



# ***Samsung Galaxy Gear*** ***Customer Consultant Guide*** ***Android mobile technology platform***

Version 3.0

Global CS Team

EHQ CS team review

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Language : English





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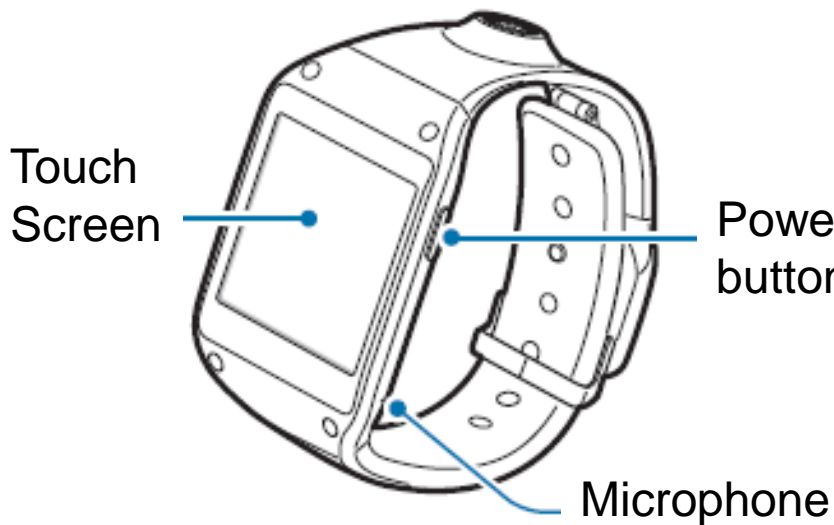


# Device



**Q: Where are the main parts of my Galaxy gear device located (Microphone, Speaker, Camera etc)?**

**A:** Please see the layout descriptions of the Galaxy Gear device below .



Power  
button



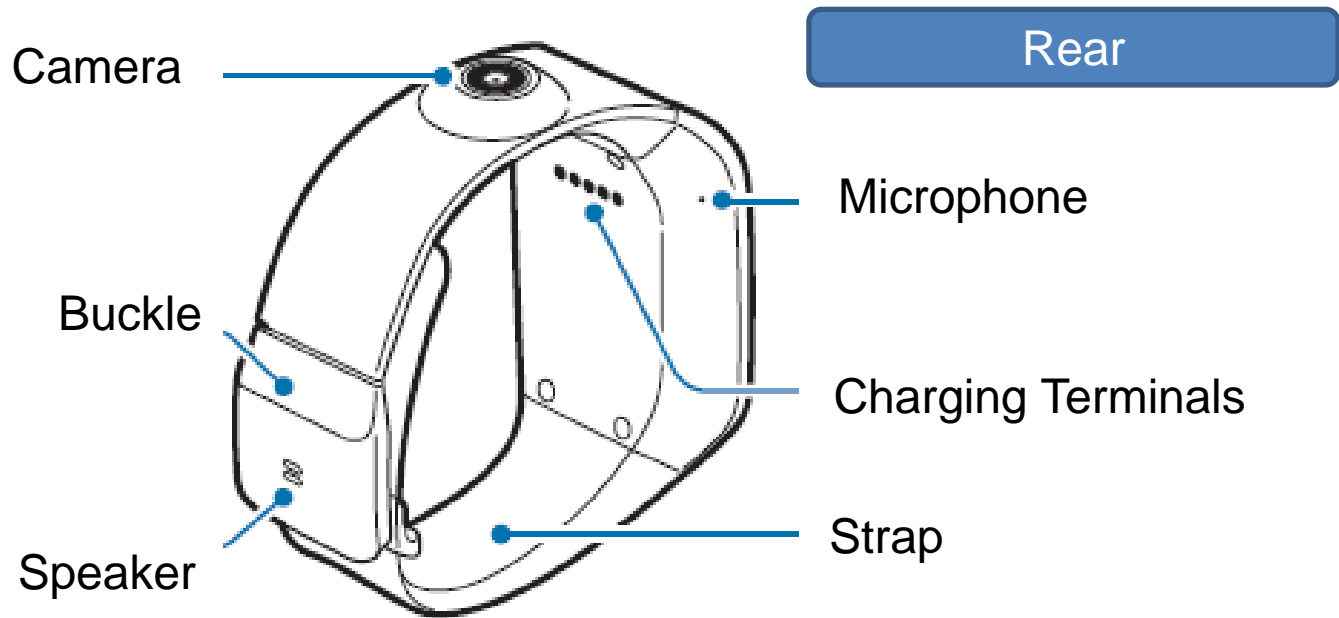
- Press and hold to turn the device on or off.
- Press to return to the Clock screen.
- Press to lock the device on the Clock screen. The device goes into lock mode when the touch screen turns off. Press again to unlock the device.
- Press and hold for 8-10 seconds to reset the device if it hang-ups, or freezes.

