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# Samsung Phone The Basics!

## Stay In Touch Training Module 12

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## A. Making Calls

### ***Entering a phone number using the Keypad***

1. Tap the green **Phone** icon.
2. Tap the **Keypad** on the screen. The position of this varies by age of the phone.
3. **Dial the number** by tapping the number you wish to call.

*Note: If you make a mistake, tap the back arrow with the cross inside to delete what you have typed in.*

4. Tap the green **Phone** icon. This will place your call.
5. As it is ringing you can tap the **Speaker** icon to turn on the loudspeaker.
6. When connected talk.
7. When finished tap the red **Handset** to end the call.

### ***Using your Contact List***

1. Tap the **Phone** icon at the bottom of the screen.
2. Tap the **Contacts** tab at the top of the screen.
3. Flick the screen up and down to find your contact.  
(or tap in the search box and type in your contact's name)

4. Tap the contact name that you want to call.

*Note: if all contacts aren't displayed, and you are just in one contact, tap the 'All Contacts' back button at top left of screen to go back to your All Contacts list*

5. Tap the green **phone** next to the number you wish to call in that contact's details. This will place your call.

### ***Using your Call Log***

1. Tap the green **Phone** icon.
2. Tap the **Log** tab at the top of the screen.
3. Flick the screen up and down to find your contact.
4. Tap the **name** of the person in the list that you wish to call.
5. Tap the green **Phone** icon. This will place your call.

### ***Using your Favourites List***

1. Tap the green **Phone** icon.
2. Tap the **Favourites** tab at the top of the screen.
3. Tap the **contact name** you wish to call.
4. On some phones you may need to tap the green handset button to place the call.



## B. Receiving Calls

1. If your phone is running an app – tap either **Decline** or **Accept** to accept the call.
2. If your phone is asleep or at a menu – **slide the green slider** to the right to answer the call or the red slider to the left to reject the call.

## C. What you can do whilst on the Call

You can tap the **hide** icon to hide the keypad to see other options:

1. Tap the **Speaker** icon to put the call on loud speaker.  
Tap it again to take off loud speaker.
2. Tap the **Mute** icon to mute the call so you can hear them but they cannot hear you.  
Tap it again to remove Mute.
3. Tap the **Keypad** icon to go back to the keypad.  
Tap Hide to go back to the options.
4. Tap the **Add Call** icon to make a **conference call**.
  - a. This will put your existing call on hold and bring up your contact list.
  - b. Browse through the list and tap the name you want to add to the call.  
OR choose to use the keypad
  - c. When the next person you are calling has answered, tap the **Merge Calls** button to connect all lines together and make a conference call.
5. Swipe the menu right to query details on your phone (such as calendar and contacts) while the call is active.
6. Tap the red **Handset** to end the call.

## D. Editing the Favourites Lists

### *Adding a contact to the favourites list*

1. Tap the green **Phone** icon.
2. Tap the **favourites** tab at top of screen.
3. Tap **Add** top right.
4. Your contact list will appear, tap on a **contact** to add that contact to your favourites list.

### *Removing a contact to the favourites list*

1. Tap the green **Phone** icon.
2. Tap the **favourites** tab at top of screen.



3. Either (depending on the phone version):
  - a. Tap the red “-” on the contact you wish to delete, then tap **Done**.
  - OR
  - b. Select any other contacts to be deleted, then tap **Delete**

## E. Editing the Call Log

### *Removing a single record from the Call Log*

1. Tap the green **Phone** icon.
2. Tap the **Log** tab at top of screen.
3. Tap the log entry you want to delete.
4. Tap **Delete** at the top of the screen.
5. Select the call records to delete OR tap **All** at the top of the list.
6. Tap **Delete**.
7. Tap the “←” at the top of the screen to go back if necessary.

### *Clearing all records in the Call Log*

1. Tap the green **Phone** icon.
2. Tap the **Log** tab at top of screen.
3. Tap **More** top right.
4. Tap **Delete**.
5. Tap **All** at the top of the list.
6. Tap **Delete**.

## F. Adding a contact to your list from the Call Log

1. Tap the green ‘**Phone**’ icon.
2. Tap the **Log** tab at top of screen.
3. Find and tap the number that you would like to add to your list.  
NB. This must be a number. If it is a name there is already a contact for this entry.
4. Tap **Create Contact**.
5. Enter a Name. The “v” at the right of the Name will allow you to break up the Name.
6. The Phone Number is already pre-filled. Enter any other phone numbers.
7. Enter any other details you wish, possibly including an email address.
8. Tap **Save** in the top right.



## G. Texting

### *To read a text message*

1. On the home screen, Tap the **Messages** icon.
2. Flick up and down the screen to see your messages.
3. To read a message, tap on it.
4. You can either:
  - a. Delete it by tapping **More** in the top right, then tap **Delete** and select the messages to delete.OR
  - b. Keep the message and go back to the main list by tapping the arrow in the top left corner.

### *To send a new text message:*

1. On the home screen, Tap the **Messages** icon.  
*Note: if you see the text messages relating to one contact only, press the 'Messages' back button on the top left had to go back to the main text message history list*
2. Tap the yellow **new message** icon at the bottom of the screen (this shows a pencil on a sheet of paper).
3. In the 'Enter recipients' field, start typing the name of the contact you wish to send the text message to, then tap on the name of the person when you see it (be sure it is the name with the mobile number).  
  
OR type the mobile number of the person you wish to send the message to.
4. Tap in the 'Enter message' field.
5. Type your text message.
6. Optional – tap the smiley face, then tap on a picture to insert one of the pictures in the message.
7. Tap the **send** button at the right of the message.  
Note. The newline key “↵” starts a new line in the text and doesn't send the message.



### ***Replying to a text message***

1. On the home screen, Tap the green **Messages** icon.
2. Tap the **message** you want to reply to.
3. Flick up and down to read the message.  
*Note: You can see a running commentary of all text messages sent between yourself and that person*
4. Tap in the text message text box at the bottom.
5. Type your message.
6. Optional – tap the smiley face, then tap on a picture to insert one of the pictures in the message.
7. Tap the **Send** button to the right of the message box to send your message.

### ***Deleting a text message***

1. On the home screen, Tap the green **Messages** icon.
2. Optional – select the message you would like to delete.
3. Tap **More** in the top right of the screen.
4. Tap **Delete**.
5. Select the messages to delete, or select **All** at the top of the list.
6. Tap **Delete** at the top right.



## H. Managing Your Contacts

### ***To add a contact:***

1. On the home screen, Tap the **Contacts** icon.  
Note. Some phones do not have the **Contacts** available. You can do similar work from the Phone Contacts.
2. Tap the yellow + icon at the bottom right corner of screen. This shows a silhouette of a person with the + sign.  
*Note: If you are in a contact, Tap the back arrow at the top left of the screen, then tap the + button in the bottom right corner.*
3. Tap in the Name text box and enter a Name. Using the ‘v’ at the right of the Name will allow you to break up the Name.
4. Tap in the Phone number text box and Type in the phone number.
5. Optional – add more phone numbers by pressing the + sign next to the phone number.
6. Optional - Flick the screen down, tap in the email text box and type the email address
7. Tap **Save** in the top right corner to save the contact.

### ***Editing a contact:***

1. Tap the **Contacts** icon on the home screen.
2. Tap the contact you wish to edit.
3. Tap the **Edit** button on the top right of the screen.
4. Tap the field you wish to edit.
5. Tap the **cross** that appears in the right had side of that field.
6. Make the changes you wish to make.
7. Press **Save** at the top right had side of the screen.

### ***To add a contact to your Favourites List***

(See section D on Page 3.)