

One UI 6.0 Upgrade with Android 14(U OS)

Customer Consultant / Online FAQ reference Guide

Version 1.0

HQ MX Quality Administration Group

30th October 2023

Region : Global

Language : English

Notice

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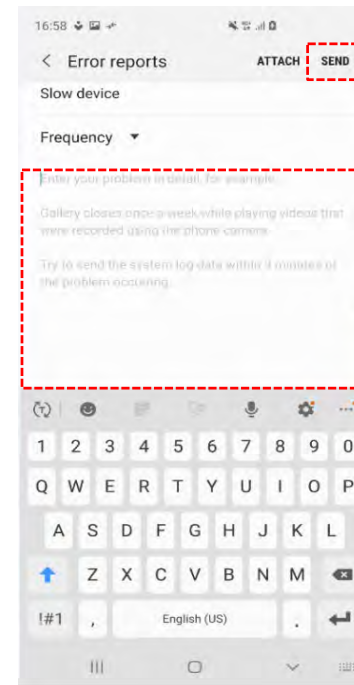
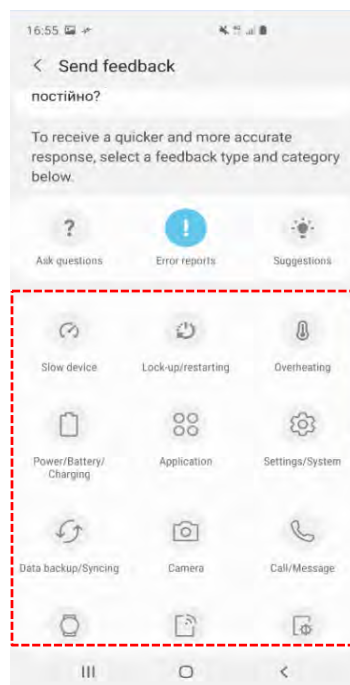
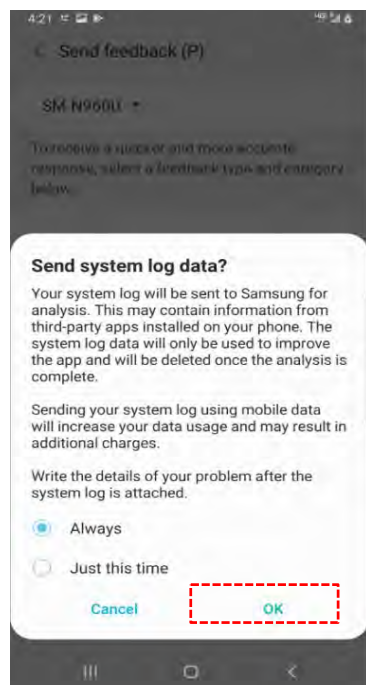
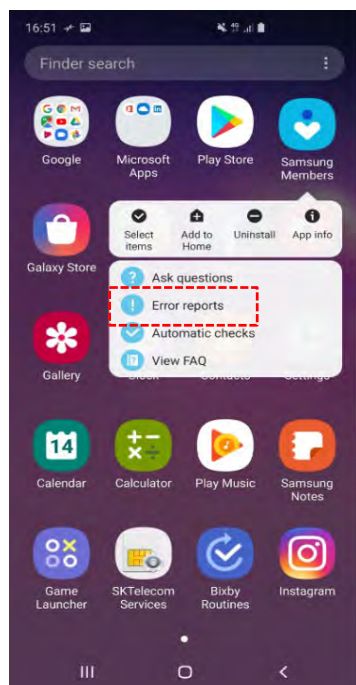
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*Customer Life/Property/Identity Theft issues should follow the dedicated immediate report process for this not common consulting process

If you couldn't give to customers any solution based on this guide or your basic information while consulting, please advise to users to register Log file through Samsung Members.(If Samsung Members is not pre-installed on device, user need to install the application firstly) Then, HQ MX CS team and relevant teams will search for solution and reply to users. Samsung is committed to providing the best possible mobile experience to customers.

[How to report error using Samsung Members application]

1. Touch and hold Samsung Members icon on Apps screen and Tap **Error reports**
2. Tap **OK** on agreement popup for sending system log data
3. Select Symptom category
4. Describe problem in detail and **SEND**.



[For internal reference only - Page#4~97]

- The app chooser popup used to display both apps and their tasks together at once. The popup is now separated into app chooser and activity chooser, which simplified the steps and improved visibility. Users can first select the app whose task they want to continue with, and choose the following activity according to the app choice they made.

Basic Interaction

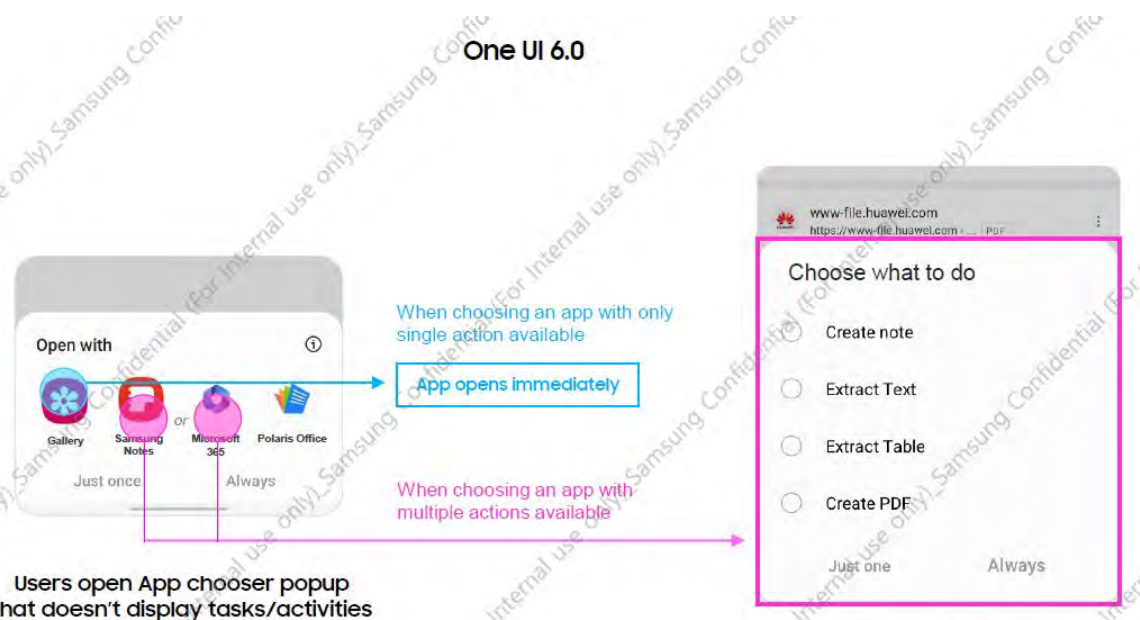
Simplified app & activity chooser (Multiple actions)

- The app chooser popup used to display both apps and their tasks together at once. The popup is now separated into app chooser and activity chooser, which simplified the steps and improved visibility. Users can first select the app whose task they want to continue with, and choose the following activity according to the app choice they made.



App & Activity chooser popup looks complex when multiple actions are available in one app

*Example of a user downloading a 3rd party app such as Microsoft 365.



Users open App chooser popup that doesn't display tasks/activities

Users are directed to Activity chooser popup

QR code & text extraction available at once

- The QR code extraction is now available within the text extraction feature, so both information will be displayed in one popup.

One UI 5.1.1

Extract QR code only
(camera preview only)

Extract texts only (Image)

One UI 6.0



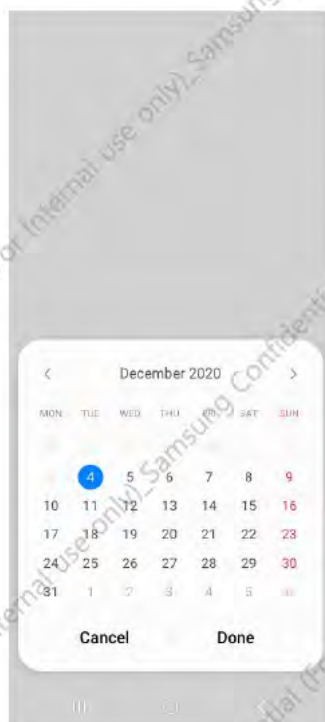
Extracts QR information as well as texts (Image)



Drop down option for Date & Time picker

- Users can easily select desired date by jumping to different years and months using the new drop down option next to popup title.

One UI 5.1.1



Date & Time picker

No visual hint provided. Difficult for users to pick date

One UI 6.0



Date & Time picker

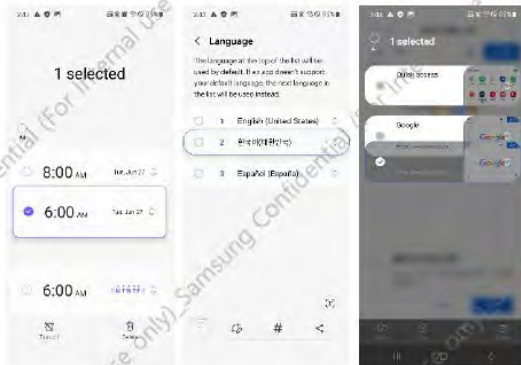
Visual hint (small drop down triangle) provided

Sound & Haptics

Improved Haptics response

- By engaging haptic response to interaction, it improves cognition and enhances manipulation, giving more pleasant to use.

Physical response to interaction



List/Card Reorder

Playing haptics during reordering, adding a sense of operation to user interaction

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Gallery

Providing haptics that feels like an object is falling off when using image clipper

One UI 6.0



Expert RAW

Giving haptics when NO filter is changed through left and right scroll

Attention cues enhancement



Wallet

Haptic is provided to inform completion easily for NFC payment and tagging



Health

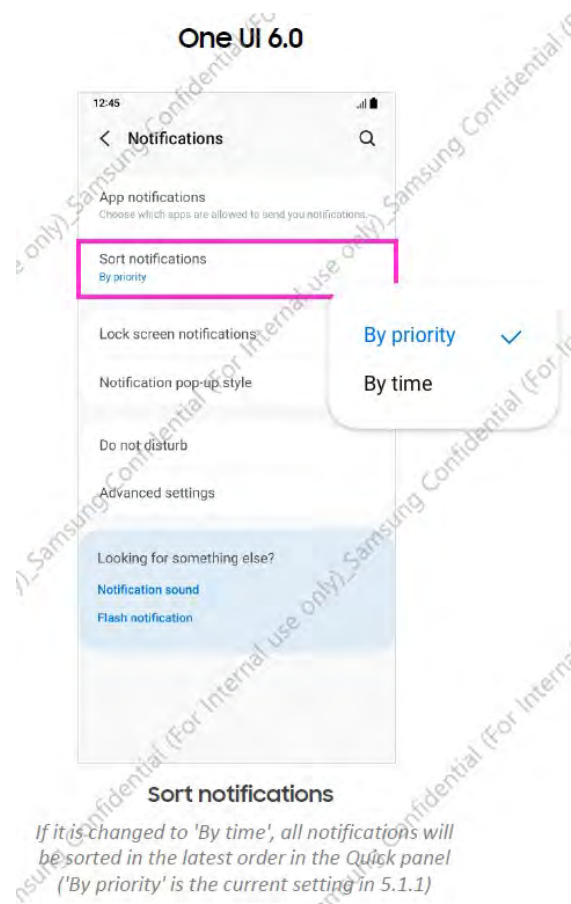
Haptics that clearly informs countdown and start cues before starting exercise

Notifications

Sort notifications by time

- Option to sort all notifications in the latest order is provided

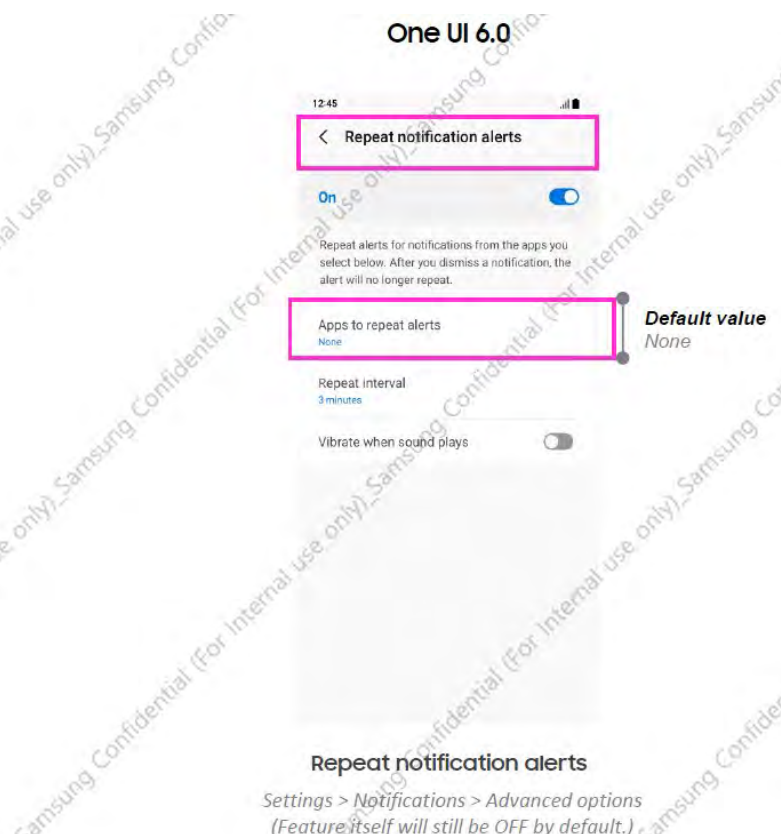
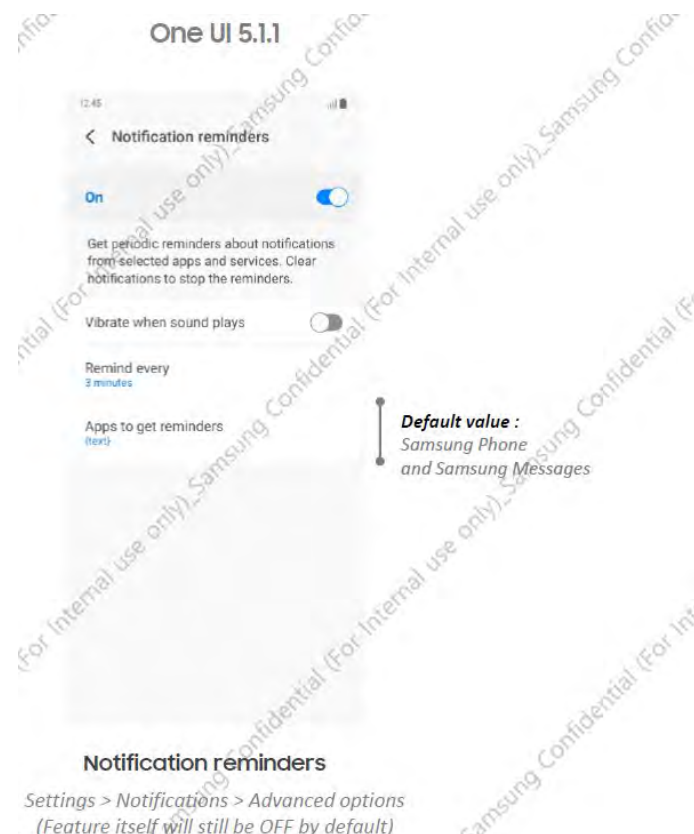
* Path : Settings > Notifications > Sort notifications (All new labels may change)



New options for Notification reminders available

- In order to reduce the inconvenience of users who receive unnecessary annoyances because of unintended reminder settings, new options are added and default settings are changed when the function is turned on ('Notification reminders' is changed to 'Repeat notification alerts')

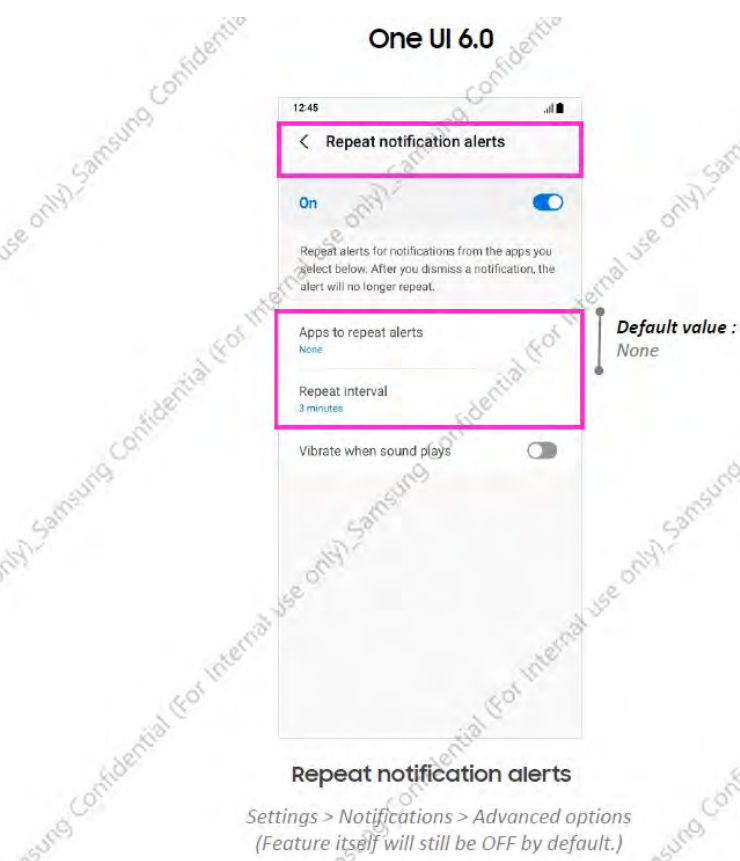
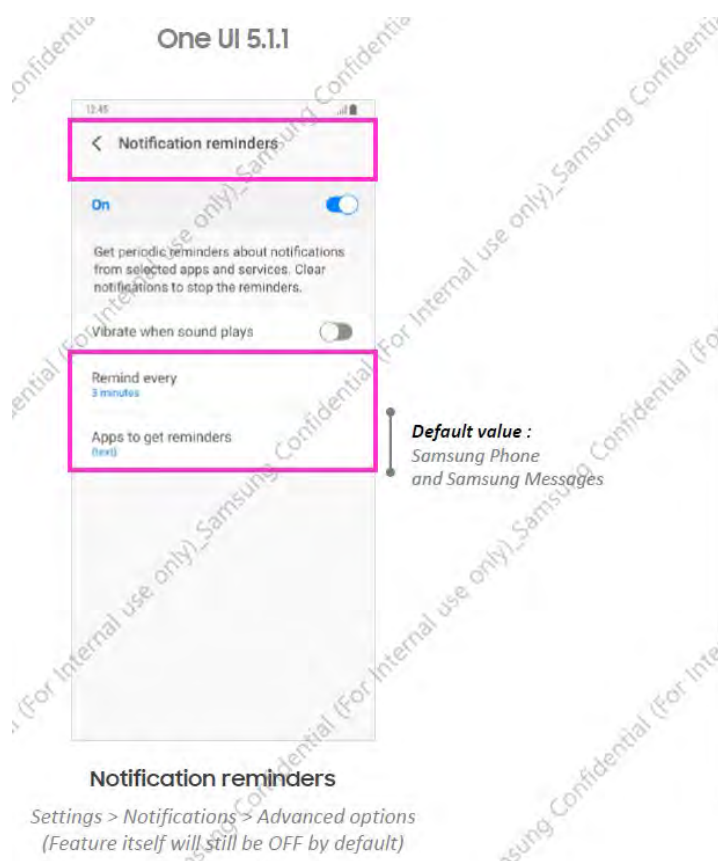
* Path : Notifications > Notification settings > Repeat notification alerts (Notification reminder)



Repeat notification alerts available

- In order to reduce the inconvenience of users who receive unnecessary annoyances because of unintended reminder settings, default settings are changed when the function is turned on ('Notification reminders' is changed to 'Repeat notification alerts')

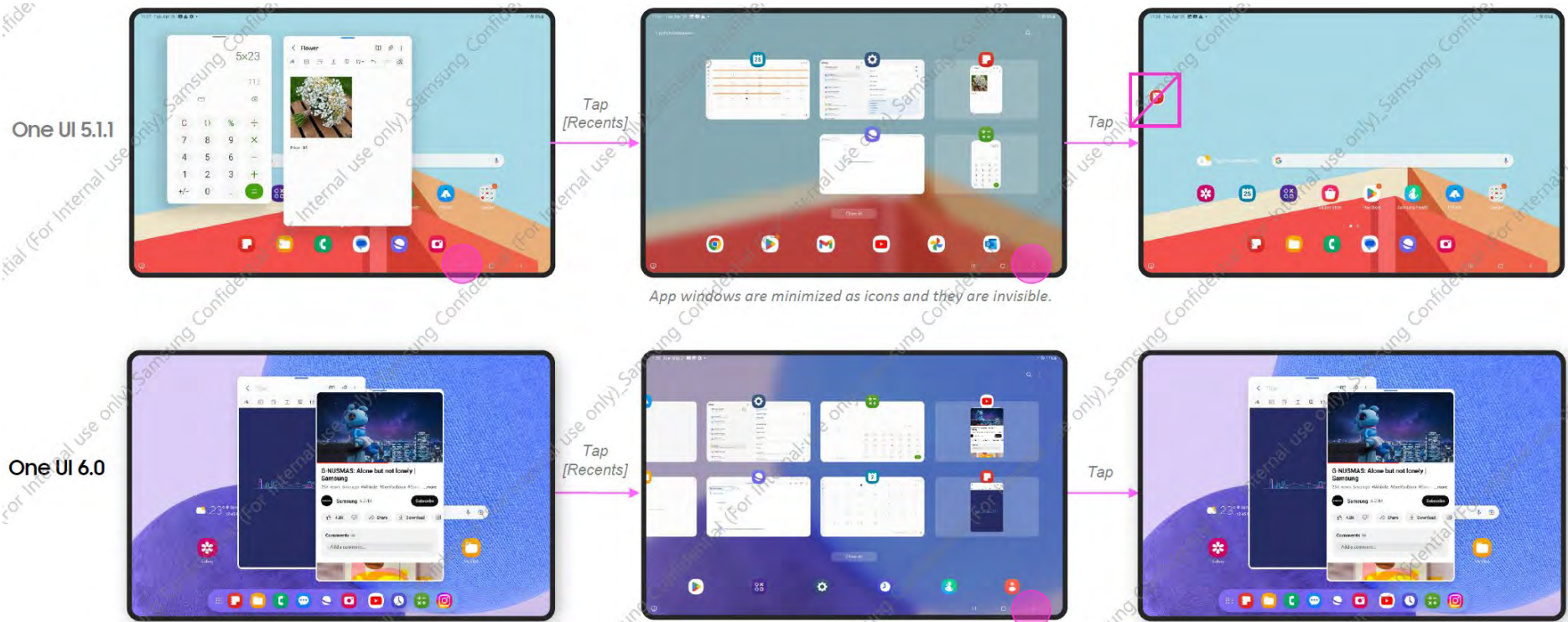
* Path : Notifications > Notification settings > Repeat notification alerts (Notification reminder)

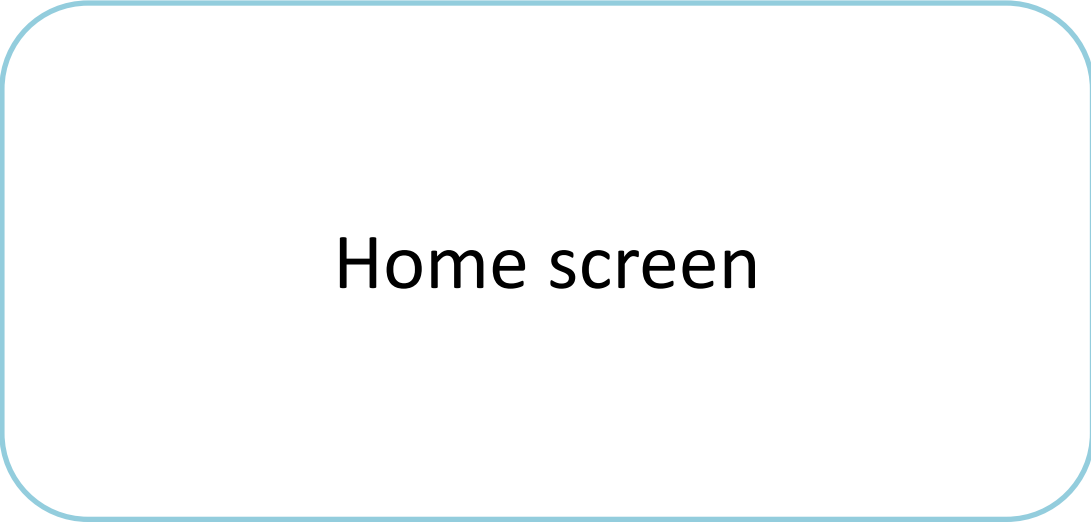


Multi window

App windows kept open after coming back from Recents

- When users enter the Recents screen, their tasks are cleared. It makes users lose their context. Now, it is going to clear tasks only when the user taps on the Home button/gesture.





Home screen

Aesthetic Home screen visual

- The brand name 'Samsung' is now hidden from app names, to make the Home screen and app panel look less cluttered. Without the brand name, each app name will be occupying 1 line of text, hence making more room for readability and visibility. The default home screen grid is changed from 4x5 to 4x6, allowing one more line of apps (4 app icons) on display.

One UI 5



App label 2 lines

Default Home grid 4x5

Default Apps grid 4x5

One UI 6.0



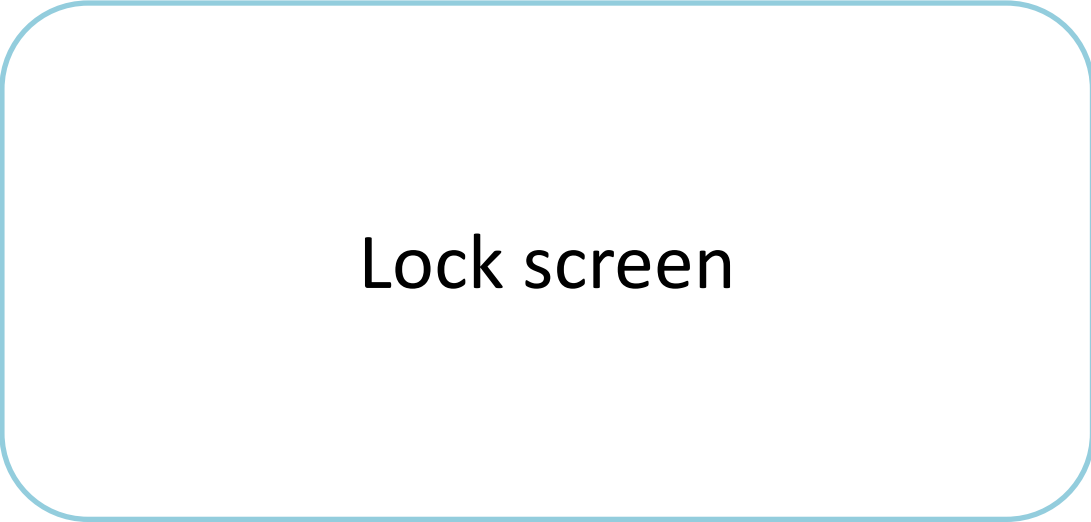
App label 1 line

Default Home grid 4x6

Default Apps grid 4x6

1 more row of apps displayed due to the grid change from 4X5 to 4X6

Restore via FOTA or Smart Switch will keep the user's own grid layout
*Samsung Free : IP Issue

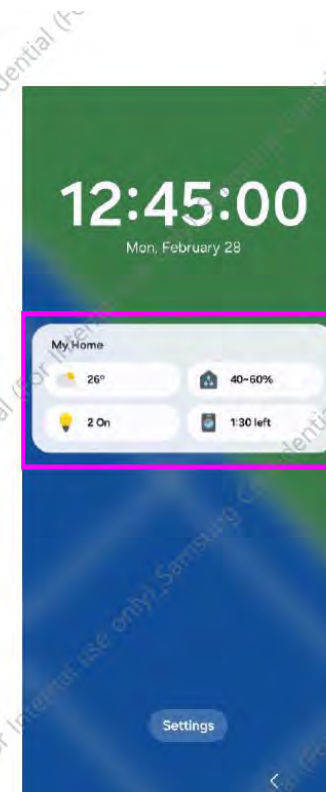
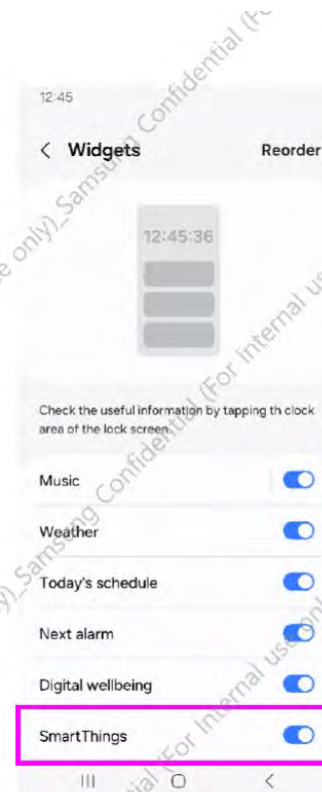


Lock screen

SmartThings widget available on Lock screen

- SmartThings widget (default OFF) on lock screen is newly added. User can add SmartThings widget on Widget settings.

