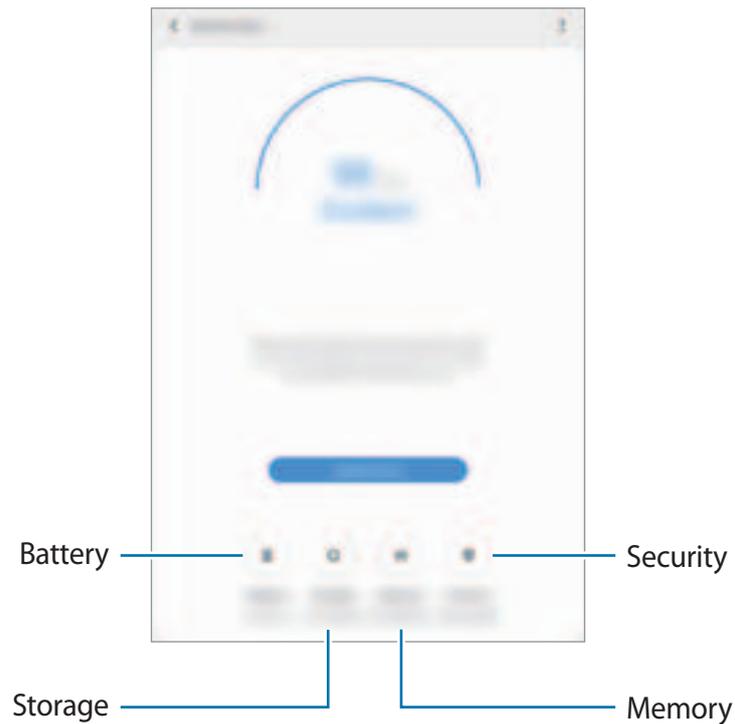


Device care

Introduction

The device care feature provides an overview of the status of your device's battery, storage, memory, and system security. You can also automatically optimise the device with a tap of your finger.



Optimising your device

On the Settings screen, tap **Device care** → **Optimise now**.

The quick optimisation feature improves device performance through the following actions.

- Clearing some memory.
- Deleting unnecessary files and closing apps running in the background.
- Managing abnormal battery usage.
- Scanning for crashed apps and malware.

Using the auto optimisation feature

You can set the device to perform auto optimisation when your device is not in use. Tap  → Auto optimisation and tap the switch to activate it. If you want to set the time to perform auto optimisation, tap Time.

Battery

Check the remaining battery power and time to use the device. For devices with low battery levels, conserve battery power by activating power saving features.

On the Settings screen, tap Device care → Battery .



- The usage time left shows the time remaining before the battery power runs out. Usage time left may vary depending on your device settings and operating conditions.
- You may not receive notifications from some apps that use power saving mode.

Power mode

Select a power mode that suits your device usage purposes.

Tap Power mode and select an option.

- Optimised : Optimised for a balance between the device's performance and battery usage.
- Medium power saving : Activate power saving mode to extend the battery's usage time.
- Maximum power saving
 - ▶ SM-T509 : In maximum power saving mode, the device decreases battery consumption by activating night mode and limiting the apps and features available. Network connections, except for the mobile network, will be deactivated.
 - ▶ SM-T509 : In maximum power saving mode, the device decreases battery consumption by activating night mode and limiting the apps and features available.

Managing battery usage for each app

You can save battery power by preventing apps that are running in the background from using battery power when they are not being used. Select apps from the apps list and tap the **Put app to sleep** switch to activate the feature.

Storage

Check the status of the used and available memory.

On the Settings screen, tap **Device care** → **Storage**.



- The actual available capacity of the internal memory is less than the specified capacity because the operating system and default apps occupy part of the memory. The available capacity may change when you update the device.
- You can view the available capacity of the internal memory in the Specification section for your device on the Samsung website.

Managing the memory

To delete residual files, such as cache, tap **Clean now**. To delete files or uninstall apps that you do not use any more, select a category under **User data**. Then, tick items to select and tap **DELETE** or **UNINSTALL**.

Memory

On the Settings screen, tap **Device care** → **Memory**.

To speed up your device by stopping apps running in the background, tick apps from the apps list, and tap **Clean now**.

Security

Check the device's security status. This feature scans your device for malware.

On the Settings screen, tap **Device care** → **Security** → **Scan tablet**.

Apps

Manage the device's apps and change their settings. You can view the apps' usage information, change their notification or permission settings, or uninstall or disable unnecessary apps.

On the Settings screen, tap **Apps**.

General management

Customise your device's system settings or reset the device.

On the Settings screen, tap **General management**.

- **Language and input:** Select device languages and change settings, such as keyboards and voice input types. Some options may not be available depending on the selected language. Refer to [Adding device languages](#) for more information.
- **Date and time:** Access and alter the settings to control how the device displays the time and date.



If the battery remains fully discharged, the time and date is reset.

- **Contact us:** Ask questions or view frequently asked questions. Refer to [Samsung Members](#) for more information.
- **Reset:** Reset your device's settings or perform a factory data reset. You can reset all your settings, or only network settings, or accessibility settings. You can also set the device to restart at a preset time for device optimisation.

