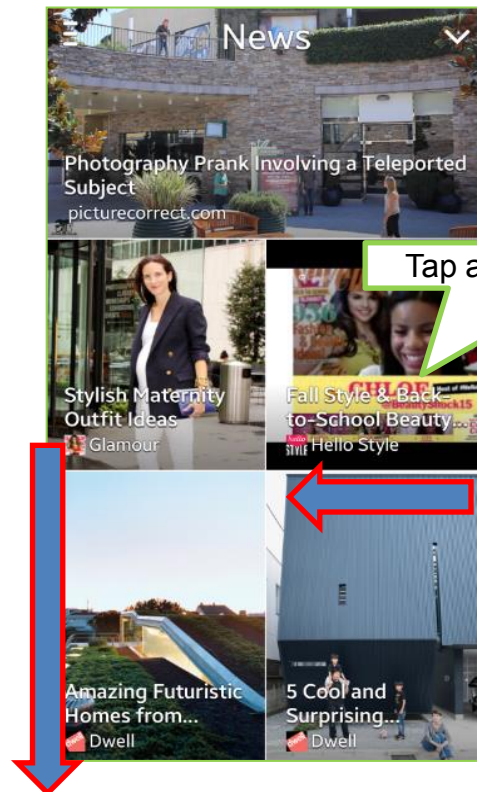
**Q : What is the My Magazine app ?**

**A :** Use to make your own social magazine. My Magazine recommends content, information, and applications.

Samsung My magazine is integrated multimedia magazine that has optimized UI, and you can enjoy the hot and trendy information about News, Personal, Social category .



**On the Home screen, Flick your finger up from the bottom of the screen, or press the Home button to open My Magazine**




Scroll up and down pages to view more content

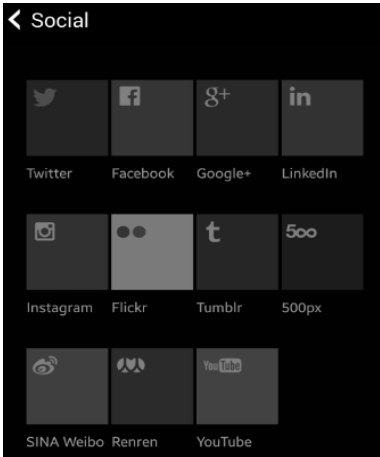
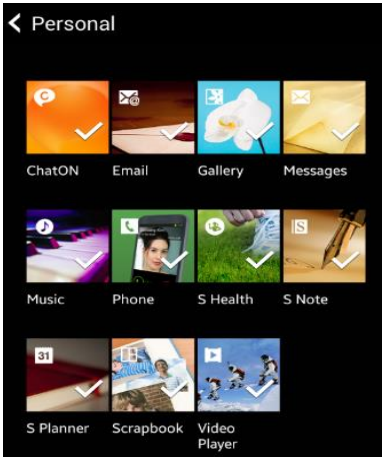
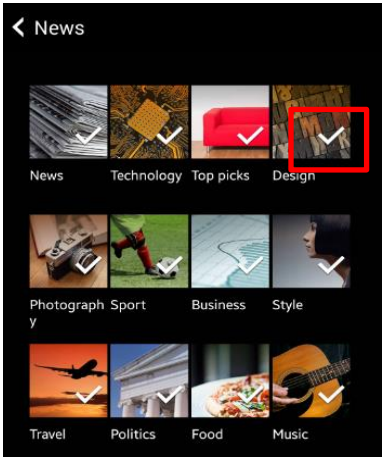
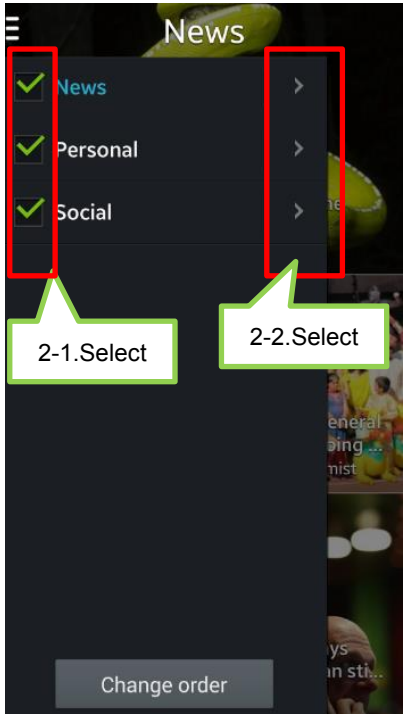
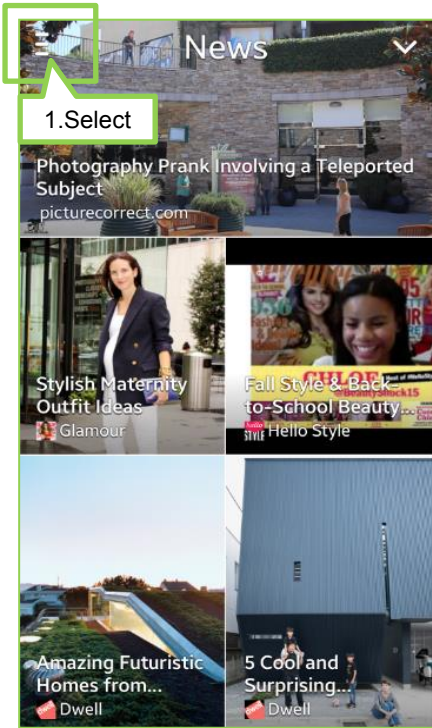
Swipe left or right to move to the previous/next page



# My Magazine – change the received content

**Q : How can I change the received content of My Magazine?**

- A :** 1. Tap  to view options
2. Tap > to select / deselect content assigned to each page





# My Magazine – set the country

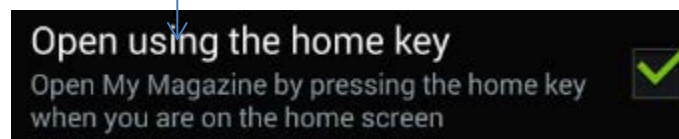
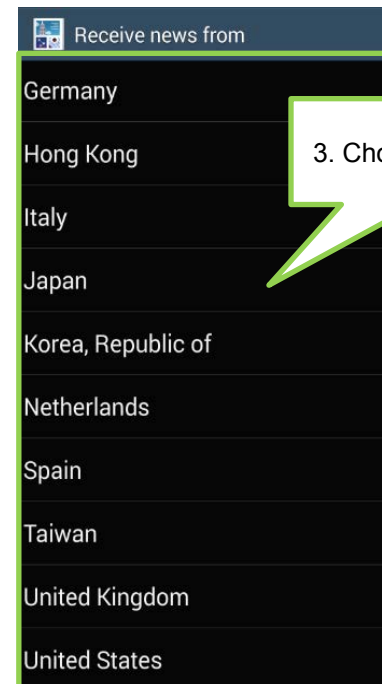
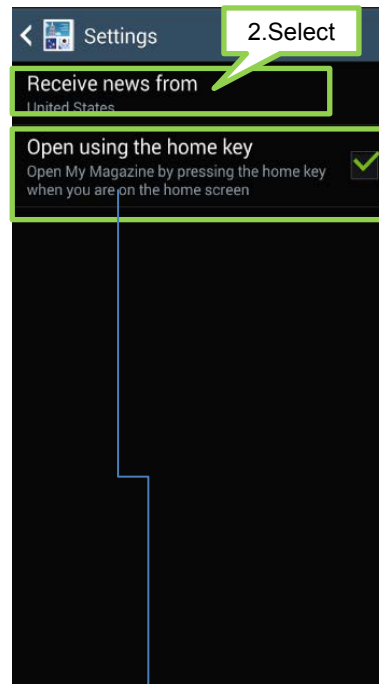
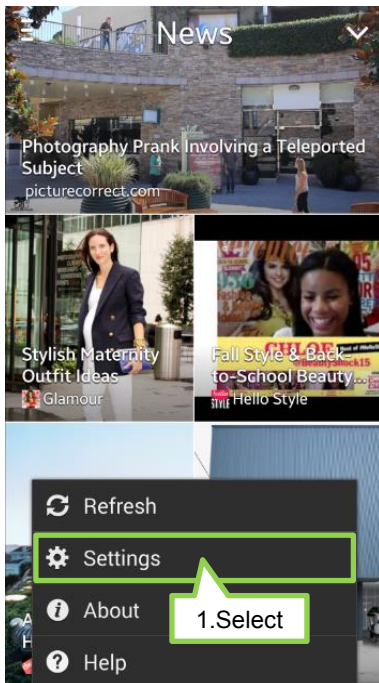


**Q : Can I receive the new from different country?**

**A :** 1. Touch the Menu key , and select the Settings.

2. Select the “Receive news from” option.

3. Choose the country you want to receive news



Set this option to open My Magazine by pressing the home key when you are on the home screen

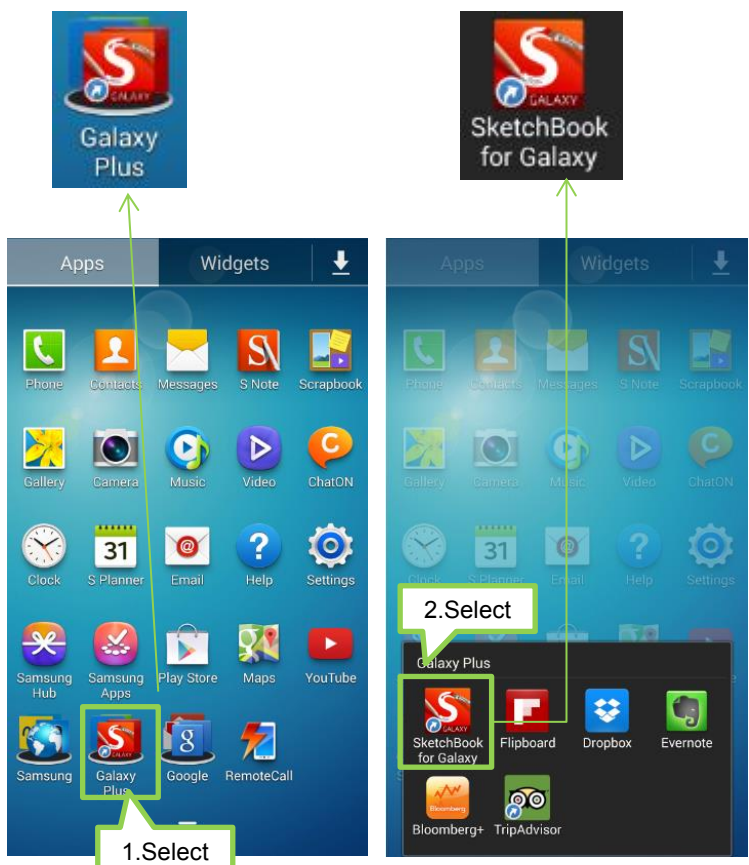


# SketchBook for Galaxy

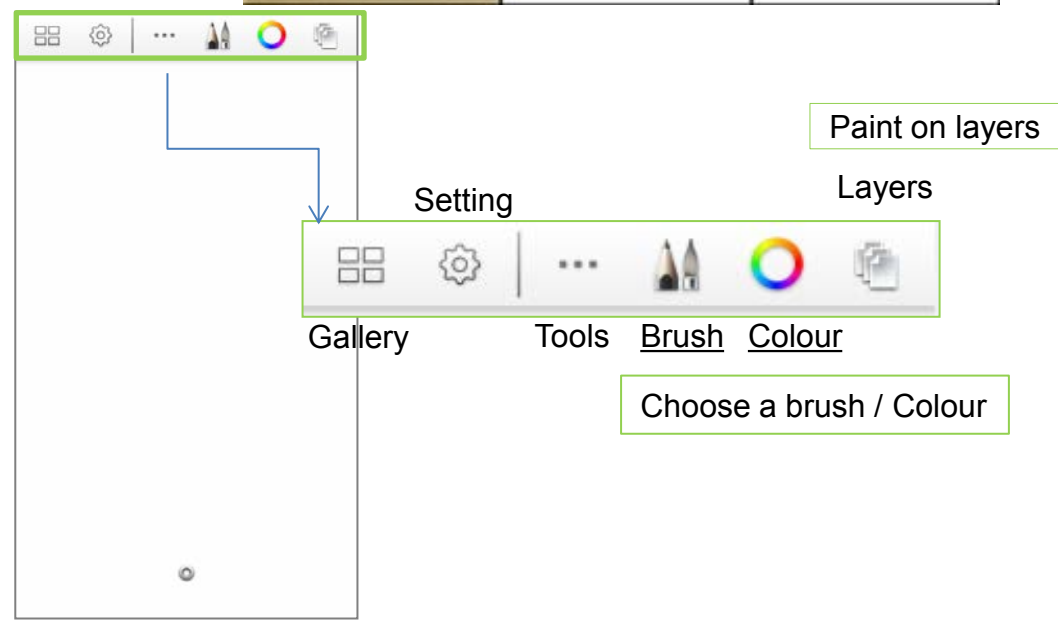
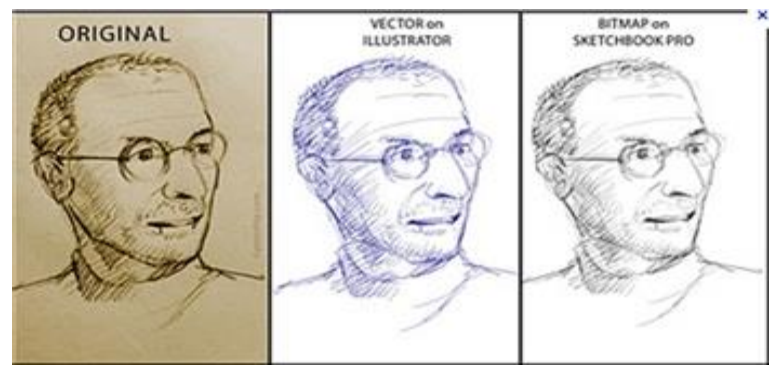
**Q : What is the SketchBook for Galaxy app?**

**A :** Use to create a quick concept or sketch out your idea for a project. Use artistic tools to draw and paint your digital art. The image is saved in Gallery. To start SketchBook for Galaxy, you need to download and install the application.

- This application may not be available depending on the region or service provider.
- You may incur additional charges when downloading this application via the mobile network.



In Galaxy Plus folder, select the SketchBook





# SketchBook for Galaxy – basic tips

**Q : What is basic tips for using the SketchBook app?**

**A :** Next is explanation for creating the new sketch , choosing the brush and colour.

Create new sketch

Choose a brush

Choose a colour

Create a *new sketch*, and save.  
In Gallery of Sketchbook, you can check the sketched file list.

Sketch file which is drawn by various brush

*Various brush types* including the flower, symbols are supported



# SketchBook for Galaxy – Shortcuts



**Q : How can I use the shortcut in SktechBook?**

**A :** Double-tap corners for shortcuts.

Or, hover and click the S Pen button for the shortcut menu

**Clear Layer**

**Frame Canvas**



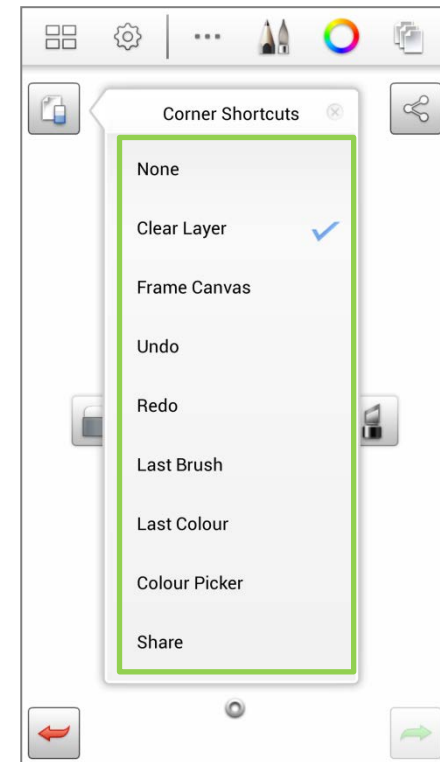
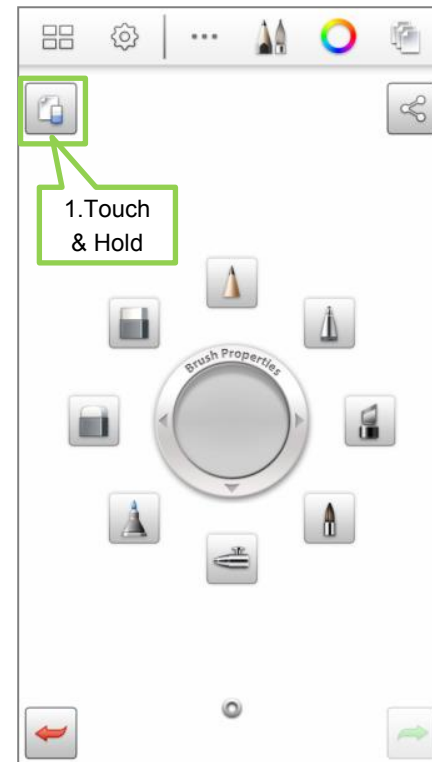
**<Method 1>**

: Double tap corners for shortcuts.



**<Method 2>**

: Hover and click the S Pen button for the shortcut menu.



※ Tap and hold a corner button to customize it

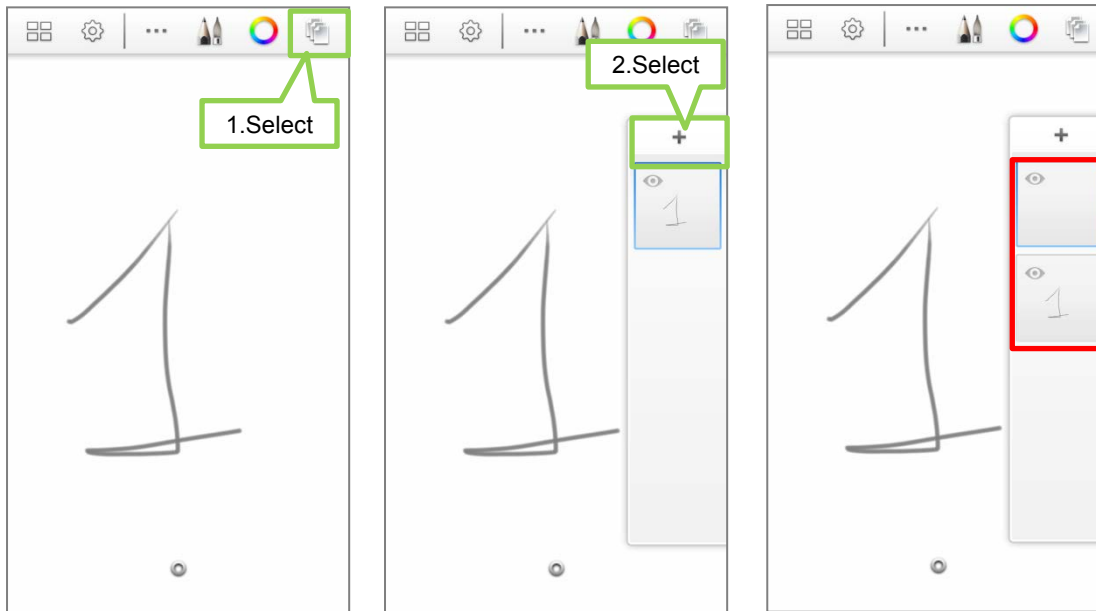
# SketchBook for Galaxy – Layer



**Q : How do I add a layer?**

**A : To add a layer, follow the steps below:**

1. Select **Layers** icon.
2. Select **add icon**.



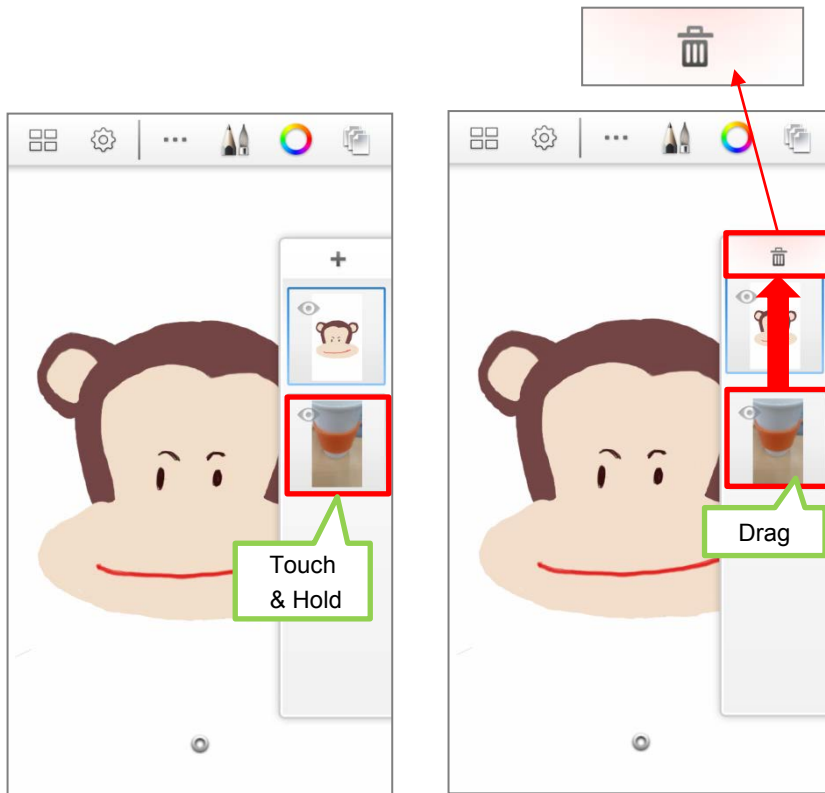
※ **Note : The maximum number of layers available is 18.**

# SketchBook for Galaxy – Layer option (1)

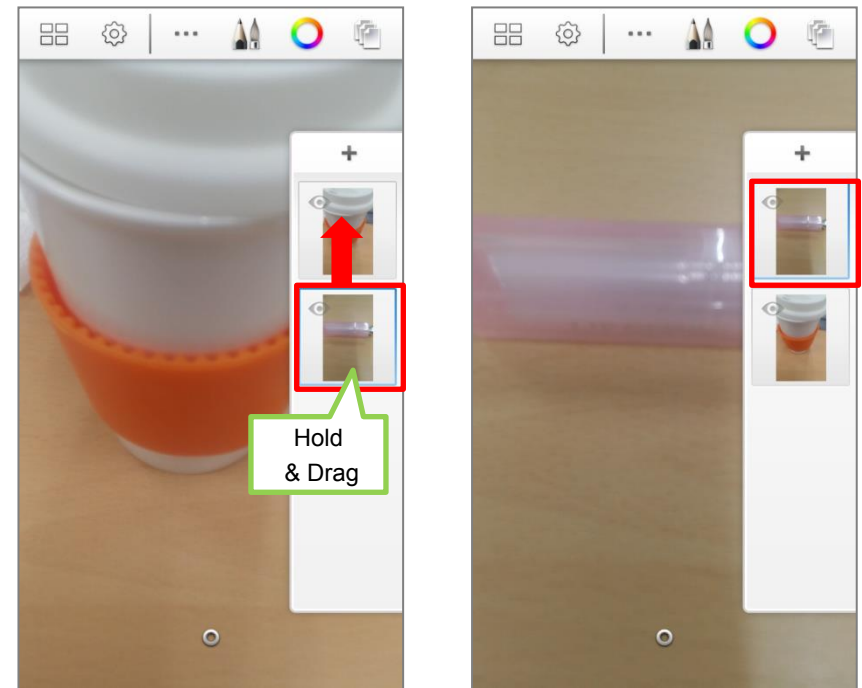


✂ Use layers to combine image, control the editing process, and show/hide image components.

- To delete a layer, tap the layer, and then drag it to the delete icon.



- To change layers, tap the layer you want to work on.