* Path : Lock screen > Widgets



SmartThings widget
on Lock screen



Task bar

Full screen experience with Auto hide taskbar

Affected models : Foldable & Tab

- Auto hide taskbar* allows users to see task bar only when they want to use it. * The feature is only available for gesture navigation users.
- Users who are using the gesture navigation can choose from 2 display options for Taskbar : 'Auto hide' (default) and 'Stay on screen'
- ※ The feature isn't supported in DeX mode.



Taskbar is always displayed at the bottom of the screen while using apps.



Users who are using the gesture navigation can choose the style of Taskbar.
When using a Auto hide style taskbar, users can take out the taskbar only when it is necessary

User can select the taskbar style: Settings > Display > Taskbar

- Auto hide (*Default)
- Stay on screen

Tablet : Multi window

Easy switching to split screen view using keyboard

Affected models : Tab only

- Even when using the keyboard instead of tapping the screen, the user can create a split screen view by using the keyboard shortcut.

* Path : Windows button + ← (※ Windows button + → : active window is located in right side)



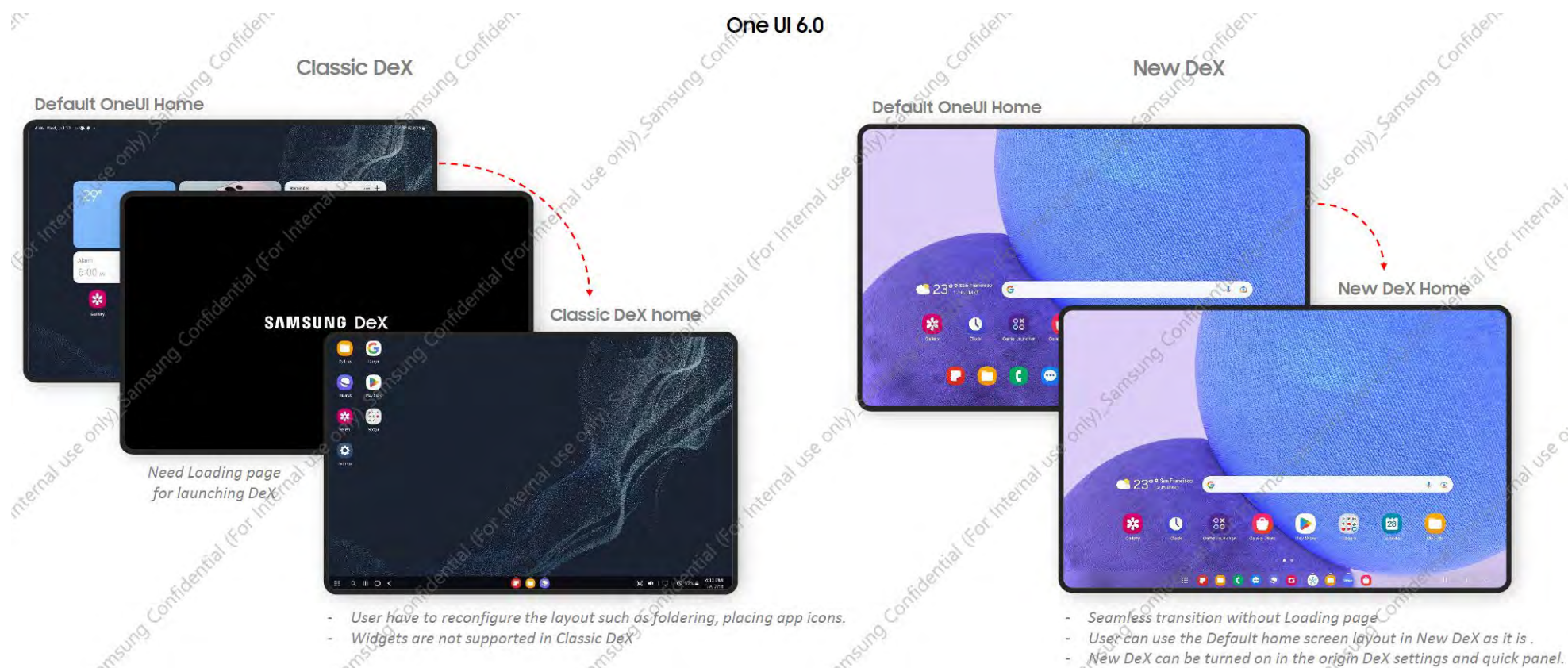


New DeX

Introducing New Desktop experience on Tablet (New DeX)

Affected models : Tab only

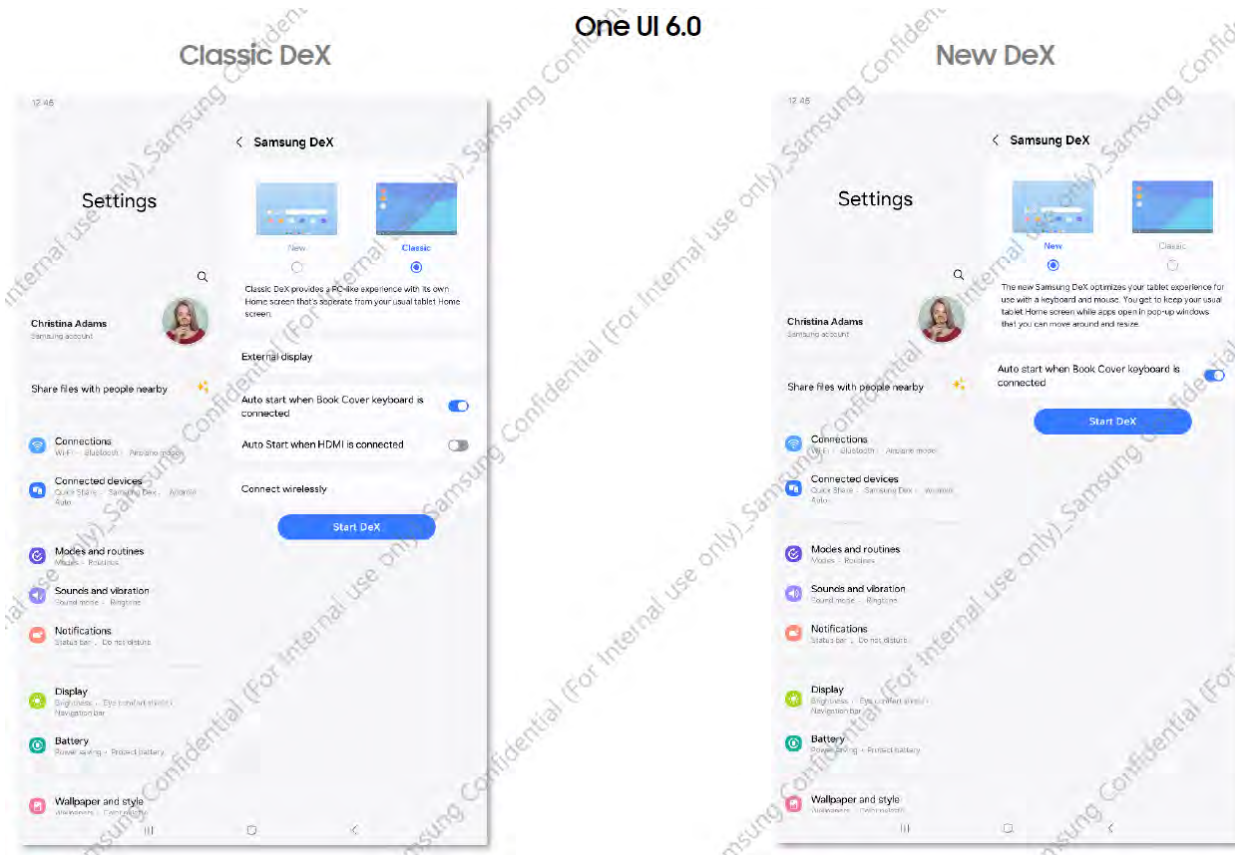
- When connected through Samsung DeX, 'New DeX' will be selected as the default mode for smoother transition from the default One UI Homepage and use the home screen layout as it is (no need to reconfigure app layout, folder and widgets).
- In 'New DeX' mode, apps will be launched in a pop-up view.



Selecting New DeX or Classic DeX mode in settings

Affected models : Tab only

- User can select New DeX or Classic DeX mode in settings
- The menu in settings is same with One UI 5.0
- * Path : Settings > Connected devices > Samsung DeX



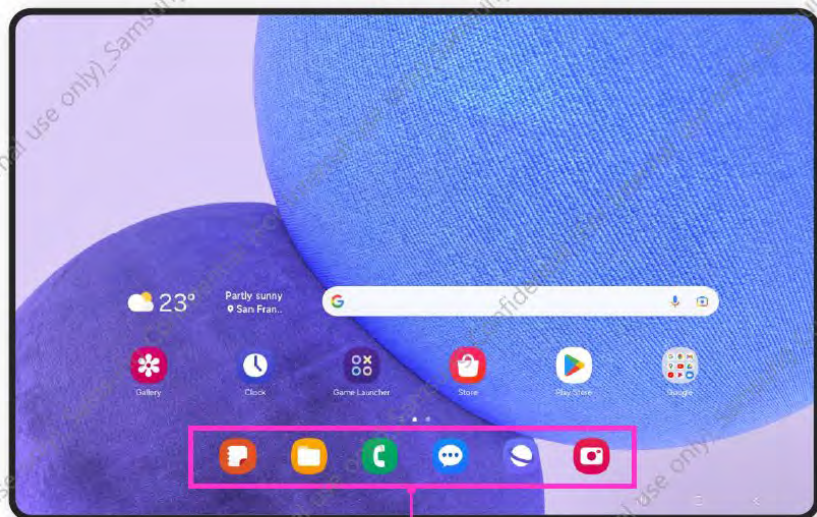
New DeX mode on Tablet Home screen

Affected models : Tab only

- When users turn on 'New DeX mode', a taskbar will be shown on the home screen for a desktop experience.
- For easy control of the pop-up window, the running app and running cue on the taskbar is displayed instead of recently used apps.

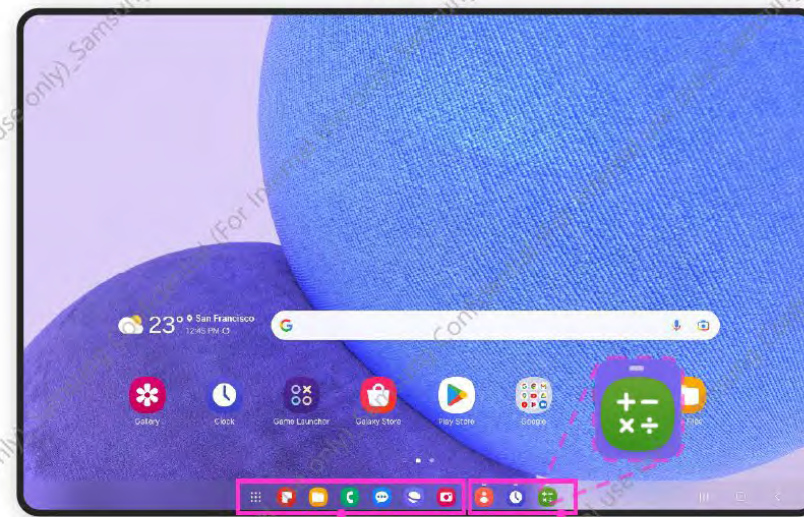
One UI 6.0

Tablet Default



Favorite apps

New DeX



Favorite apps
- Same as default home

Running apps
Showing app icon with cue that
are currently running on the Tablet.



Call

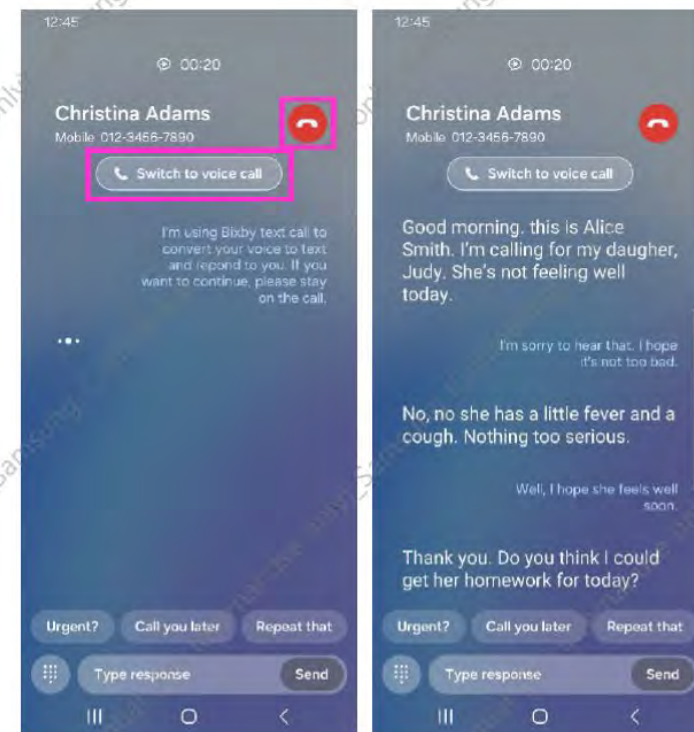
Visual enhancement

- The button label is modified to make the Switch to voice more clear and the End call button is also modified to maintain consistency of its style over all call states.
- A bigger font with a removed bubble shape is used in order to make it easier for user to read at a glance.

One UI 5.1.1

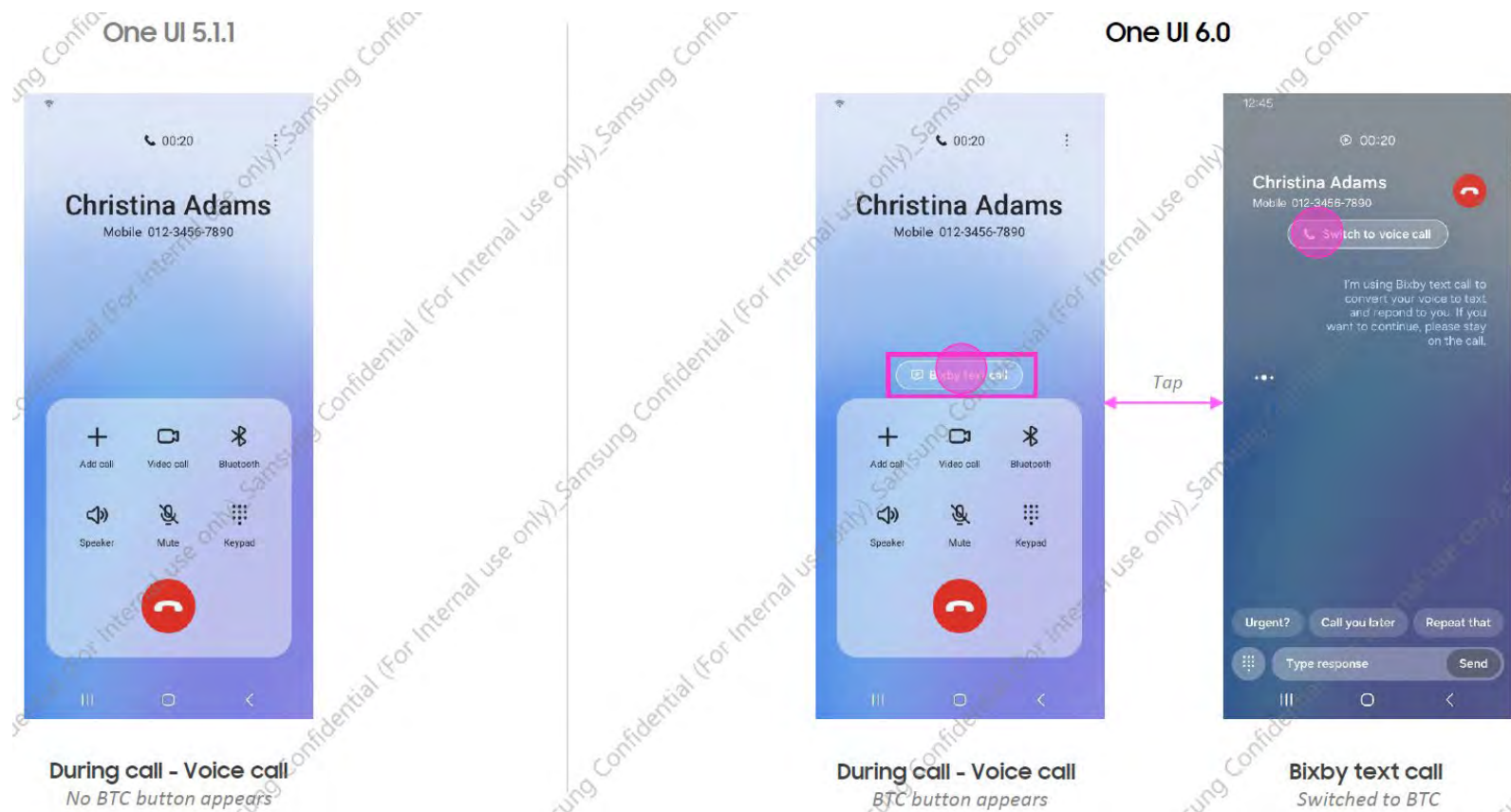


One UI 6.0



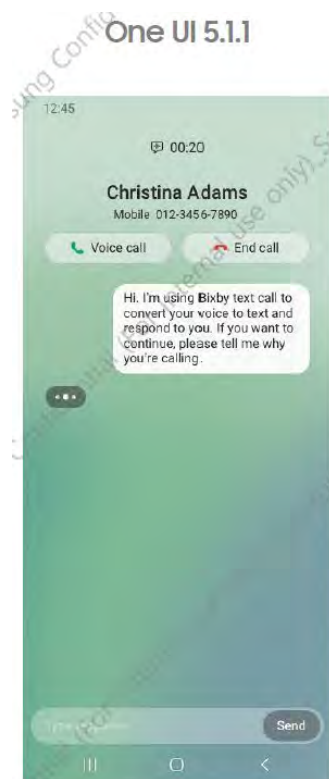
Switch Bixby text call during voice call

- It has only been possible to answer using Bixby text call when a call comes in, but now it is possible to switch to Bixby text call even during the call.



Keypad added during Bixby text call

- A numeric keypad is also available during Bixby text call.
- Calls such as ARS and surveys, which require keypad responses, can now be answered without problems by Bixby text call.



Bixby text call

No Keypad button appears



Bixby text call

Keypad button appears

Bixby text call

Numerical input available



Messages

Added edit option for Quick responses

- Easily move to the edit screen of quick responses.
- Activate the 'Show in conversation' option, reply quickly with frequently used phrases without typing.



Multiple select messages to block them at once

- Add the block numbers option. And if user do not want to be received it, user can be blocked by multiple selections from the message list, trash list.
- Quickly block unwanted messages from the message list and Trash.

One UI 6.0

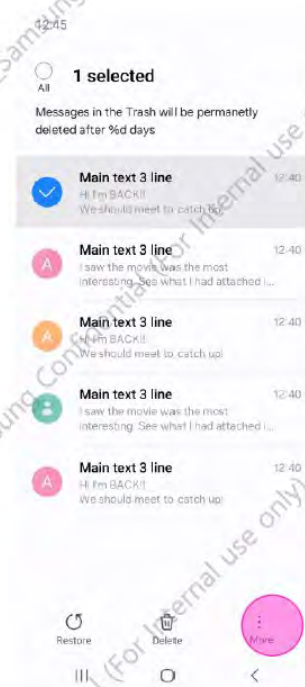


More

Block numbers

Selected conversations in List

Can block numbers by Multi selection mode in Conversation list



More

Block numbers

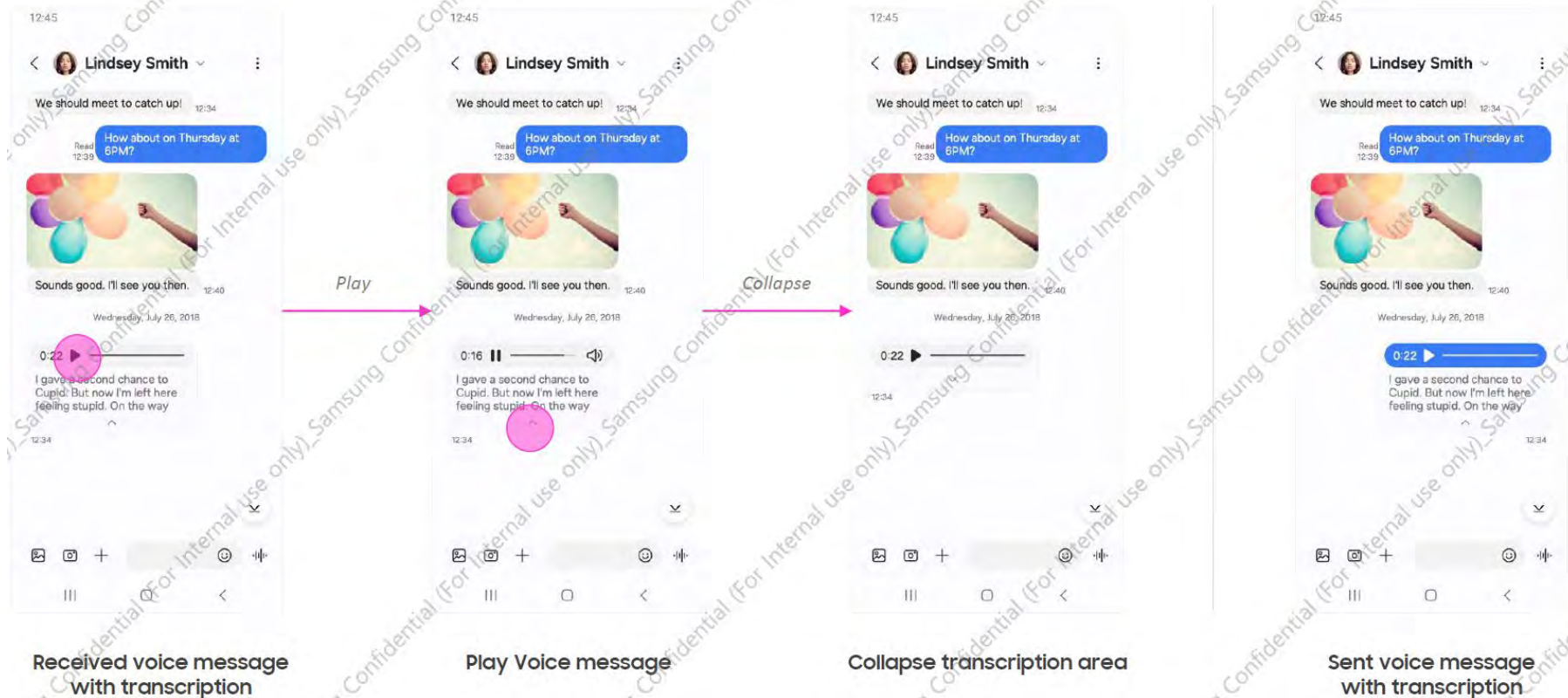
Selected conversations in Trash

Can block numbers by Multi selection mode in Trash

Voice messages with transcription available

- By displaying the contents of the voice message converted to text, users can easily understand what's being said without having to listen to a long speech.

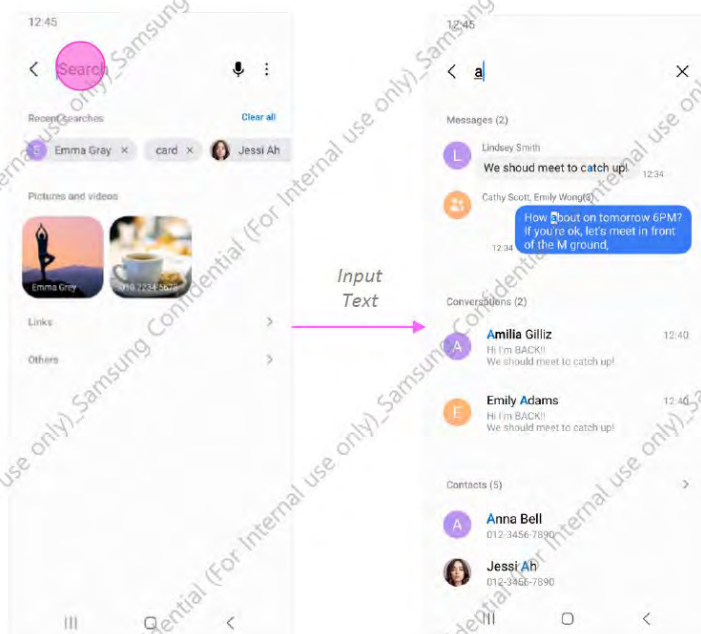
One UI 6.0



Improved message search with recent conversations filter

- After entering search, show recent search history and contacts you've recently conversed with (Recent conversations)
- Provide only saved contacts as search filter
- Give text search immediately after selecting a contact filter

One UI 5.1.1



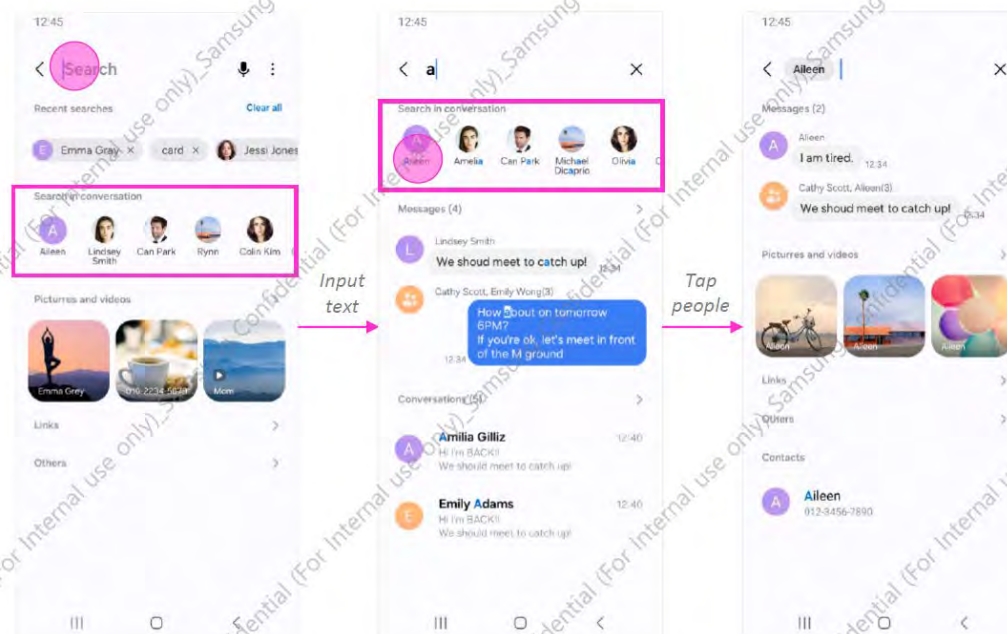
Search main

Show recent searches results

Start to input text

Show search results by ABC order

One UI 6.0

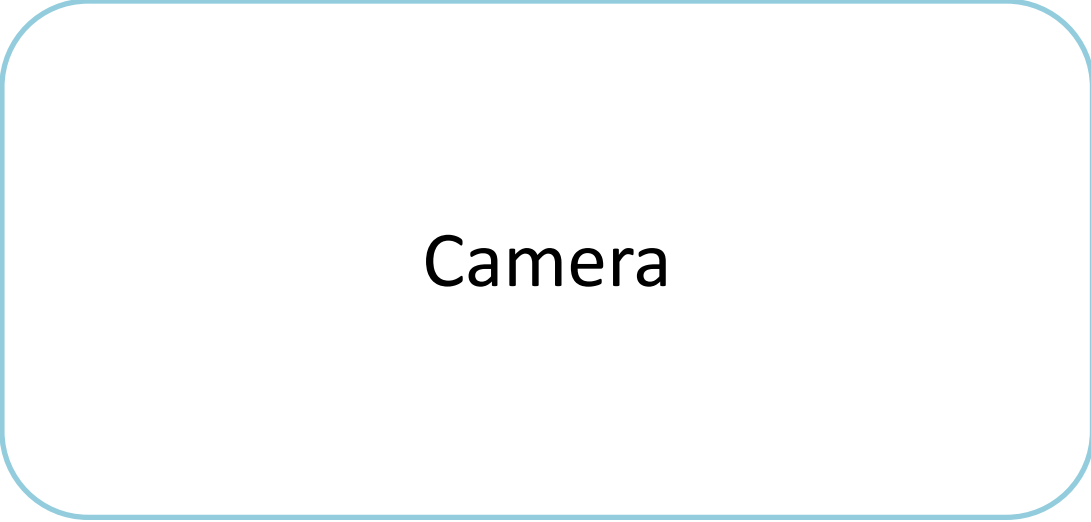


Search main

Shows recent search results along with the people the user has recently conversed with

Start to input text > Select person

When the user starts entering the search word, the person who recently talked to is also displayed and available as a filter.