Front



**Q: Where are the main parts of my Galaxy gear device located (Microphone, Speaker, Camera etc)?**

**Continued**





**Q: What is the specification of my Galaxy Gear device?**

**A:** Please see the table below.

## Connectivity

Bluetooth

Bluetooth® v 4.0

## Display

Type

sAMOLED

Size

1.63" (41.4mm)

Resolution

320 x 320

## Chipset

CPU Speed

800MHz

## Memory

4GB Internal memory + 512MB (RAM)\*  
spec view Memory data

## Camera

Camera Resolution

1.9MP, BSI Sensor

Auto Focus

Yes

## Sensors

Accelerometer / Gyro-sensor

spec view Sensors data

## Physical Specification

Dimension (HxWxD)

56.6 x 36.8 x 11.1mm

Weight

73.8g



## Q: What is the specification of my Galaxy Gear device? **Continued**

### **Battery**

|                    |                 |
|--------------------|-----------------|
| Capacity           | 315mAh          |
| Removable          | No              |
| Standby Time       | Up to 150 Hours |
| Typical Usage Time | Up to 25 Hours  |

### **Services and Applications**

|                     |  |
|---------------------|--|
| Samsung Services    | Samsung Apps, ChatON   |
| Additional Features | Smart Relay, S Voice, Memographer, Voice Memo, Auto Lock, Find My Device, Media Controller, Pedometer, Stopwatch, Timer, Safety Assistance |

### **Audio and Video**

|                       |                            |
|-----------------------|----------------------------|
| Video Playback Format | Codec: H.264 / Format: MP4 |
| Video Recording       | 720p@30fps                 |
| Audio Playback Format | Codec: AAC / Format: M4A   |

### **Others**

|            |                                    |
|------------|------------------------------------|
| Microphone | 2 Microphones (Noise Cancellation) |
| Speaker    | 1 Speaker                          |



Galaxy Gear main spec

1.9Mega pixel

1.63 inch Super AMOLED (320 x 320) display

800MHz Dual-Core  
Battery : 315mAh

Bluetooth 4.0 ,  
4GB memory

Android 4.3(JellyBean)

Color : Jet Black,  
Oatmeal Beige,  
Wild Orange, Mocha Gray.  
Rose Gold, Lime Green

56.7mm

74.1g  
11mm

36.9mm

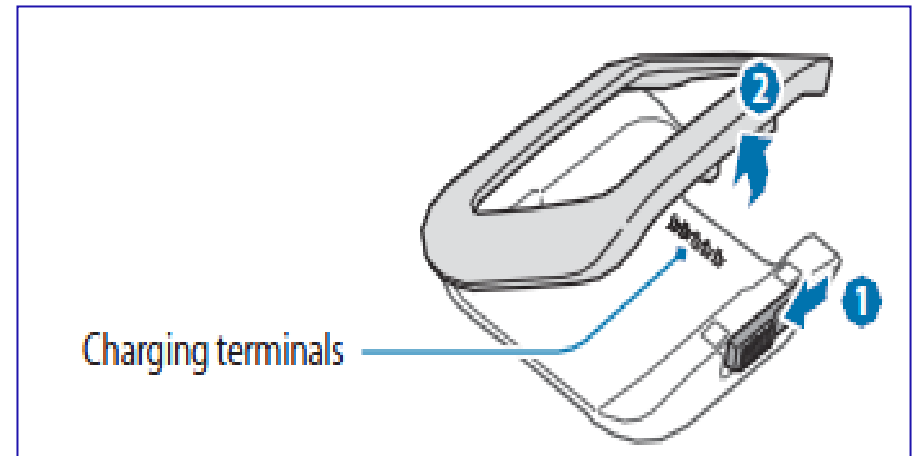
User memory may differ by country and region, language, software upgrade