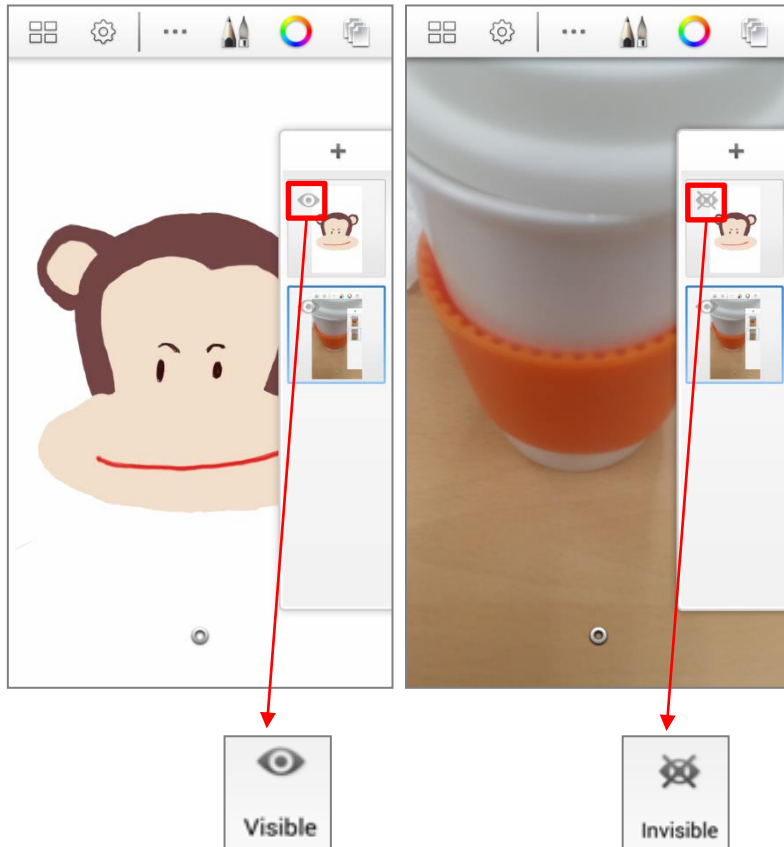


# SketchBook for Galaxy – Layer option (2)

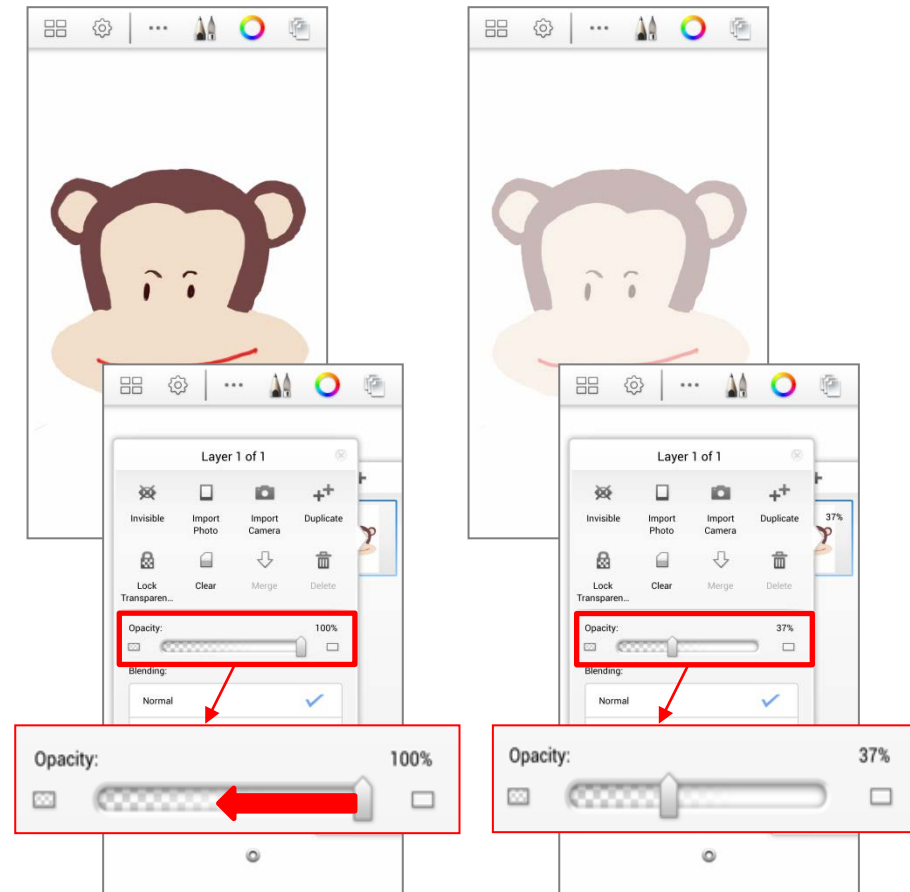


✂ Use layers to combine image, control the editing process, and show/hide image components.

■ To hide/ show a layer, tap **Visible/ Invisible** icon.



■ To change layer transparency, tap the layer, then tap-drag the Opacity slider.



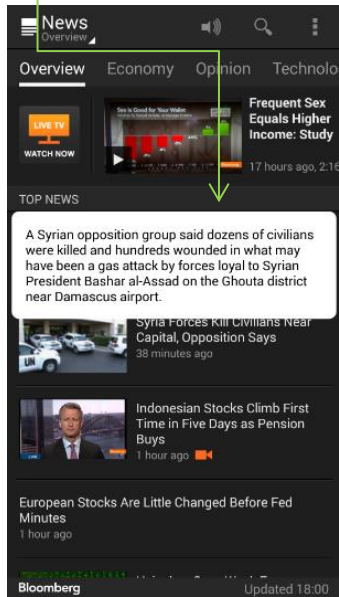
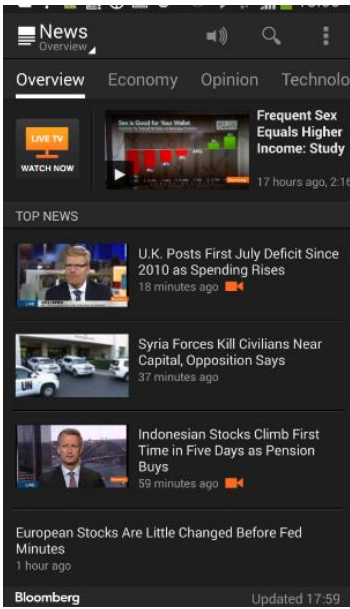
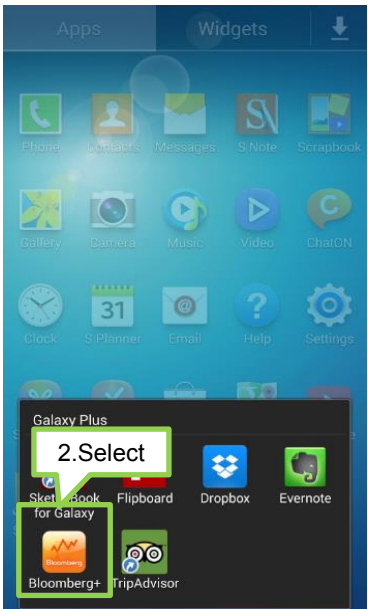
Q : What is the Bloomberg+ ?

A : Use this application to get the latest news about finance, business, market data, and more.

This application may not be available depending on the region or service provider.

You can hover over news headlines to view a summary on compatible devices.

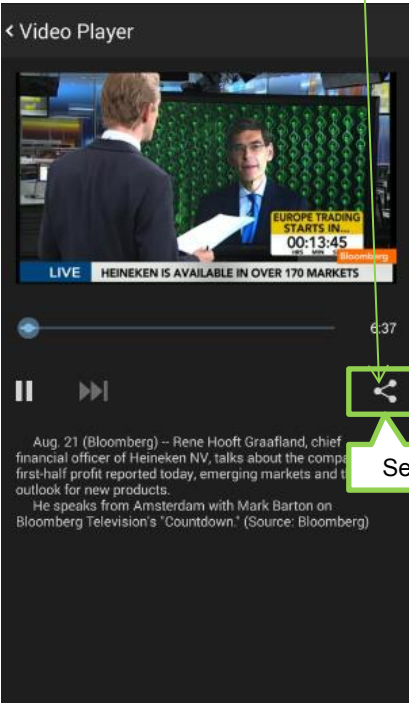
Various category is supported



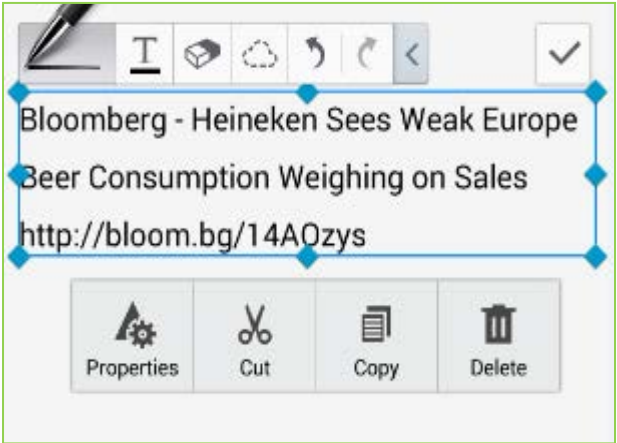
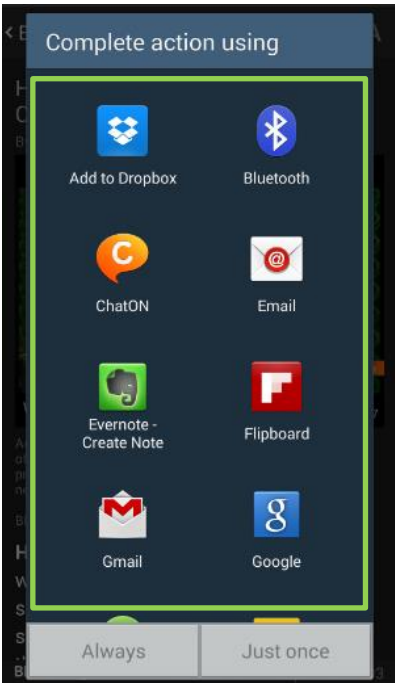


# Bloomberg+ (2) – sharing news

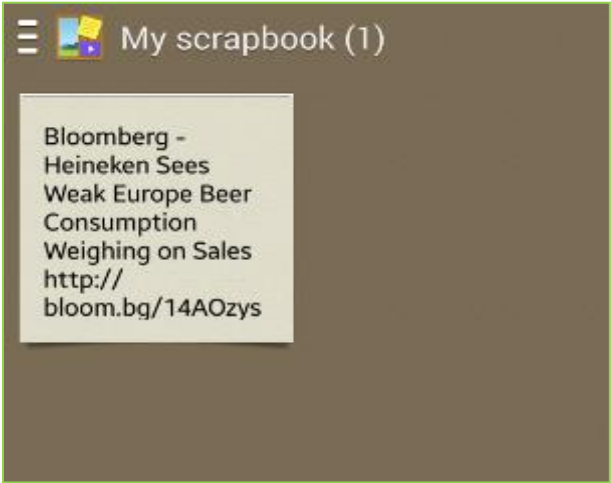
Each news can be shared by various applications



News including the video are played through Video Player



Sharing via S Note



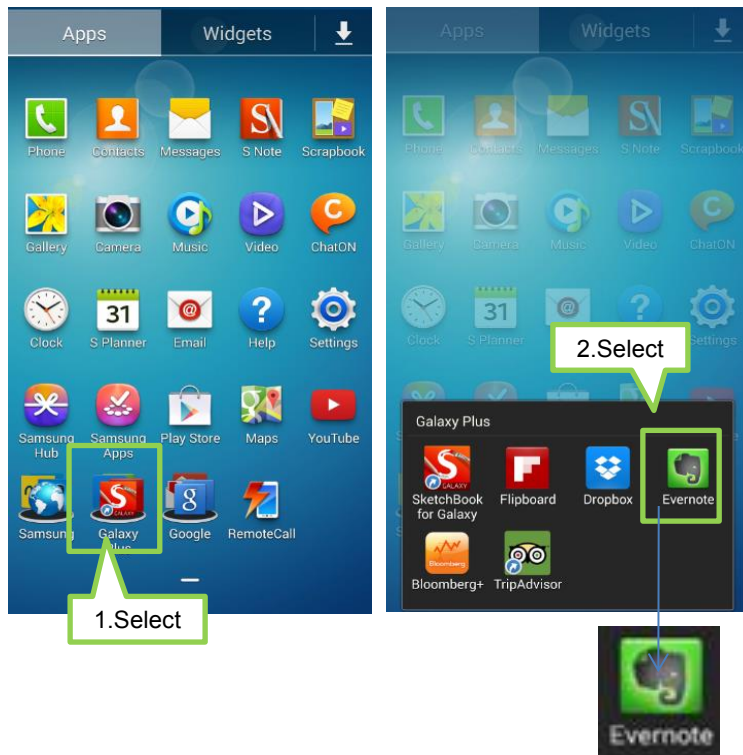
Sharing via Scrapbook



## Q : What is Evernote app?

A : Evernote is an easy-to-use app that helps you remember everything across all of the devices you use.

Evernote lets you take notes, capture photos, create to-do lists, record voice reminders-and makes these notes completely searchable, whether you are at home, at work, or on the go. Put everything in one place-your notes, images, documents, web clips and audio notes. Find what you're looking for using our powerful search. Sync makes your notes accessible across your devices.



Evernote supports each version for Mobile , Desktop , Web.  
***If user sync their notes via a Evernote account, they can access notes across all of the devices they use.***

# Evernote – Create a new note

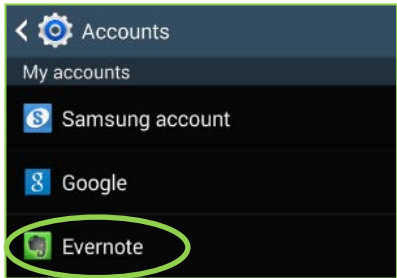


**Q : How can I create a new note via Evernote?**

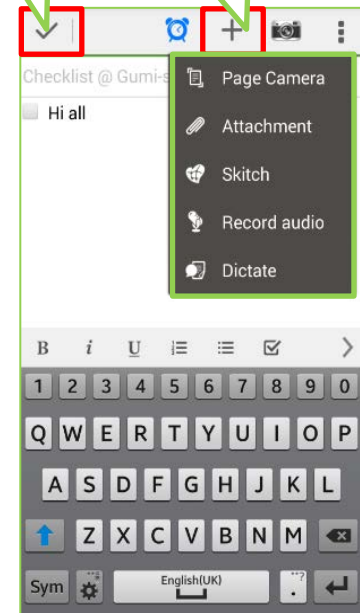
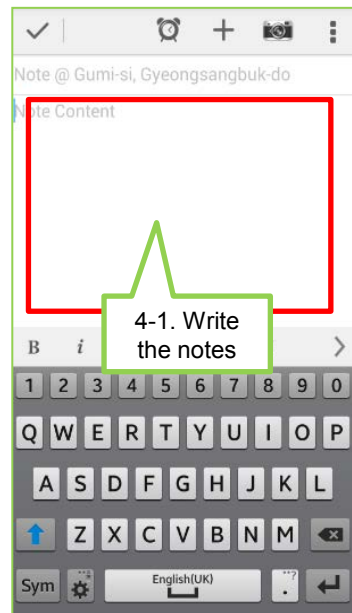
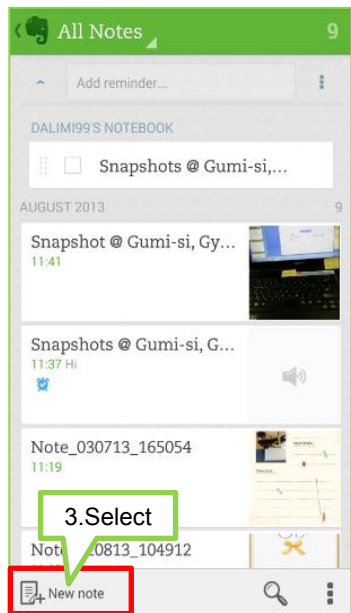
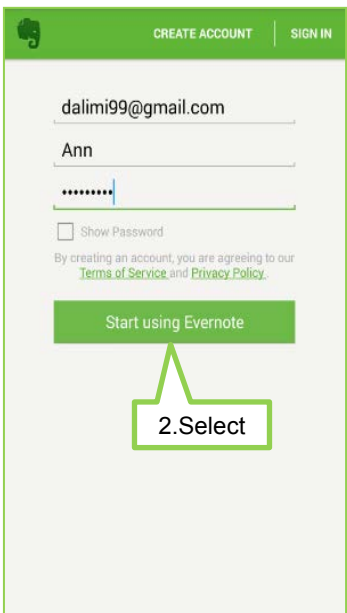
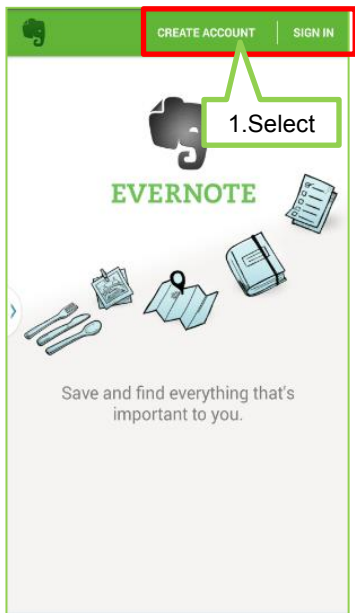
**A :** In Galaxy Plus folder, execute the **Evernote**.

- 1~2. If you don't have the Evernote account, Create account. Or, **Sign in** with existing the Evernote account.
- 3. If there are the existing notes, note lists are displayed. To create new note, select the **New notes** button.
- 4. Write the text with Samsung Keyboard or S Pen, and insert the images, documents, web clips and audio notes.  
(\*Attachment : attach pictures, audio, video, file / Skitch : Use Skitch to annotate and draw on image / Dictate : Speech to text, sometimes it's easier to speak your idea)

5. Save



If the Evernote account is made normally, you can check your new account in your account list.  
**(Apps > Settings > (General) Accounts)**



# Evernote – basic function

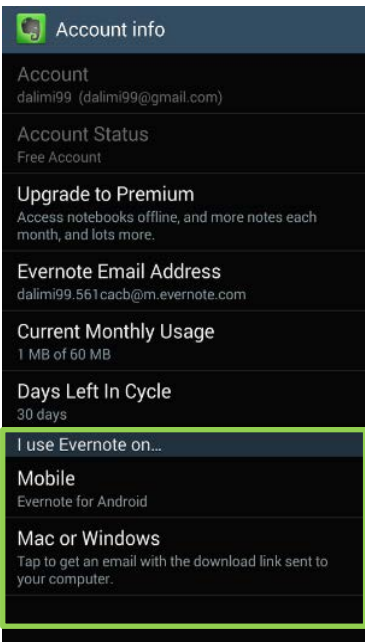
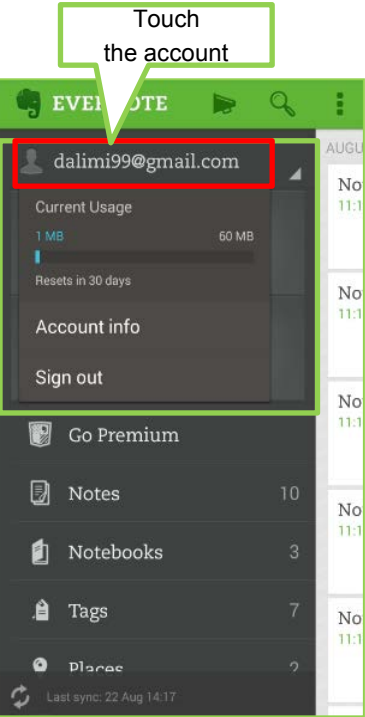
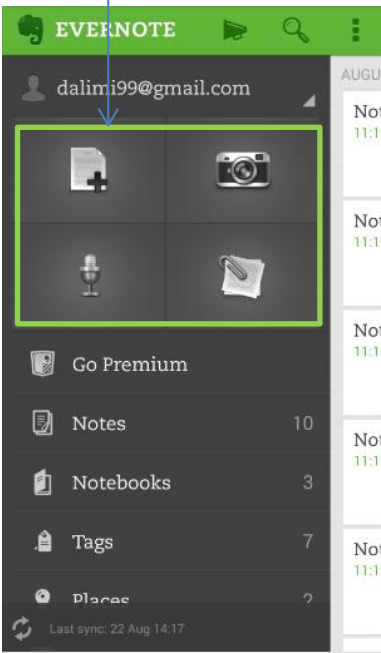
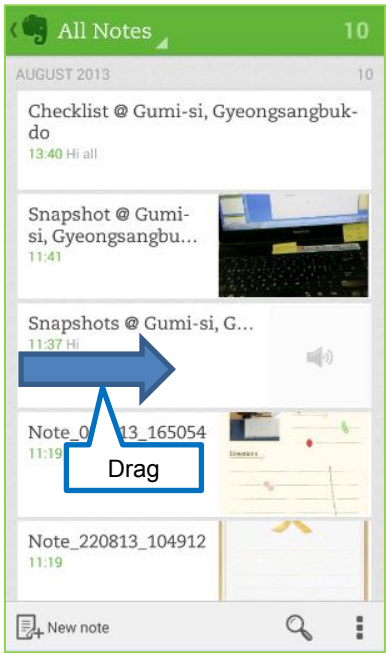


**Q : How can I use the basic function of Evernote ?**

**A :** After you create a new notes, you can check in All Notes list.

If you drag the screen to the right, you can access main menu page and the Settings.

You can take quickly a new notes via each icon,  
like camera picture, audio recoding, attachment



When selecting your account, you can check current usage and account info. Your free usage spare is 60MB and Account info shows the your devices list connected via Evernote account

# Evernote – Sync setting

**Q : How can I change the sync option of Evernote?**

**A :** 1. Select the menu and choose the **Settings** option.

2. Choose the Sync option for setting of auto sync, wireless network only.

3. Set whether to automatically sync notes in the background or not.

The image consists of three screenshots from the Evernote mobile app, illustrating the steps to change sync settings. The first screenshot shows the main menu with the 'Settings' option highlighted in a red box, and a callout '1-2. Select' pointing to it. The second screenshot shows the 'Settings' screen with the 'Sync' option under 'GENERAL SETTINGS' highlighted in a green box, and a callout '1-1. Select' pointing to it. The third screenshot shows the 'Sync' settings screen with two callouts: one pointing to the 'Sync Notes' toggle (checked) and another pointing to the 'Wireless network sync only' toggle (unchecked).

1-1. Select

1-2. Select

Set to automatically sync notes in the background. And Choose sync frequency.

Automatically sync data only when connected to a wireless network.



# Evernote – How can I sync S Note files with Evernote account

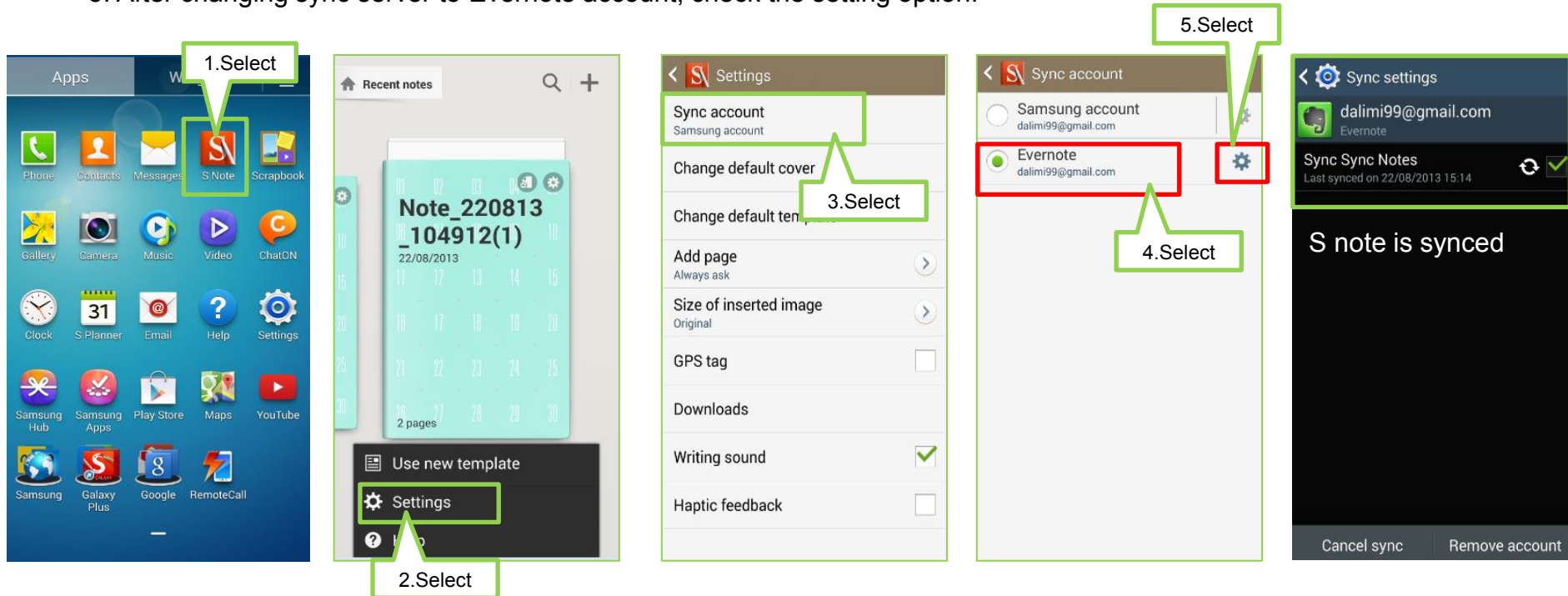


**Q : How can I sync S Note files with Evernote account?**

**A :** If you sync your S-Note files with Evernote account, you can access the notes across all of the devices you use.

*When creating new S Note file, you can sync with Evernote Account.* Follow the next steps.