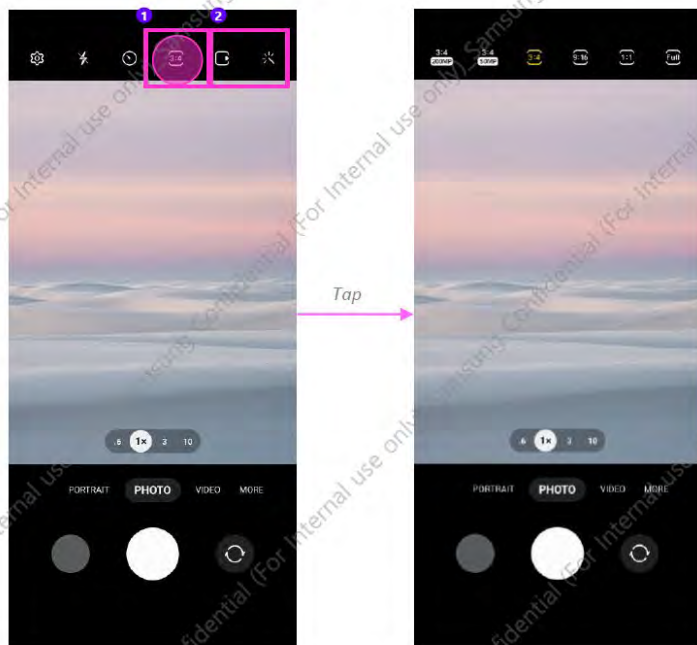


Camera

UI and visual improvements on Quick settings

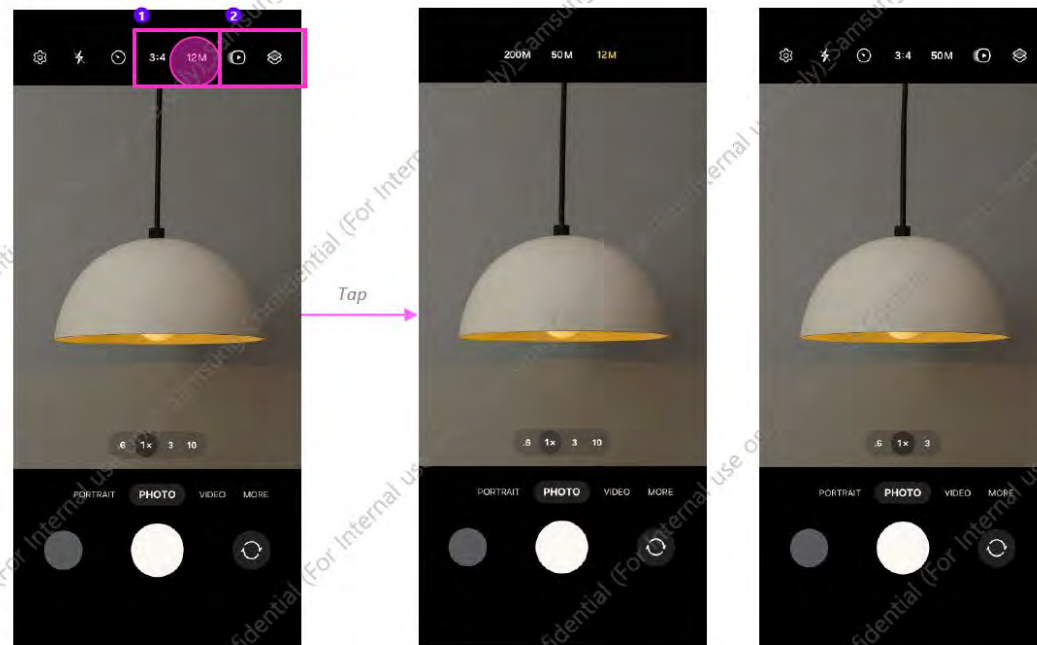
- Separated resolution from the ratio to enhance discoverability.
- Refined quick settings icons with a simple design that shows information clearly.

One UI 5.1.1



High resolution options are provided with ratio

One UI 6.0



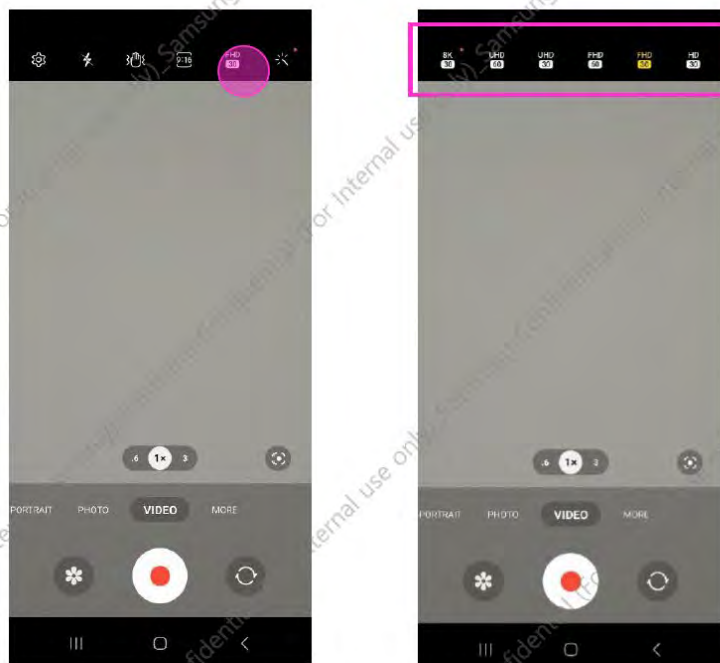
Ultra model
(200MP, 50MP, 12MP option in the 2nd depth)

Base/Plus model
(12MP ↔ 50MP toggle)

UI improvements for video size option as pop-up style

- Video size option is changed to pop-up style.
- You can see all the options and explanations at a glance and set them simply.

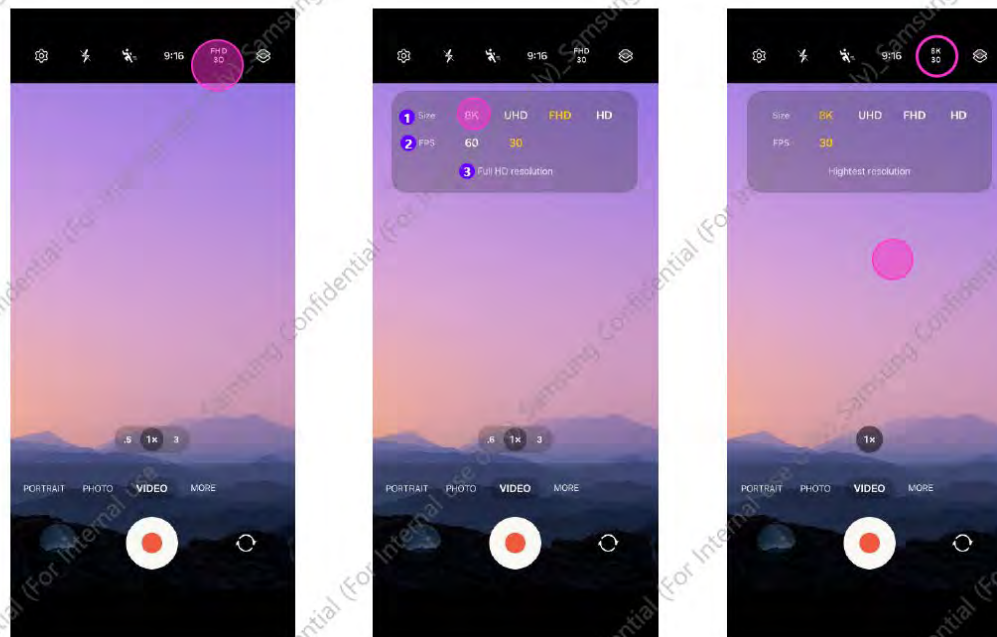
One UI 5.1



Video mode > Quick settings

Select video size

One UI 6.0



Video size popup

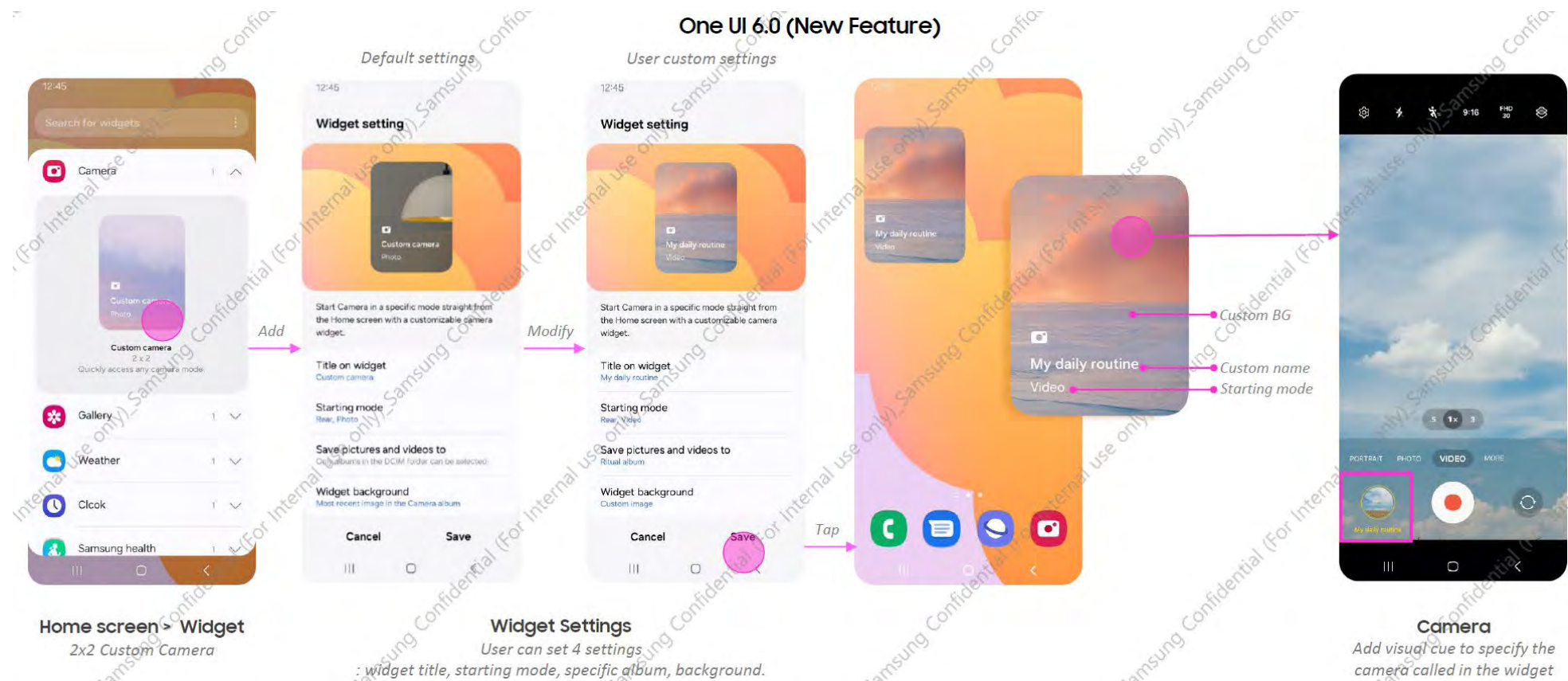
1. Size option (Depends on support specs)
2. FPS option (Depends on support specs)
3. Guide phrases for users for each setting

- Quick setting option is changed according to the user's selection, and the pop-up is closed after tapping the outside of popup or N seconds.

Camera

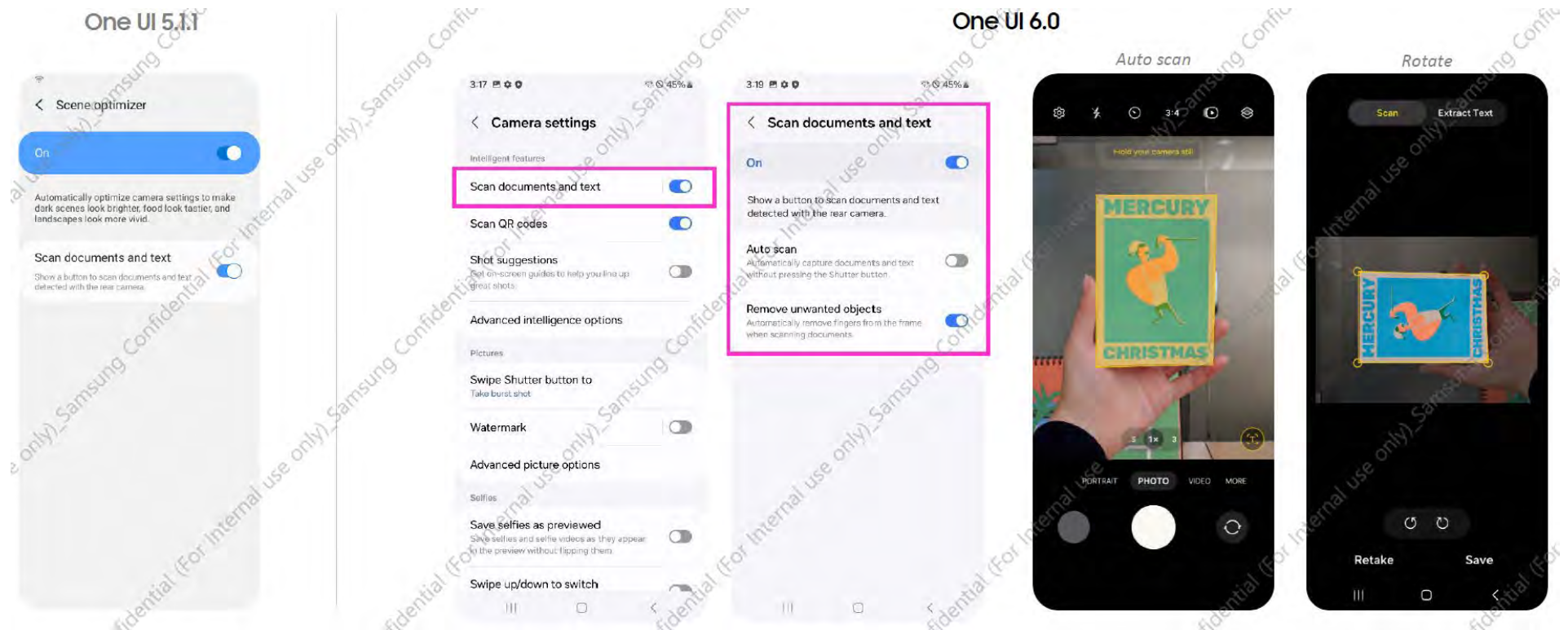
Custom camera widget available

- Newly provide a camera widget which can set camera starting mode and a storage path.



Auto scan provided in Scan document and text menu

- Scan document and text options are separated from Scene optimizer.
- 'Auto scan' can shoot automatically when a document is recognized within the frame. Image rotating option is newly added.
- 'Remove unwanted objects' will help users remove fingers and clips which is taken on the documents unnecessarily.



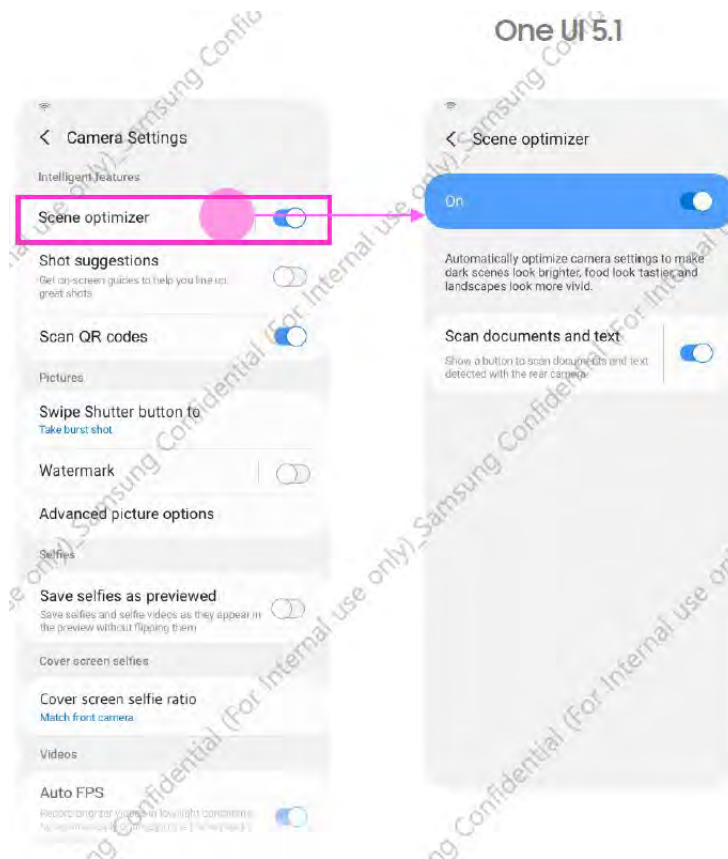
Advanced intelligent options

- Support settings for '**Quality optimization**' and '**Scene optimizer**' under Advanced intelligent options which is newly added.

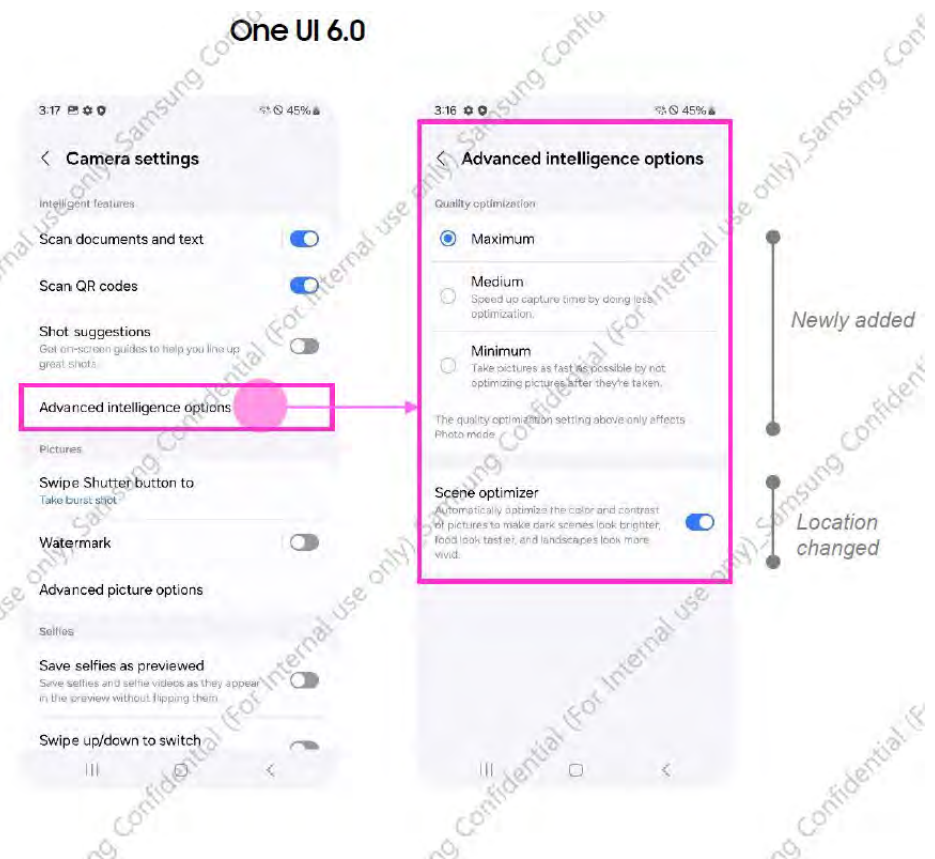
* Newly added menu

* Changed its location

One UI 5.1



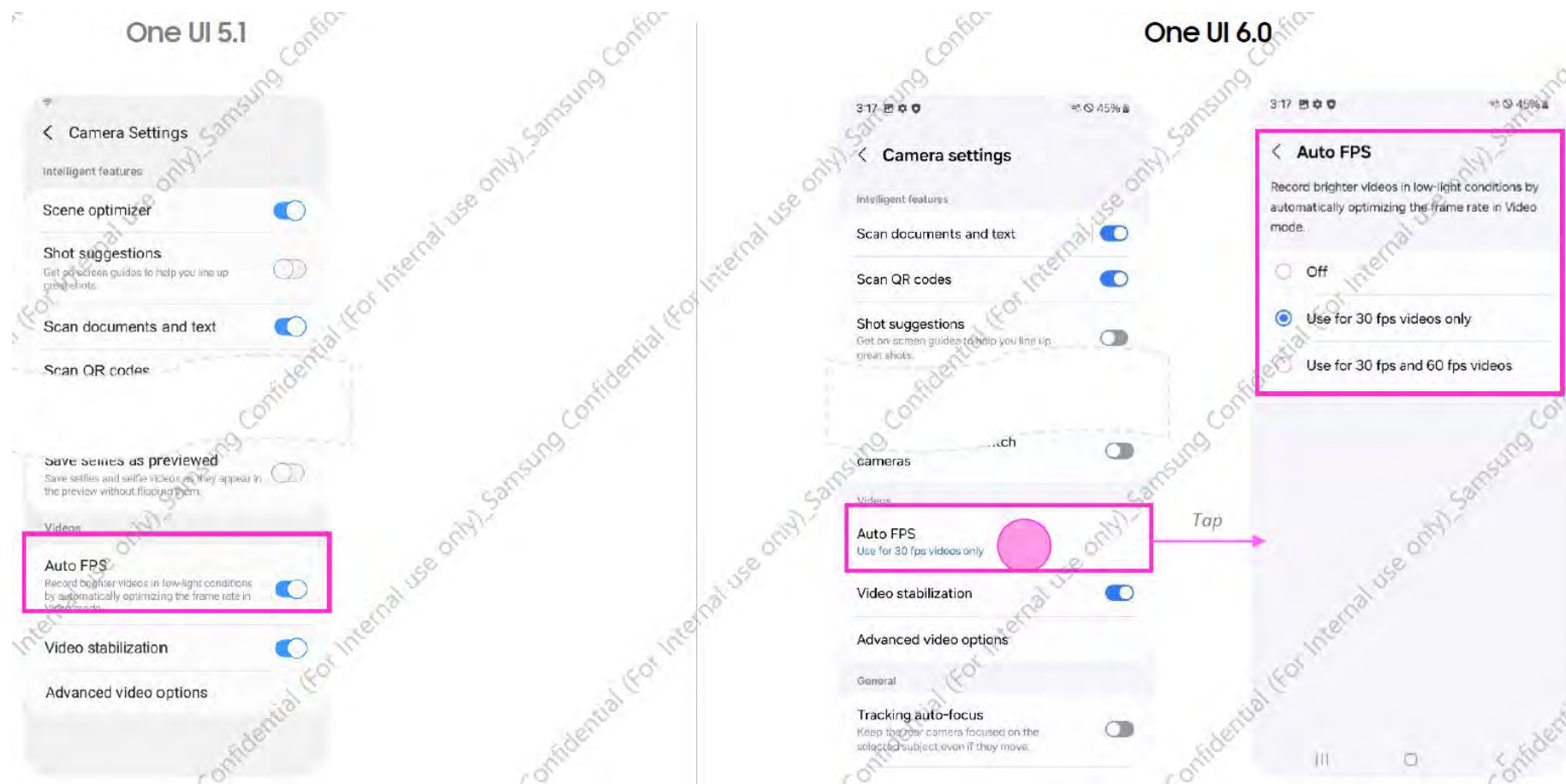
One UI 6.0



Auto FPS for only 30 fps videos as default option

Affected models : except for all Flip models including Flip5

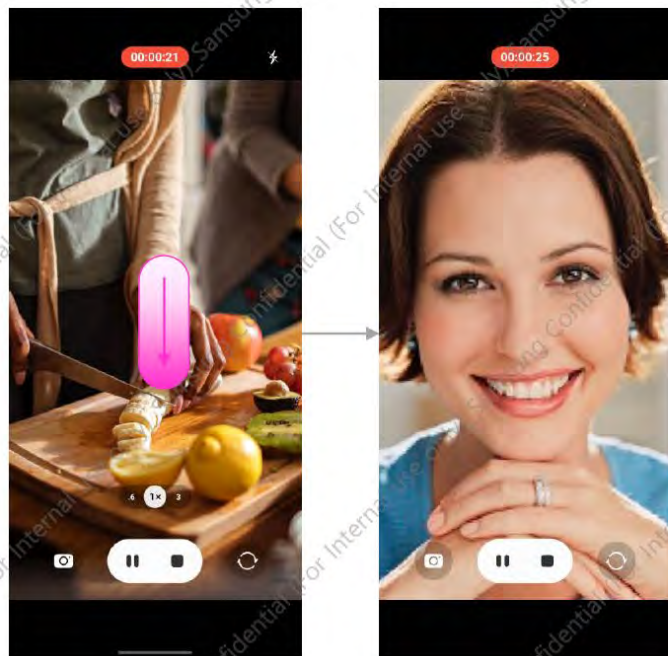
- 'Auto FPS' adjusts the frame rate of videos depending on the scene or exposure change, but sometimes the result may not look soft when recording 60 fps videos. From One UI 6, 'Auto FPS' works only when shooting 30 fps videos as a default, and user can choose to operate when shooting 30 fps and 60 fps videos also.



Gesture setting to prevent unintended camera switching

- In the Camera app, users can switch the front and rear cameras with up and down swipes. However, some users don't want to use this function because of unintended actions, especially when the mode gets accidentally switched to shooting their faces.
- The setting to prevent this gesture is added in 'Selfies' group in the Camera settings.