Adding device languages

You can add languages to use on your device.

1 On the Settings screen, tap General management → Language and input → Language → Add language .

To view all the languages that can be added, tap  → All languages .

2 Select a language to add.

3 To set the selected language as the default language, tap Set as default . To keep the current language setting, tap Keep current .

The selected language will be added to your languages list. If you changed the default language, the selected language will be added to the top of the list.

To change the default language from your languages list, drag  next to a language and move it to the top of the list. Then, tap Apply . If an app does not support the default language, the next supported language in the list will be used.

Accessibility (M-T509)

Configure various settings to improve accessibility to the device.

On the Settings screen, tap Accessibility .

- Screen reader : Activate Voice Assistant, which provides voice feedback. To view help information to learn how to use this feature, tap Tutorial .
- Visibility enhancements : Customise the settings to improve accessibility for visually impaired users.
- Hearing enhancements : Customise the settings to improve accessibility for users with hearing impairment.
- Interaction and dexterity : Customise the settings to improve accessibility for users who have reduced dexterity.
- Advanced settings : Configure settings for Direct access and notification features.
- Installed services : View accessibility services installed on the device.

Software update

Update your device's software via the firmware over-the-air (FOTA) service. You can also schedule software updates.

On the Settings screen, tap **Software update**.



If emergency software updates are released for your device's security and to block new types of security threats, they will be installed automatically without your agreement.

- **Download and install:** Check for and install updates manually.
- **Auto download over Wi-Fi:** Set the device to download updates automatically when connected to a Wi-Fi network.
- **Last update:** View information about the last software update.

Security updates information

Security updates are provided to strengthen the security of your device and protect your personal information. For security updates for your model, visit security.samsungmobile.com.



The website supports only some languages.

User manual

View help information to learn how to use the device and apps or configure important settings.

On the Settings screen, tap **User manual**.

About tablet

Access your device's information.

On the Settings screen, tap About tablet .

To change your device's name, tap Edit.

- Status
 - ▶ SM-T509: View various device information, such as the SIM card status, Wi-Fi MAC address, and serial number.
 - ▶ SM-T509: View various device information, such as the Wi-Fi MAC address and serial number.
- Legal information : View legal information related to the device, such as safety information and the open source licence.
- Software information : View the device's software information, such as its operating system version and firmware version.
- Battery information : View the device's battery status and information.

Appendix

Troubleshooting

Before contacting a Samsung Service Centre, please attempt the following solutions. Some situations may not apply to your device.

When you turn on your device or while you are using the device, it prompts you to enter one of the following codes:

- **Password:** When the device lock feature is enabled, you must enter the password you set for the device.
- **PIN:** When using the device for the first time or when the PIN requirement is enabled, you must enter the PIN supplied with the SIM or USIM card. You can disable this feature by using the Lock SIM card menu.
- **PUK:** Your SIM or USIM card is blocked, usually as a result of entering your PIN incorrectly several times. You must enter the PUK supplied by your service provider.
- **PIN2:** When you access a menu requiring the PIN2, you must enter the PIN2 supplied with the SIM or USIM card. For more information, contact your service provider.

Your device displays network or service error messages

- When you are in areas with weak signals or poor reception, you may lose reception. Move to another area and try again. While moving, error messages may appear repeatedly.
- You cannot access some options without a subscription. For more information, contact your service provider.

Your device does not turn on

When the battery is completely discharged, your device will not turn on. Fully charge the battery before turning on the device.

The touchscreen responds slowly or improperly

- If you attach a screen protector or optional accessories to the touchscreen, the touchscreen may not function properly.
- If you are wearing gloves, if your hands are not clean while touching the touchscreen, or if you tap the screen with sharp objects or your fingertips, the touchscreen may malfunction.
- The touchscreen may malfunction in humid conditions or when exposed to water.
- Restart your device to clear any temporary software bugs.
- Ensure that your device software is updated to the latest version.
- If the touchscreen is scratched or damaged, visit a Samsung Service Centre.

Your device freezes or encounters a fatal error

Try the following solutions. If the problem is still not resolved, contact a Samsung Service Centre.

Restarting the device

If your device freezes or hangs, you may need to close apps or turn off the device and turn it on again.

Forcing restart

If your device is frozen and unresponsive, press and hold the Power key and the Volume Down key simultaneously for more than 7 seconds to restart it.

Resetting the device

If the methods above do not solve your problem, perform a factory data reset.

Launch the **Settings** app and tap **General management** → **Reset** → **Factory data reset** → **Reset** → **Delete all**. Before performing the factory data reset, remember to make backup copies of all important data stored in the device.

Calls are not connected

- Ensure that you have accessed the right cellular network.
- Ensure that you have not set call barring for the phone number you are dialling.
- Ensure that you have not set call barring for the incoming phone number.

Others cannot hear you speaking on a call

- Ensure that you are not covering the built-in microphone.
- Ensure that the microphone is close to your mouth.
- If using an earphone, ensure that it is properly connected.