1. Run the **S Note** app.
2. Touch the **menu** key and Select the **Settings**
3. Select the **Sync account option**
4. Select the **Evernote account** for switching your sync server to Evernote
5. After changing sync server to Evernote account, check the setting option.





# One-handed operation

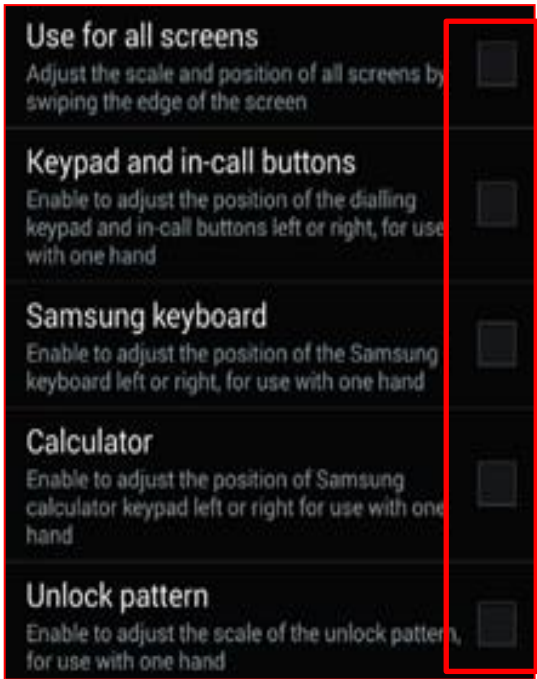
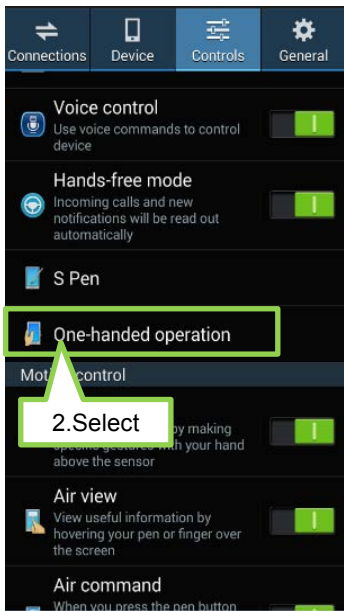
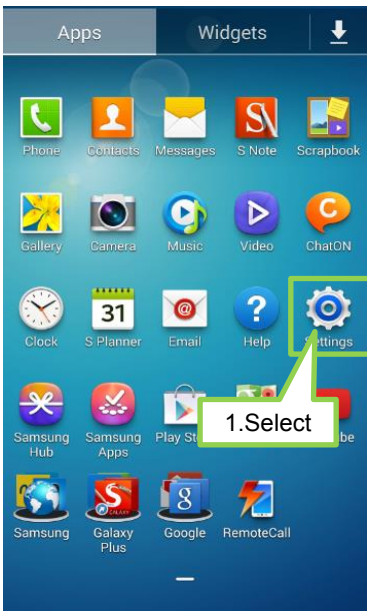
The one-handed operation settings help you to use keypads easily with only one hand.

If you select one-handed operation, the position of the dialing keypad, in-call buttons, Samsung keyboard, and Calculator can be adjusted by tapping the arrows on either side of the screen.

If you tap the right arrow, the keypad slides right, and if you tap the left arrow, the keypad slides left. The unlock pattern cannot be moved left or right.

## Q : How can I enable the one-handed operation ?

1. Select the Settings
2. Choose the **One handed operation**
3. Check the item you to use keypads easily with only one hand.





# One-handed operation

According the input and control methods you select , the location on screen is like next screen.

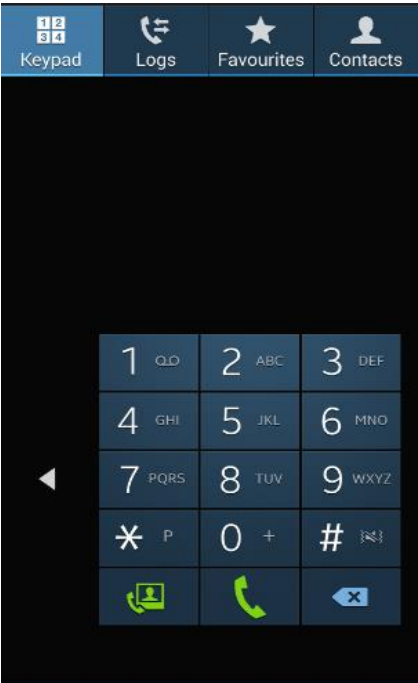
Each option is enable to adjust the position of the method left or right, for use with one hand.

Use for all screens option help you to use every screen easily with only one hand. From the right-hand edge of the device, swipe to the left onto the screen and quickly back off the screen to the right in one movement.

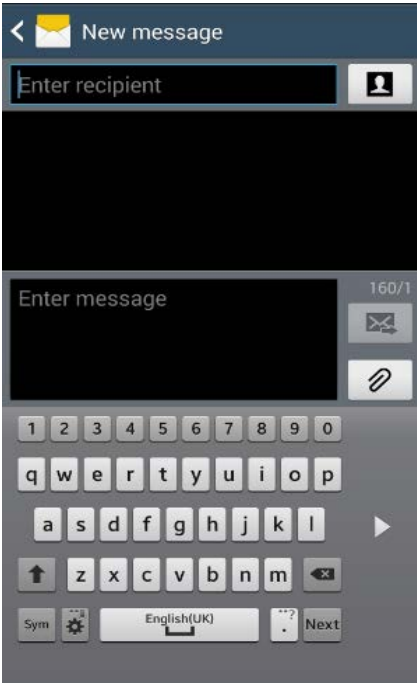
This will cause whatever in on the screen to move to the right and become smaller.

From the left-hand edge of the device, swipe to the right onto the screen and quickly back off the screen to the left in one movement. This will cause whatever in on the screen to move to the left and become smaller.

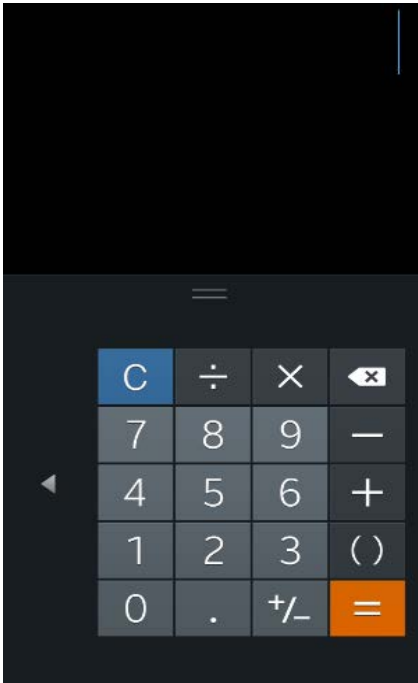
In-call buttons



Samsung keyboard



Calculator



Unlock pattern



# Color matching between S View cover and window



Galaxy Note3 recommends the external window color according to your S View cover.

When covers the S View Cover with Galaxy Note3, according to the cover color, the most suitable window color is recommended as default color. The next is color tables matched between cover and window.

View

Cover

\* Jet Black

\* Cream White

\* Oatmeal

Pink

\* Blue Lime

\* Mustard

\* Mocha

Indig Blue

Orange

View

Cover

Magenta



# Reactivation lock (1)

**Q :** When I try to reset my Galaxy Note3, the screen that requests password is displayed differently before.

**What's the password and What should I do?**

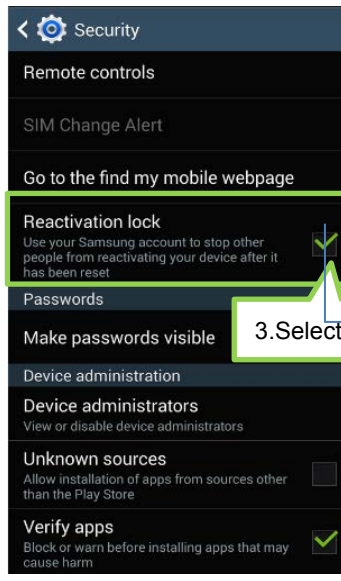
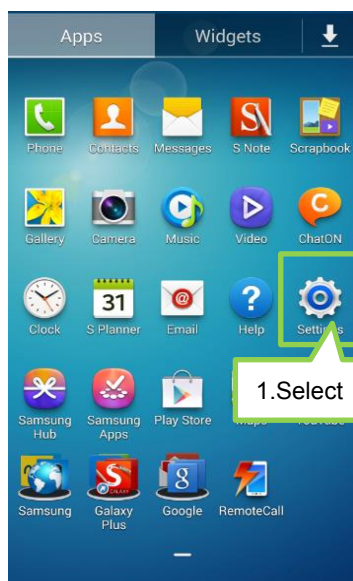
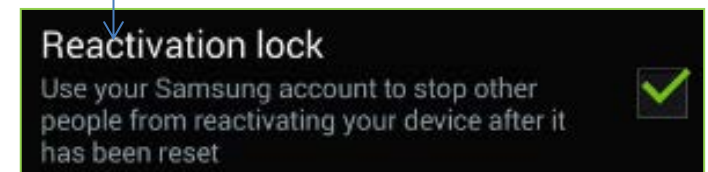
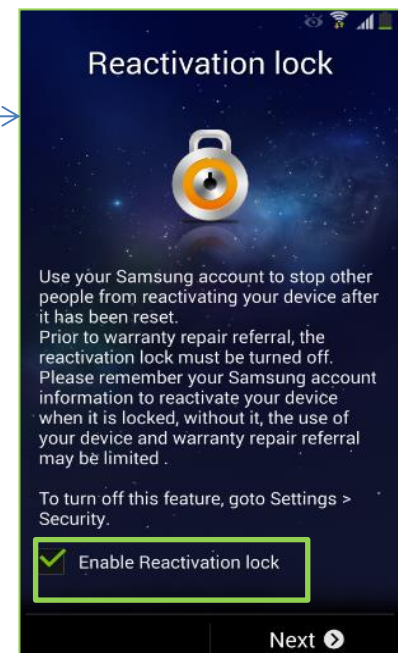
**A :** Galaxy Note3 use your Samsung Account to stop other people from reactivating your device after it has been reset.

It's called as Reactivation lock , and [you can select whether to enable the Reactivation lock option or not in Samsung Account Setting step of Setup Wizard.](#)

*Prior to warranty repair referral, the reactivation lock must be turned off.*

Please remember your Samsung account information to reactivate your device when it is locked, without it, the use of your device and warranty repair referral may be limited.

To turn off this feature, Go to Setting > Security > Reactivation lock :





# Reactivation lock (2)



**Q : When I try to disable the Reactivation lock feature , I don't remember my password. What should I do?**

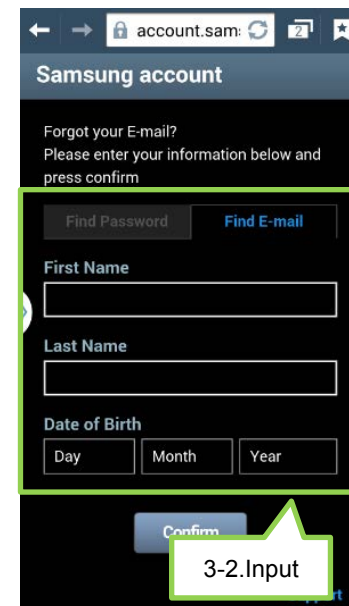
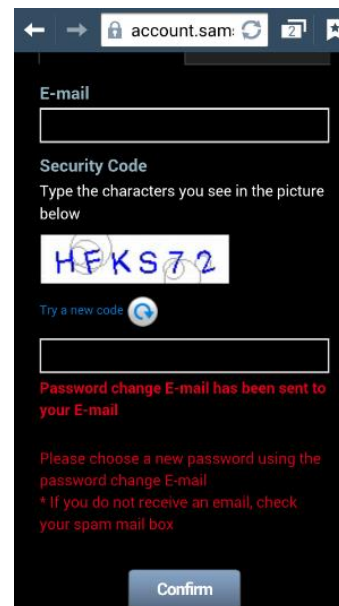
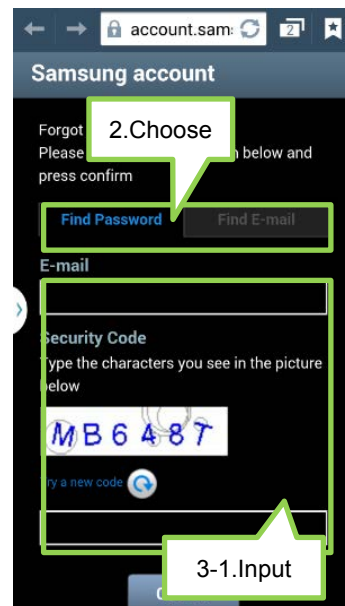
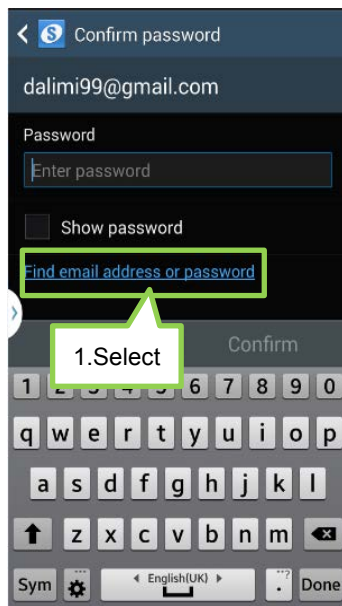
**A :** You can find the your Samsung e-mail address or password by using your basic information.

Follow the next steps . Next steps are applied when you don't remember your Samsung Account in Setup Wizard after reset.

1. Select the Find email address or password
2. Choose the case in Find Password or Find E-mail menu
- 3-1. When you don't remember password, enter your Samsung E-mail address and Security Code.

And then, password change E-mail has been sent to your E-mail.

- 3-2. When you don't remember E-mail, enter your First Name, Last Name, Date of Birth



# *Improved* function and Application



- ✓ Apps folder
  - ✓ S Note
  - ✓ S Health
  - ✓ Camera
  - ✓ S Voice
- ✓ Voice Recorder
  - ✓ Group Play
- ✓ Signature Screen lock
  - ✓ Multi Window



# Apps folder

✂ Applications are classified to *Samsung*, *Galaxy Plus*, *Google* folder according to the property

Galaxy S4

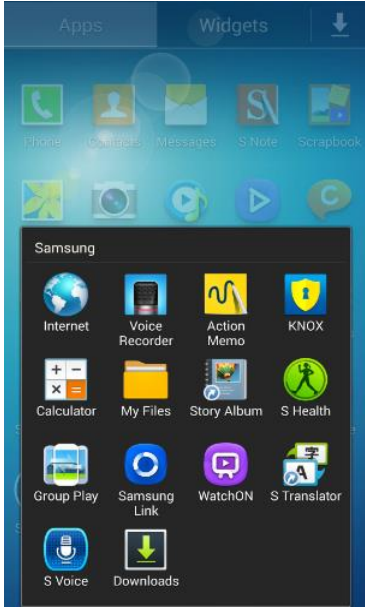
Galaxy Note3



- In Galaxy S4, each icon of application from Google and Samsung is listed individually .



-In Galaxy Note3, applications are combined according Use frequency , Priority, Property  
-It's classified to *Samsung*, *Galaxy Plus*, *Google* folder according to the property

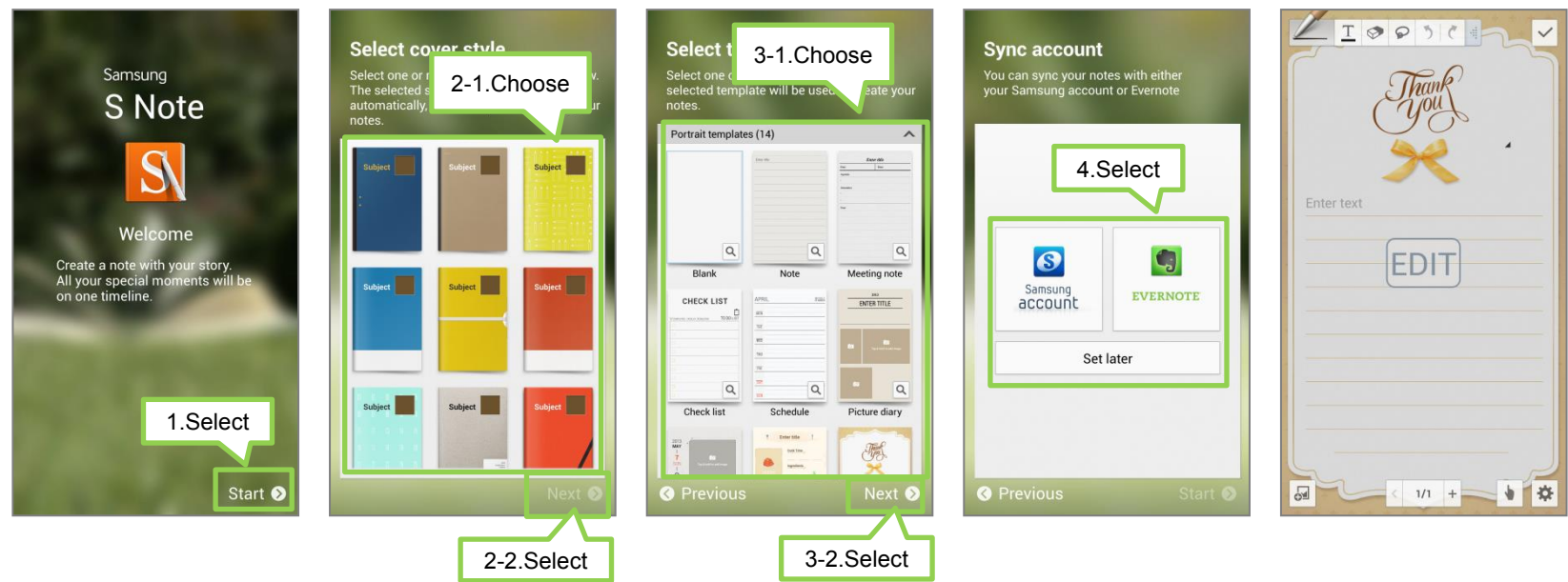




**Q : How do I start S Note?**

**A : To start S Note, follow the steps below**

- 1. From the start screen, select **Start**.
- 2. Select one or more of the **cover styles**, and the select **Next**.
- 3. Select one of the **templates**, and the select **Next**.
- 4. Select account to Sync.(Samsung account or Evernote)

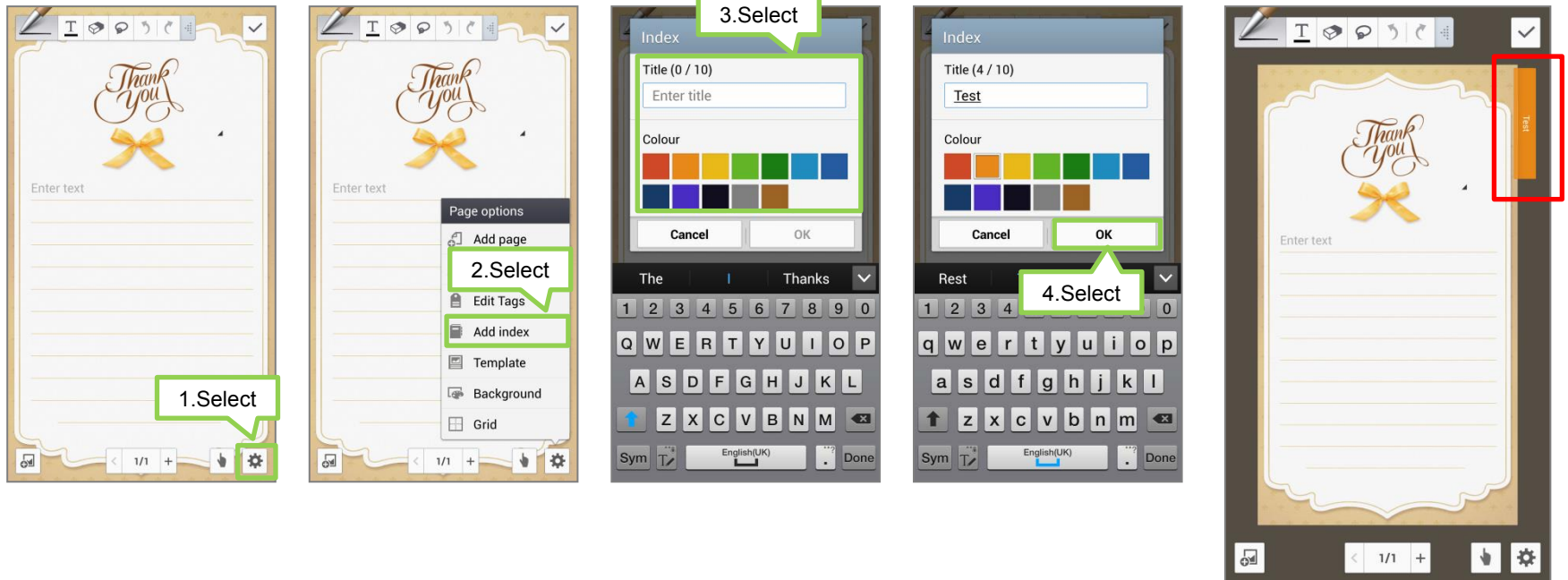


# S Note – Indexing a page

**Q : How do I add a index in the S Note?**

**A : To add a index in the S Note, follow the steps below**

1. Select **Setting icon** on the bottom of the right.
2. Select **Add index**.
3. Enter the Title and select the Colour.
4. Select **OK**.





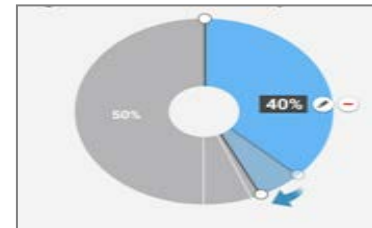
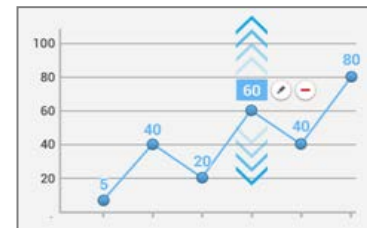
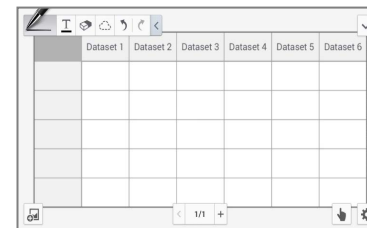
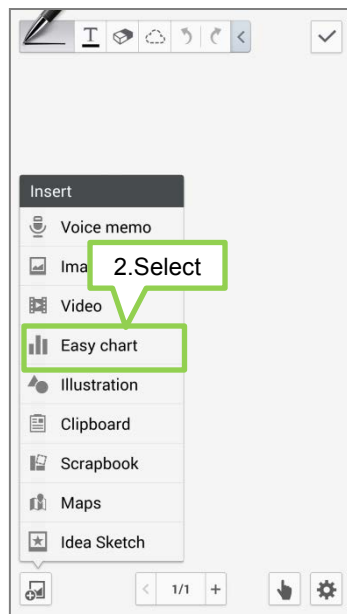
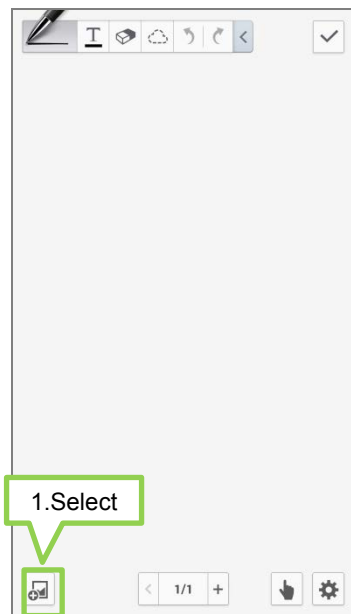
# S Note – Easy chart



**Q : How do I add a chart in the S Note?**

**A : To add a chart in the S Note, follow the steps below:**

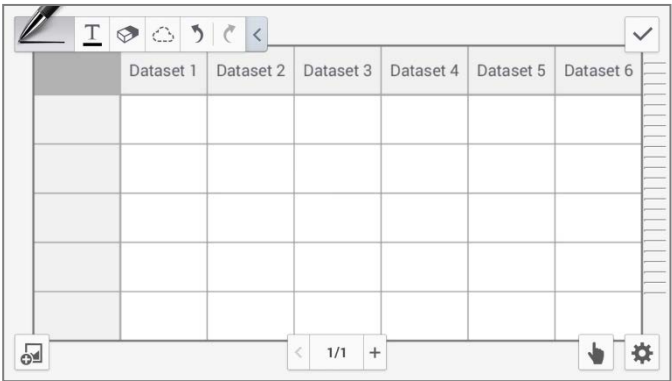
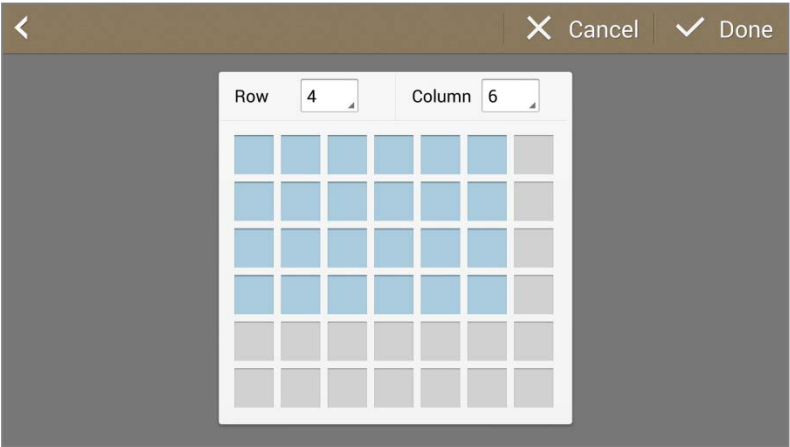
1. Select **Inset icon** on the bottom of the left.
2. Select **Easy chart**.
3. Choose the desired chart type.