One UI 5.1.1

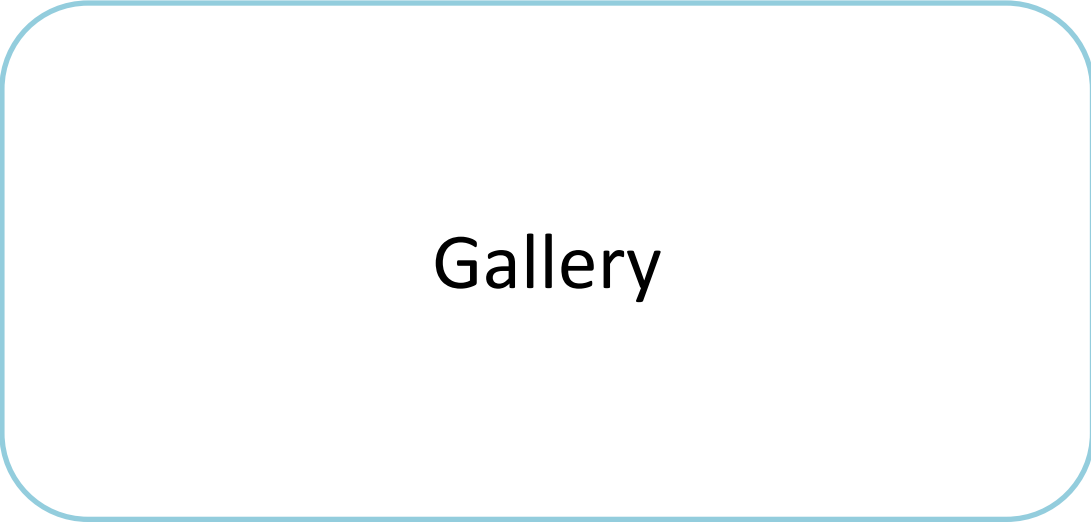


If users swipe up and down in any situation including recording video, the camera will be switched.

One UI 6.0



If the gesture setting is turned off, front and rear cameras can be switched only with the button.



Gallery

Save as sticker available in Gallery

- Once you cut out an image, you can save it as sticker.

One UI 6.0



Detail view

Tap & hold to clip an image

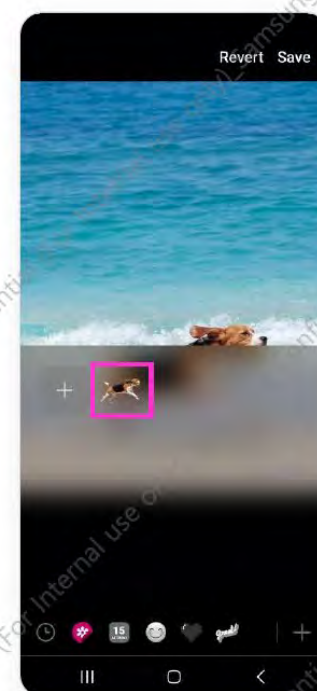
Tap & hold



Contextual menu

Save as sticker menu added

Tap



Editor

Sticker added

Document scan available in Gallery

- It provides document scanning not only for cameras but also for photos.

One UI 5.1.1



Extract text

One UI 6.0



Extract text

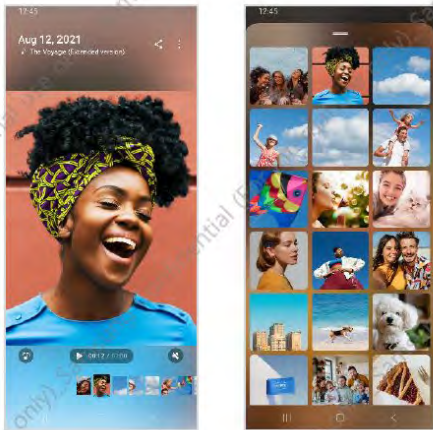


Document scan

Editable story contents feature available

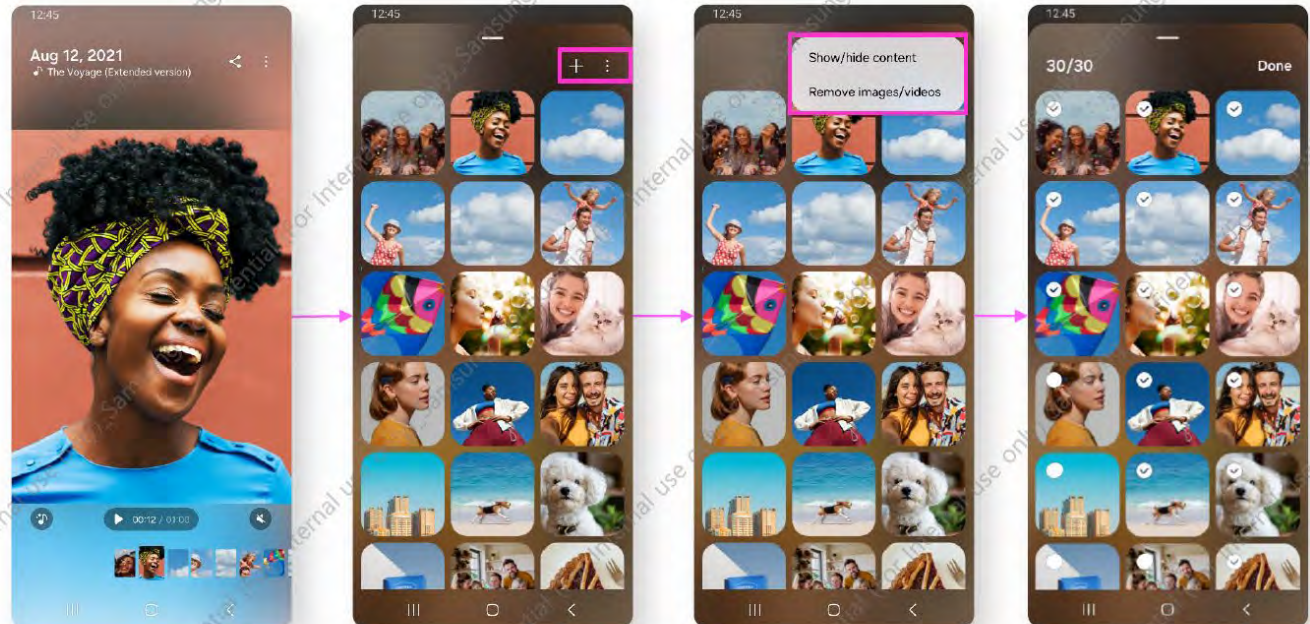
- Users can create richer stories by adding the content they want. And users can show and hide content depending on the person they share.

One UI 5.1.1

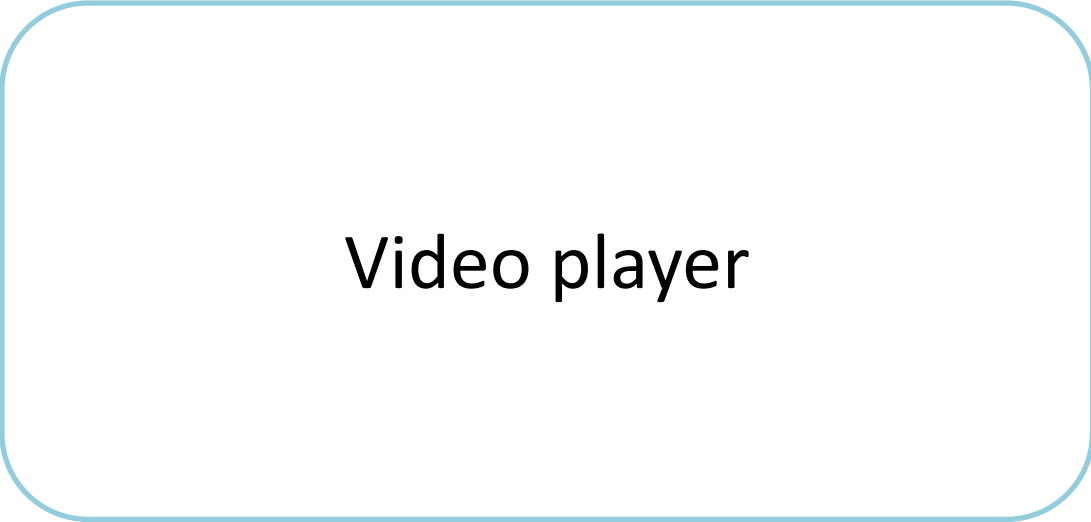


Thumbnails view

One UI 6.0

Show/Hide contents
Remove images/videos

Hide contents



Video player

Save as sticker available in Video player

- When you paused the video, you can make a sticker by clipping image.

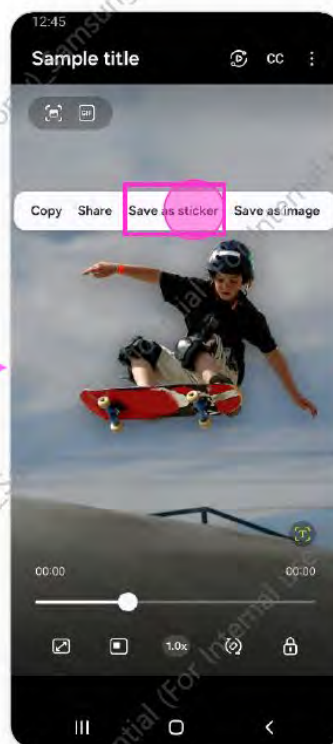
One UI 6.0



Paused video

Tap & hold with clipped image
added to clipboard

Tap&hold



Contextual menu

Save as sticker menu added

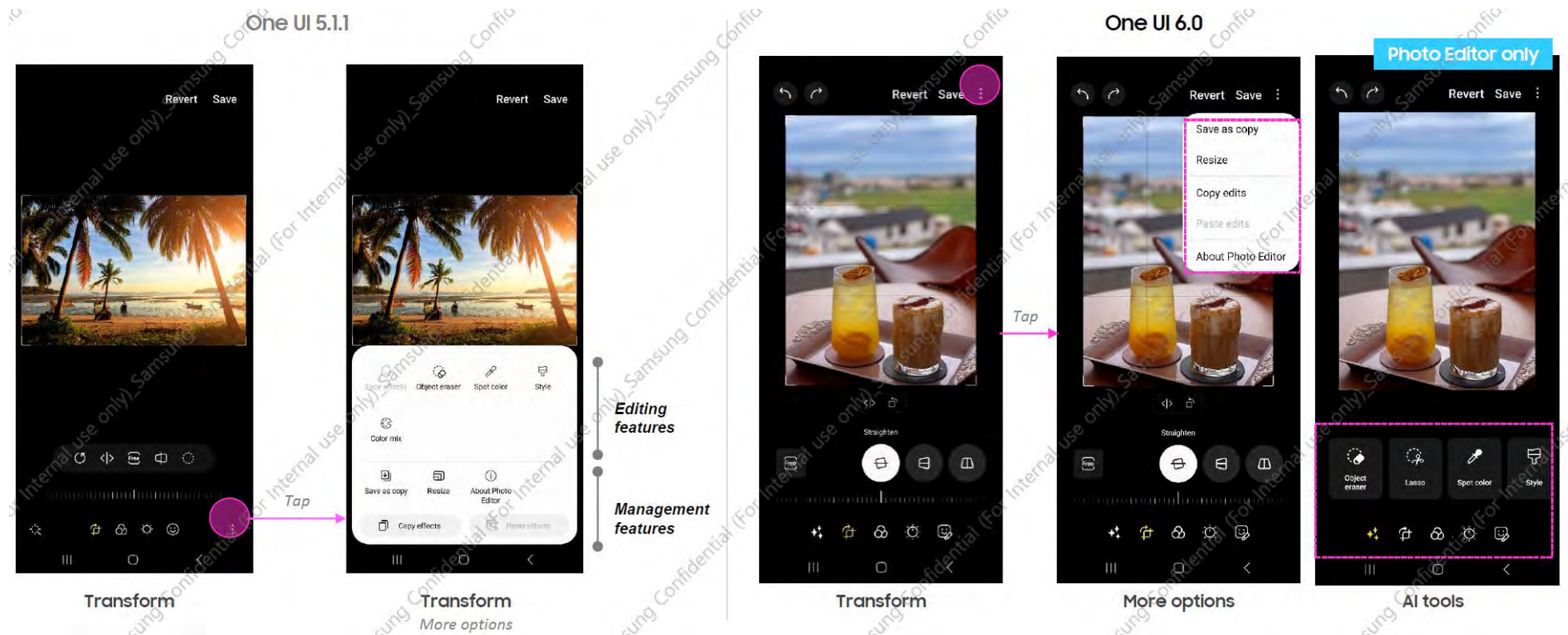
Tap



Editor & Studio (Common)

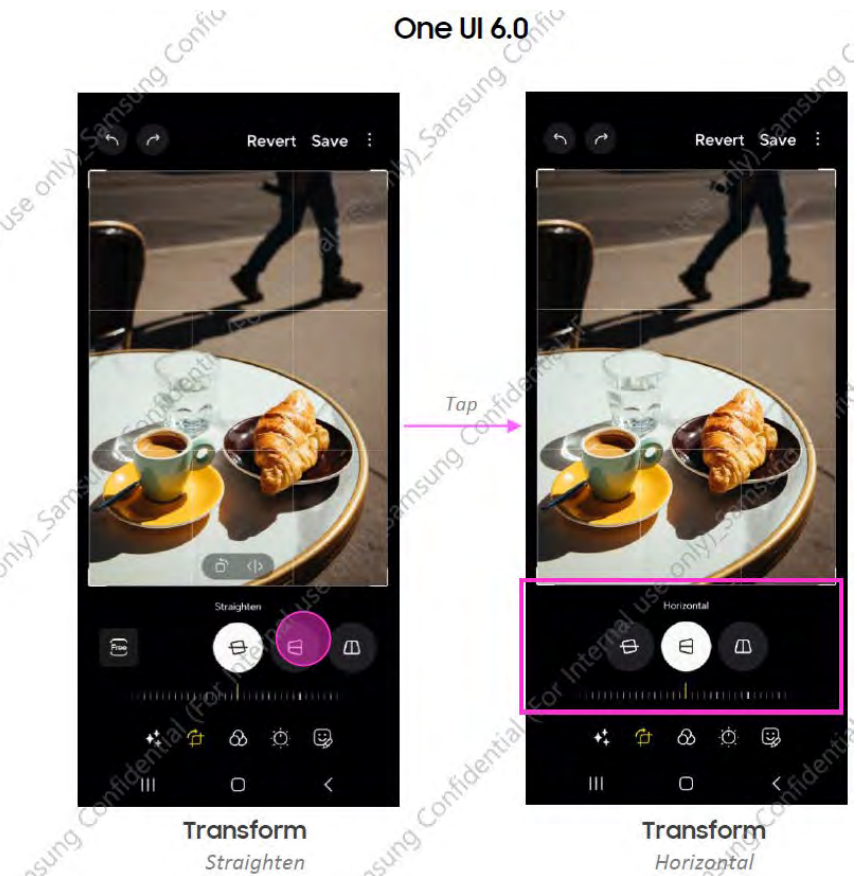
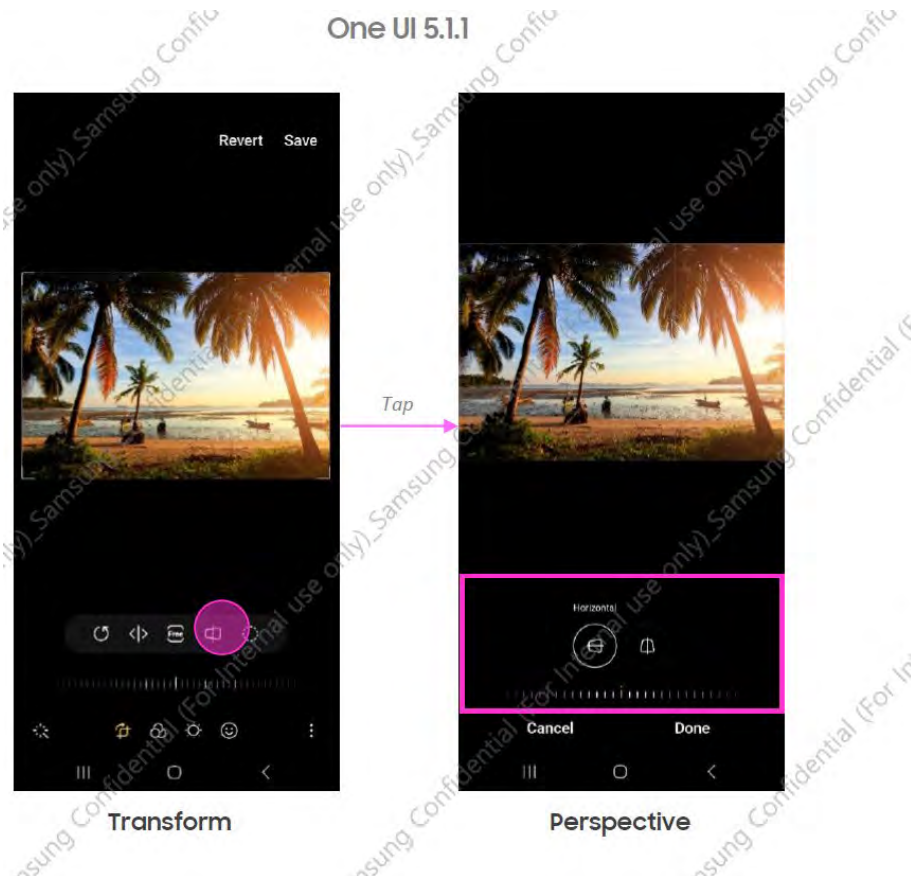
Restructuring and repositioning More options

- One UI 5, editing-related functions and management functions were provided to More options together.
- One UI 6, editing functions are separated and provided at 1st depth as one menu, and management functions are provided in the More menu on upper right corner.



Straighten and Perspective available on 1st depth screen

- Straighten and Perspective are integrated so that image angle/horizontal and vertical correction can be performed on one screen



Tap to select available in Snap to shape

- Supports area selection with taps to make it easier to select areas to cut in the photos in Custom sticker and Lasso.

One UI 5.1.1



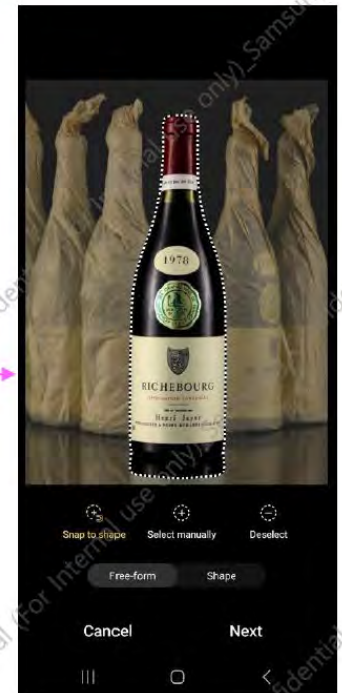
Draw area to select the item



One UI 6.0



Add another option to select object by tapping the object



Support pen tool during creating sticker

- Support pen tools to decorate cut photos and make them richer stickers.

One UI 6.0

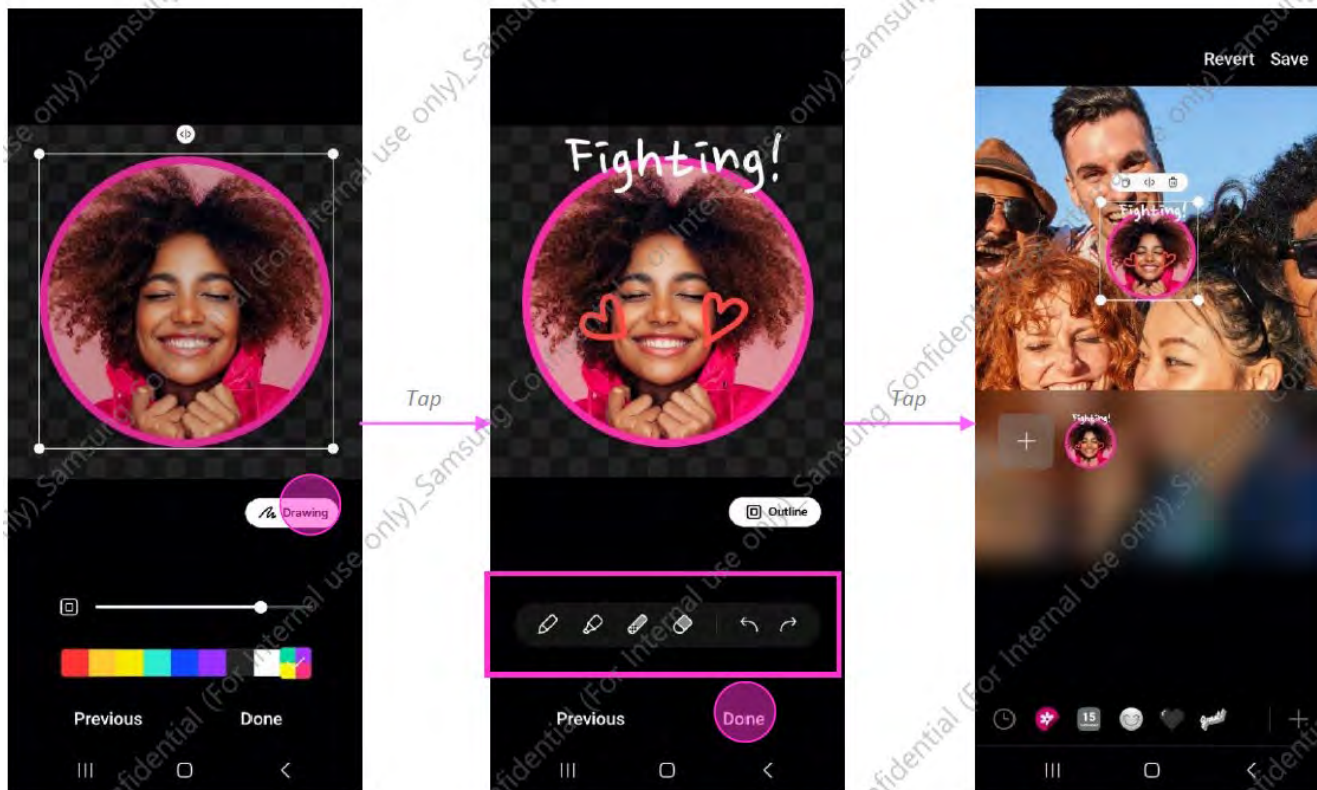




Photo Editor

Undo/Redo features added

- Provides Undo and Redo functions to easily return edits (Transform, Filter, Tone only supported)



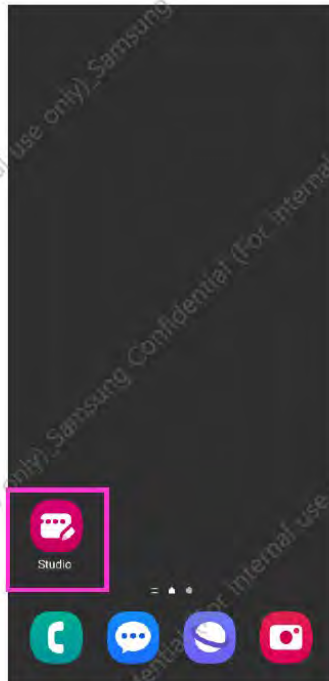


Studio

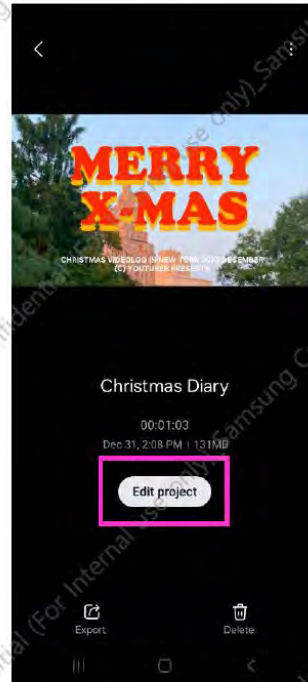
New video editor called Studio

- Video editor's name will be changed to Studio.
- Studio supports much easier and more convenient multi-video editing than before.

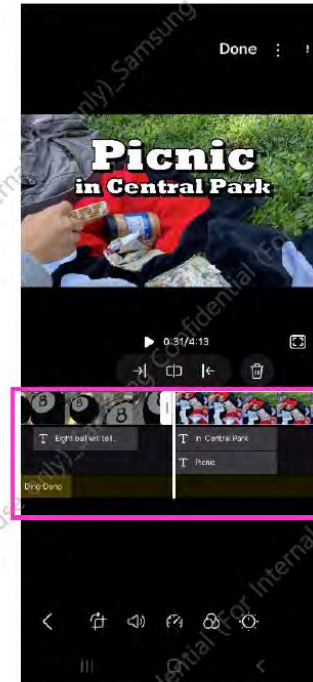
Improved Multi-video editing in One UI 6.0



Access to the app for multi-video editing via app icon is available



Re-editing is available with Project¹⁾ format



Multi-layer structure is added

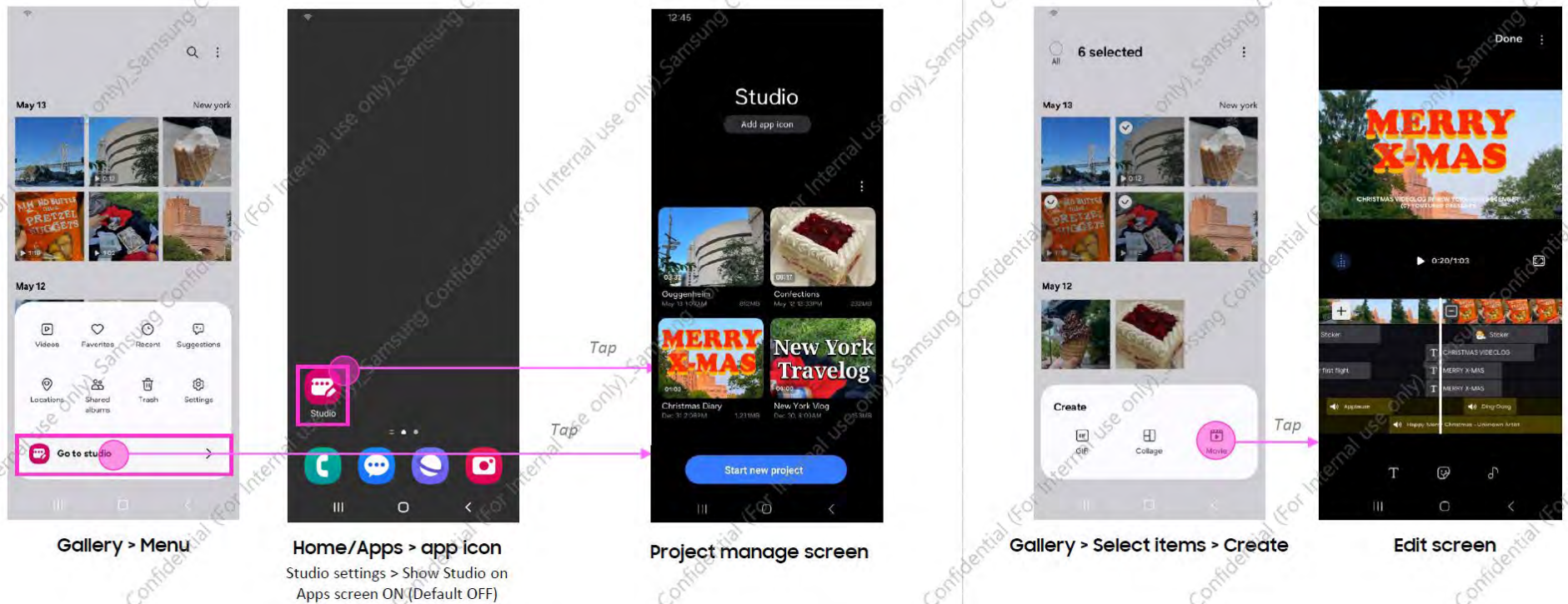


Enhanced Audio editing

New entry point of Studio for multi-video editing

- Users can access 'Project manager screen' through selecting 'Go to studio' button in Gallery or through app icon.
- If user already selected several photos/videos in Gallery, user can move to 'Edit screen' in Studio app directly.