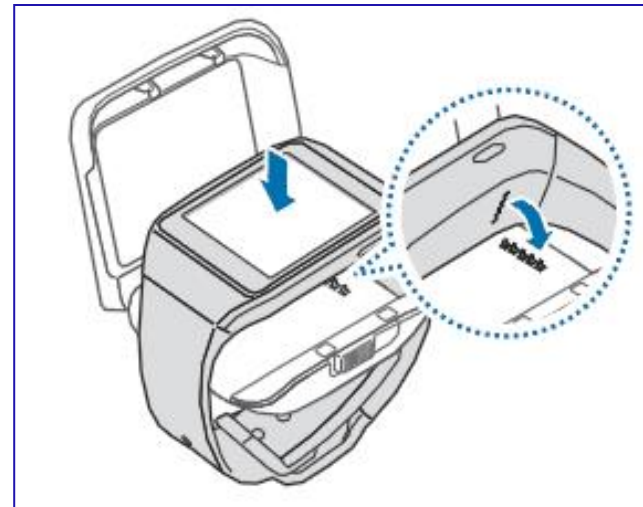
**Q: How do I charge my device?**

**A:** Please see the steps below

1. Slide and hold the switch, and then open the cover of the charging cradle.



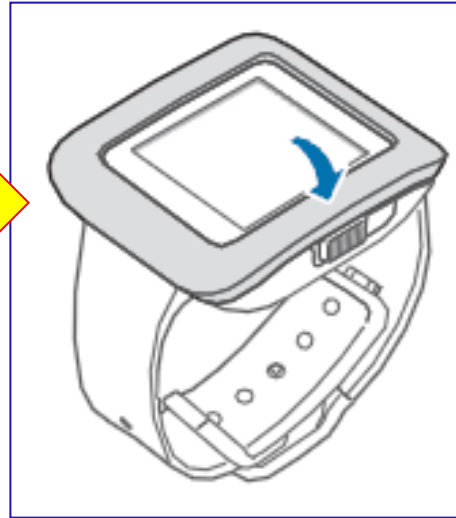
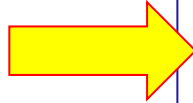
2. Place the device on the charging cradle with the charging terminals facing each other



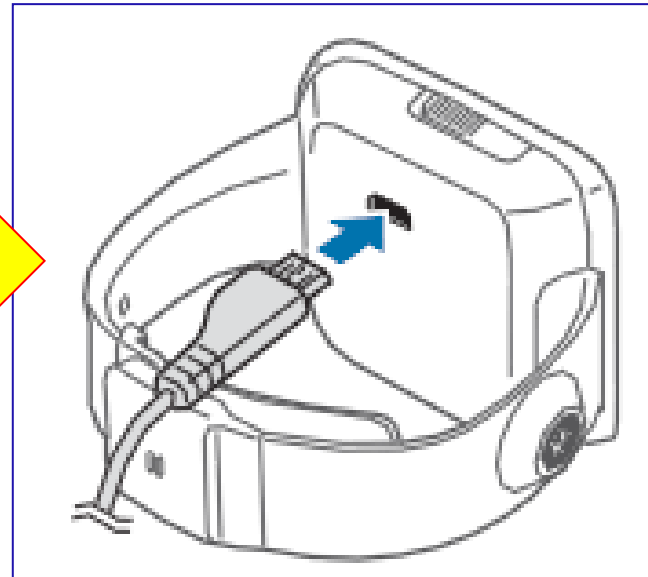


## Q: How do I charge my device? **Continued**

3. Close the cover of the charging cradle.



4. Plug the small end of the charger into the multipurpose jack of the charging cradle, and plug the large end of the charger into an electric socket.