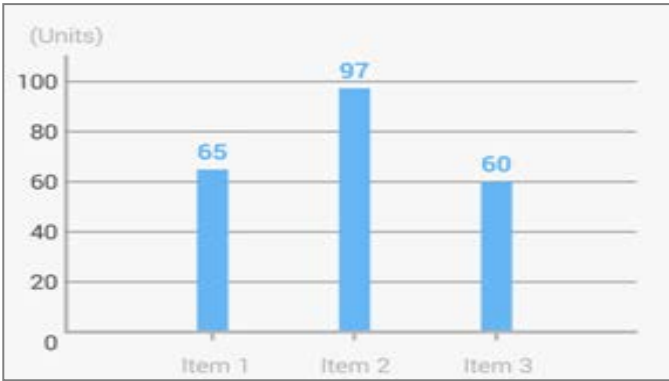


# S Note – Easy chart

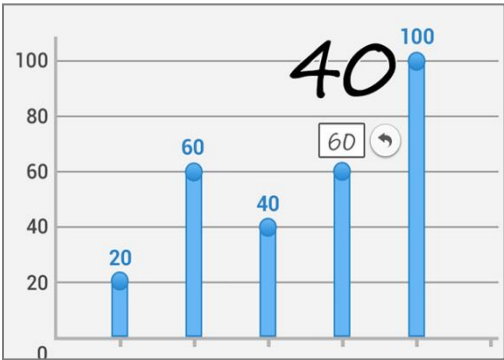
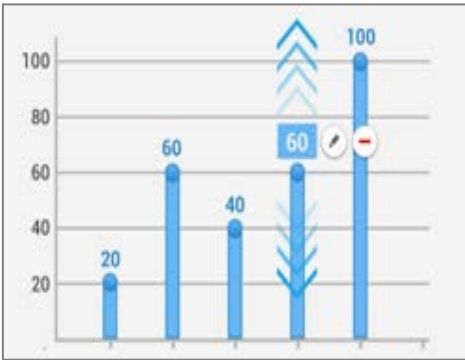
- ◆ To create a table, drag the pen across the screen to select rows and columns and tap the done button when you are finished.



- ◆ To create a bar chart, draw bars on the chart.



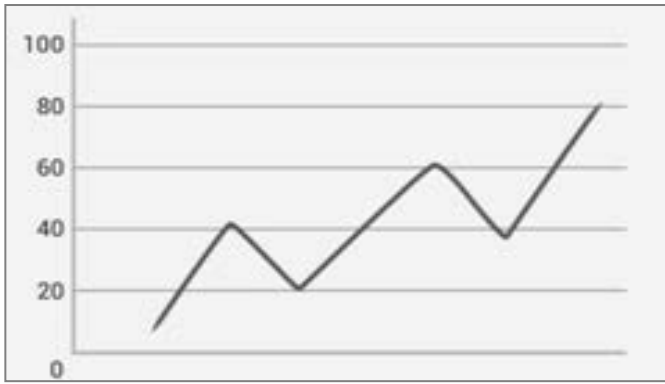
- To edit value, tap a bar on the chart and drag it upwards or downwards.  
You can also edit values by writing on the chart. To deselect a bar, tap anywhere except on that bar.



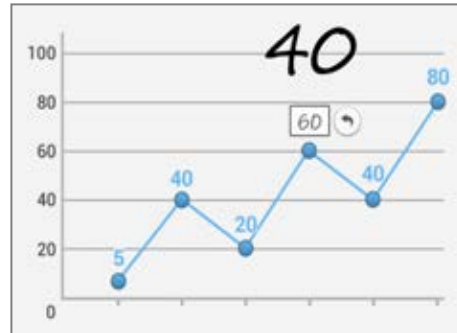
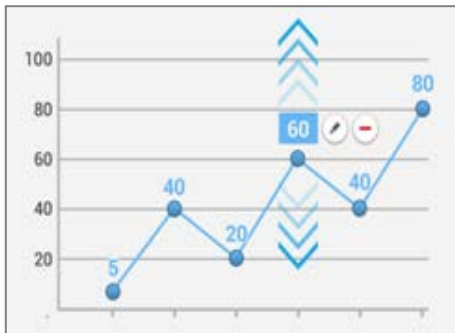
# S Note – Easy chart



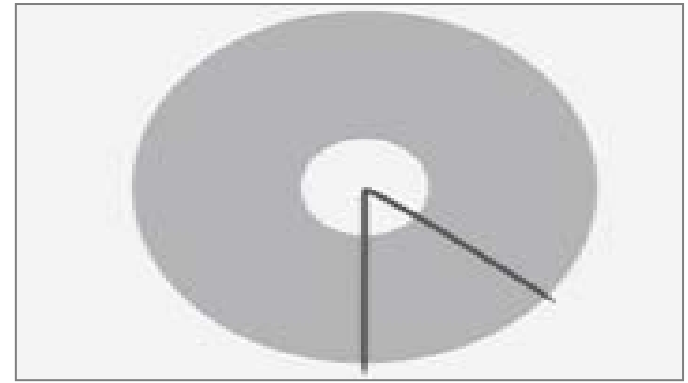
- ◆ To create a line chart, draw a line or tap anywhere you want on the chart



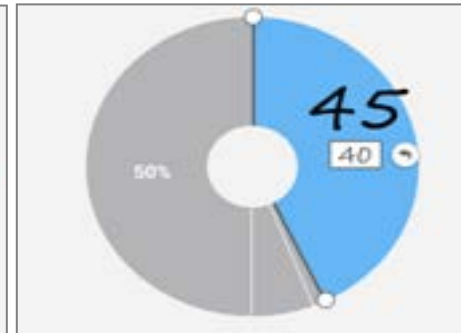
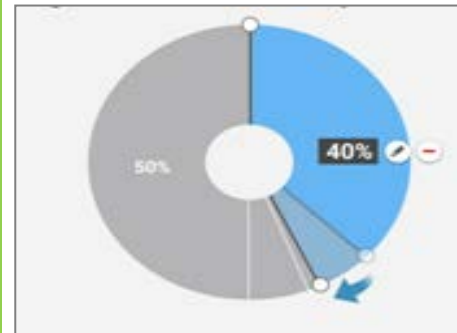
- To edit a value tap a point on the chart and drag it upwards or downwards.  
You can also edit values by writing on the chart.  
To deselect a point, tap anywhere except on that point.



- ◆ To create a pie chart, draw dividers on the circle and tap the done button when you are finished.



- To edit a values, tap a sector and drag its divider to where you want it.  
You can also edit values by writing on the chart.  
To deselect a point, tap anywhere except on that point.



# S Note – Writing sound

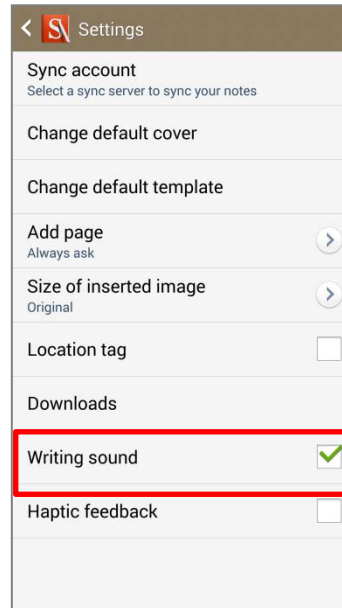
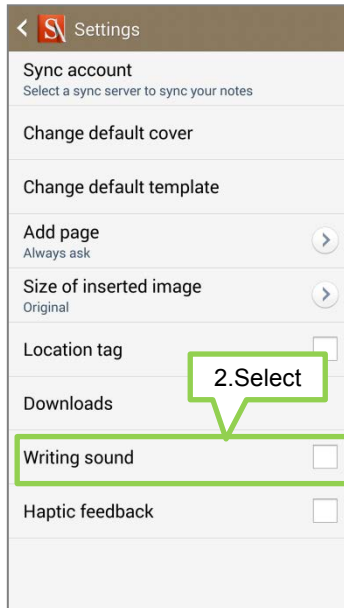
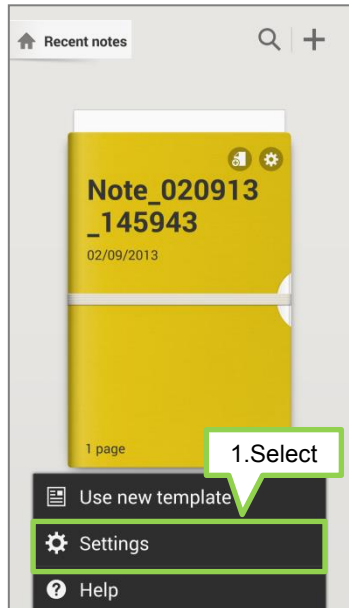


## ✂ Writing sound in S Note added.

**Q : How can I set the Writing sound in S Note?**

**A : To set the Writing sound follow the steps below:**

1. From the home screen of S Note , select **Menu button**.
2. Select **Writing sound**.





**Q : How do I set the grid in the S Note?**

**A : To set the grid in the S Note, follow the steps below**

1. Select **Setting icon** on the bottom of the right.
2. Select **Grid**.
3. Select the grid type.



※ **Note : Position objects automatically using the grid lines.**

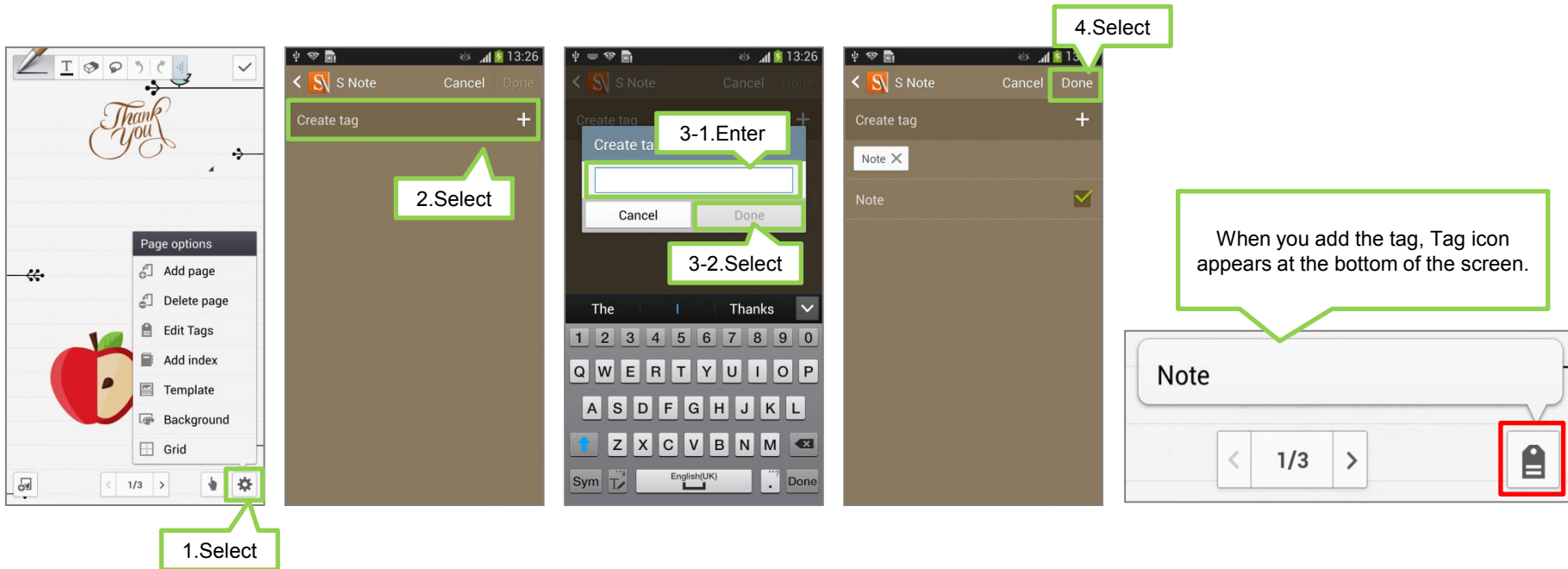




**Q : How do I add a tag in the S Note?**

**A : To add a tag in the S Note, follow the steps below:**

1. Select **Setting icon** on the bottom of the right.
2. Select **Create tag**.
3. Enter the tag information
4. Select **Done**.

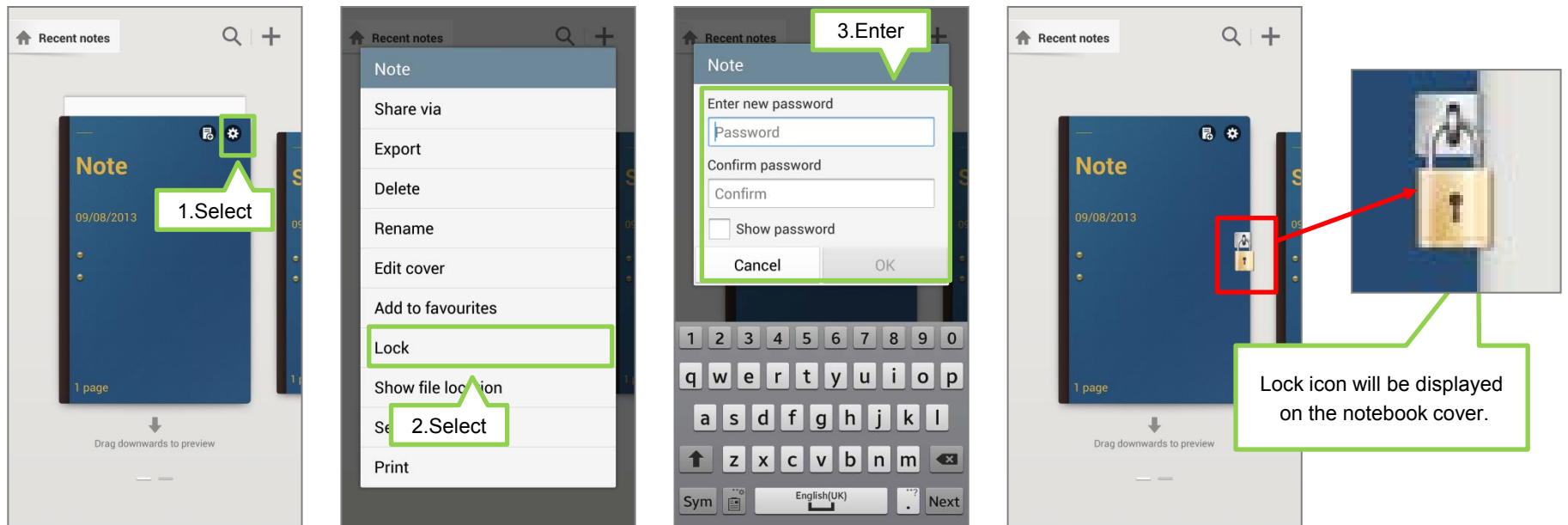


# S Note – Locking your notebooks

**Q : How can I lock my notebook?**

**A : To lock your notebook, follow the steps below:**

1. Select the **settings icon** on the notebook.
2. Select **Lock** from the menu.
3. Set a password for your notebook.

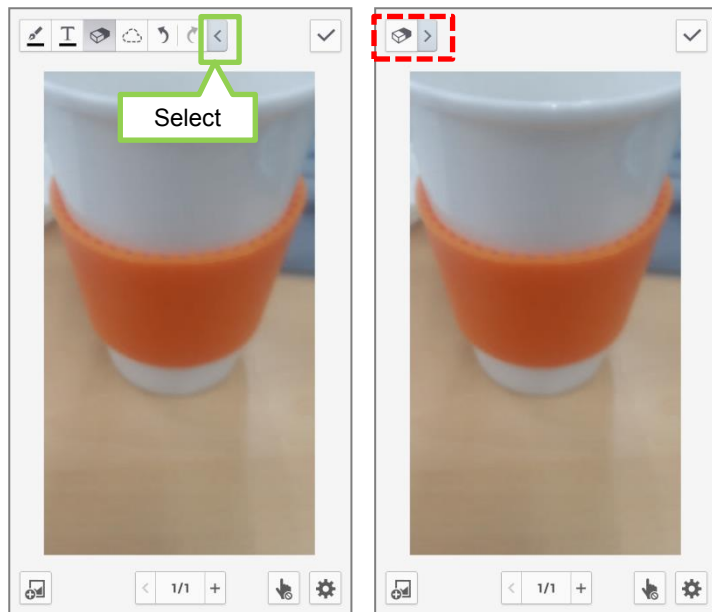




# S Note – Showing or hiding the toolbar while editing

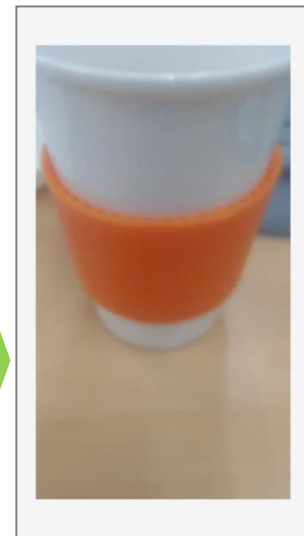
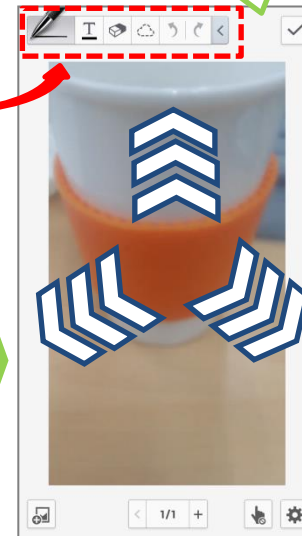
✂ You can show or hide the toolbar while you are editing pages.

✂ Tap the arrow icon to show or hide the toolbar while you are editing pages.



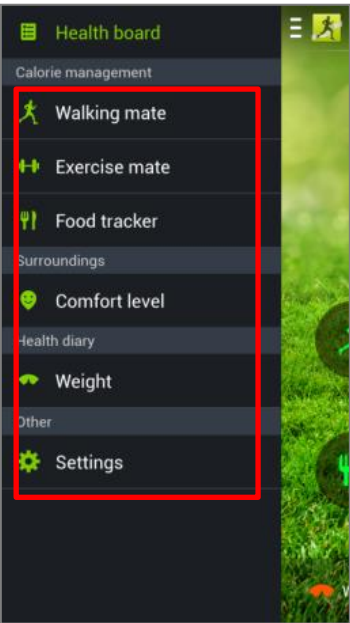
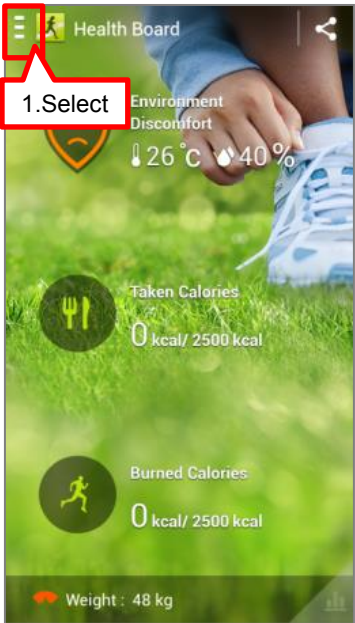
Zoom out by spreading 3 fingers apart.

Zoom in by tapping the screen with 3 fingers and then swiping them apart.



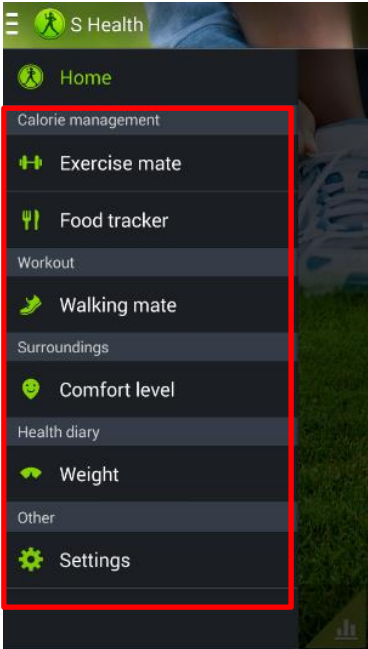
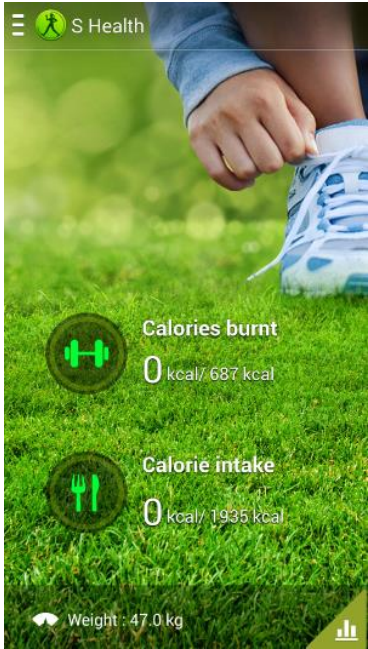
※ S Health support [the audio guide](#) to match set exercise effect target after analyzing heartbeat motion of HRM

Galaxy S4



- In Galaxy S4, Exercise Mate is able to record the user's movement, and measure the total calories burned. Total calorie intake and time of exercise are shown on screen.

Galaxy Note3



-In Galaxy Note3, Exercise mate provides a [real-time audiovisual guide](#) for your reference, supported by a 3<sup>rd</sup> party. This guide is for reference only; you can choose how closely you follow it.

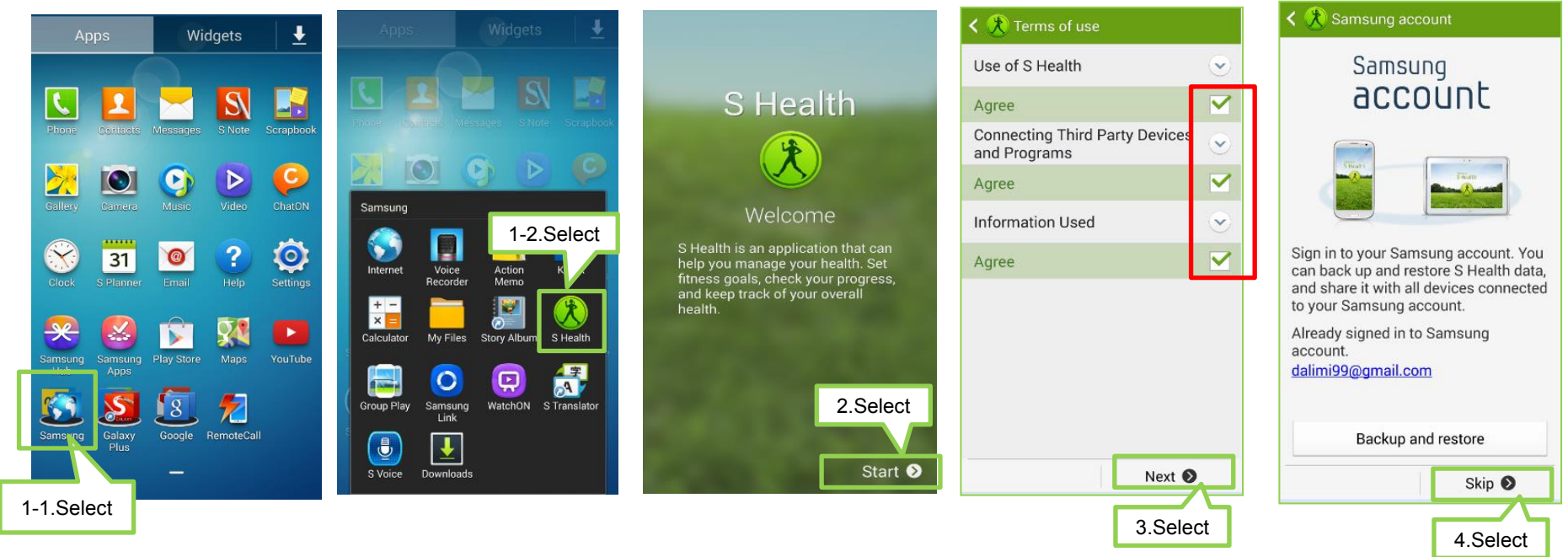


## Q : How do I set the S Health?

A : To set the S Health, follow the steps below:

1. Select **S Health** in **Samsung folder** to monitor your health.
2. Select **Start button**.
3. Read and agree to the terms and conditions, and then Select **Next**.
4. You can back up and restore the existing S Health data.