One UI 6.0



Bixby Vision

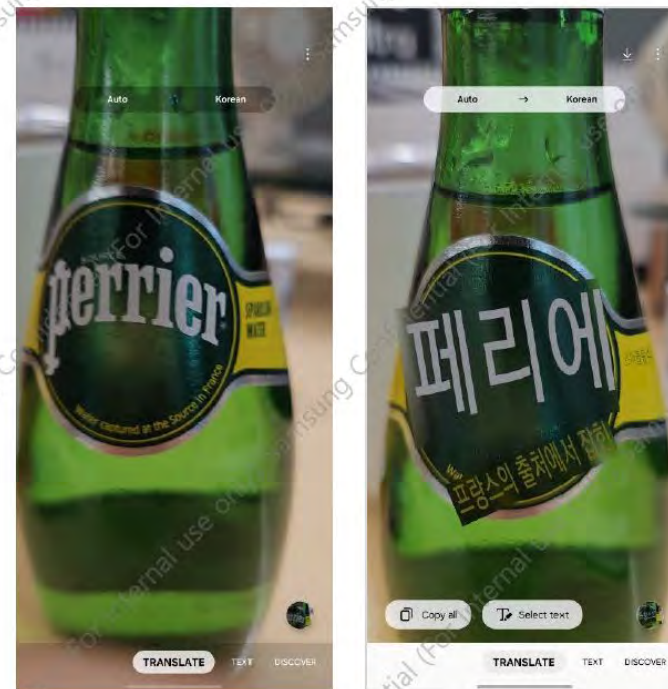
UI improvement for Translate

- Provide language select buttons consistently before and after recognition.
- Language buttons and additional function menus are rearranged to reduce the screen-covering area.

One UI 5.1.1



One UI 6.0



Voice feedback option added to Accessibility modes

- Low vision users can check the recognized results through text guide without voice feedback.
- Text guide is provided in full accessibility modes and the font size of text is synced with the font size of device.

One UI 5.1.1



Scene descriptor



Text reader

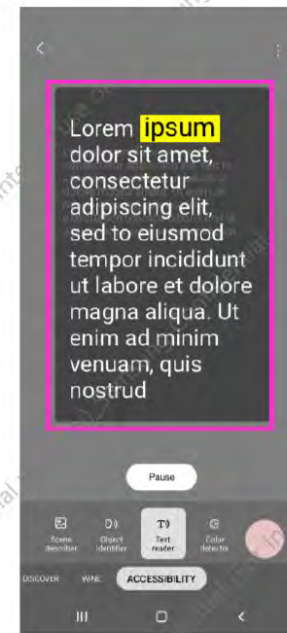


Settings

One UI 6.0



Scene descriptor



Text reader



Settings

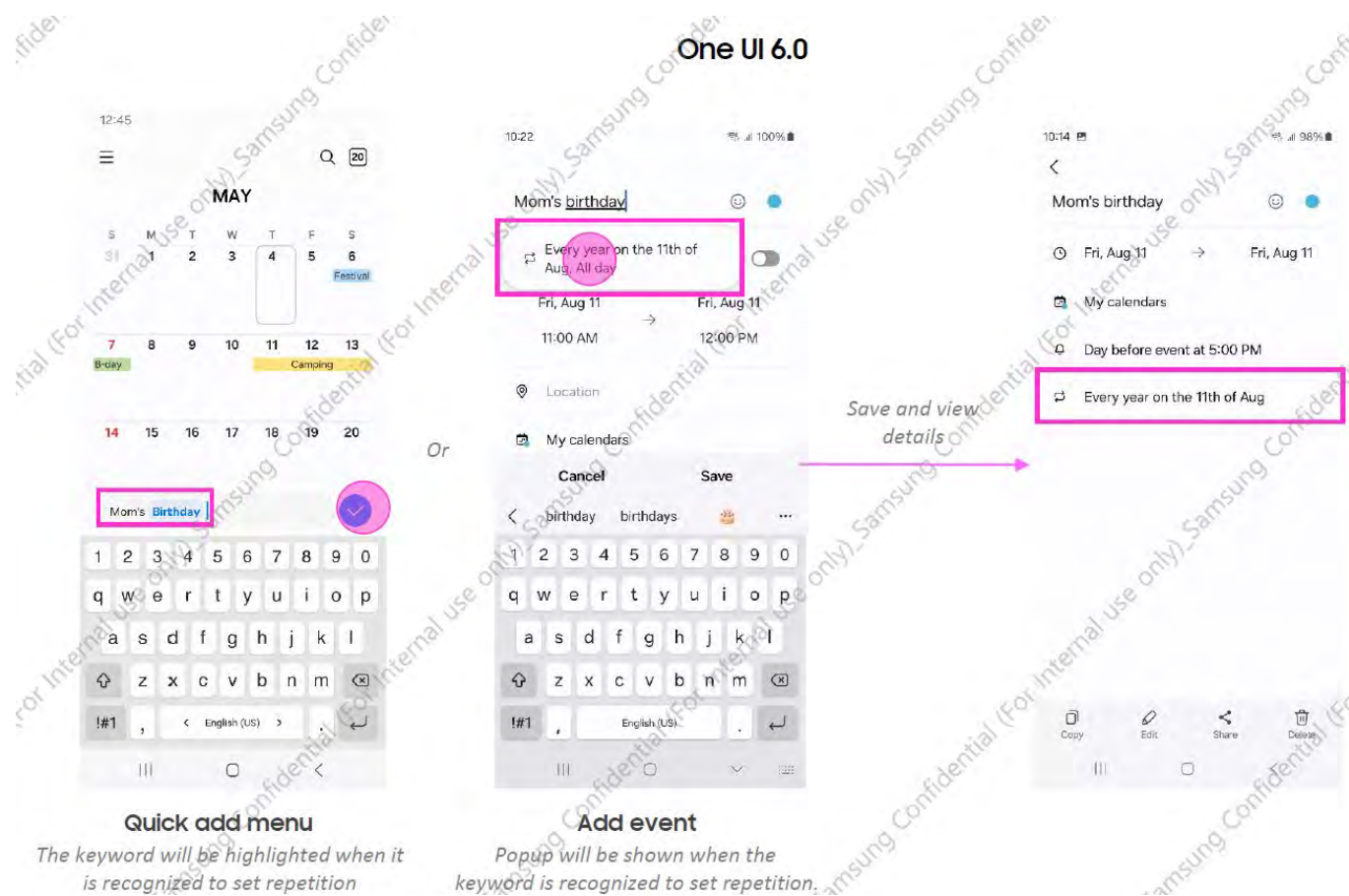


Calendar

Suggested repetition for anniversaries and birthdays

- The Calendar can direct the user to set the repetition for the event when the user sets an event with the keywords 'birthday', 'wedding anniversary', 'every week' etc. that will be repeated in a particular time period

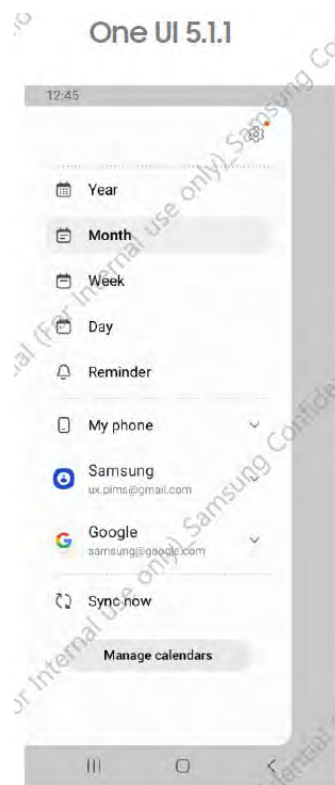
[by App update]



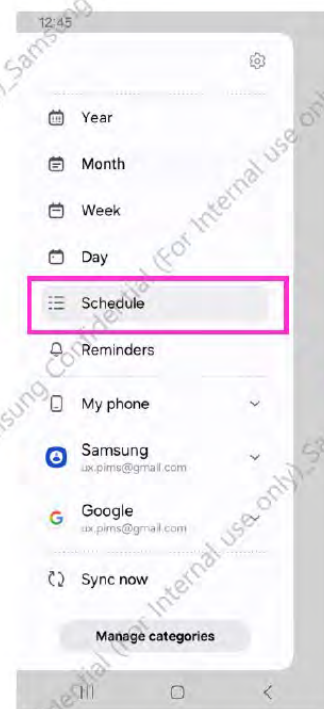
Schedule view added

- With the 'Schedule' menu added in the drawer, the user may quickly check all the events and reminders in chronological order. It is also easier to delete or share multiple items.

[by App update]

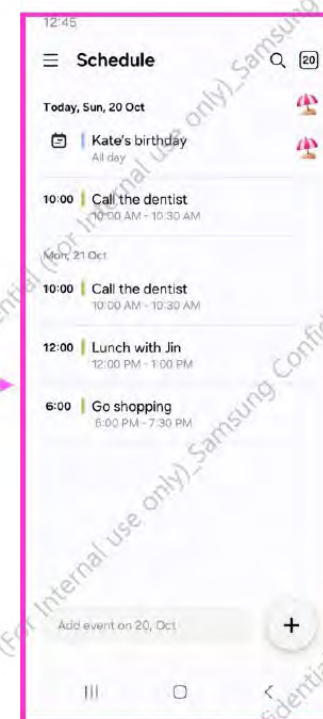


Drawer



Drawer

One UI 6.0



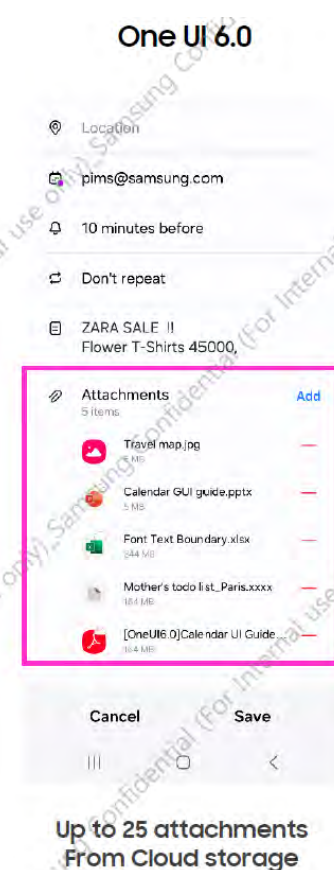
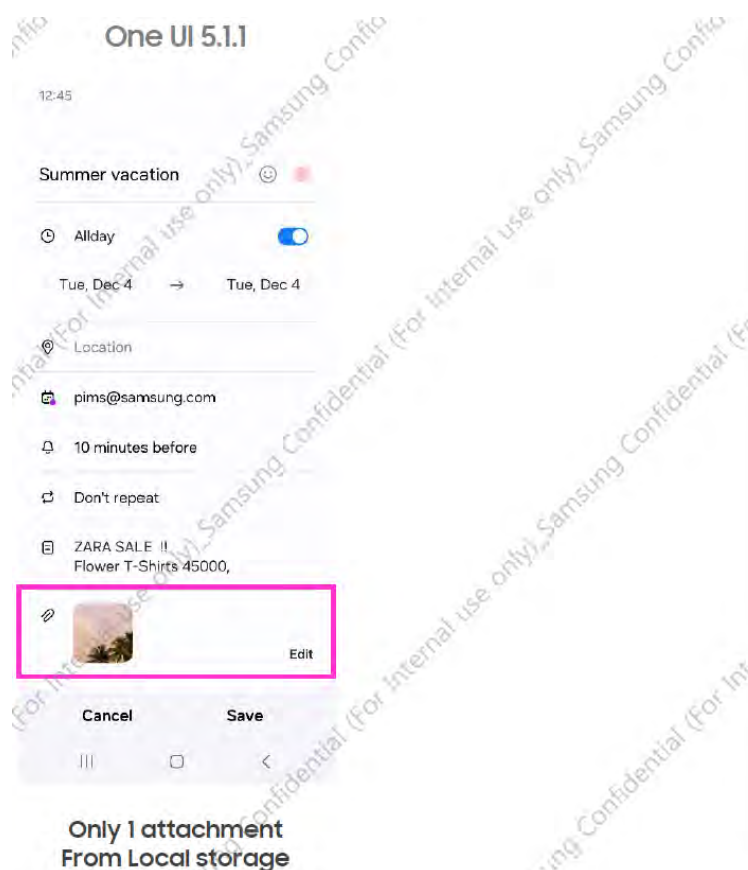
Schedule

Show all saved events and reminders
in chronological order

More attachments from cloud storages

- The user may attach up to 25 files from cloud storages, such as 'OneDrive' and 'Google Drive'

[by App update]



Check Coupons, Tickets, Boarding passes

- The user can check the times and dates of coupons, tickets and boarding passes right in the Calendar app without switching to the Samsung wallet app.

* Path : Samsung Wallet > Settings > Account and syncing > turn ON 'Add events to Calendar'

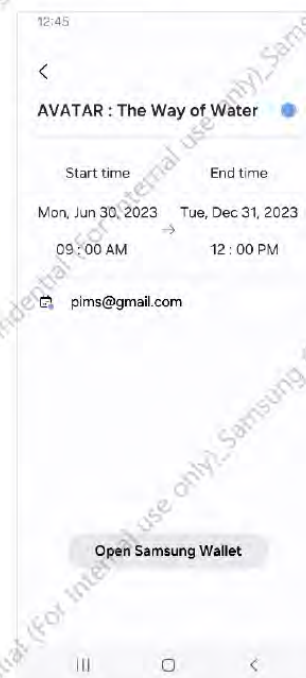
[by App update]

One UI 6.0

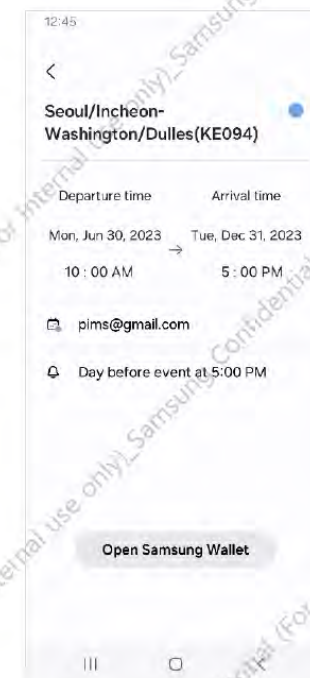
Samsung Wallet > Settings >
Account and syncing > "Add
events to Calendar" is ON



Coupon



Ticket



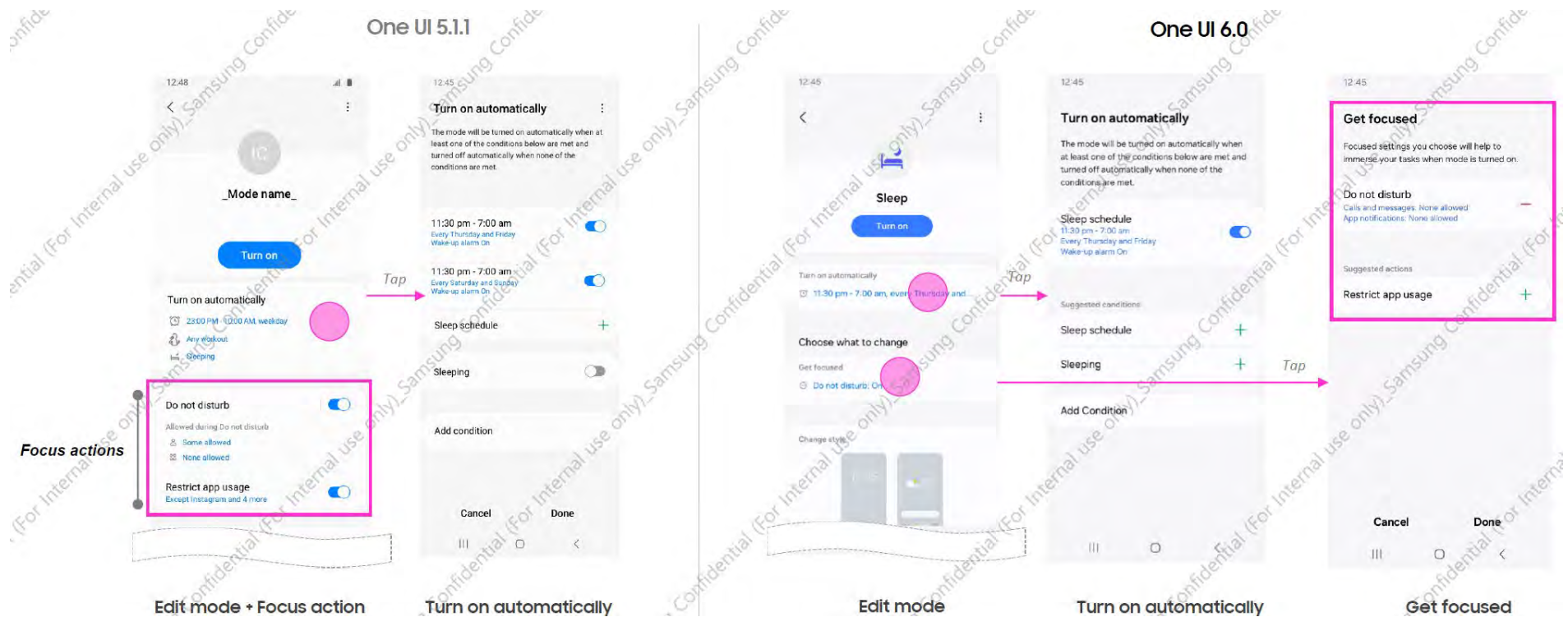
Boarding pass

Modes and Routines

Modes and Routines

UI improvement on Turn on automatically and Focus actions

- You can edit condition and focus actions with same UX with when you edit change settings items.

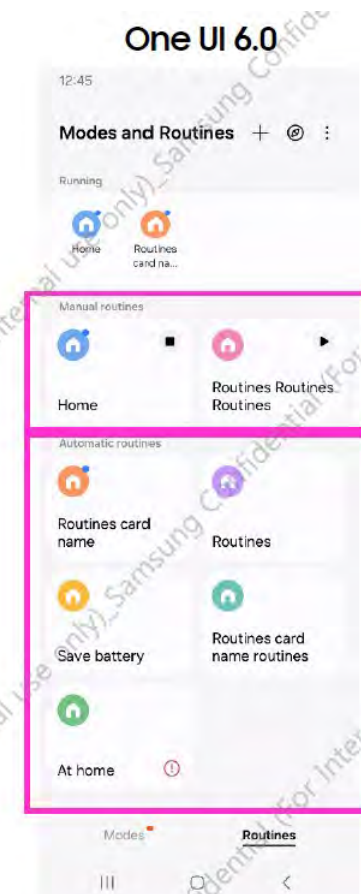


Separated manual and automatic routines

- You can access manual routines easily and manage routines in convenient.



Routines



Routines

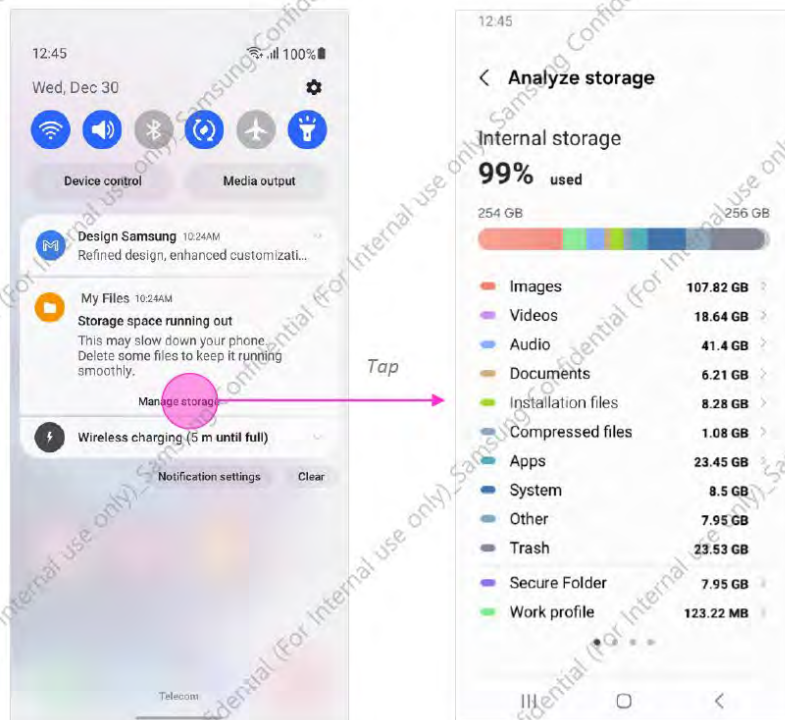


My Files

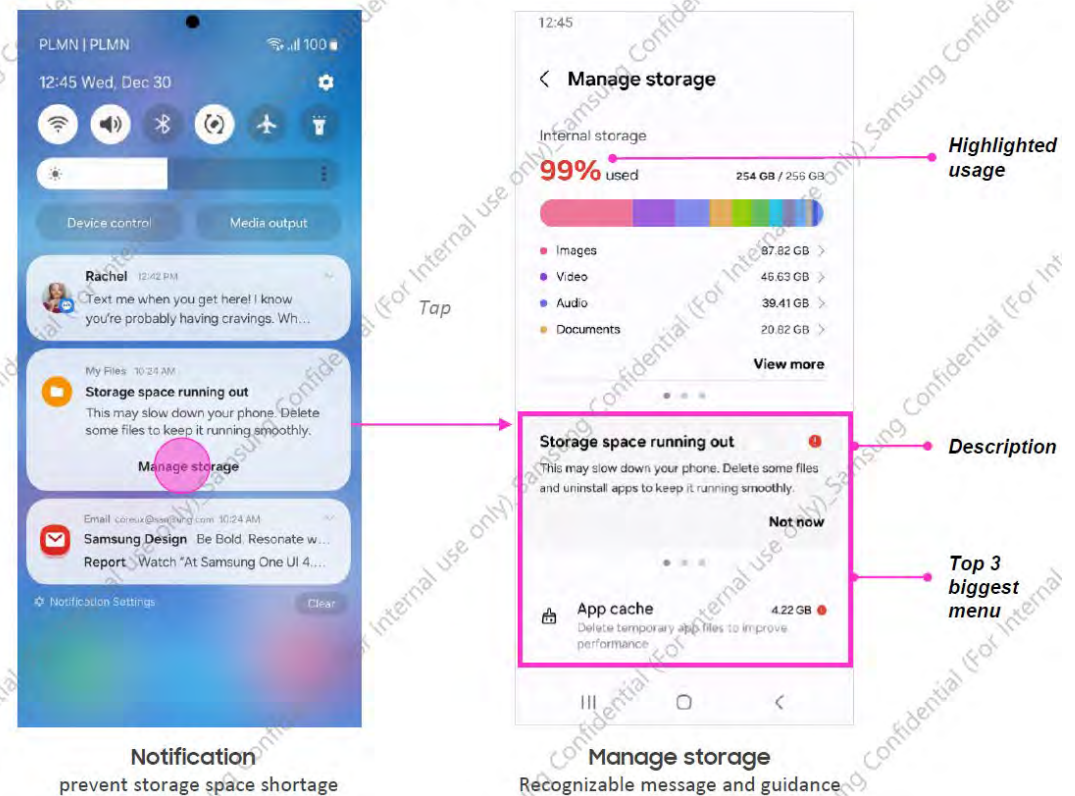
Not-enough storage notification provided

- Inform users of the lack of storage space and deliver clear suggestive messages about what to do.

One UI 5.0



One UI 6.0



Copy and paste files/folders across Galaxy device

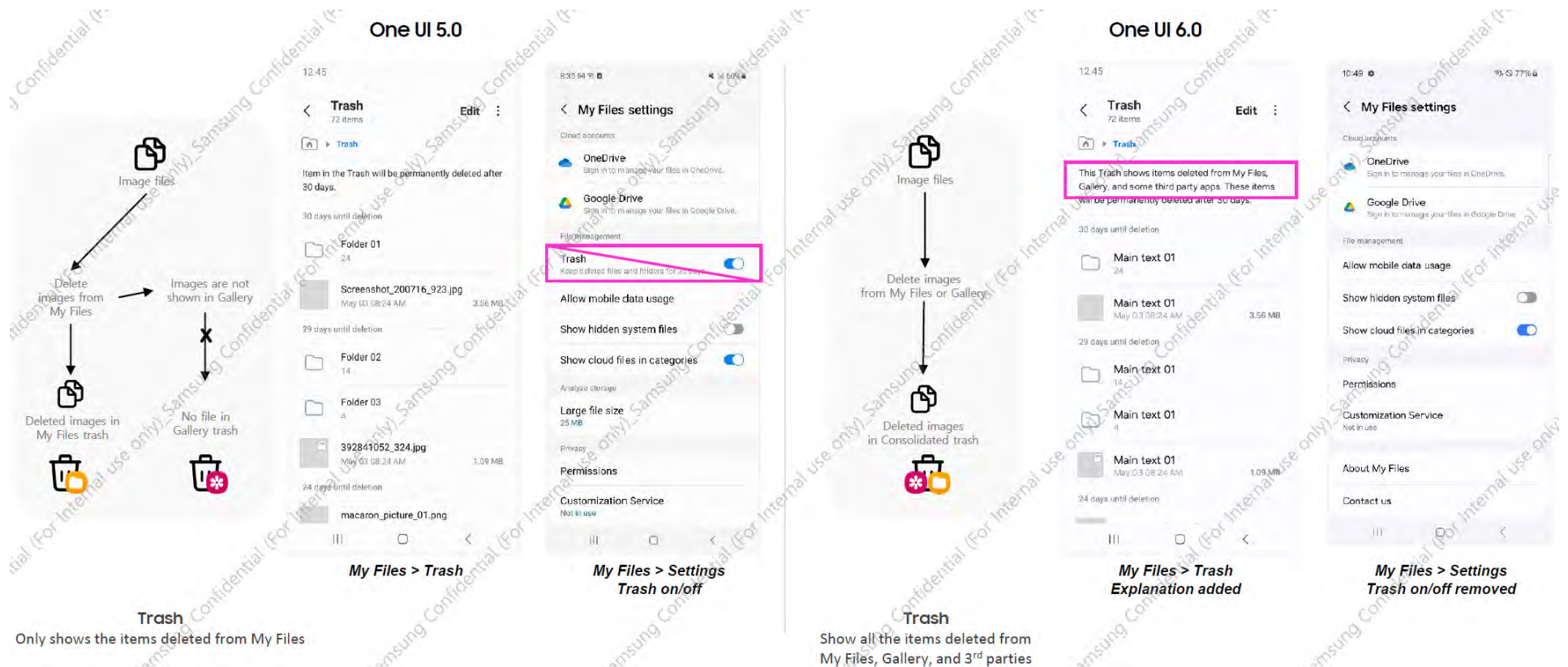
- User can copy files or folders and paste them across Phone-Tablet-Book.

* Path : Settings > Connected devices > turn ON 'Continue apps on other devices'



Combined trash storage

- Combined trash shows items deleted from My Files, Gallery, and some third party apps.



Setup Wizard

Code verification added to pairing method

- User can pair new phone with old phone by entering the verification code, if user can't use camera QR code scanning.