Sound echoes during a call

Adjust the volume by pressing the Volume key or move to another area.

A cellular network or the Internet is often disconnected or audio quality is poor

- Ensure that you are not blocking the device's internal antenna.
- When you are in areas with weak signals or poor reception, you may lose reception. You may have connectivity problems due to issues with the service provider's base station. Move to another area and try again.
- When using the device while moving, wireless network services may be disabled due to issues with the service provider's network.

The battery icon is empty

Your battery is low. Charge the battery.

The battery does not charge properly (For Samsung-approved chargers)

- Ensure that the charger is connected properly.
- Visit a Samsung Service Centre and have the battery replaced.

The battery depletes faster than when first purchased

- When you expose the device or the battery to very cold or very hot temperatures, the useful charge may be reduced.
- Battery consumption will increase when you use certain features or apps, such as GPS, games, or the Internet.
- The battery is consumable and the useful charge will get shorter over time.

Error messages appear when launching the camera

Your device must have sufficient available memory and battery power to operate the camera app. If you receive error messages when launching the camera, try the following:

- Charge the battery.
- Free some memory by transferring files to a computer or deleting files from your device.
- Restart the device. If you are still having trouble with the camera app after trying these tips, contact a Samsung Service Centre.

Photo quality is poorer than the preview

- The quality of your photos may vary, depending on the surroundings and the photography techniques you use.
- If you take photos in dark areas, at night, or indoors, image noise may occur or images may be out of focus.

Error messages appear when opening multimedia files

If you receive error messages or multimedia files do not play when you open them on your device, try the following:

- Free some memory by transferring files to a computer or deleting files from your device.
- Ensure that the music file is not Digital Rights Management (DRM)-protected. If the file is DRM-protected, ensure that you have the appropriate licence or key to play the file.
- Ensure that the file formats are supported by the device. If a file format is not supported, such as DivX or AC3, install an app that supports it. To confirm the file formats that your device supports, visit www.samsung.com.
- Your device supports photos and videos captured with the device. Photos and videos captured by other devices may not work properly.
- Your device supports multimedia files that are authorised by your network service provider or providers of additional services. Some content circulated on the Internet, such as ringtones, videos, or wallpapers, may not work properly.

Bluetooth is not working well

If another Bluetooth device is not located or there are connection problems or performance malfunctions, try the following:

- Ensure that the device you wish to connect with is ready to be scanned or connected to.
- Ensure that your device and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- On your device, launch the **Settings** app, tap **Connections**, and then tap the **Bluetooth** switch to re-activate it.
- On your device, launch the **Settings** app, tap **General management** → **Reset** → **Reset network settings** → **Reset settings** → **Reset** to reset network settings. You may lose registered information when performing the reset.

If the tips above do not solve the problem, contact a Samsung Service Centre.

A connection is not established when you connect the device to a computer

- Ensure that the USB cable you are using is compatible with your device.
- Ensure that you have the proper driver installed and updated on your computer.
- If you are a Windows XP user, ensure that you have Windows XP Service Pack **3** or higher installed on your computer.

Your device cannot find your current location

GPS signals may be obstructed in some locations, such as indoors. Set the device to use Wi-Fi or a mobile network to find your current location in these situations.

Data stored in the device has been lost

Always make backup copies of all important data stored in the device. Otherwise, you cannot restore data if it is corrupted or lost. Samsung is not responsible for the loss of data stored in the device.

A small gap appears around the outside of the device case

- This gap is a necessary manufacturing feature and some minor rocking or vibration of parts may occur.
- Over time, friction between parts may cause this gap to expand slightly.

There is not enough space in the device's storage

Delete unnecessary data, such as cache, using the device care feature or manually delete unused apps or files to free up storage space.

The Apps button does not appear on the Home screen

Without using the Apps button, you can open the Apps screen by swiping upwards or downwards on the Home screen. To display the Apps button at the bottom of the Home screen, launch the **Settings** app, tap **Display** → **Home screen**, and then tap the **Apps button** switch to activate it.

The Home button does not appear

The navigation bar containing the Home button may disappear while using certain apps or features. To view the navigation bar, drag upwards from the bottom of the screen.

The screen brightness adjustment bar does not appear on the notification panel

Open the notification panel by dragging the status bar downwards, and then drag the notification panel downwards. Tap  next to the brightness adjustment bar and tap the **Show control on top** switch to activate it.

Samsung Cloud does not work

- Ensure that you are connected to a network properly.
- During a Samsung Cloud's service check, you cannot use Samsung Cloud. Try again later.

Removing the battery

- **To remove the battery, contact an authorised service centre. To obtain battery removal instructions, please visit www.samsung.com/global/ecodesign_energy.**
- For your safety, you **must not attempt to remove** the battery. If the battery is not properly removed, it may lead to damage to the battery and device, cause personal injury, and/or result in the device being unsafe.
- Samsung does not accept liability for any damage or loss (whether in contract or tort, including negligence) which may arise from failure to precisely follow these warnings and instructions, other than death or personal injury caused by Samsung's negligence.