If you want to back up or restore, select the **Backup and restore** button. Or, **Skip** to the next.







## Q : How do I set the S Health? (Cont.)

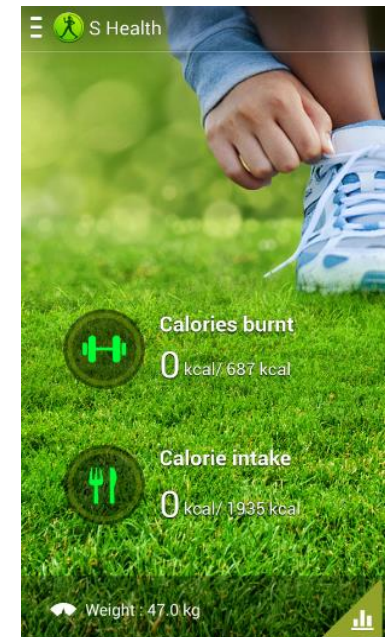
A : 5. Enter your physical statistics(**Name, Birthday, Gender, Height, Weight, etc**) and then tap Next.

6. Set the your target goal weight and plan to loss.

7. Recommended net calorie(target calories intake /day , target calories to burn/day) is displayed, and select the **Next** .

8. S Health setting is over. You can manage your health via S Health.

Set fitness goals, check your progress, and keep track of your overall health.



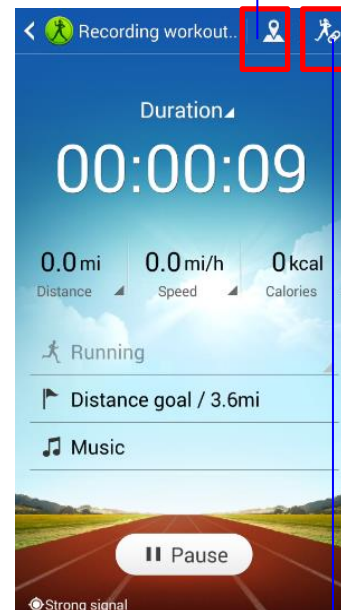
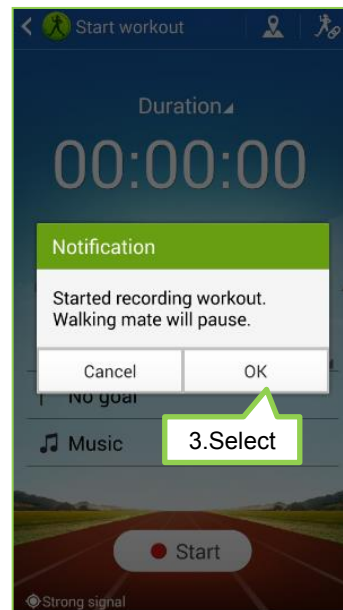
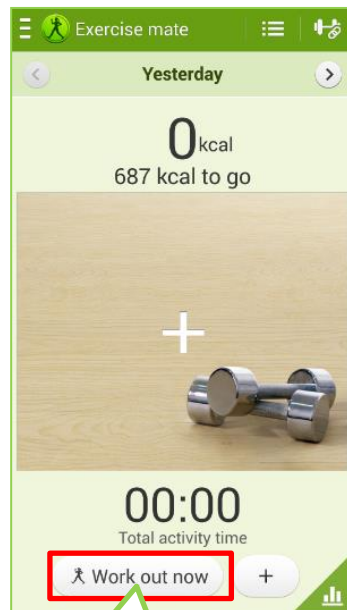
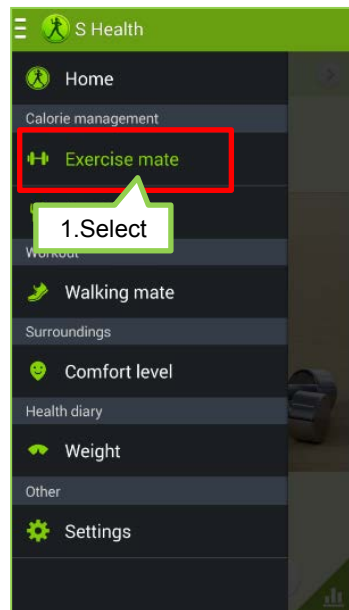
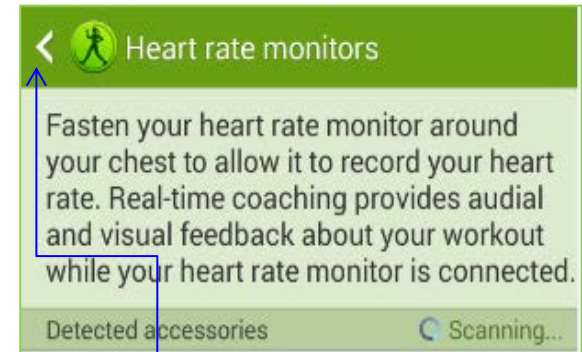


## Q : How do I use the Exercise mate ?

A : S Health will support [the audio guide](#) to match set exercise effect target after analyzing heartbeat motion of HRM.

1. Select the **Exercise mate**.
2. Select the **Work out now** button to activate
3. Touch the **OK** button
4. If exercise mate start, [audio guide begins and will display your progress towards your goal of calories burnt.](#)

Using GPS, you can track your recording workout on map.

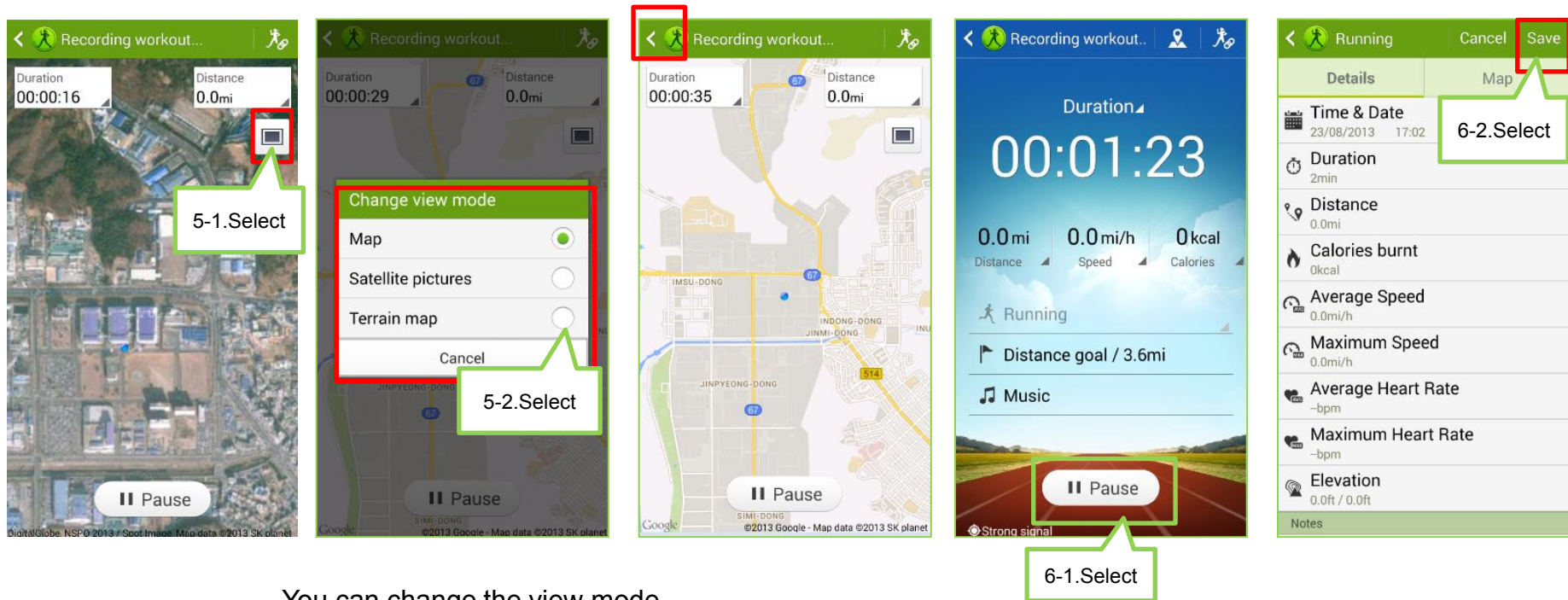


You can track your recording workout on map.



## Q : How do I use the Exercise mate ?

5. You can change the view mode of recording workout on map ( In Map, Satellite pictures, Terrain map)
6. If you end the exercise mate, your detail information of running is displayed. And touch Save  
(Time & Date, Duration, Distance, Calories burnt, Average Speed,  
Maximum Speed, Average Heart Rate, Maximum Heart Rate, Elevation)



You can change the view mode.



**Q : When I try to connect my Galaxy Note3 with HRM(Heart Rate Monitors), my device doesn't recognize the HRM.**

**HRM device searching is not completed, what's the problem?**

**A : Please check that you try to connect by next steps:**

1. Wet both electrodes on the back of the heart rate monitor strap to create a strong connection between your chest and the Transmitter.
2. Wrap the strap around your chest.
3. Bring your mobile device within range(3m) of the heart rate monitor.
4. Select Exercise mate in drawer menu and tap Start workout
5. Connect the accessory.
6. Tap Scan and select the heart rate monitor on the detected accessories list.





**Q : When I use the Exercise mate function with HRM, the value of HRM displayed on S Health app is not exact.**

**What is the problem?**

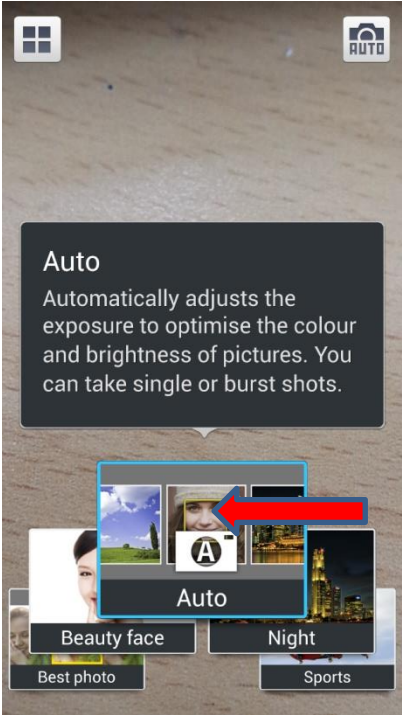
**A :** First of all, check that wet both electrodes on the back of the heart rate monitor strap to create a strong connection between your chest and the Transmitter.

Thus confirm that you paint the water or ECG gel on Transmitter, besides check that wrap rightly and tightly the strap around your chest.



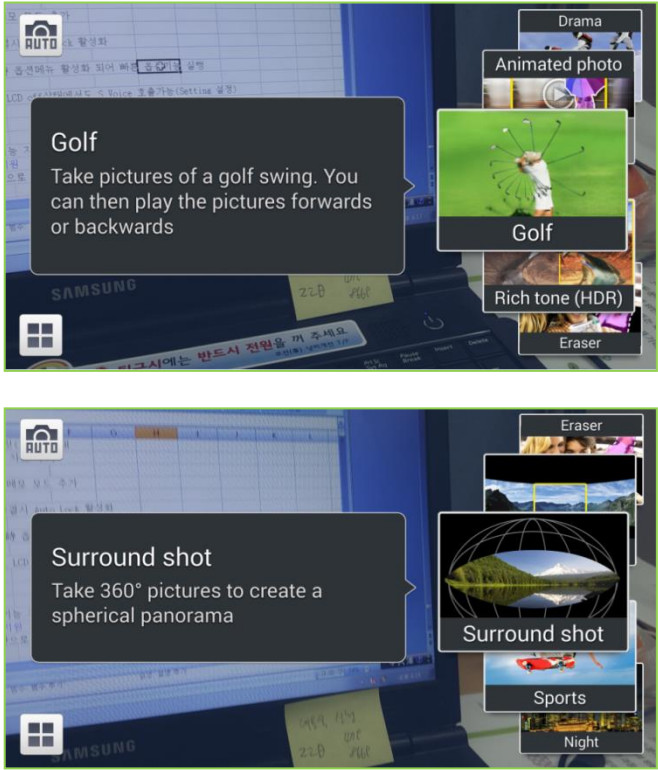
※ A variety of camera modes are available so you can take pictures of various types of scene.

Galaxy S4



You can use a variety of camera modes to take pictures using options that are preset for specific type of scene.

Galaxy Note3



- In Galaxy Note3, camera supports more camera modes than
- Golf mode* take pictures of a golf swing. You can then play the pictures forwards of backwards.
- Surround shot take a realistic picture by moving up/down

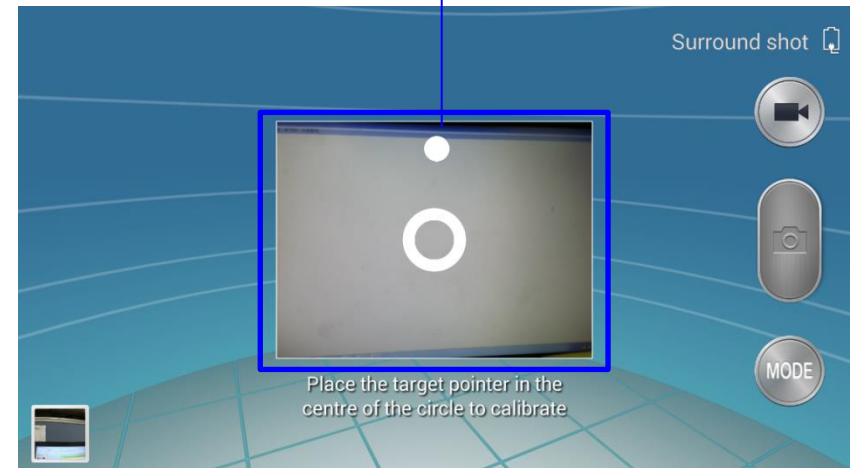
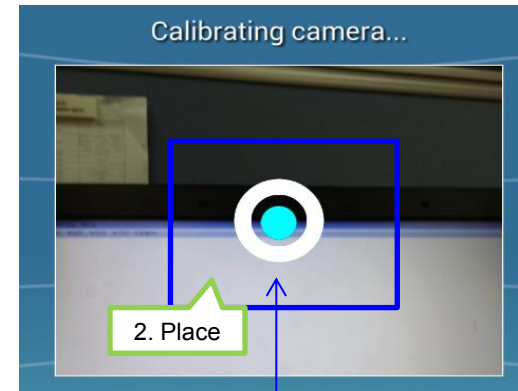
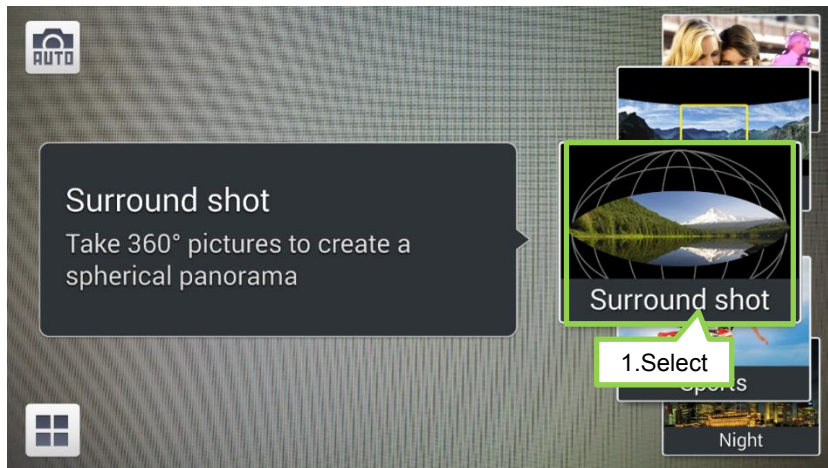
# Camera – Surround shot (1)

**Q : How can I take picture of surround shot mode?**

**A :** Surround shot take 360degree pictures to create a spherical panorama.


You can get a realistic picture by moving freely up, down, left and right as if it is taken with a wide angle lens.

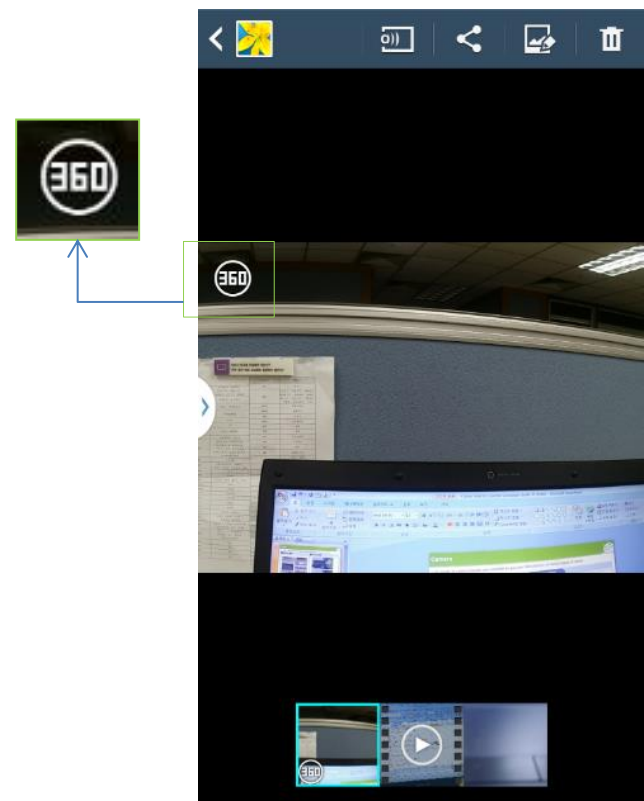
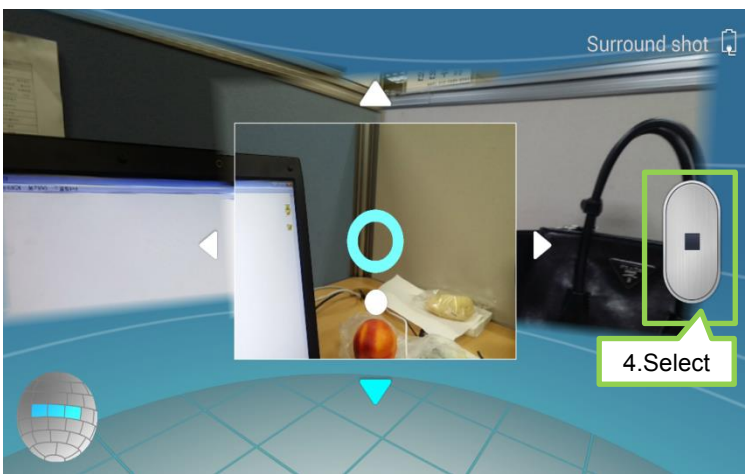
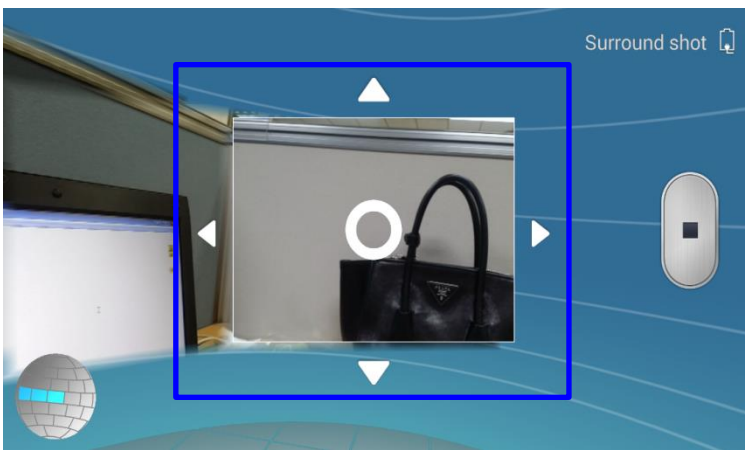
1. In camera mode, select the Surround shot mode.
2. Place the target pointer in the centre of the circle to calibrate





# Camera – Surround shot (2)

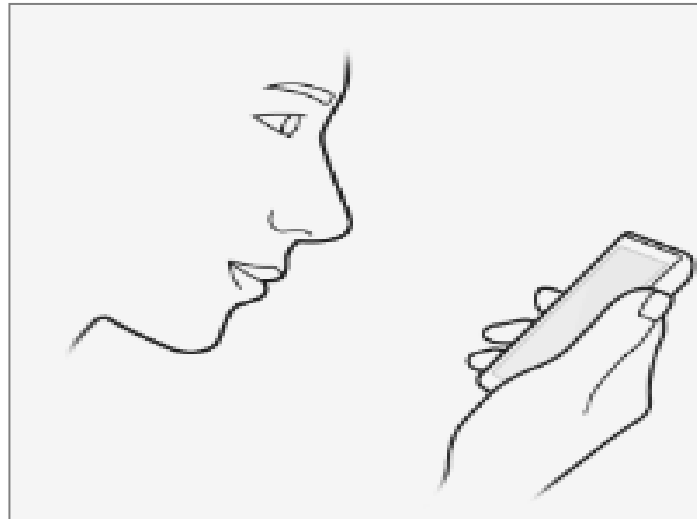
- 3. Move freely up, down, left and right as if it is taken with a wide angle lens.  
Please try to keep your camera away from the subject and also maintain a constant distance between your body and the camera in order to take a natural wide angle panorama picture which will be displayed in full screen.
- 4. If you want to end, Select the stop.  
In gallery , check the picture with  icon.



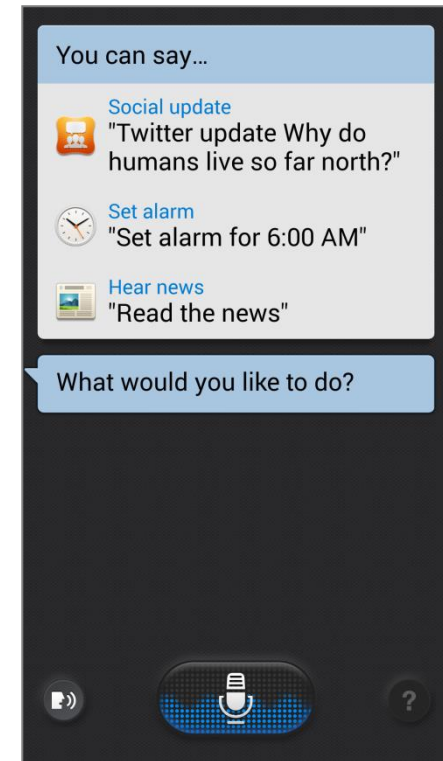
# S Voice



※ You can say “Hi Galaxy” when in S Voice or while the screen is off to automatically wake up S Voice.