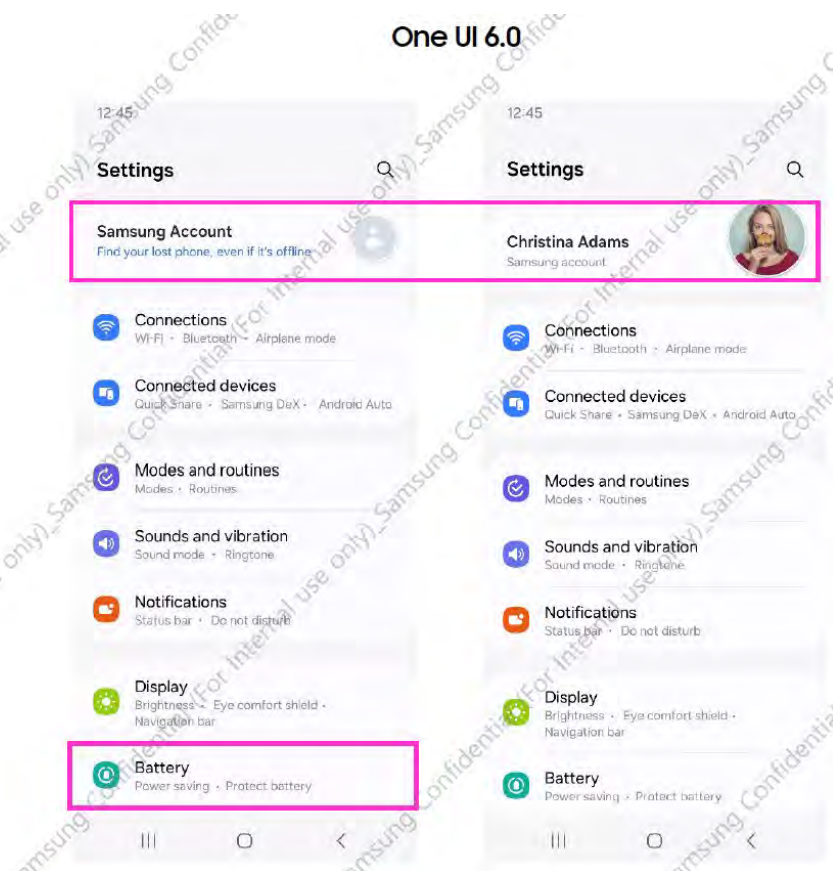
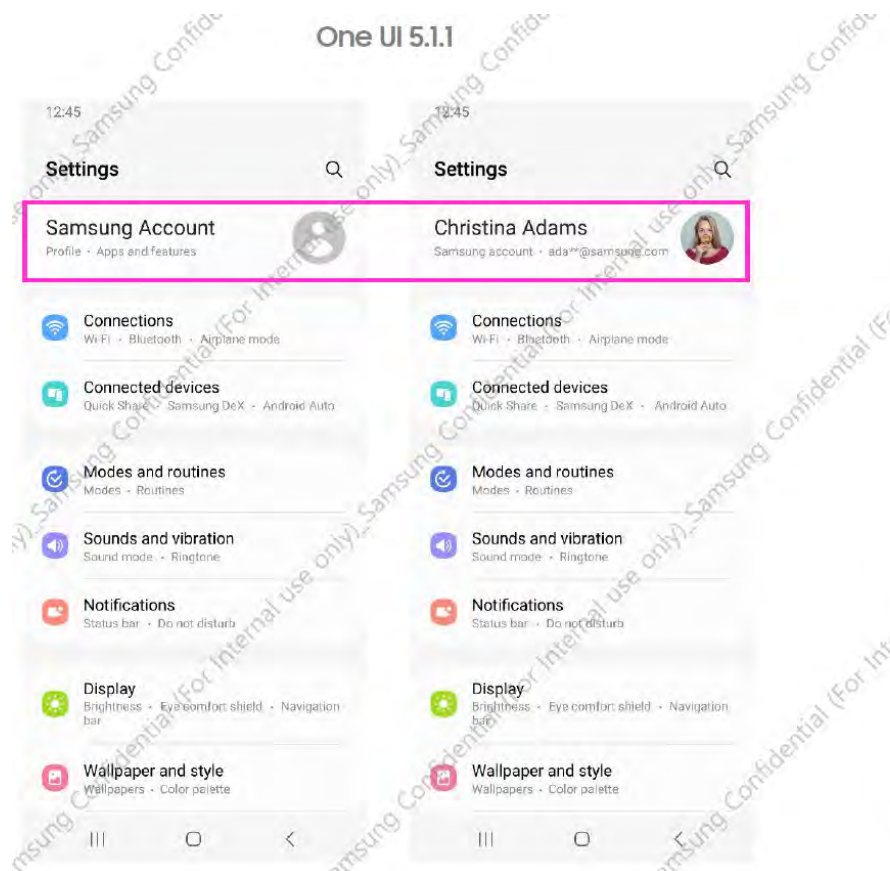




Settings

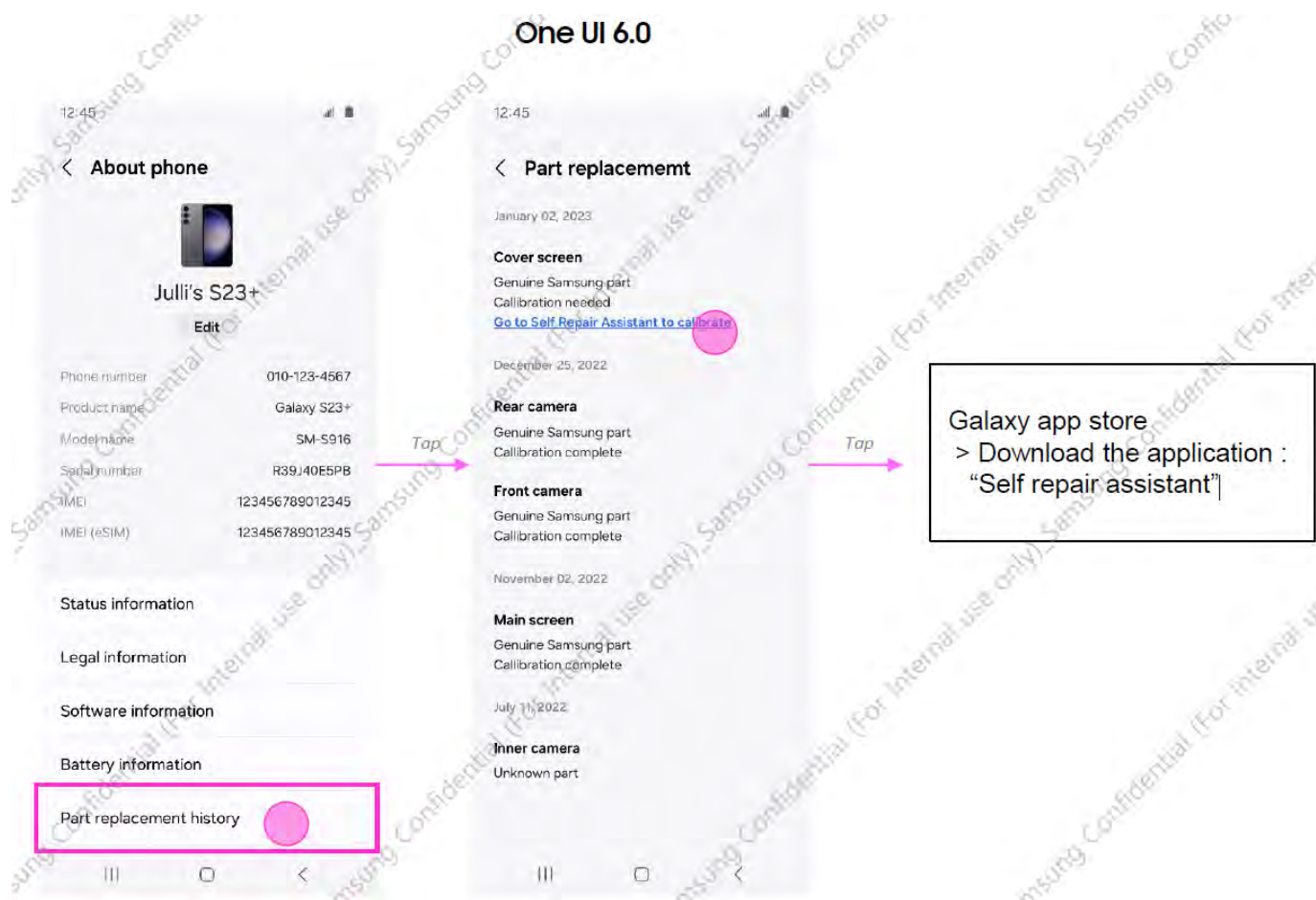
UI improvement on Settings

- Samsung account menu in the 1st depth of Settings is updated. It provides a different description depending on the login status and it adjusts the size of the profile image.
- The battery menu is provided in the 1st depth of Settings as a separate menu. It is located under Display menu and battery menu can be used through device care as before.



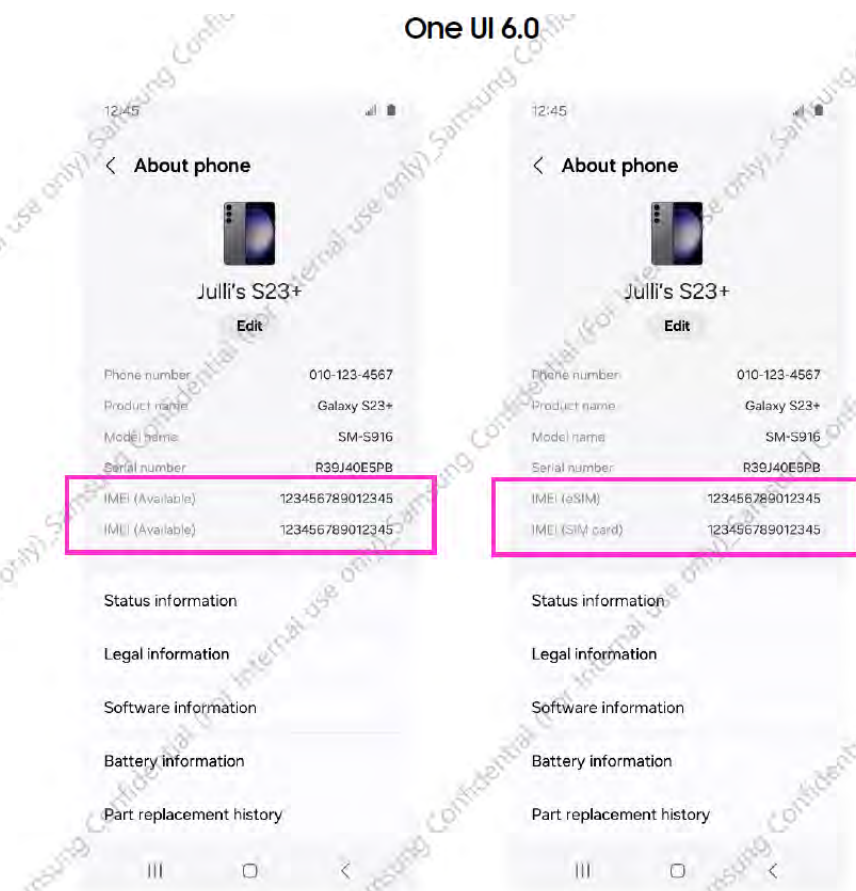
Part replacement history added

- The new menu is added.
 - The user can check the part replacement history
- * Path : Settings > About phone > Part replacement history



Dynamic IMEI supported

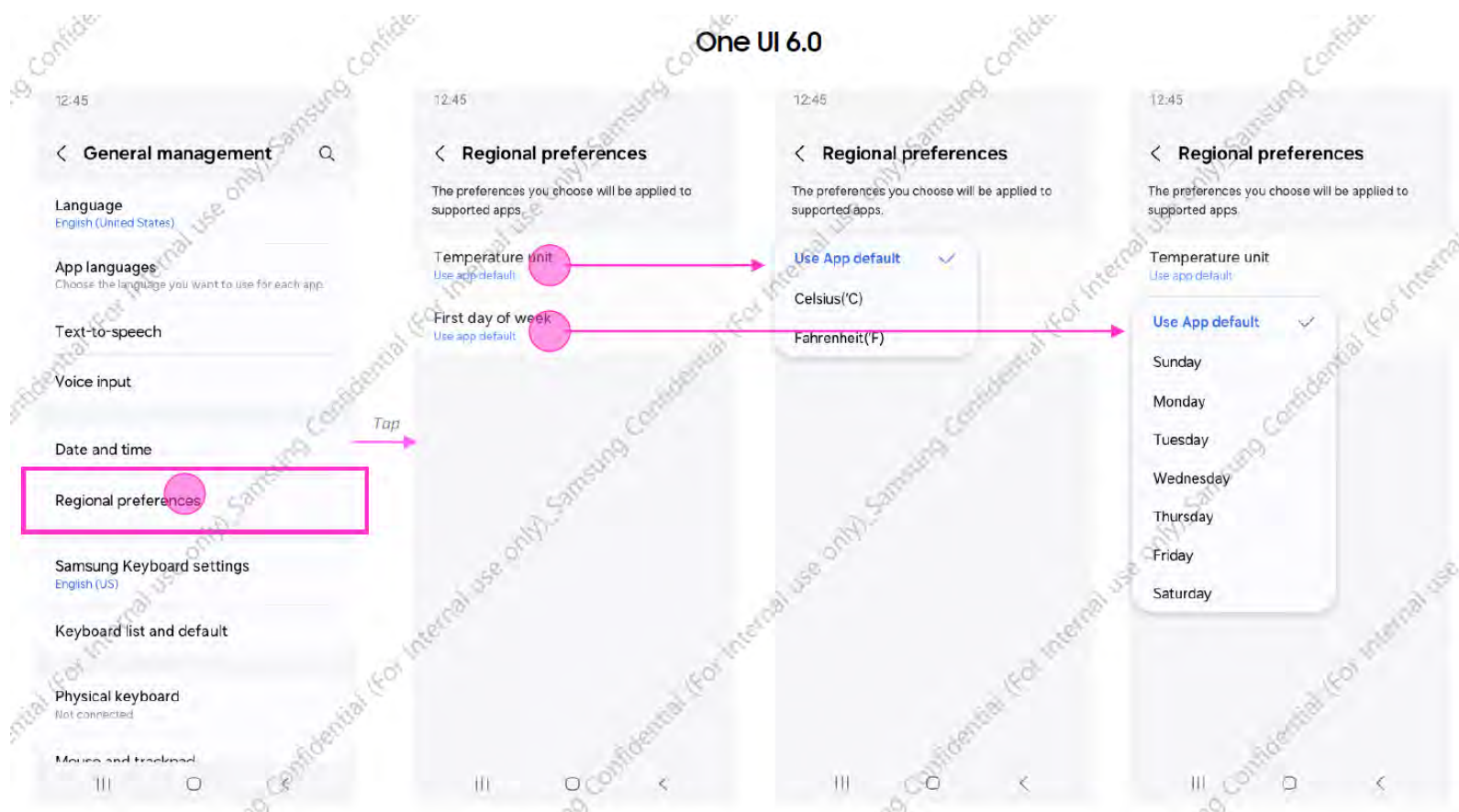
- Dynamically allocates IMEI according to the recognized order. If the SIM card is not recognized, it is marked as 'Available'.



Regional preferences added By Google

- The 'Regional preferences' menu is added to Settings.
- Regional preferences enable users to personalize temperature units and the first day of the week.

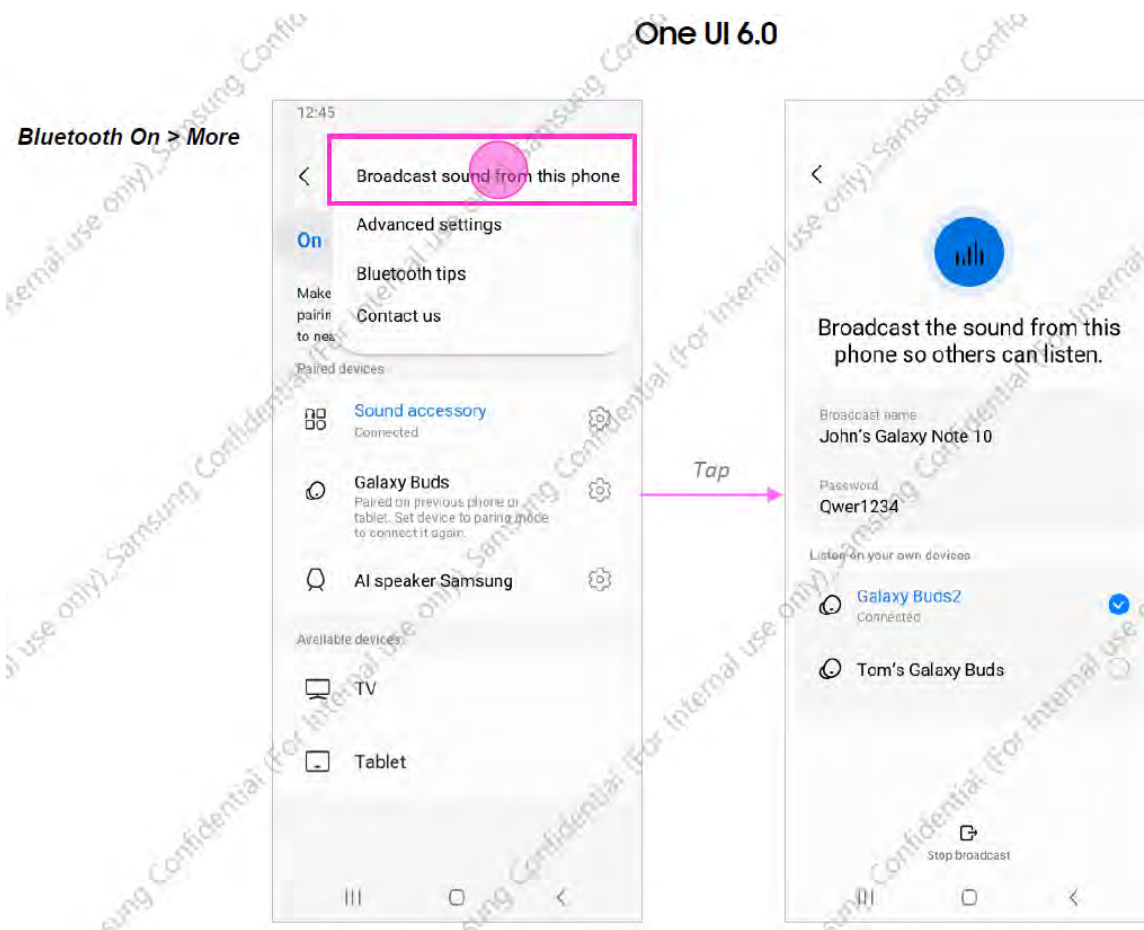
* Path : Settings > General management > Regional preferences



Broadcast my media provided

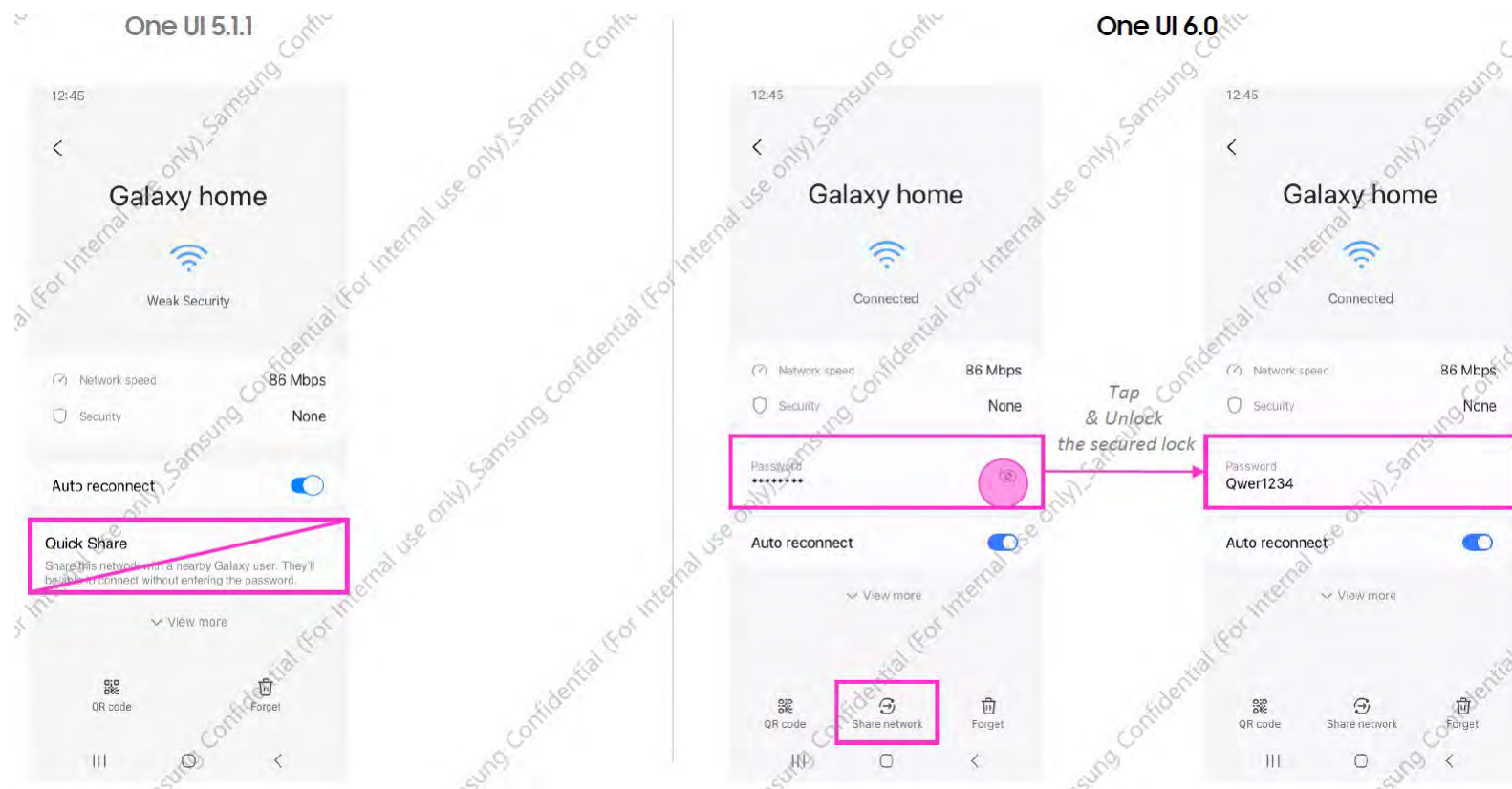
- The new Auracast standard allows one device to broadcast sound to multiple listeners using Bluetooth LE.
- User can broadcast the sound from their phone so others can listen.

* Path : Settings > Connections > Bluetooth (On) > More options(...) : Broadcast sound from this phone



Improved Wi-Fi profile sharing

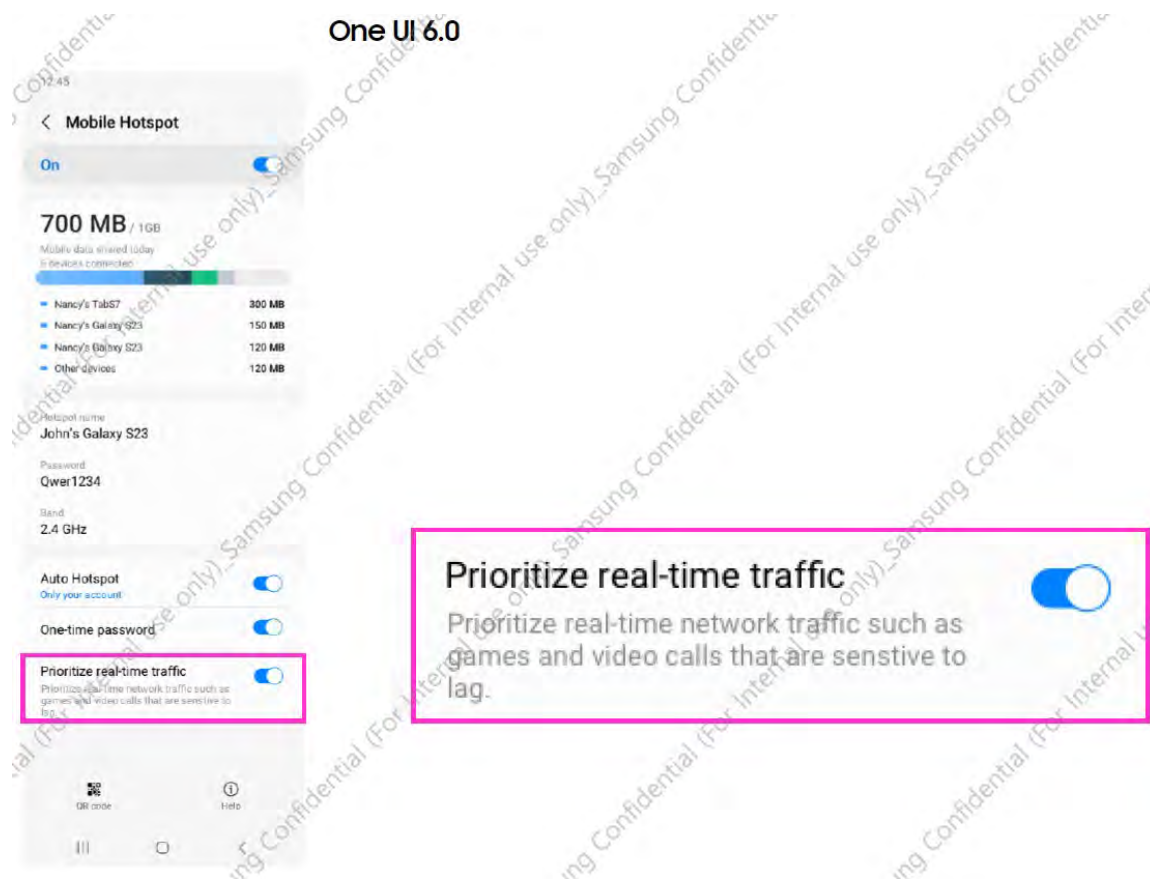
- The password menu is added in order to display the connected/stored profile Wi-Fi password.
- To check password, it requires to unlock the phone if user uses the secured lock. After unlock, the password can be copied to the clipboard by pressing and holding on it.
- Quick Share menu is replaced with the 'Share network' button at the bottom. User can share the current Wi-Fi profile through the button, same as before.



Prioritize real-time traffic

- Gives priority to real-time traffic such as games and VoIP voice/video calls.
- Prioritize network traffic to get the best performance based on user's traffic. (Default : On)

* Path : Settings > Connections > Mobile Hotspot and Tethering > Mobile Hotspot

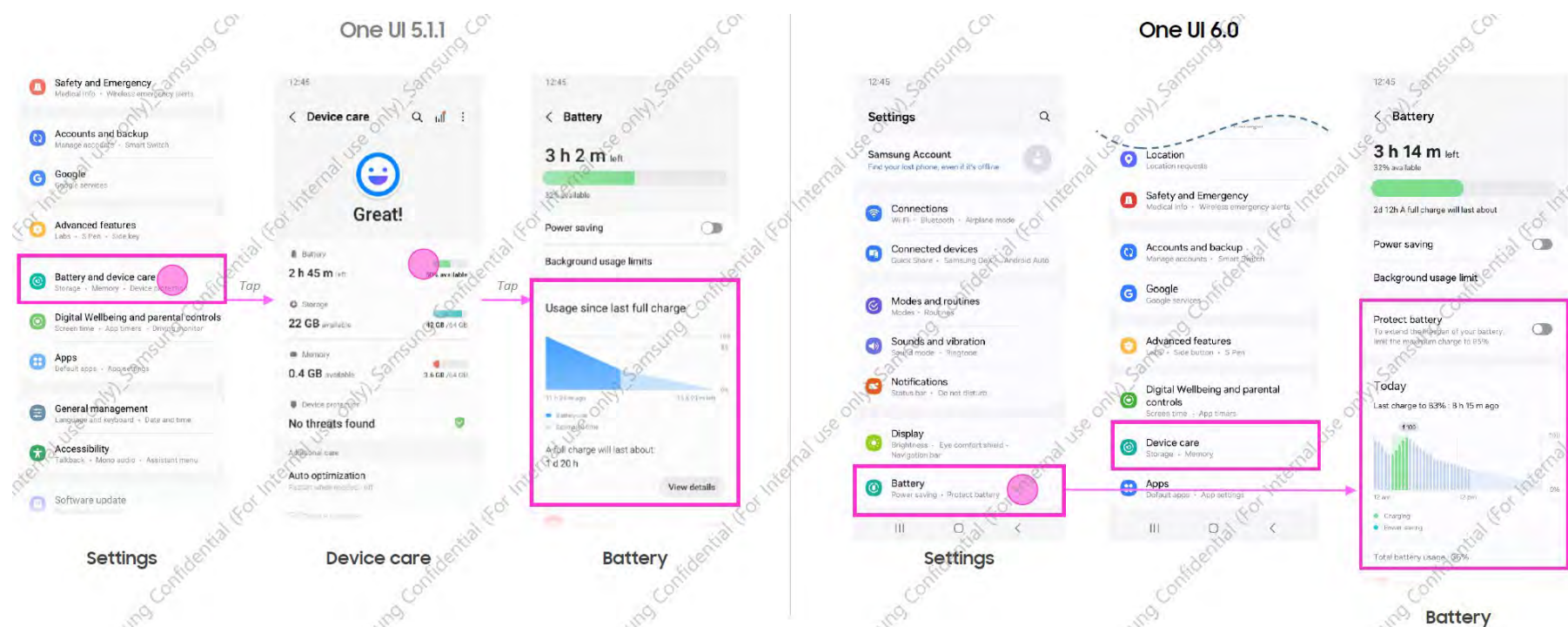


Battery settings separated from Device care

- Battery is now a standalone menu item and separated from Device care as the importance of battery increases.
- It is placed at the 1st depth of Settings menu to easily manage battery related settings.
- The 'Protect battery' menu that was previously provided under 'More battery settings' is placed on the 1st depth under Device care for easier access.