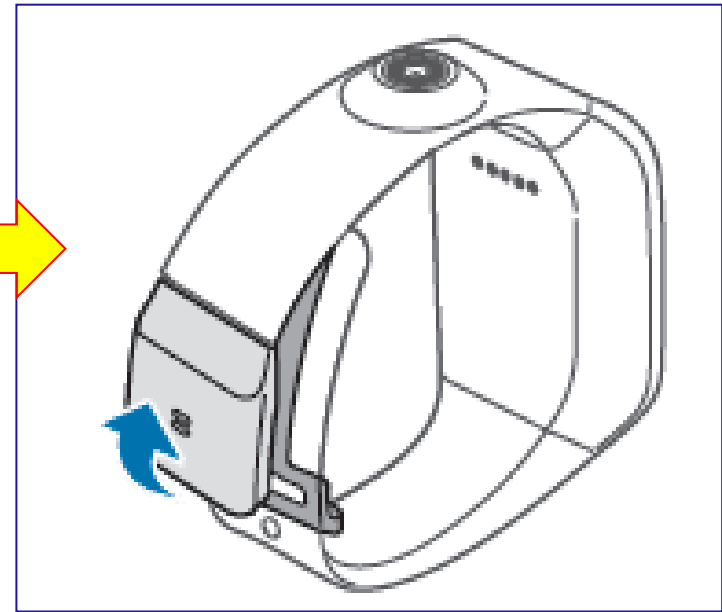




**Q: How do I put on the device?**

**A:** Please see the steps below

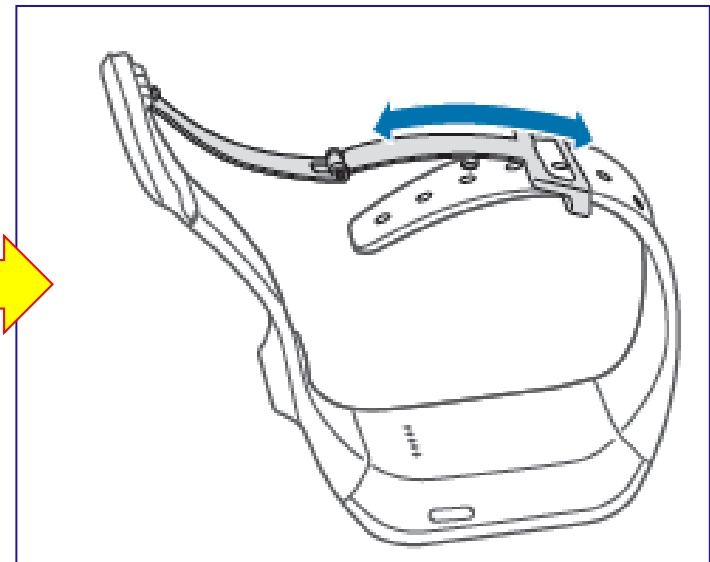
1. Release the buckle.



- Be careful not to damage your fingernails when you release the buckle.

- Do not bend the strap excessively. Doing so may damage the device.

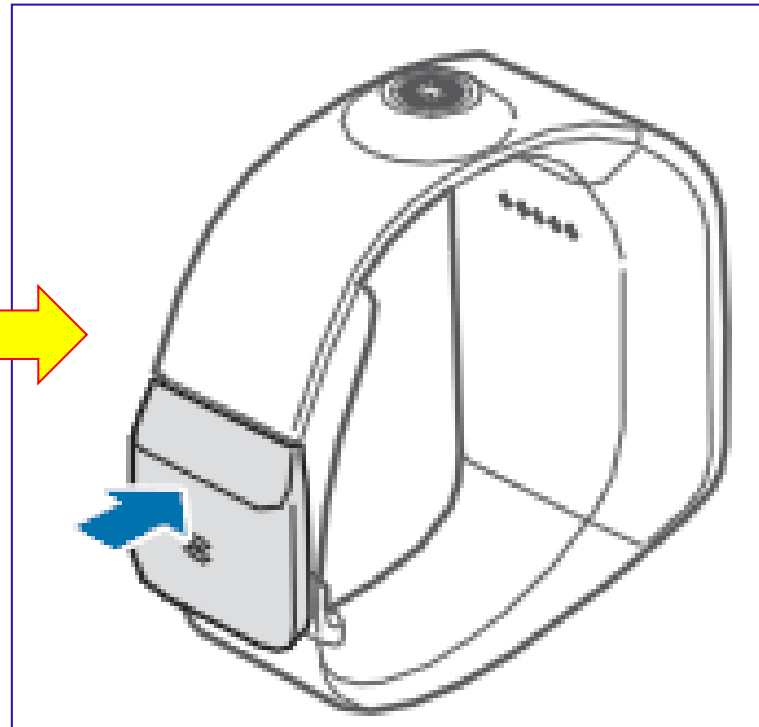
2. Open the clasp and fit the strap to your wrist with the pin.





Q: How do I put on the device? **Continued**

3. Press the buckle until it clicks.





**Q : What models are compatible with Galaxy Gear?**

A : Currently , [Galaxy Note3](#) and [Galaxy Note10.1 2014 Edition](#) are compatible with Galaxy Gear.

Future SW updates for [Samsung devices “Galaxy S3”, “Galaxy S4” and “Galaxy Note 2”](#) based on [releases of SW Android OS 4.3](#) will be compatible with Galaxy Gear.

Connectivity of Galaxy Gear is performed via Bluetooth.



**Q : Is my Galaxy Gear Water resistant ?**

A : Your Galaxy Gear is Splash Proof, (rated IP55 level) but not water proof.