Say “Hi, Galaxy”



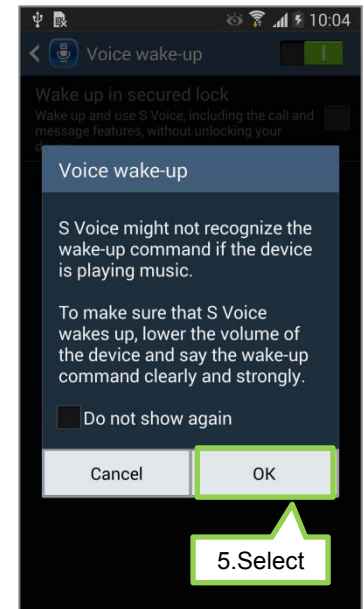
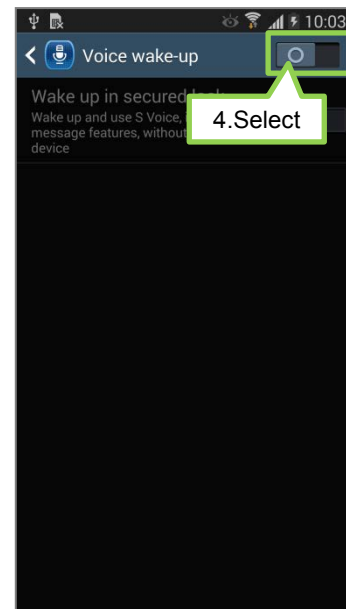
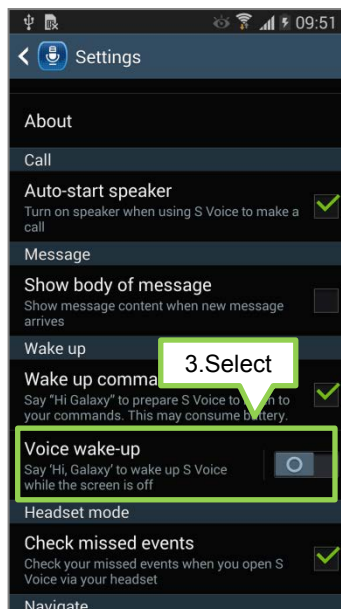
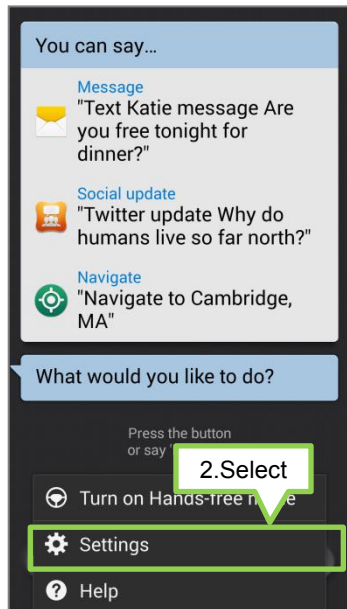
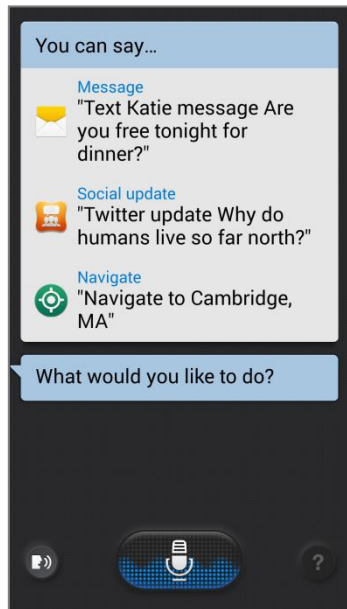
※ Note : S Voice might not recognize the wake-up command if the device is playing music.  
To make sure that S Voice wakes up, lower the volume of the device and say the wake-up command clearly and strongly.



**Q : How can I use S Voice while the screen is off ?**

**A :** To set the S Voice while the screen is off ,follow the steps below:

- 1.From the Voice screen, select Menu button.
2. Select Settings.
3. Scroll down to Voice wake-up, and the select it.
4. Activate **Voice wake-up**.
- 5.Select OK.





# Voice Recorder

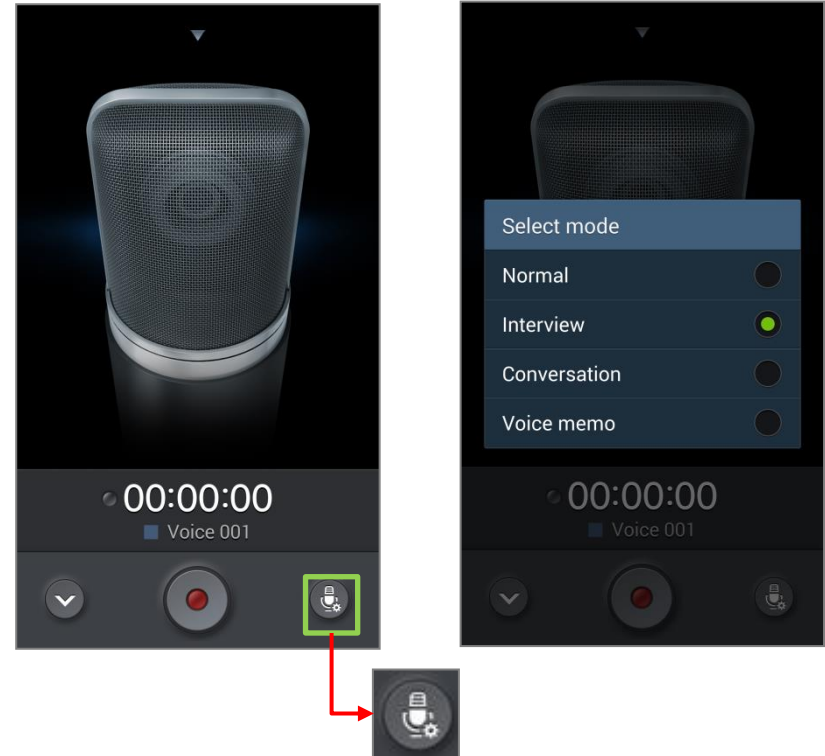


※ Voice Recorder support the various functions.

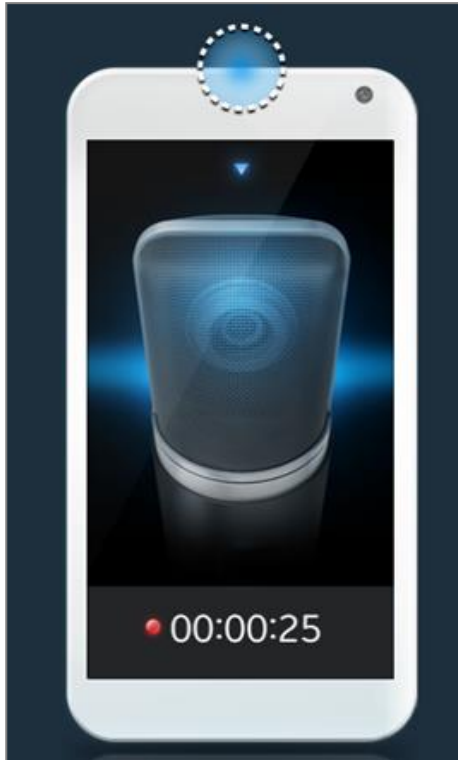
Galaxy S4



Galaxy Note3

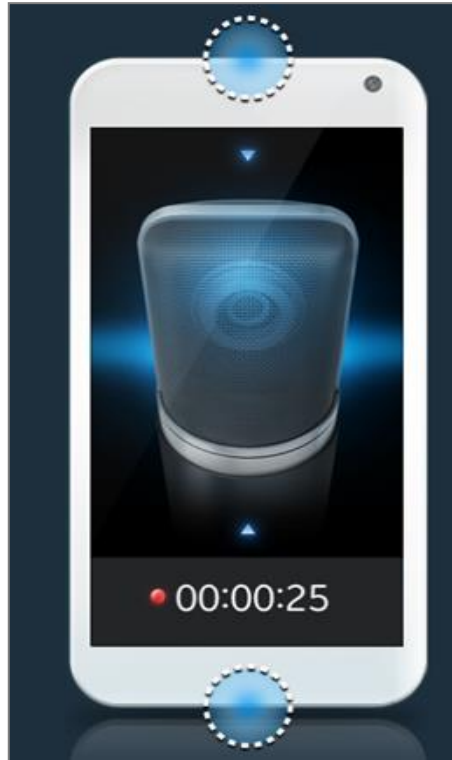


- Voice Recorder function supports more improved like  
**Normal, Interview, Conversation, Voice memo.**



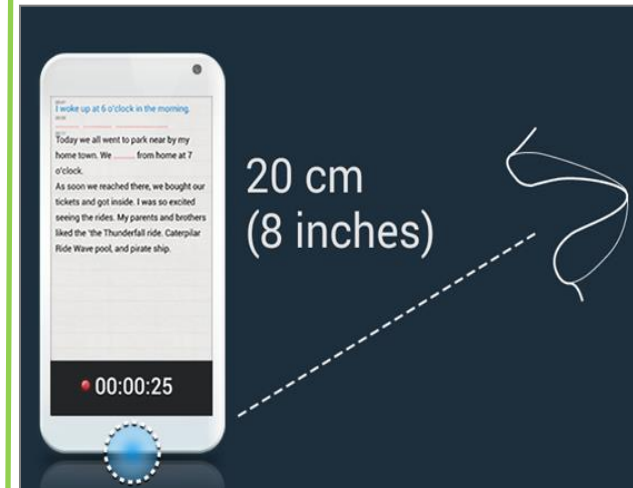
## ※ Interview mode

: The microphone is sensitive to sounds from one direction. One-directional recording picks up less sound from behind and either side of the device.



## ※ Conversation mode

: It is sensitive to sounds from two directions. Two-directional recording picks up equal amounts of sound from in front of and behind the device.



## ※ Voice memo

: Voice memo mode records your voice and simultaneously converts it to on-screen text. For best results, keep the device within 20cm of your mouth, and speak loudly and clearly in a quiet place. The maximum recording time is 5 minutes.

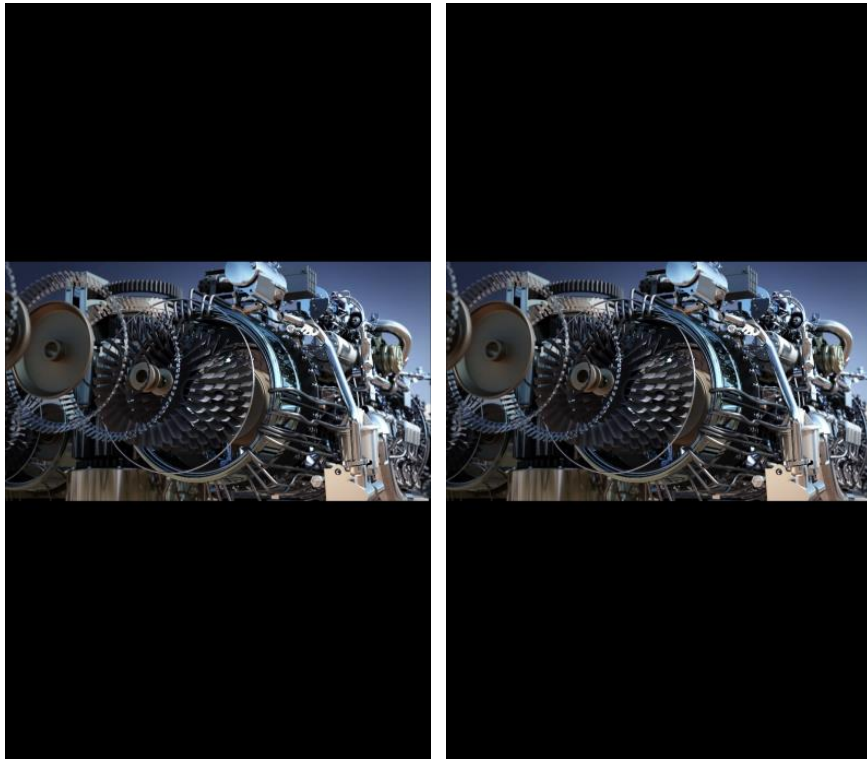
# Group Play



※ The master device can change the screen to split or synced view.

Using split view, you can use multiple devices to create one big screen to watch your videos on.

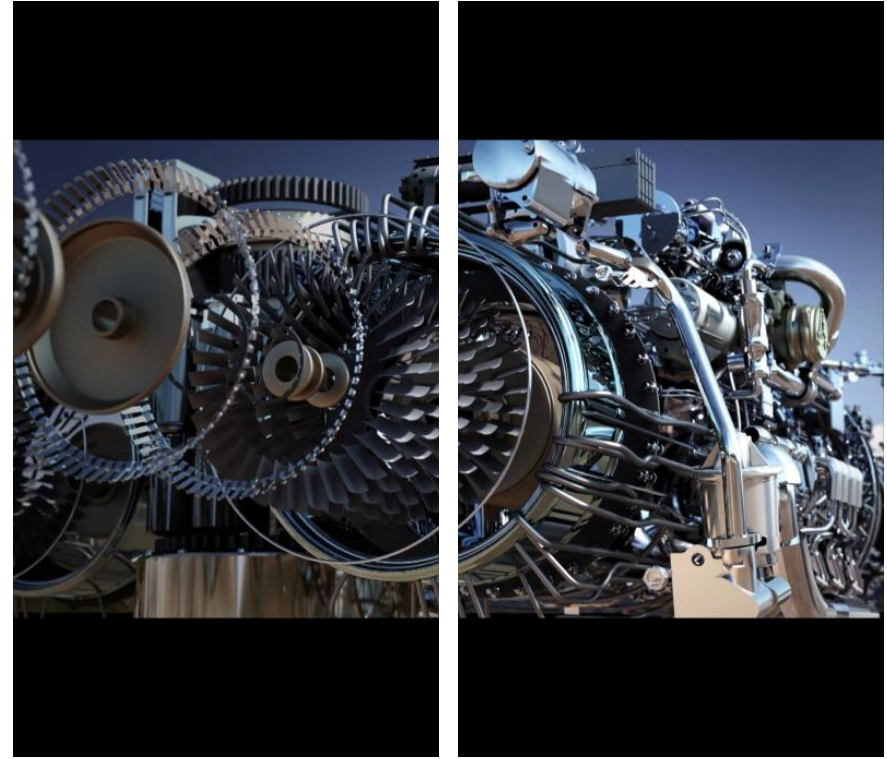
**Synced view**



< Device 1 >

< Device 2 >

**Split view**



< Device 1 >

< Device 2 >

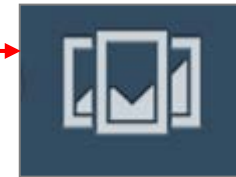
# Group Play



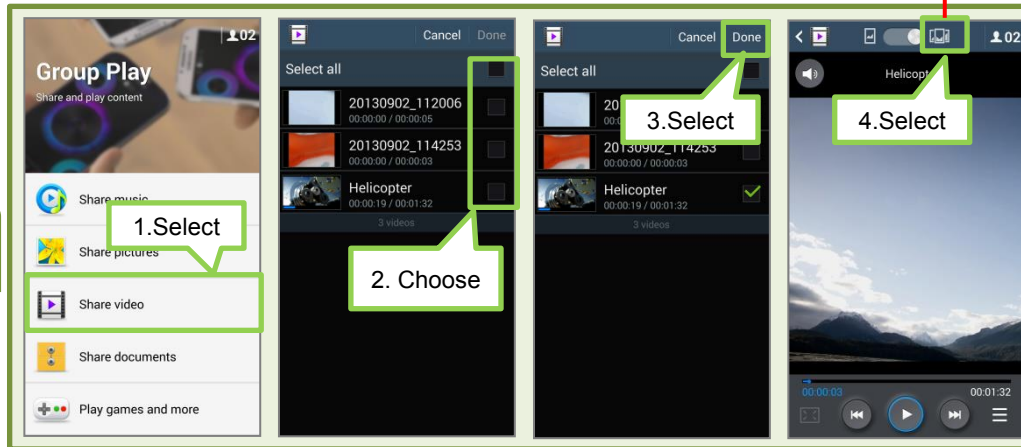
**Q : how can I split screen in Group Play?**

**A : To split screen , follow the next step.**

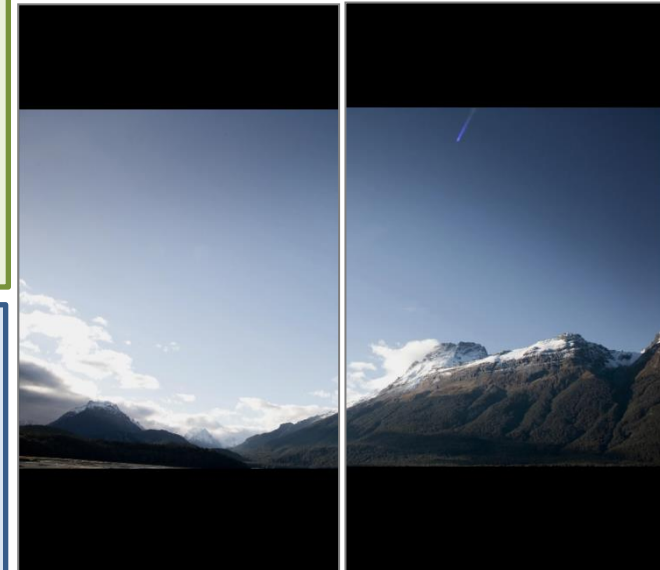
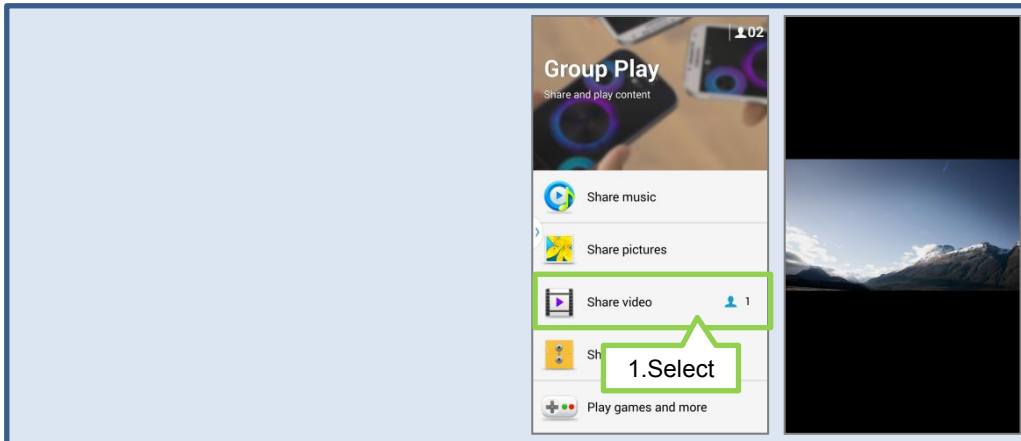
1. Select share video.
2. Choose the desired video file, and then select Done.
3. Select Done.
4. Select Split icon on the screen.



**Sending Device**



**Receiving Device**



**Sending device screen**

**Receiving device screen**

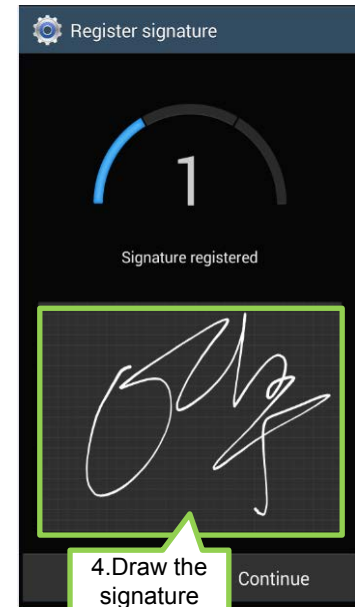
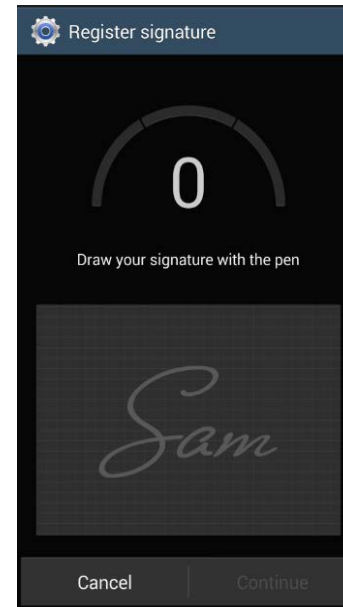
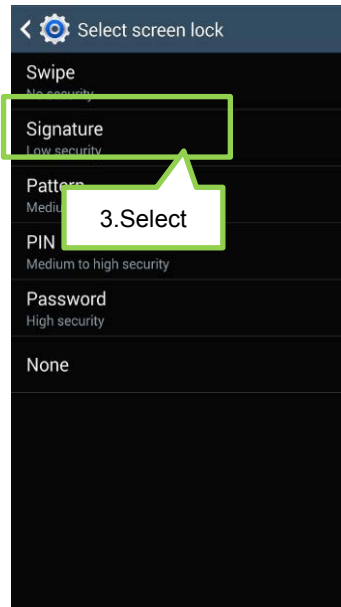
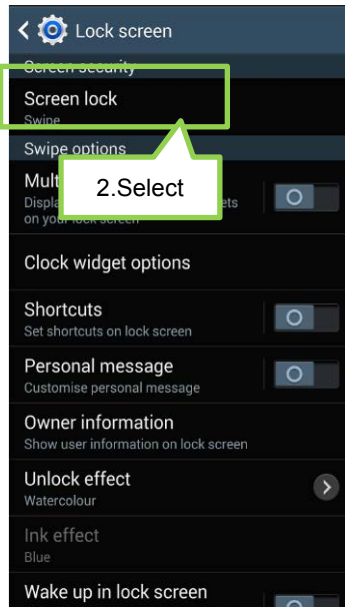
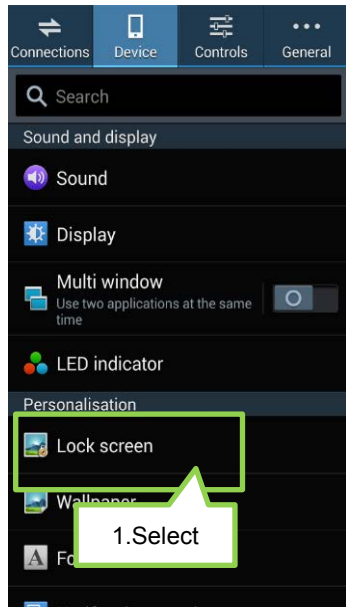
# Signature Screen Lock (1)



Galaxy Note3 supports the Signature Screen lock by your personal signature.

< How to use the signature screen lock >

1. Select the Lock screen.
2. Select the Screen lock
3. Select the Signature
4. Draw your signature with the pen for screen lock



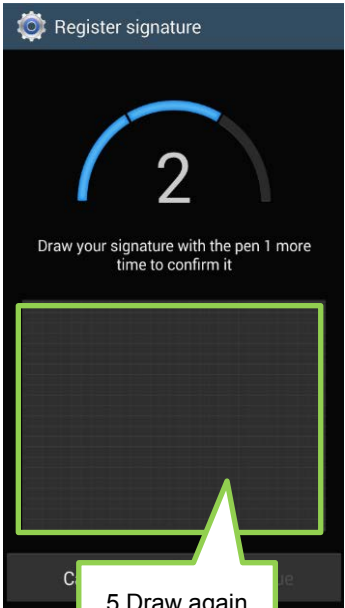




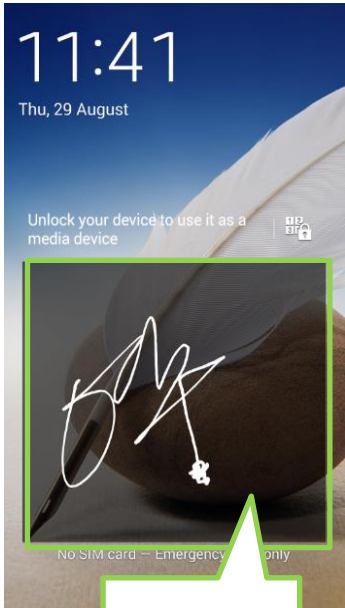
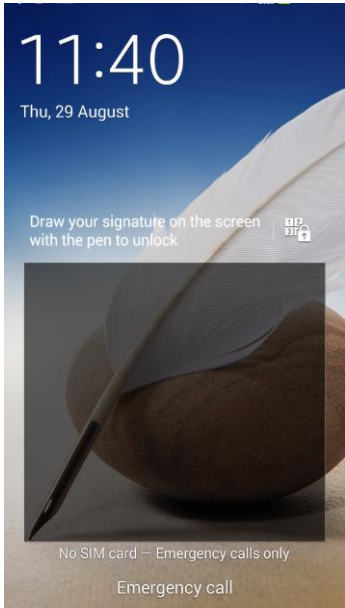
# Signature Screen Lock (2)

- 5. Draw your signature with the pen 2 more time to confirm it
- 6. If the registration is completed, when to unlock the screen, draw your signature on the lock screen.