* Path for Battery : Settings > Battery

* Path for Protect battery : Settings > Battery > Protect battery

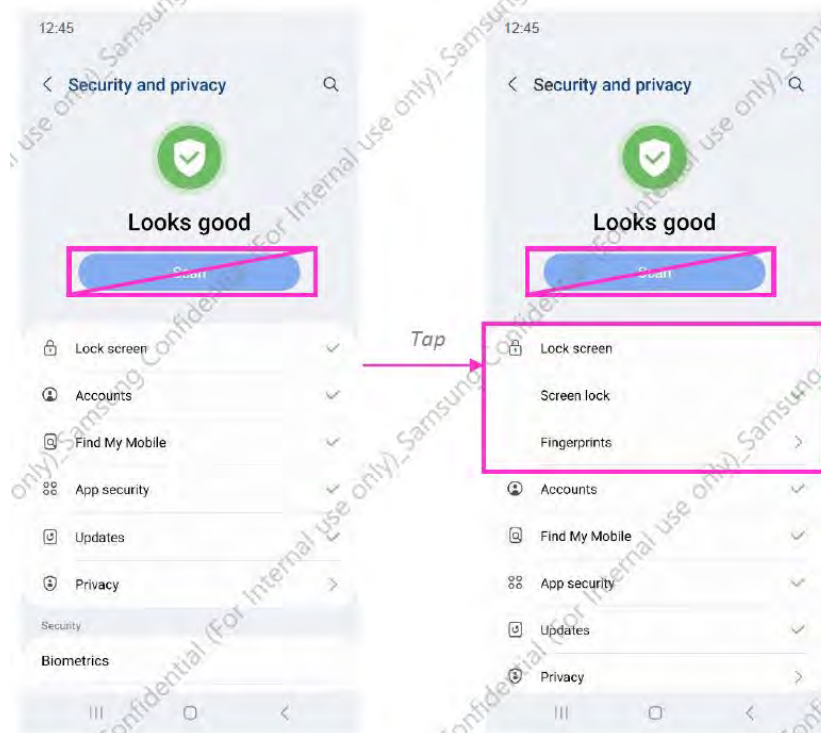


Security and privacy

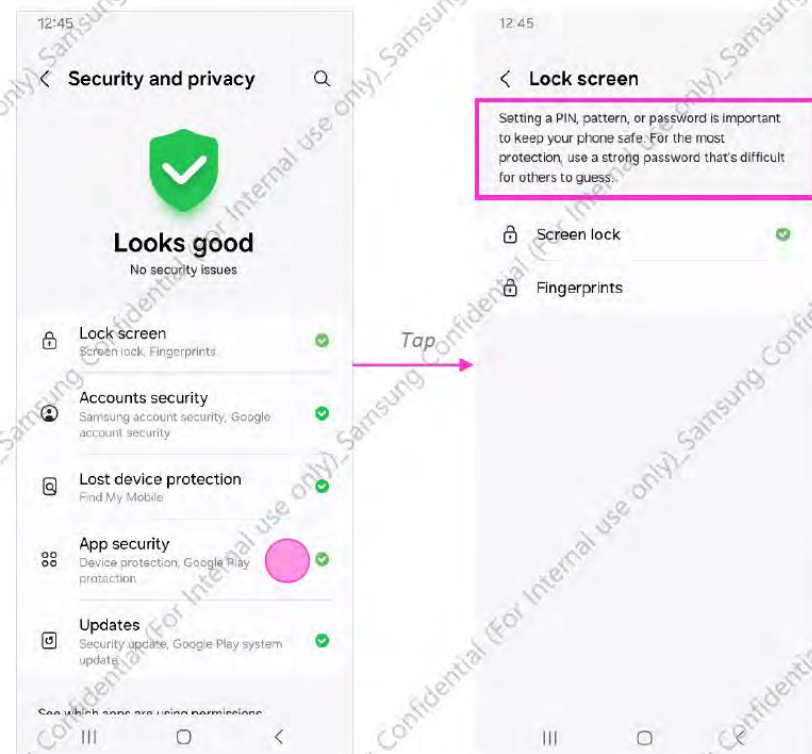
UI improvement on Security dashboard

- Change the security dashboard item from a collapsed/expanded structure to a depth-in structure.
- Add descriptions of items that are checked in each category.
- Removed 'Scan' button since the device has been automatically scanned when user enters the security and privacy.

One UI 5.1.1

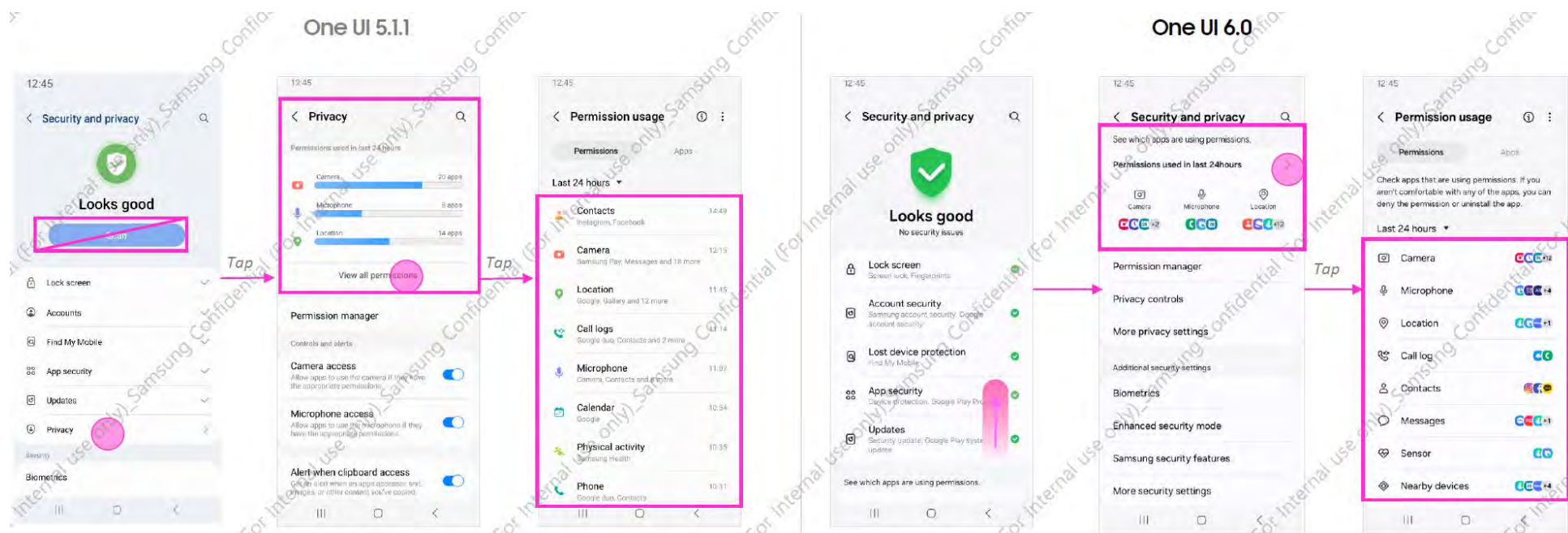


One UI 6.0



UI improvement on Privacy and permission usage

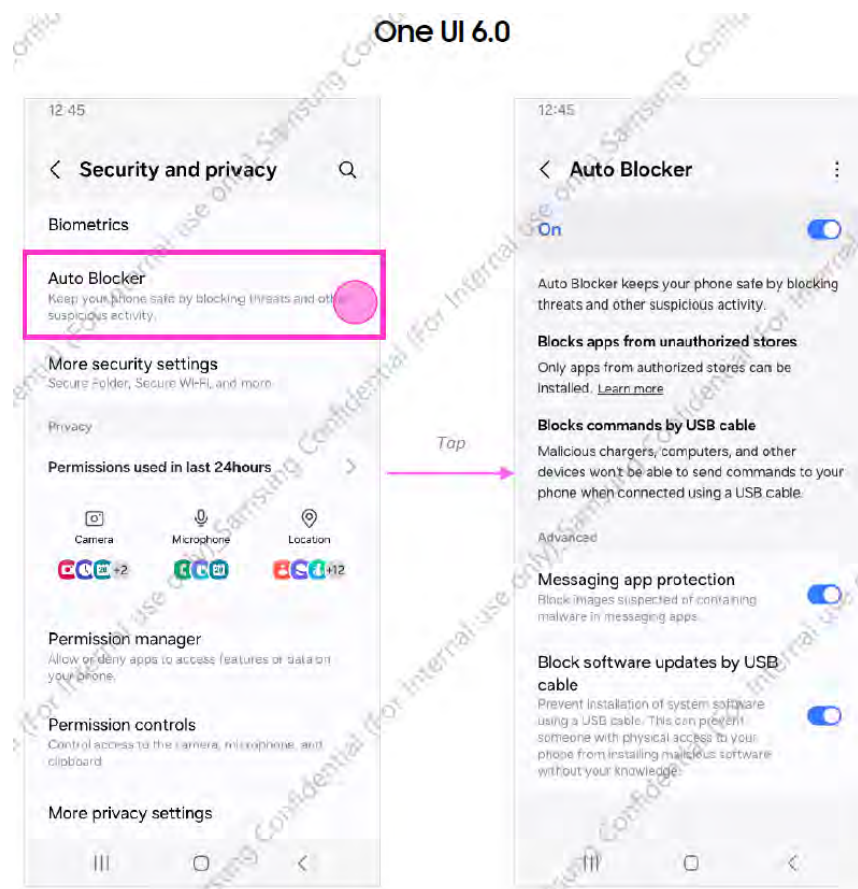
- In order to make it easier and faster for users to check their privacy settings, it is moved to the 1st depth of Security and privacy.
- To detail the types of permission used for each app, app icons are now used on the permission usage table.

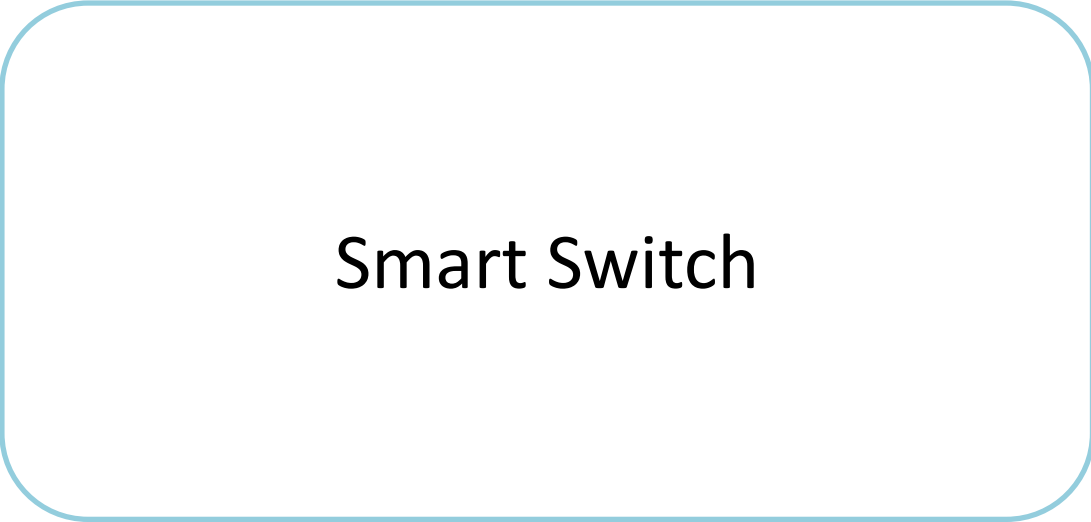


Auto Blocker added

- Auto Blocker is a new feature by blocking security threats and other suspicious activity. (Auto Blocker default : Off)
- It blocks all unknown apps from being installed on user's device and commands from being sent to the phone by USB cable.

* Path : Settings > Security and privacy > Auto Blocker

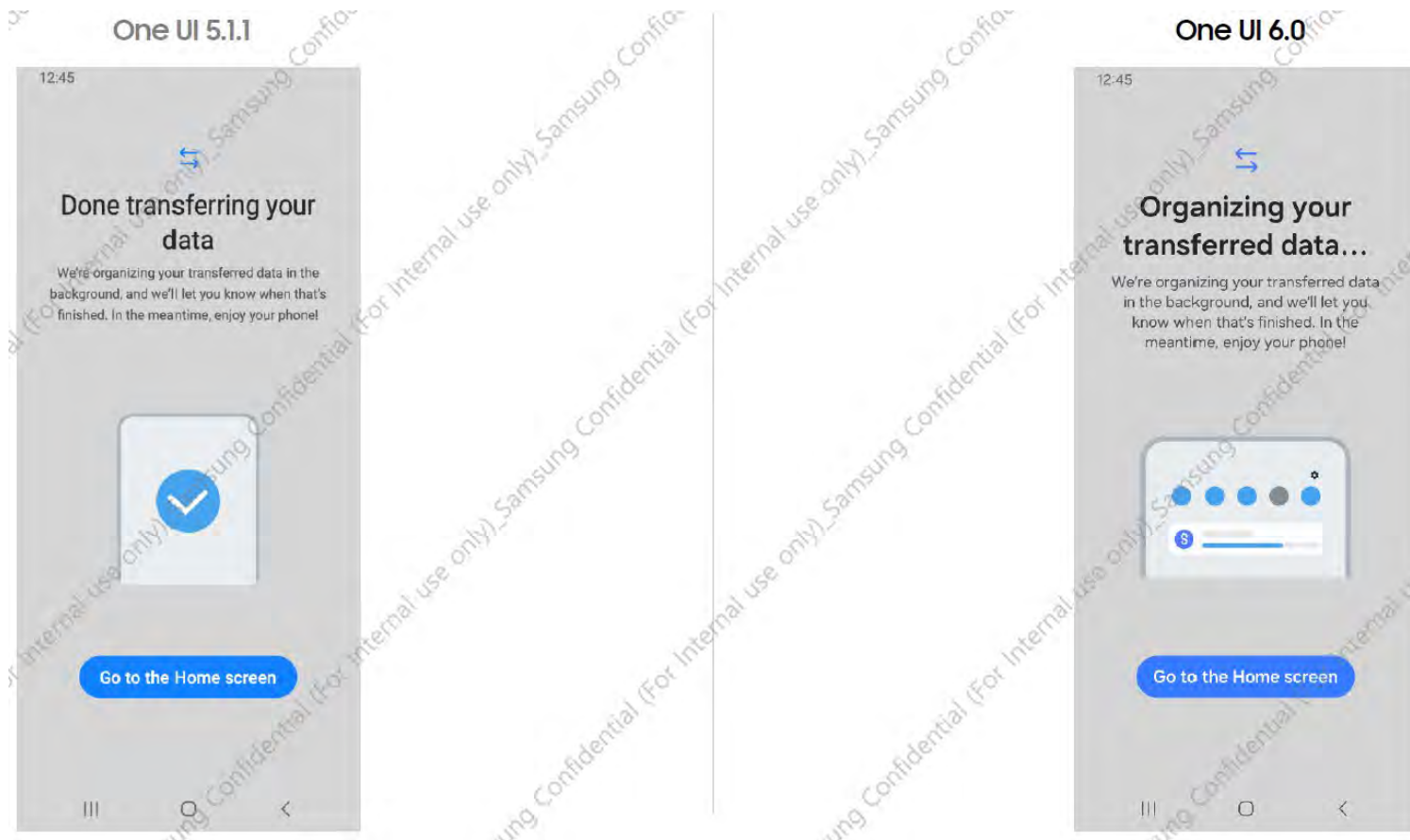




Smart Switch

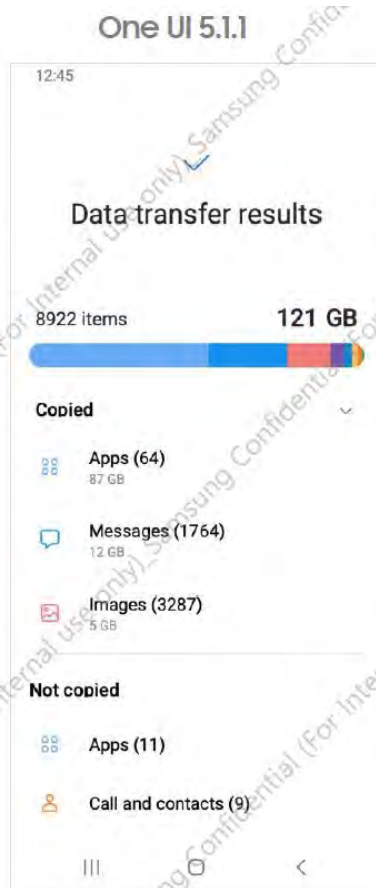
Visual improvement on data transfer completion screen

- Can better inform users that copying data to the new device is complete, but the setting setup and app installation are in progress.



Visual improvement on transfer result screen

- For the consistency of Samsung devices, the category display method for each file type was matched with My files app.
- Always show the next button at the bottom of the screen so that it can easily enter the next screen.

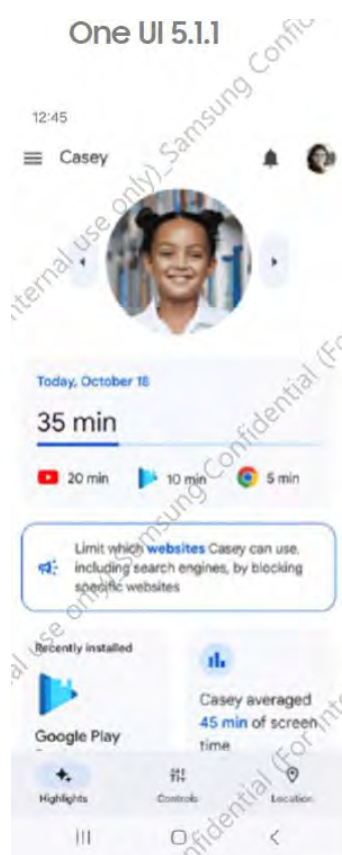


Digital wellbeing

Self device monitoring available for kids

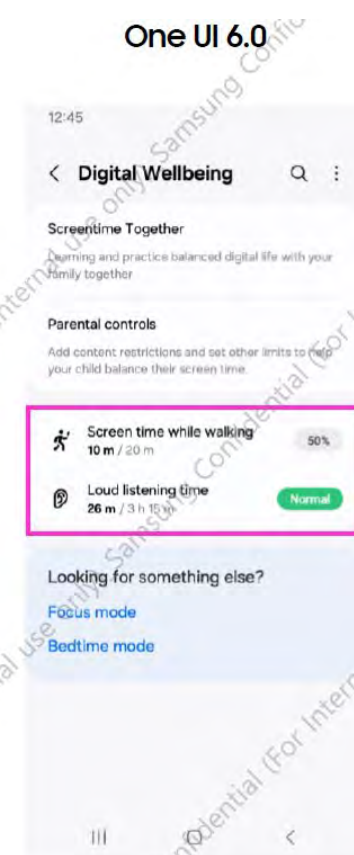
- Kids can monitor their screen time while walking and loud listening time on their own device.

* Path : Settings > Digital Wellbeing and parental controls



Family link

[Link to family link](#)

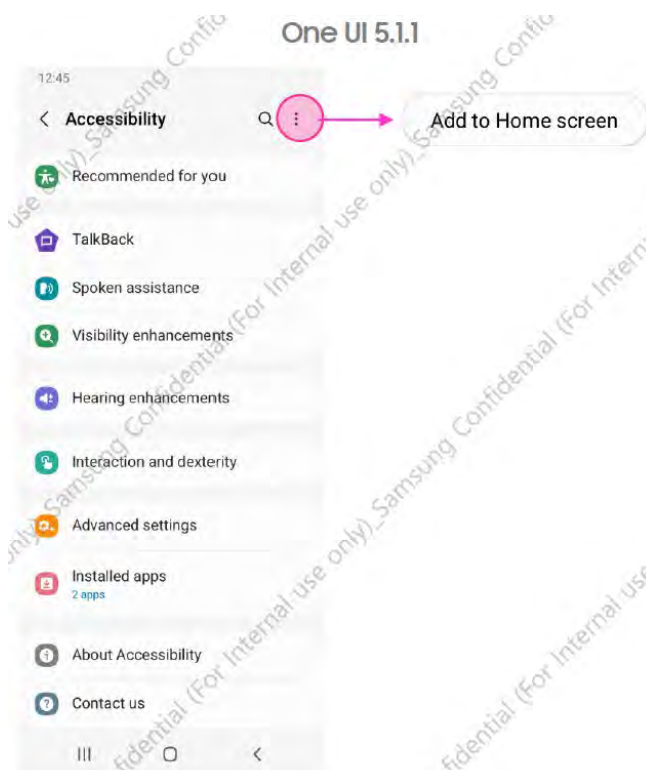


Accessibility

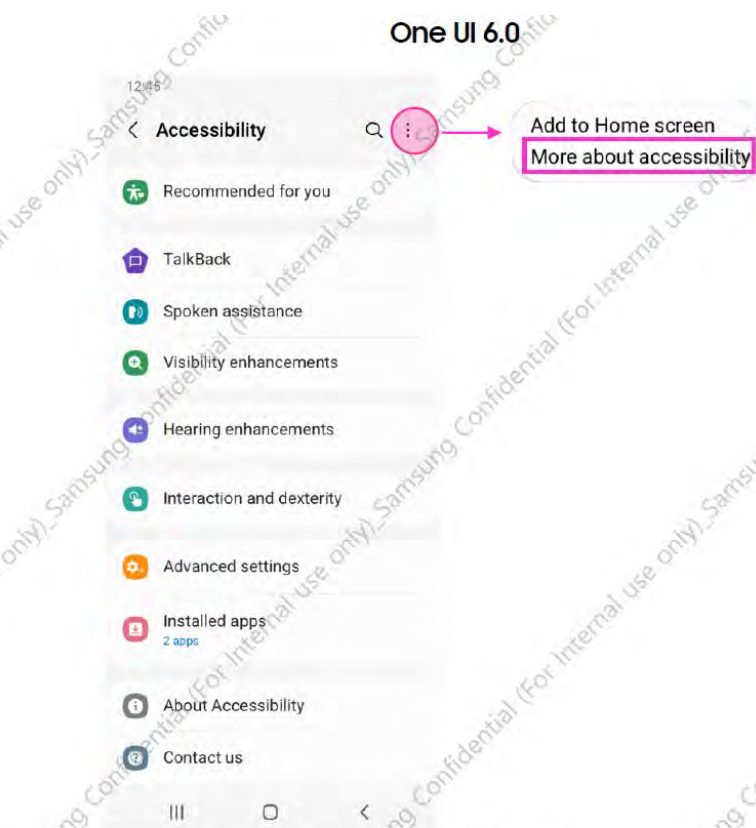
Link to Accessibility page on Samsung.com

- Link to Accessibility page on Samsung.com is offered to give users more information about accessibility features.

* Path : Settings : Accessibility > More options > More about accessibility



Accessibility home



Accessibility home



When pressing the volume or media button of external input devices such as wired and wireless headphones, it turns on the screen of the phone

Updated at 2023.10.30

Q: When pressing the volume or media button of external input devices such as wired and wireless headphones, it turns on the screen of the phone

A: In accordance with the Android 14(U OS)'s policy, it allows to turn on the screen of the phone when pressing the volume or media button of external input devices in connection such as wired and wireless headphones.

After upgrade, app name with Samsung looks disappeared on home/apps screen. Is it normal?

Q: After upgrade, app name with Samsung looks disappeared on home/app screen. Is it normal?

A: From One UI 6.0 (Android U OS), app label is simplified on home/apps screen. With this UI changes, the brand name 'Samsung' is hidden from app name and app label appears within 1 line. You can search the app with simplified name and full name(old name) as well even after applied the changing. It is design concept changes that makes more space for readability and visibility after One UI 6.0 upgrade, and app name itself does not change but only shown with simplified name on home/apps screen.

The default home screen grid is changed from 4x5 to 4x6. App restoration through FOTA of Smart Switch will keep the user's own grid layout.

<Affected apps>

- Changing Apps : Galaxy Store, Samsung Members, Samsung TV Plus, Samsung Music, Samsung Pay, Samsung Pass/Wallet, Galaxy Wearable, Samsung Notes, Samsung Kids, Samsung Flow, Samsung Global Goals, Samsung Cloud

* To keep staying Apps : Samsung Free, Samsung Health Monitor



Old	New
Galaxy Store	Store
Samsung Members	Members
Samsung TV Plus	TV
Samsung Music	Music
Samsung Pay	Pay
Samsung Pass	Pass
Samsung Wallet	Wallet
Galaxy Wearable	Wearable
Samsung Notes	Notes
Samsung Kids	Kids
Samsung Flow	Flow
Samsung Global Goals	Global Goals
Samsung Cloud	Cloud
Samsung Health	Health

[For internal reference information]

Background : Because of the existing binary notation on the system storage of the Samsung's phone product, there was a user misunderstanding because the system occupancy capacity has been abnormally excessively marked in the internal storage space comparing to other manufacturer's products, and some users and media have pointed out about that.

*Issue point : 1) Total storage capacity - used GB type of decimal notation 2) System/Files/Apps storage capacity - used GiB type of binary notation but displayed as GB type of decimal notation

From One UI 6.0 (Android U OS), it is changing the notation from binary type to decimal type in the same method as other manufacturer to avoid user's misunderstanding and confusion.

<Notation of Storage space on the device installed or updated with One UI 6.0 (Android U OS)>

- Old : Binary notation(GiB) → 1 GiB = 1 * 1024 * 1024 * 1024 bytes
- New : Decimal notation(GB) → 1 GB = 1 * 1000 * 1000 * 1000 bytes

<Affected some cases> means occupied storage capacity changed with new decimal notation

① After upgrade

- Displaying less capacity than before in used storage capacity of My Files (for example, removed gap on the system storage)

② When implementing

- Displaying less capacity compared when copying/moving data from My Files to Windows PC or Cloud storage (for example, converted capacity from decimal to binary because of using binary notation in Windows PC or Cloud storage)
- Displaying different capacity comparing between One Drive, Google Drive dedicated app(calculated by binary) and My Files(calculated by decimal after upgrade)
- . for example) provided 5GB storage in One Drive/Google Drive appeared as 5.37GB in My Files

Q: Is it true that Galaxy phones have much more system capacity used in the storage space of the product than other manufacturer's products?