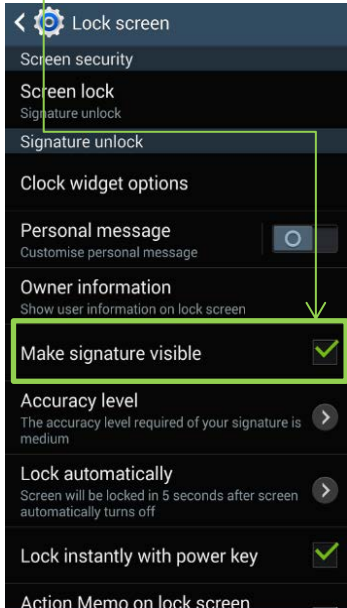
It's enable to set that signature is invisible by "Make Signature visible" option



5. Draw again for confirmation



6. Draw signature for unlocking



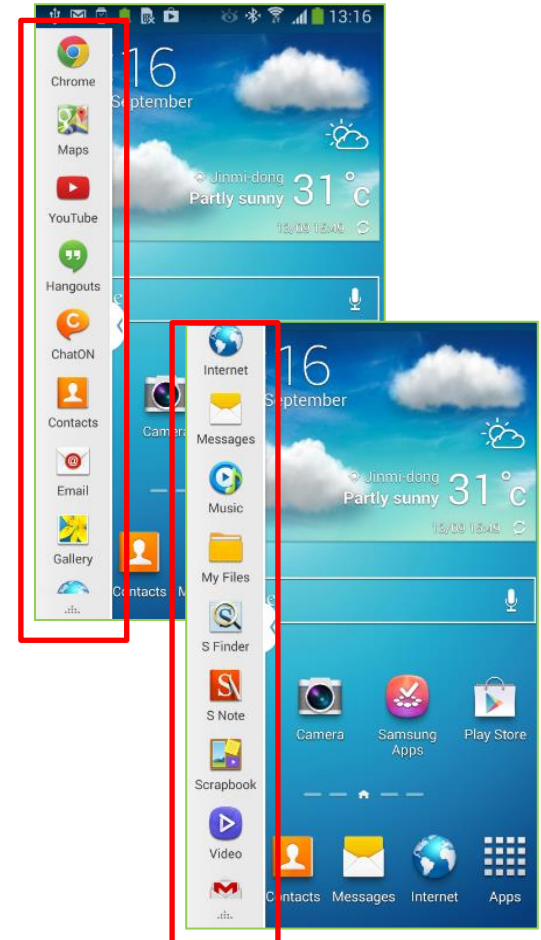


**Q: How do I use “Multi Window” feature to run two applications at the same time?**

**A:** Please see following sections showing how to use the Multi Window feature.

**Note:**

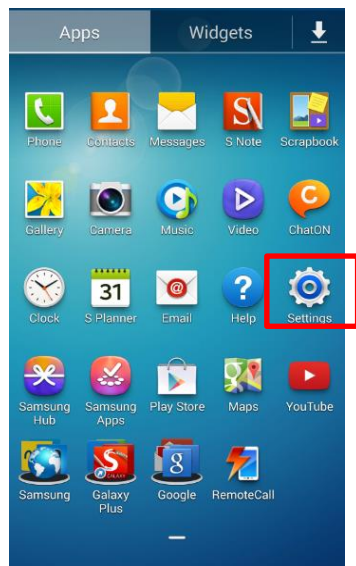
1. Only applications listed on the Multi Window panel can be run.
2. When launching applications that contain multimedia files, such as music or videos, sound from both files will be played.
3. This feature may not be available depending on the region or service provider.



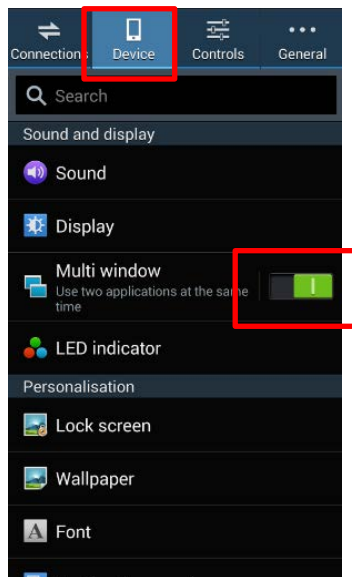
# Multi Window: Accessing the Multi Window function

**Q: How do I access and use the “Multi Window” feature on my Galaxy Note3?**

**A:** To access this feature, please see steps below:



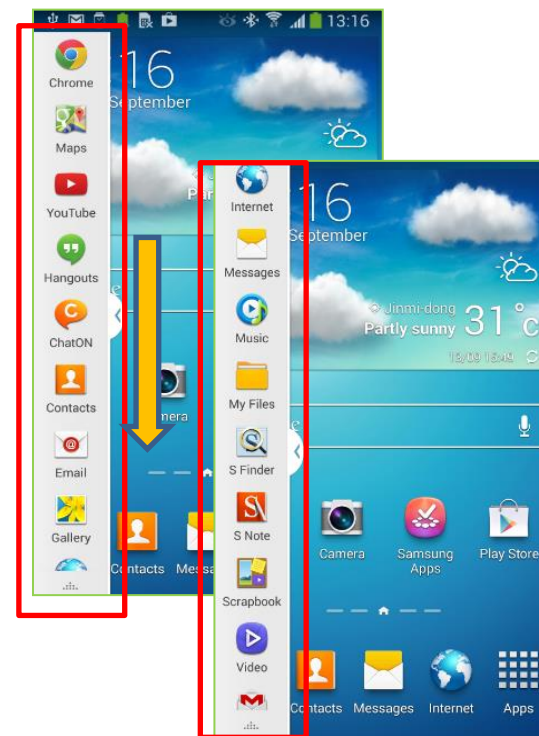
1. Tap the Settings



2. In device tab, slide to right side the switch of Multi window to enable feature.



3. Tap and hold the “**Back**” key”



4. The Multi Window panel appears at the left side of the screen.

**Scroll** on the icon bar to see the list of application that can be used with Multi Window.

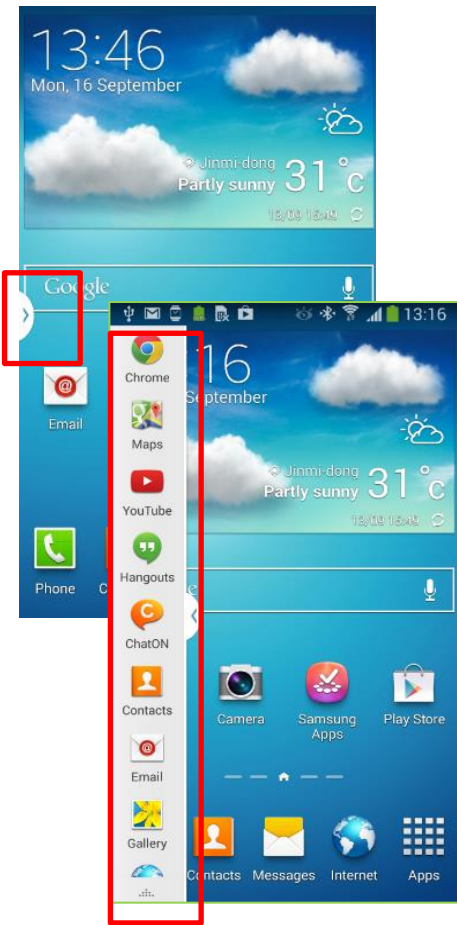


You can also enable or disable multi window via the quick panel.

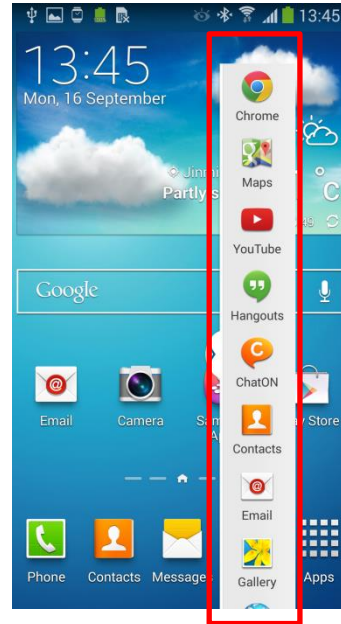
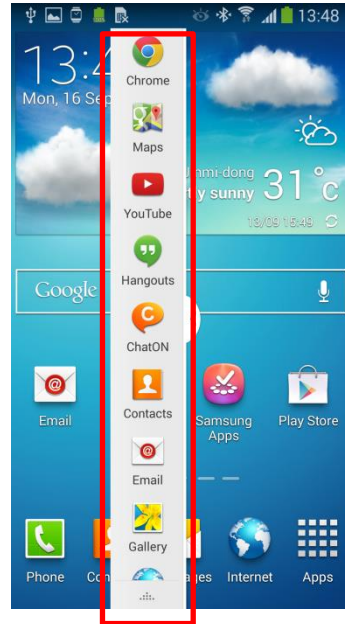
# Multi Window: Using multi window tray

**Q: How do I use the multi window panel of “Multi Window” feature on my Galaxy Note3?**

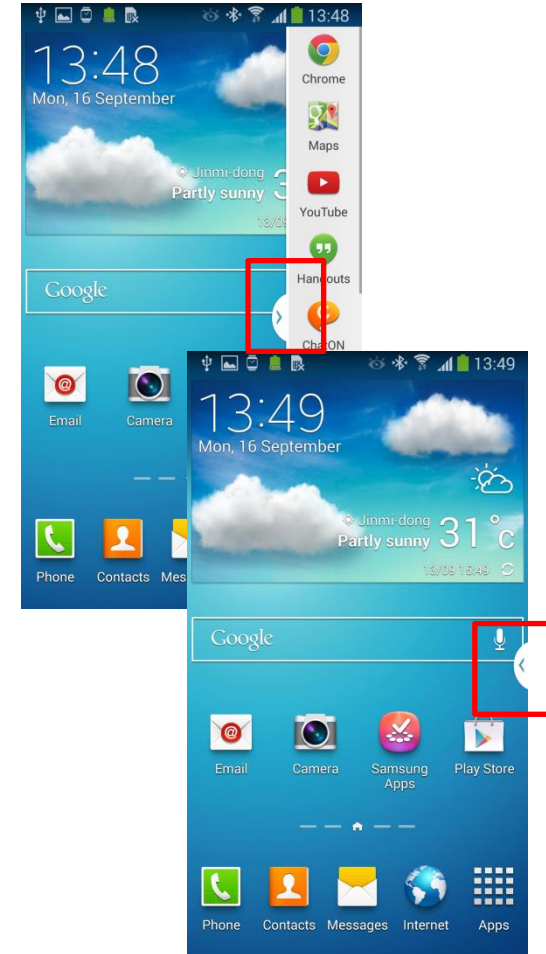
**A: To access this feature, please see steps below:**



1. When a panel is open, Tap and hold the handle at the left side of the screen.



2. Then drag it to move the tray.



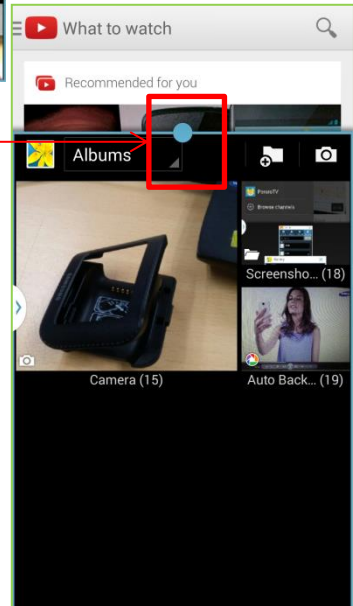
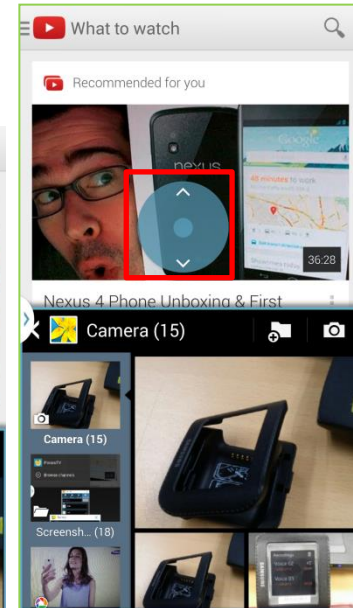
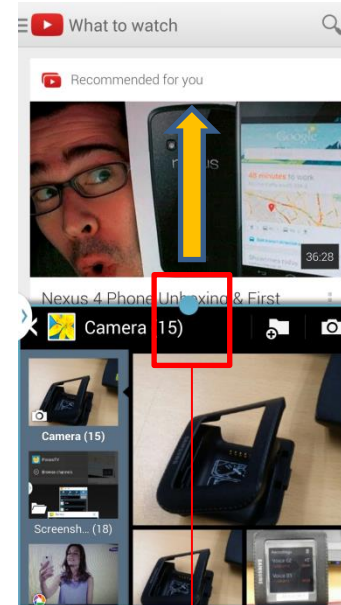
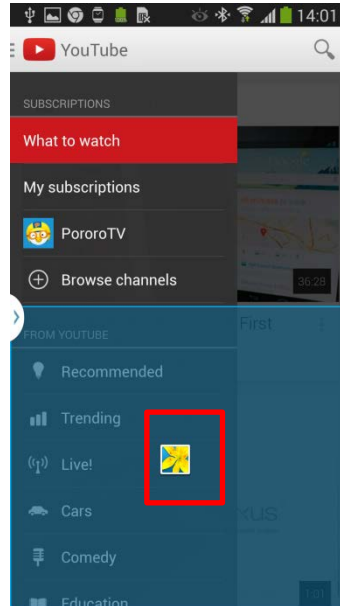
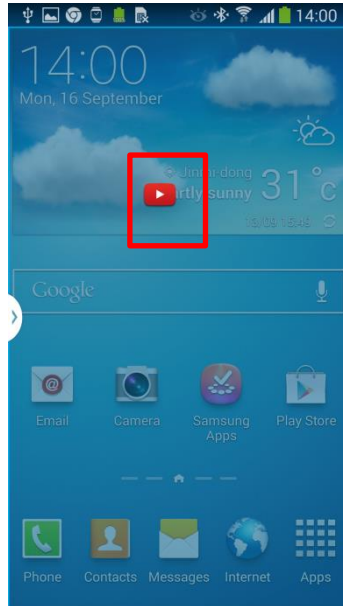
3. Tap the handle to close the tray.  
When a panel is hidden, tap and hold the handle and drag it up or down to change its position



# Multi Window: Using multi window applications and view(1)

**Q: How do I use the multi window panel of “Multi Window” feature on my Galaxy Note3?**

**A: To access this feature, please see steps below:**



1. Tap and hold on the icon you wish to use

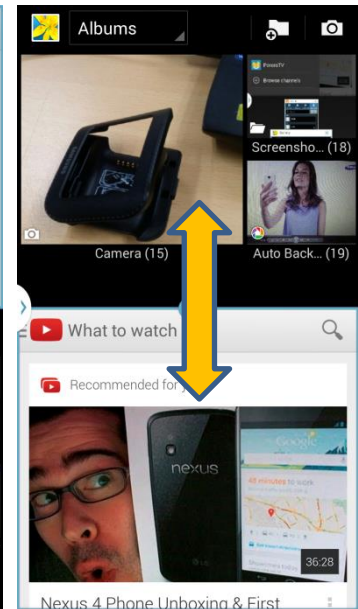
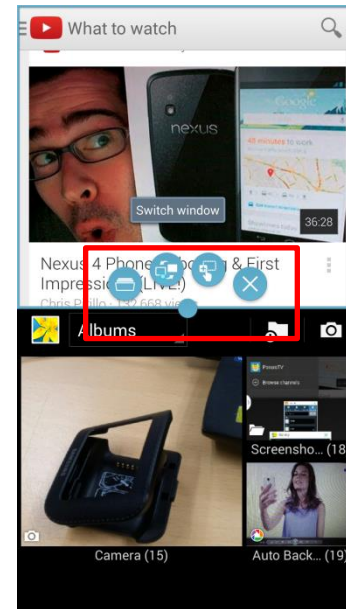
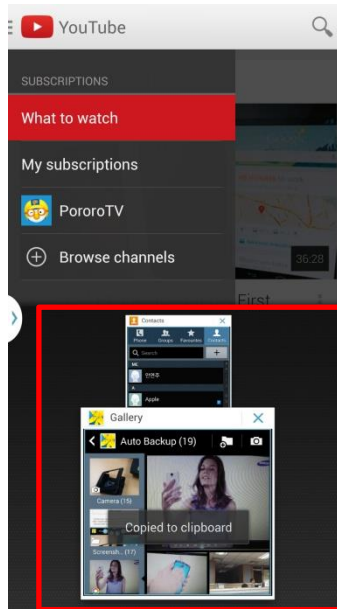
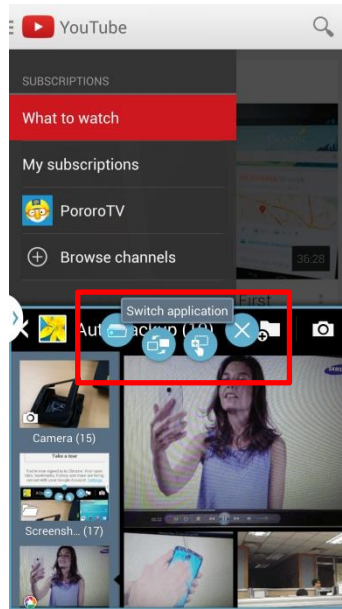
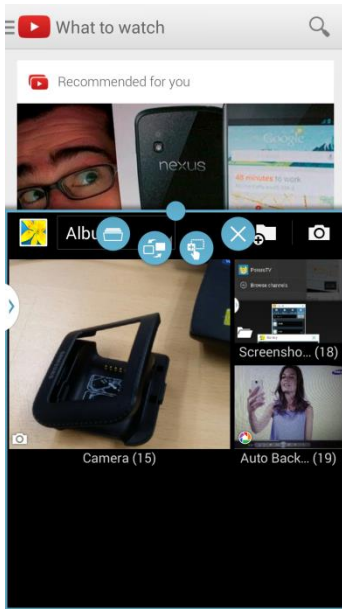
2. Drag an application from the tray to the main window.  
3. Then drag another application to use both at the same time.

You can also tap an application in the tray to open it in multi window view.

4. Now, the two applications run. You can adjust the size of windows by moving the split bar handle.



# Multi Window: Using multi window applications and view(2)







5. While using Multi Window applications, select an application window, tap the circle between the application windows, and then use one of the following

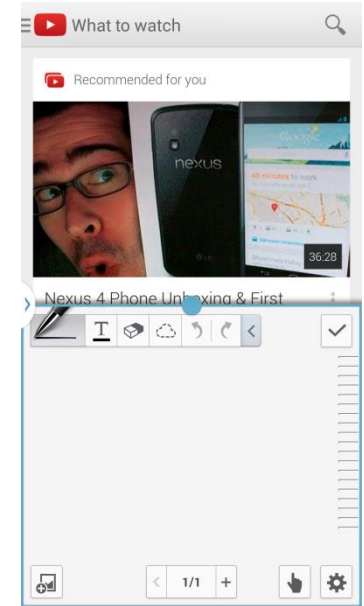
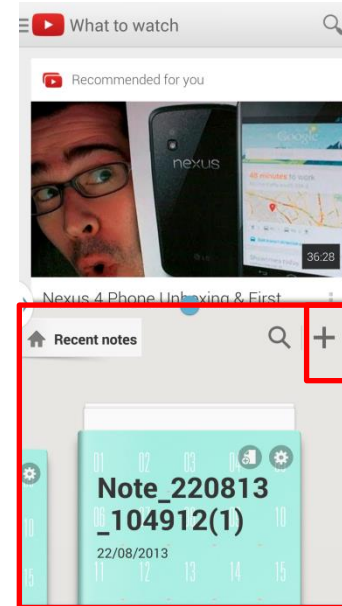
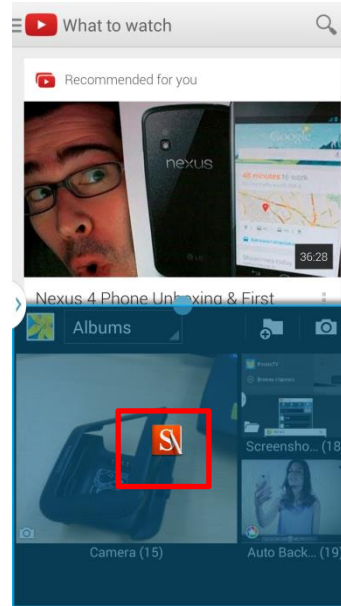
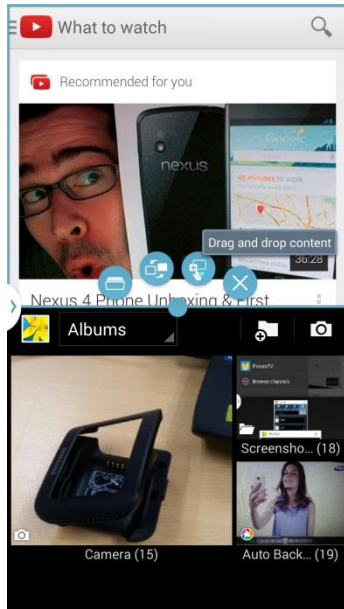
6. Tap the switch application of first. It open a list of recently-used applications in the selected window. Choose the application you want.

7. Tap the switch window of second. It switch locations between multi window applications



-  Open a list of recently-used applications in the selected window.
-  Switch locations between Multi Window applications.
-  Share items between the application windows. Drag an item to share from one window to another. Some applications may not support this feature.
-  Close the application.

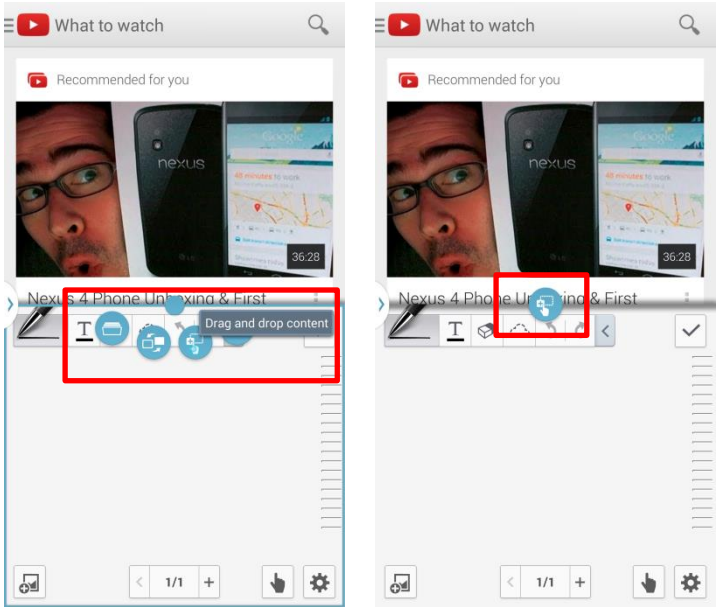
# Multi Window: Using multi window applications and view(3)



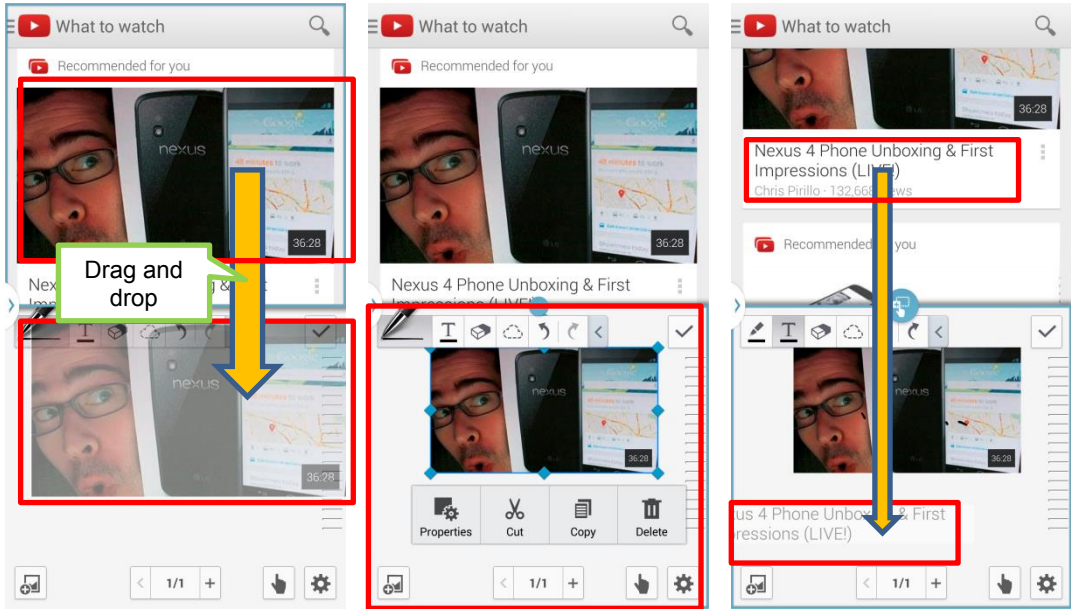
8. Drag and Drop content share items between the application windows. Drag an item to share from one window to another. Some applications may not support this feature.

9. Usually, Drag and Drop content feature is supported when in multi window, application that is available to edit or attach the contents is included. For example, S-Note , Message, E-mail is that.  
After activating the S-Note, tap the new note.

# Multi Window: Using multi window applications and view(4)

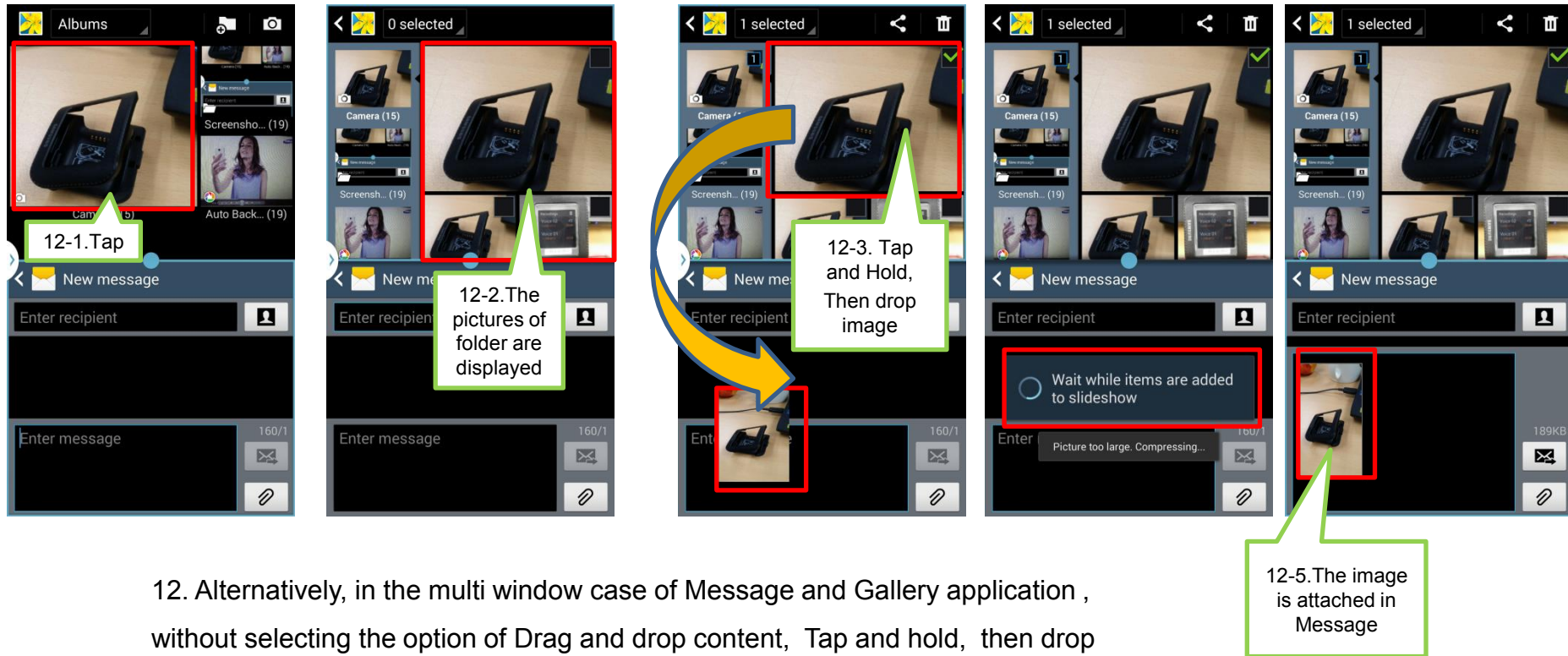


10. Tap the split bar handle and then tap the drag and drop icon.



11. Drag and drop a paragraph of text or a screenshot of an image from one window to the other.

# Multi Window: Using multi window applications and view(5)

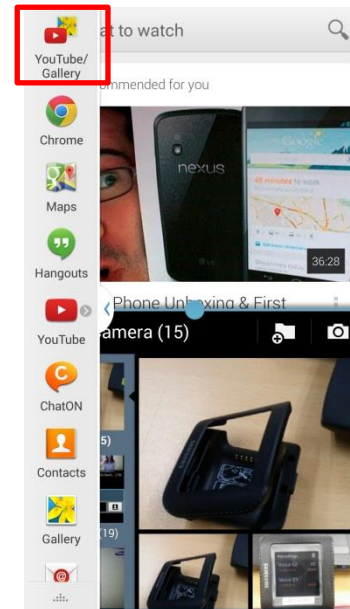
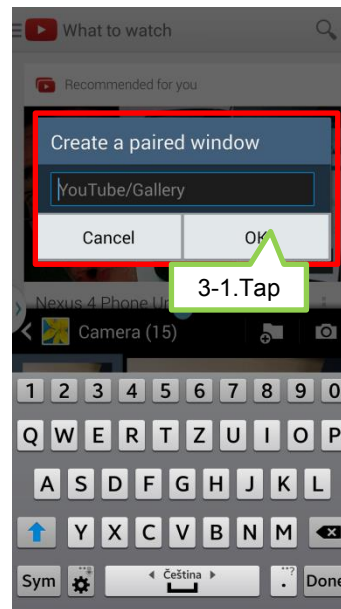
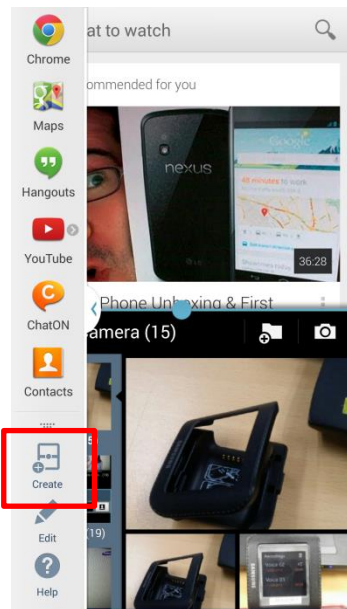
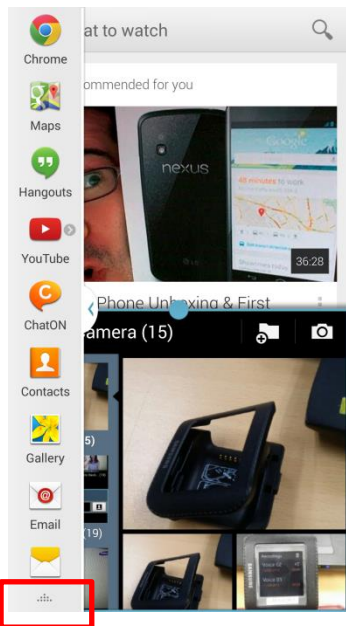


12. Alternatively, in the multi window case of Message and Gallery application , without selecting the option of Drag and drop content, Tap and hold, then drop an image from Gallery window to the other Message for attachment.

# Multi Window : Creating paired windows

**Q: How do I create a paired window of “Multi Window” feature on my Galaxy Note3?**

**A:** To access this feature, please see steps below:



1. To save a new paired window, two windows must be open at the same time. After then , Tap the arrow icon to see more options in the multi window tray.

2. Tap the create button.

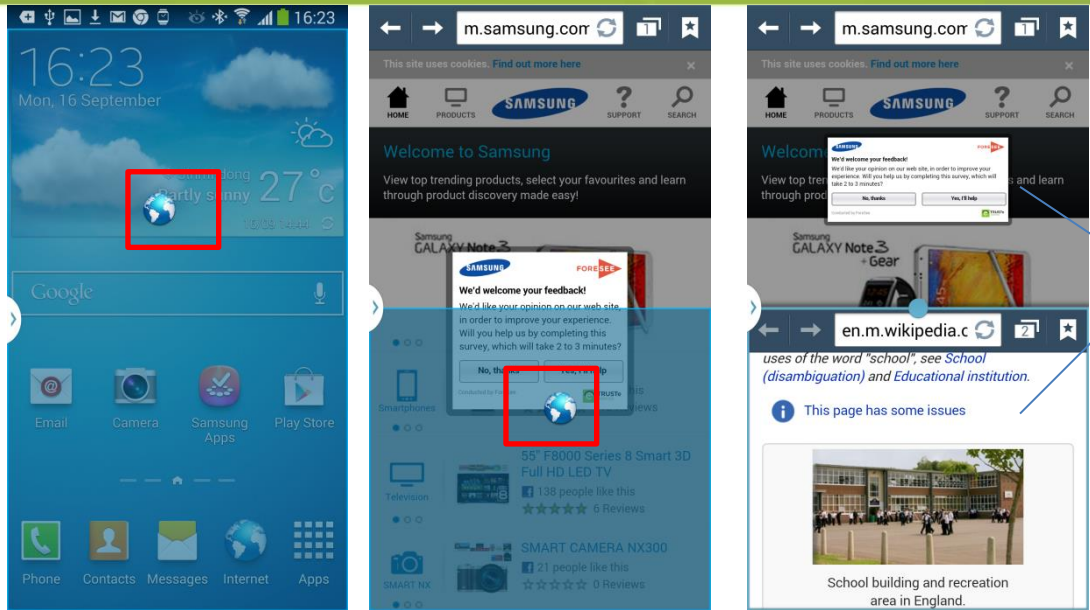
3. Both apps will be saved as a pair so that you can easily access them later.



# Multi Window : Opening the same app in two windows

## Opening the same app in windows

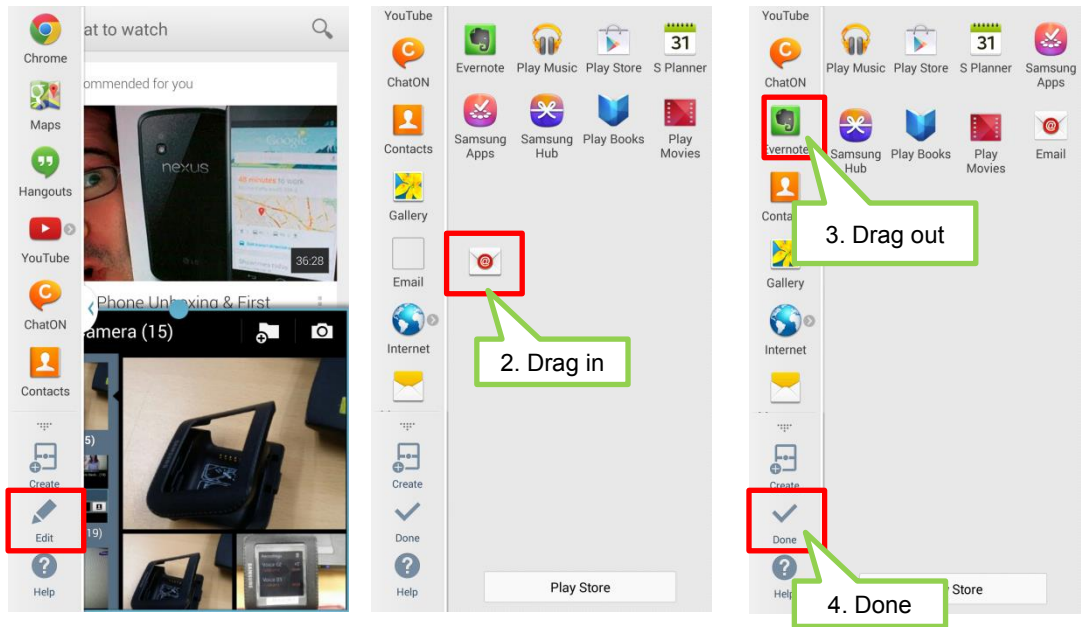
You can use apps that are indicated both windows at the same time.



Both windows are same Explore app

## Editing multi window items

1. Tap the arrow icon to see more
2. Tap Edit, drag items into or out of the tray to add or remove, then tap Done to apply changes.





# KNOX for customer

# What's KNOX app?

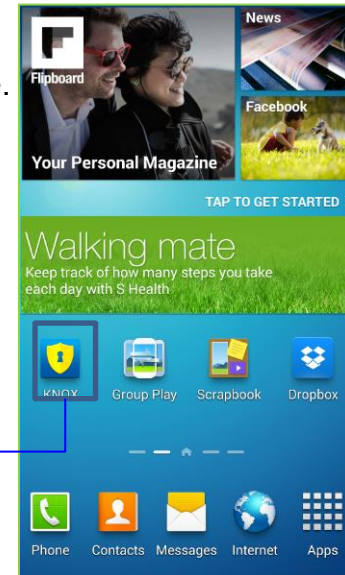
**Q : There is KNOX icon that never been seen in Galaxy Note3. What's this?**

**A :** Samsung KNOX is a 'comprehensive' mobile solution , use your device for both work and personal use.

It provides seamless and intuitive dual personal experience , *besides support the enhanced security integrated from the Hardware to the Application layer.*

KNOX stub icon will be shown in Galaxy Note3 for customers. To start KNOX, you need to download and install the application. You may incur additional charges when downloading this application via the mobile network.

*User using the KNOX prevents data leakage in the KNOX container from malicious applications.*



- Creation : The user may install the KNOX container by tapping on the KNOX Stub icon, at which time the container is downloaded to the device.
- Removal : The user may uninstall the KNOX container from the KNOX settings.
- To secure your data, KNOX and associated data is deleted when the password is entered incorrectly several times

Seamless and intuitive dual personal experience (1device 2phones)

-> Data and applications are managed in each separated spaces.

# KNOX – preloaded applications



**Q : What applications are preloaded in KNOX ?**

A : KNOX are preloaded the next applications , and the function is like the below.

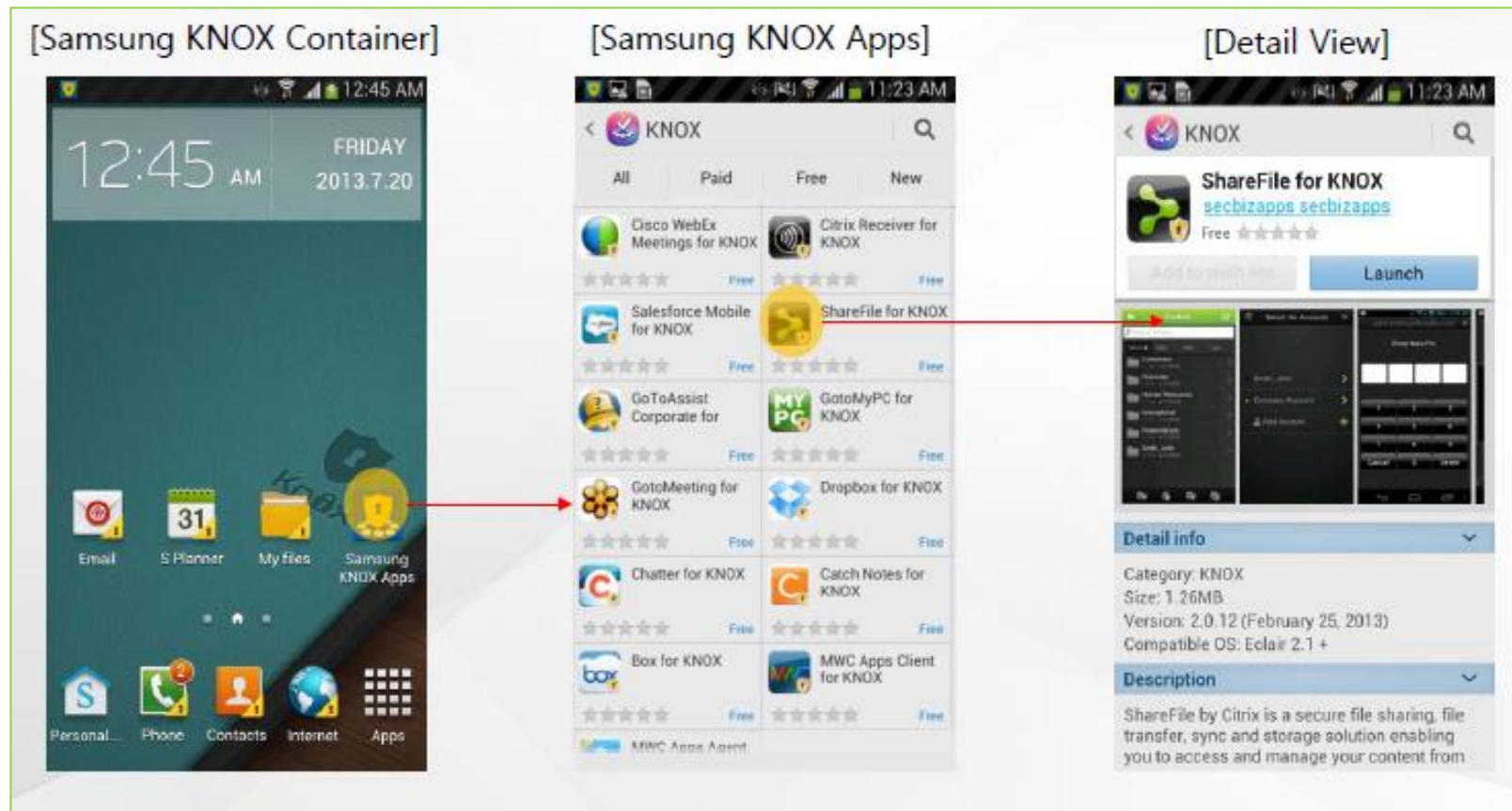
No	Apps	Description
1	Camera	Camera application to take a picture and video
2	Contacts	Contact information manager, Exchange ActiveSync
3	Email	Email Client, Exchange ActiveSync
4	Gallery	Photo and video file manager and viewer
5	Internet	Internet browser
6	My Files	File manager, File picker, all files are encrypted
7	Phone	Phone application
8	Polaris Office 5 (Hidden)	Document viewer (Word, Excel, PowerPoint, PDF, txt)
9	S Planner	Calendar, Scheduler, Exchange ActiveSync
10	S Memo	Samsung memo application
11	Downloads	Manages downloaded files
12	Samsung KNOX Apps	KNOX App Store Client
13	Personal Home	Switches to Personal Home (Exits from KNOX)
14	Video (Hidden)	Video player
15	Sound (Hidden)	Music player

# KNOX – 3<sup>rd</sup> party applications



**Q : How can I install the 3<sup>rd</sup> party applications?**

**A :** Samsung KNOX provides various key applications in the KNOX container through Samsung KNOX Apps to enrich KNOX experience. Samsung KNOX Apps is preloaded in KNOX container





# Difference of Downloading speed in KNOX mode or not

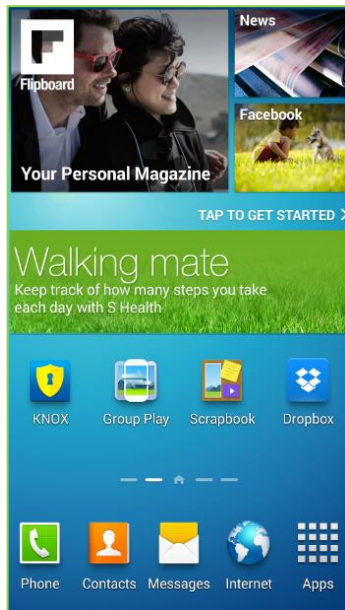


Q : According to the case that my Galaxy Note3 is in KNOX mode or not , downloading speed may different.

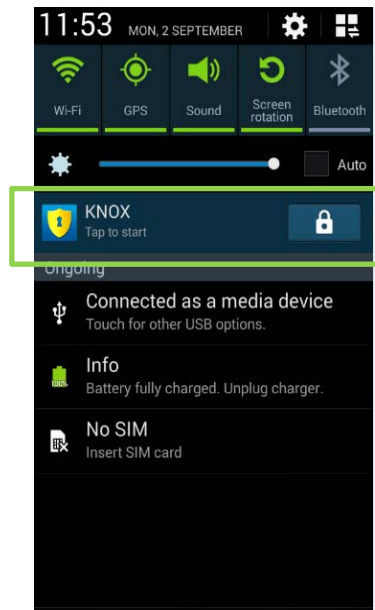
In KNOX mode, downloading speed is more slower than normal mode, and what should I do for the faulty?

A : *All files used in KNOX are encrypted through encrypted file system for security.*

In the procedure of encryption of download files, speed difference happens, and it's normal structure of KNOX.



< Normal mode >



< KNOX mode >



# Additional FAQ

# Not-preloaded apps



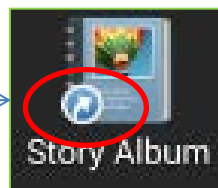
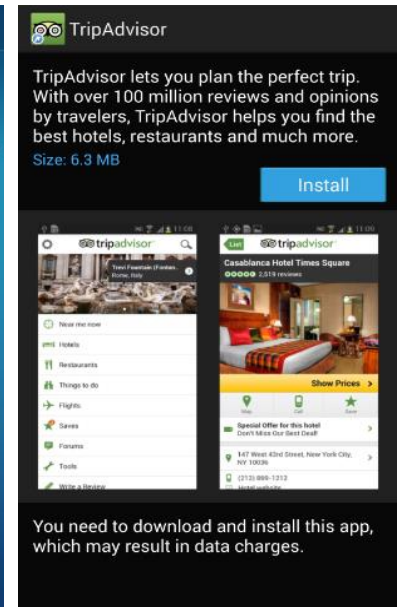
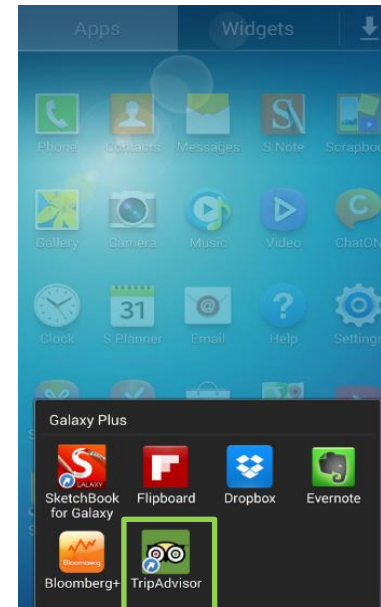
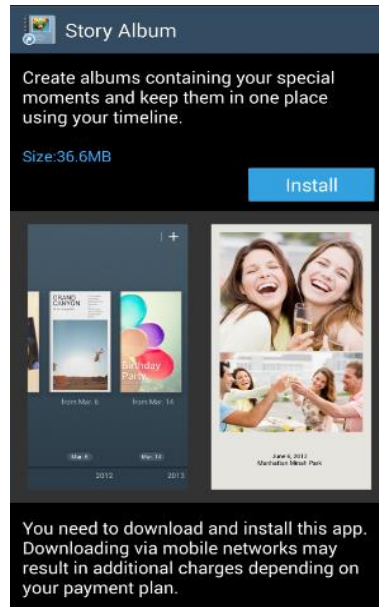
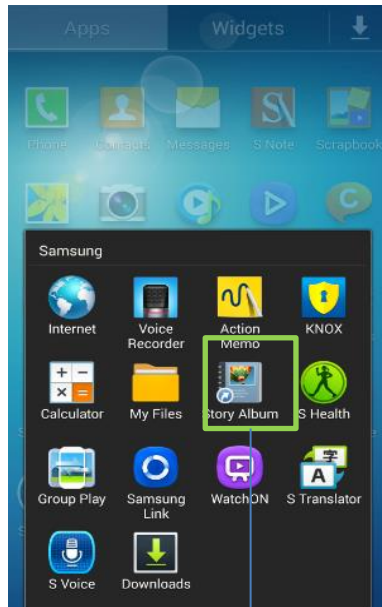
**Q : When I try to run the Story Album application that was existing in Galaxy S4, it's not executed immediately and only screen about installation is displayed. What should I do?**

**A :** In Galaxy Note3, application like Story Album, S Translator, TripAdvisor has only icon.

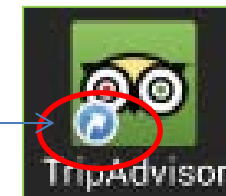
When you select the icon, the application try to download and install , besides you can choose whether or not to install.

*Because the apps are preloaded as Stub icon type and no use ROM before activating, it can save the user available memory of device , and enable to install application you want.*

**\*\*You need to download and install this app, downloading via mobile networks may result in data charges.**



It's preloaded as Stub icon type  
with arrow mark



# Cannot play the Divx / AC3 format files



Q : When I transfer the files from old device to my new Galaxy Note3, the Divx / AC3 format files is not played in Galaxy Note3. What's the problem?

A : Sorry for your inconvenience.

But your Galaxy Note3 doesn't support the Divx and AC3 format file, and it's normal concept.

Please download and use available player which is enable to play Divx / AC3 files from Store or Market.

Q : Galaxy Note3 doesn't play the existed Divx / AC3 files stored in SD card. What's the problem?

A : Sorry for your inconvenience.

But your Galaxy Note3 doesn't support the Divx and AC3 format file, and it's normal concept.

Please download and use available player which is enable to play Divx / AC3 files from Store or Market.

Q : In Galaxy Note3, when I play the Divx / AC3 files which are shared from my friend, the device cannot play the Divx / AC3 files. What should I do for the faulty?

A : Sorry for your inconvenience.

But your Galaxy Note3 doesn't support the Divx and AC3 format file, and it's normal concept.

Please download and use available player which is enable to play Divx / AC3 files from Store or Market.



Q : When connecting my Galaxy Note3 to PC using the USE 3.0, data connection(ex: internet , store, downloading) is often disconnected. Besides, call is sometimes dropped. What's the problem?

A: A USB 3.0 speeds up data transfers, but it may sometimes interfere with calls or data when it is in use. It will turn off automatically after 10 minutes if it is not being used, and your connection will switch to using USB 2.0.



# END

## Customer Consultant Guide Android mobile technology platform

Language : English