A: No, that's not true.

The system capacity in the storage space of the Samsung's phone product is basically allocated for the stable performance, and all manufacturers are the same. However, there may be differences in the allocated capacity for the system space depending on the storage space of the product, country of the each region, and carrier.

Q: What are the system capacity occupied in storage space in specific items?

A: The system capacity of the storage space installed on the phone product is allocated for the OS required to run the phone, required space for next upgrades, and the One UI for Samsung Galaxy's unique personalized experience.

Q: Why is the system capacity excessively displayed in the storage space of the phone before One UI 6.0 upgrade?

A: Galaxy phone used binary units to calculate system capacity in the phone before One UI 6.0.

This is the difference depending on the notation type for the storage space capacity between binary and decimal units.

In the past, the difference between binary and decimal notation was not remarkable because the storage space of the phone was not much large, but these days, the variation in capacity may seem large because of the expansion of products equipped with large storage space.

<The differences of calculation method>

1) Used GB type of decimal notation : Total storage capacity

2) Ssed GiB type of binary notation but displayed as GB type of decimal notation : System/Files/Apps storage capacity

☞ Capacity with GiB type looks larger than GB type

[System capacity] = Total capacity – (used capacity + available capacity)

* GiB : Gibibyte,
Giga binary byte

* GB : Giga byte

* GiB

* GiB

<Notation of Storage space on the device installed or updated with One UI 6.0 (Android U OS)>

- Old : Binary notation(GiB)

. 1 GiB = 1 * 1024 * 1024 * 1024 bytes

- New : Decimal notation(GB)

. 1 GB = 1 * 1000 * 1000 * 1000 bytes

[About changes of display method for Storage space capacity]

Q1) The capacity unit actually used in the Galaxy phone is binary, but why did it mark as decimal unit before?

Q2) After upgrade to One UI 6.0 (Android U OS), the storage capacity has been changed even with same data

Q1) The capacity unit actually used in the Galaxy phone is binary, but why did it mark as decimal unit before?

Q2) After upgrade to One UI 6.0 (Android U OS), the storage capacity has been changed even with same data

A: For displaying with accurate capacity notation on the product, the actual capacity is calculated in binary, but to avoid confusion for the ordinary users, it is marked in decimal unit widely known. And this is the same method as applied to Windows PC.

However, if marked in decimal, there may be a problem that the capacity displayed on the phone and the capacity displayed when connected to a PC or other device marked in binary seems different, so it has been marked in binary.

But, storage space capacity notation in binary is different from other manufacturer, so there is some confusion, and with various opinions and requests from many customers, we have changed the system capacity notation from binary to decimal through this One UI 6.0 upgrade.

<Notation of Storage space on the device installed or updated with One UI 6.0 (Android U OS)>

- Old : Binary notation(GiB)

. 1 GiB = $1 * 1024 * 1024 * 1024$ bytes

- New : Decimal notation(GB)

. 1 GB = $1 * 1000 * 1000 * 1000$ bytes

Q: What is Auto Blocker feature?**Affected models : From One UI 6.0 (Android U OS) or later version**

A: Auto Blocker is a new feature launching from One UI 6.0 (Android U OS) on Galaxy device.

It is selectable feature to improve the level of protection for apps and data and to protect the phone safely by blocking various security threats or suspicious activities of unintended app or source such as malware, malicious program in advance.

Q: What is Auto Blocker feature supported model?

Affected models : From One UI 6.0 (Android U OS) or later version

A: From One UI 6.0 (Android U OS), the Auto Blocker feature is newly supported. You can use the Auto Blocker feature on the Phone and Tablet which is installed with One UI 6.0 or later version.

Q: What specific functions are provided in Auto Blocker feature?**Affected models : From One UI 6.0 (Android U OS) or later version**

A: By enabling it, Auto Blocker feature provides several functions to block some malicious activity that may be harmful to the your device. So that you may experience some malfunctioning phenomenon because of misunderstanding of the settings after turning on those functions, but it is not a defect.

- 1) Block app installation from unknown source not through authorized app stores such as Galaxy Store, Google Play Store. So only apps from authorized app stores can be installed.
- 2) Block commands being sent to the phone from PC or equipment connecting by USB cable. So malicious chargers, PCs, and other devices won't be able to send commands to the phone when connected using a USB cable.
- 3) Block images suspected of containing malware in the 3rd party messaging apps by Messaging app protection feature

* Path : Settings > Security and privacy > Auto Blocker (Default : Off)

<Detailed functions of Auto Blocker feature>

- Block APK side loading (block app installation from unknown source)
- Block input of commands by USB cable to protect the device from connected equipment that may have malware
- Turn on App protection mode with security checks for malicious activity on the installed apps is activated automatically which is supported 'App protection' option in Device care menu
- Apply Samsung Message Guard expanded to 3rd party messaging apps to block images suspected of containing malicious program
- Block installation with unofficial SW binary through download mode by USB cable

Q: How can I use Auto Blocker feature?

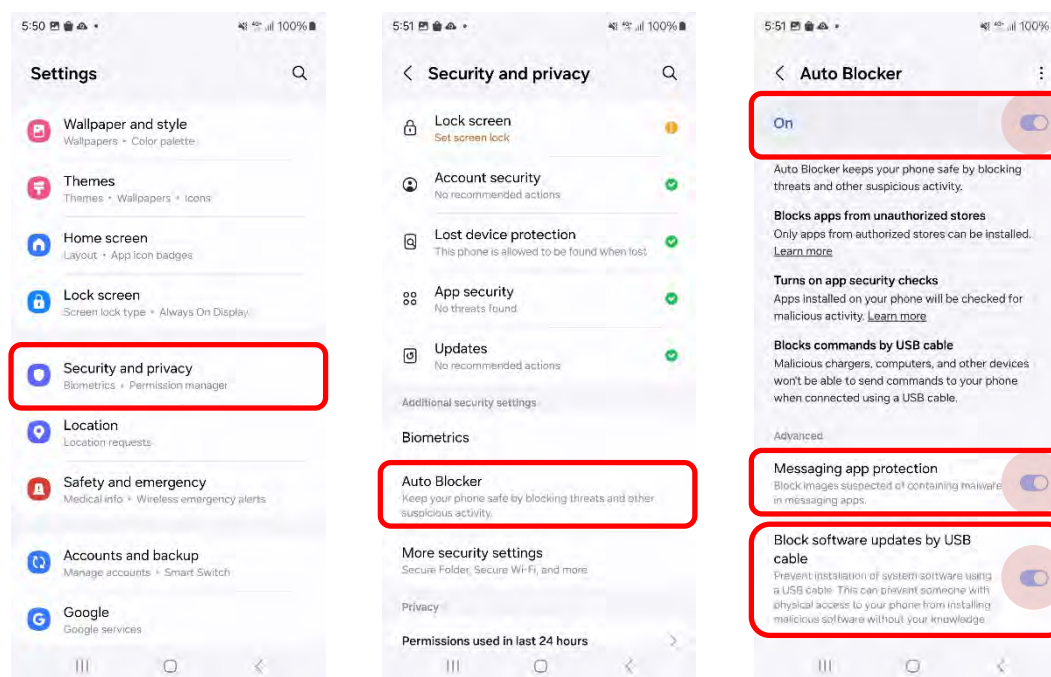
Affected models : From One UI 6.0 (Android U OS) or later version

A: You can enable 'Auto Blocker' feature and some advanced functions in the settings. And app protection which is supported 'App protection' option in Device care menu with security checks for malicious activity on the installed apps will be automatically activated when turning on the Auto Blocker.

By enabling it, you may experience some malfunctioning phenomenon because of misunderstanding of the settings after turning on those functions, but it is not a defect.

* Path : Settings > Security and privacy > Auto Blocker (Default : Off)

- ① Turn on Auto Blocker
- ② Turn on Messaging app protection
- ③ Turn on Block software updates by USB cable



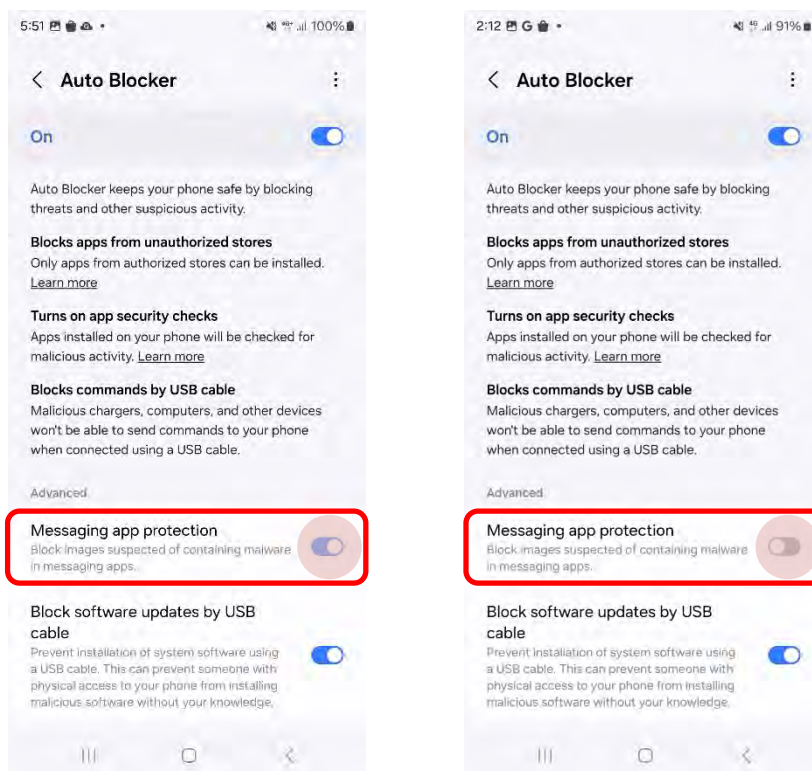
Q: What is 'Messaging app protection' feature?

Affected models : From One UI 6.0 (Android U OS) or later version

A: With Samsung Message Guard provided, it protects the phone from potential threats by blocking suspected images that may have malware in the Samsung and Google's basic Messages app.

When turning on the 'Auto Blocker', Samsung Message Guard applies 3rd party messaging apps as well including to the basic Samsung Messages app. KakaoTalk, Facebook Messenger, WhatsApp, Telegram are additionally included 3rd party messaging apps.

'Messaging app protection' feature is advanced function in Auto Blocker, it can be selectively turned On and Off while using Auto Blocker with turned on.



Q: Auto Blocker is basically set to default Off, is it no problem even I set it to Off option?

Affected models : From One UI 6.0 (Android U OS) or later version

A: Basically, there has been provided with various functions to keep the device safe on the Samsung phones. 'Auto Blocker' feature is selectable function to prevent unknown security threats by blocking specific functions that user does not use frequently.

You can be secure and relieved while using the device.

However, to protect the phone both from unknown source or known method such as malware containing program in the messaging apps, tools by USB cable, downloading apps from unauthorized stores, etc., it can be helpful to block potential threats by activating the 'Auto Blocker' feature and enhanced functions.

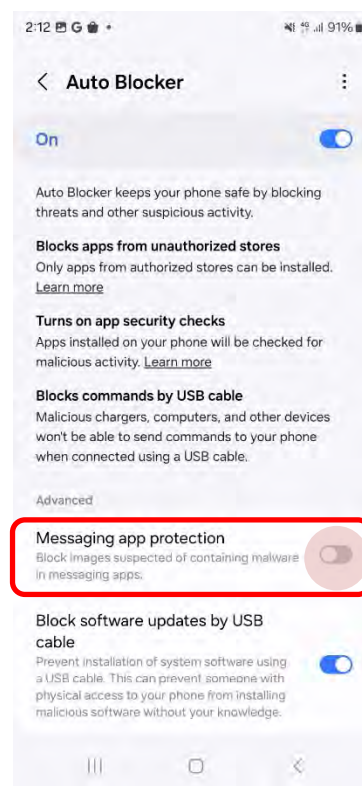
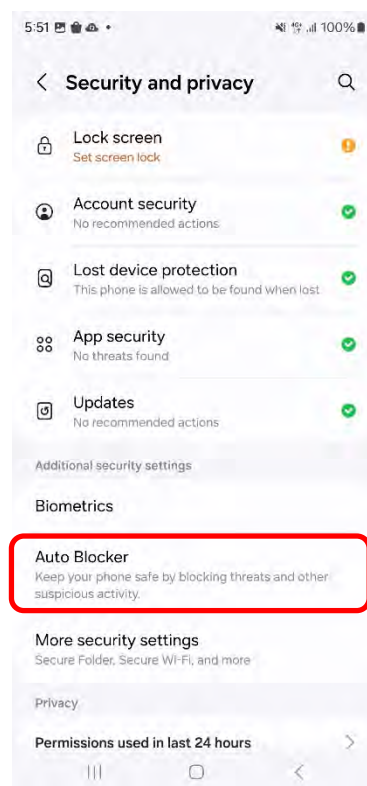
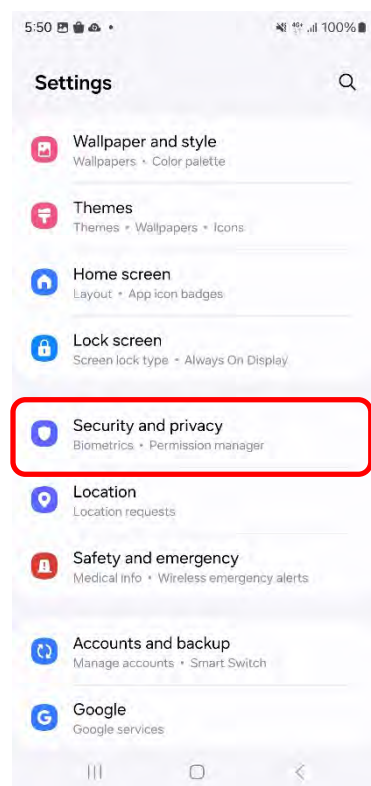
Q: Image files is not showing on the messaging apps, what is the problem?

Affected models : From One UI 6.0 (Android U OS) or later version

A: There may have various causes that make not work with showing the images on the messaging apps.

And in case of being activated the 'Messaging app protection' feature, suspected images that may have malware can be blocked to protect the phone from potential threats. So, you can check if the function is turned On in the settings.

* Path : Settings > Security and privacy > Auto Blocker (Default : Off) > Messaging app protection



<About Auto Blocker feature>

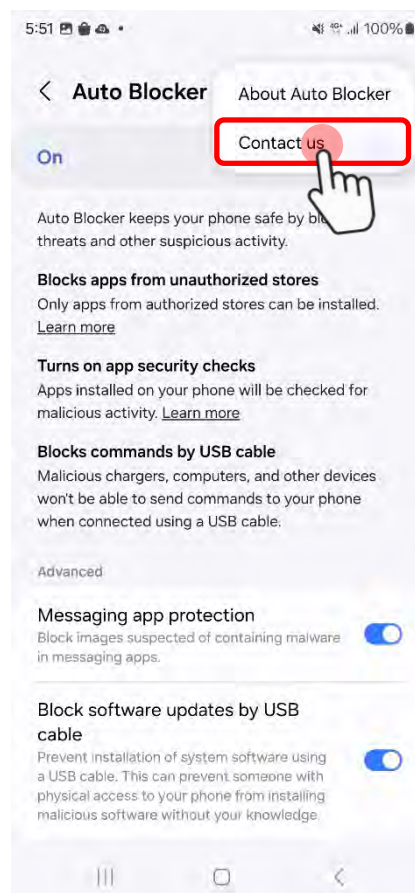
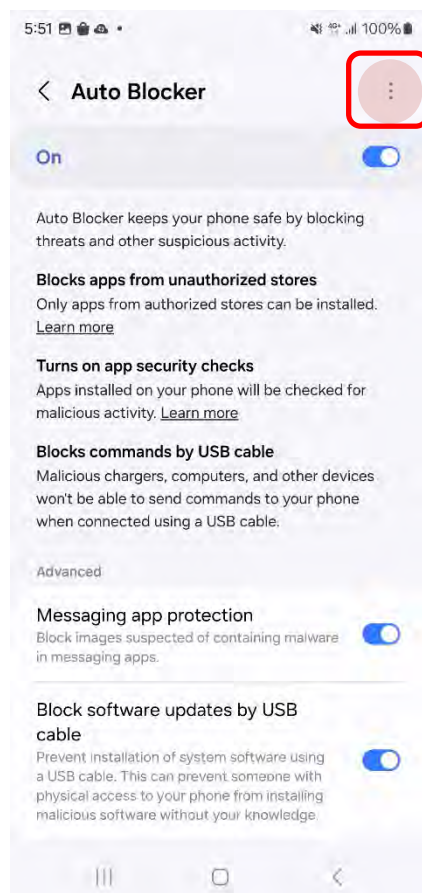
Is there any way to get supports for some inquiries or inconveniences while using the 'Auto Blocker' feature?

Updated at 2023.10.26

Q: Is there any way to get supports for some inquiries or inconveniences while using the 'Auto Blocker' feature?

Affected models : From One UI 6.0 (Android U OS) or later version

A: You can reach the 'Contact us' menu to get further supports through the more options path in Auto Blocker menu.



[About rebranding of Game Launcher to Gaming Hub]

Q1) After update, 'Game Launcher' is changed to 'Gaming Hub'. What is it and What is different from Game Launcher?

Q2) After update, I can not search Game Launcher app

Q3) It does not match the naming of Gaming Hub(Game Launcher) between on the Phone menu and the app itself

Q1) After update, 'Game Launcher' is changed to 'Gaming Hub'. What is it and What is different from Game Launcher?

Q2) After update, I can not search Game Launcher app

**Affected models : From One UI 6.0 (Android U OS) or later version
or since app update of Gaming Hub(Game Launcher)**

Q3) It does not match the naming of Gaming Hub(Game Launcher) between on the Phone menu and the app itself

A: From U OS(Android 14), the service naming of existing Game Launcher is changed to Gaming Hub.

There will be rebranding of Game Launcher to Gaming Hub in order through app update and SW upgrade by model and region with U OS upgrading.

You can search it with 'Gaming Hub' instead of 'Game Launcher' on the device after updating the App or upgrading to U OS.

If you can't find or search with Gaming Hub, then please try it after turning on Gaming Hub(Game Launcher) on the device settings.

However, the renaming timeline for deployment of Gaming Hub on the device may vary by model and region depending on SW upgrade schedule differently from app update. So there may exist both or may not match the naming of Game Launcher and Gaming Hub on the app and device menu before App updating or U OS upgrading.

* Path : ① Settings > Advanced features > Gaming Hub(Game Launcher)

② Settings > Apps > Gaming Hub(Game Launcher)

[App update for rebranding of Gaming Hub(Game Launcher)]

- From Oct 30th '23 (KST)

[About redesigning of Gaming Hub(Game Launcher) in 7.x version] (1/2)

Q1) It has been changed some menus and screen layouts after Gaming Hub(Game Launcher) app update

Q2) I can not see some menus or screen layouts after Gaming Hub(Game Launcher) app update

Q1) It has been changed some menus and screen layouts after Gaming Hub(Game Launcher) app update

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Affected models : From One UI 6.0 (Android U OS) or later version or since app update of Gaming Hub(Game Launcher)

A: From Gaming Hub(Game Launcher) 7.x version, it is changed some menus and screen layouts. In Gaming Hub(Game Launcher) 7.x version, it provides not only foldering function for installed game, management menu but also various instant Plays without installation. And 2 menus of Gaming timeline/Galaxy ranking are removed in 7.x version. *Entry path of Priority mode is changed into Shortcut bar(toolbar type) which is shown up during gaming in Game Booster.

6.x

Game Launcher

Blade & Soul Revolution

Install

My games >

Game title

23.01.01

Details

Game title

23.01.01

Details

Game title

23.01.01

Details

Game sound

Priority mode

Bookmark >

Home

Instant Plays

More

7.x

Game Launcher

Start streaming now

FORTNITE

Details

In app purchases

Play

Recommended for you >

Lineage III

Details

Kart Rider

AD

Game icon

Game icon

Game icon

Game icon

Gamer profile, Events, More menu

Play history, Game booster, Bookmarks, etc.

Instant Plays

Cloud games & web games discovery

Instant Plays History

User can swipe left to right to find more recently played Instant Plays games

Recent

User can swipe left to right to find more recently played games

Library

User can scroll down to see all installed games

Game icon auto folder

Game sound mute

Toolbar

Provide 4 recently played games in Game foldering

Game foldering

Tab

Home/Instant Plays

[About redesigning of Gaming Hub(Game Launcher) in 7.x version] (2/2)

Q1) It has been changed some menus and screen layouts after Gaming Hub(Game Launcher) app update

Q2) I can not see some menus or screen layouts after Gaming Hub(Game Launcher) app update

Updated at 2023.10.30

Q1) It has been changed some menus and screen layouts after Gaming Hub(Game Launcher) app update

Q2) I can not see some menus or screen layouts after Gaming Hub(Game Launcher) app update

Affected models : From One UI 6.0 (Android U OS) or later version
or since app update of Gaming Hub(Game Launcher)

A:

* Path for Priority mode : Mores(...) in Shortcut bar(toolbar type) or Game Booster > Priority mode > turn ON/OFF



Q: It does not work with Gaming Hub on the TV when using Gaming Hub on the device.

**Affected models : From One UI 6.0 (Android U OS) or later version
or since app update of Gaming Hub(Game Launcher)**

A: The app name of Samsung Gaming Hub provided through the TV is same as the Samsung Gaming Hub on the device, but it is separate service, and it does not provide or support for interworking service between Samsung TV and Phone.

Q: It does not work ESC action on the dialog while trying Bluetooth Keyboard connection.

A: From One UI 6.0 (Android U OS), a task for action to close dialog should be set in the keyboard settings after customization because of concept changes.

* Path : Settings > General management > Physical keyboard > Customize keys > set 'Esc'

Q: I can't find Trash(Recycle bin) menu to turn On/Off in the Gallery app.

A: From One UI 6.0 (Android U OS), a function to manage deleted files in Gallery, My Files, Voice Recorder is integrated so that the menu to turn On/Off is not provided any more because of UX concept changes for better usage experiences.

It does not show 'Confirm PIN without tapping OK' option when setting the screen lock type with PIN

Updated at 2023.10.30

Q: It does not show 'Confirm PIN without tapping OK' option when setting the screen lock type with PIN.

A: From One UI 6.0 (Android U OS), it shows 'Confirm PIN without tapping OK' option only in case of setting the PIN over 6 digits because of Google's concept changes.

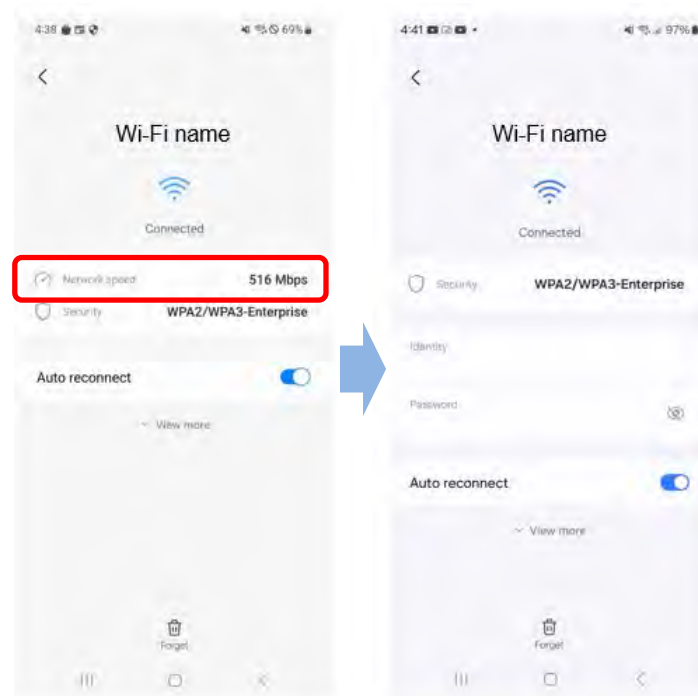
Q: It can't see Wi-Fi network speed connected on the device.

A: The network speed showed on Wi-Fi setting menu is provided based on the information of Wi-Fi link speed and it can have differences comparing to actually available Wi-Fi network speed, so the menu is excluded from the latest SW version One UI 6.0(Android U OS).

※ FOTA schedule may vary depending on each model.

※ Network speed is affected not only by devices, but also by various factors such as connected networks, surroundings, and inter-server communication.

※ Link Speed indicates the theoretical maximum communication speed between the device and local Wi-Fi network router.



It does not show some photos in certain apps on the device. I have to select certain images and video to use the apps

Updated at 2023.10.30

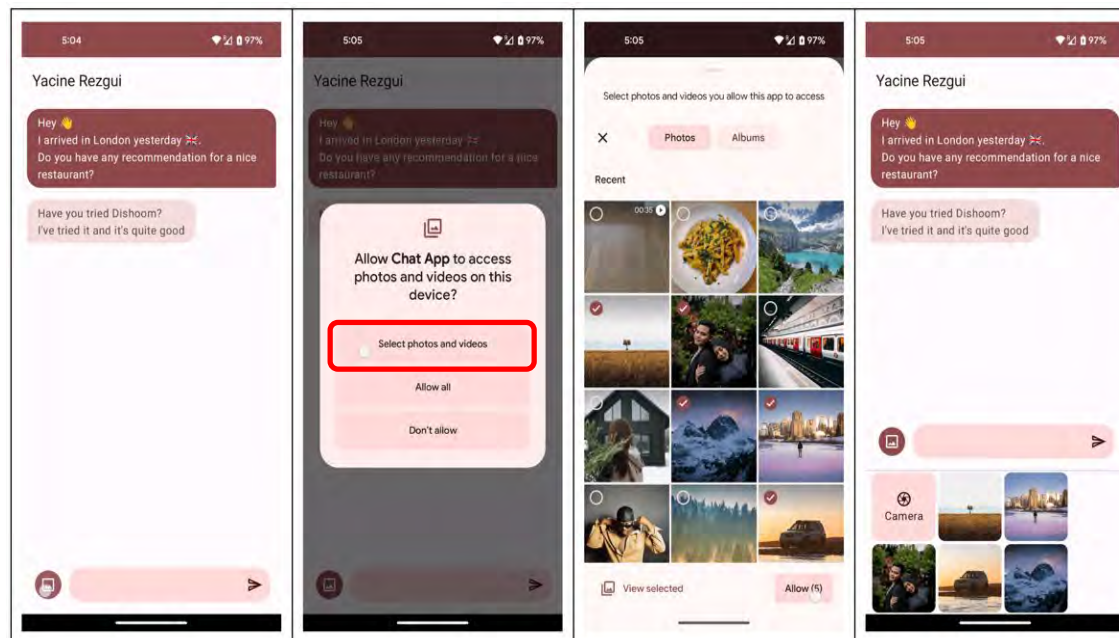
Q: It does not show some photos in certain apps on the device. I have to select certain images and video to use the apps.

A: From One UI 6.0 (Android U OS), the 'Select photos and videos' permission is newly added to allow for users to access only photos and videos designated by users in each app for security enhancement.

① To set the app to access all photos and videos : It comes from that Photos and videos permission is set to 'Ask every time', so you can set it 'Always allow all'.

* Path : Settings > Apps > select app > Permissions > Photos and videos > set to Always allow all

② To set the app to access designated photos and videos : You can set 'Select photos and videos' option through each app settings for permissions.



Q: When pressing the button on or pulling out the S Pen, Air command does not show up

A: From One UI 6.0 (Android U OS), air command default setting is changed to OFF and some of app icons are diminished for better usage experiences.

- ① To open Air command by S pen button : Default On → **Off**
- ② When pulled out the S pen : Air command popped up → **None**

Date	Version	Comments
2023.10.30	V1.0	HQ MX Quality Administration Group made initial version : - Page 4~97 : [For internal reference only] UI & Feature description pages - Page 98~123 : Q&A pages