Please **remove** the Galaxy Gear before immersing yourself in water (e.g. when swimming)

Advice for maintaining your Galaxy gear is listed below:

**Humidity and liquids may damage your device. Keep your device dry.**

- Do not use a screen protector. This causes sensor malfunctions.
- Do not allow water to contact the touch screen. The touch screen may malfunction in humid conditions or when exposed to water.
- If the speaker is wet, sound may be distorted. Ensure that the speaker is dry

# How do I turn on and off my Galaxy Gear?

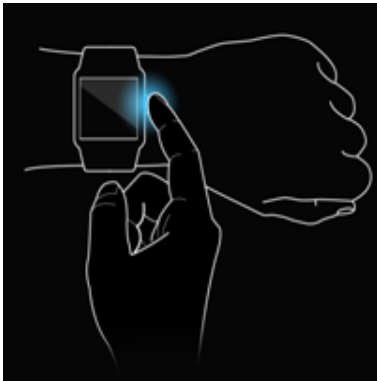


**Q: How do I turn on and off my Galaxy Gear?**

**A:** Please see the advice below:

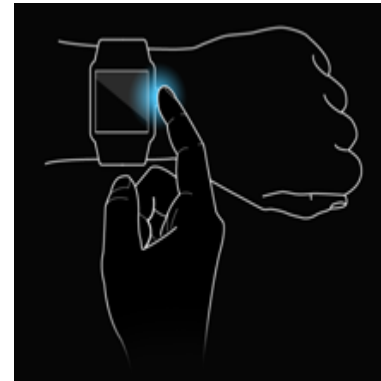
◆ **Screen on**

: Press the power key to turn on the screen.



◆ **Powering off Gear**

: Press and hold the power key to turn your watch on or off or change the sound mode.

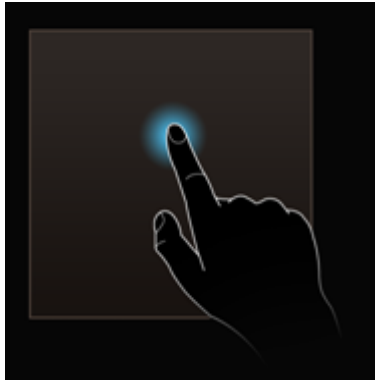




**Q: How do I use touch screen to control my device?**

**A: Please see the advice below:**

- ◆ **How do I select a function or app?**  
: Tap the screen to select.



- ◆ **To view Recently used apps**  
:1) Tap and hold any screen with two fingers to view your recently used apps.



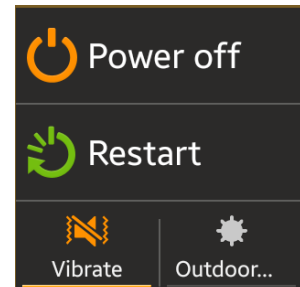
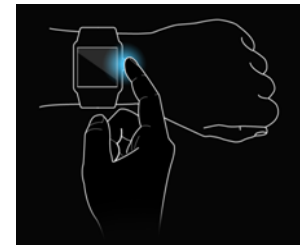
- 2) Swipe to navigate between screens.



- ◆ **Swiping the screen**  
: Swipe to navigate between screen.



- ◆ **Outdoor mode**  
:Press and hold power key.

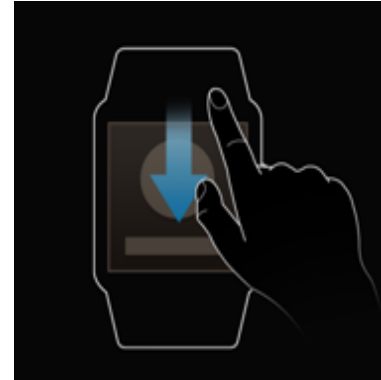




## Q: How do I use touch screen to control my device? **Continued**

### ◆ **Going back**

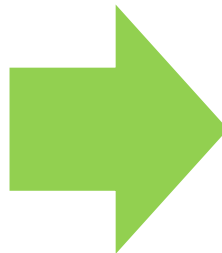
: Swipe downward from the top edge of the Gear screen.



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### ◆ **Battery and Brightness/ volume controls**

: **Double tap any screen with two fingers** to show battery info, Bluetooth Connection and Brightness/ volume controls quickly.



# How do I use touch screen to control my device? 3/3



## ◆ Navigating the Gear



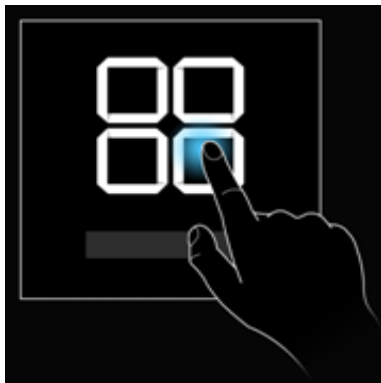
1) Swipe downwards to open **Camera**.



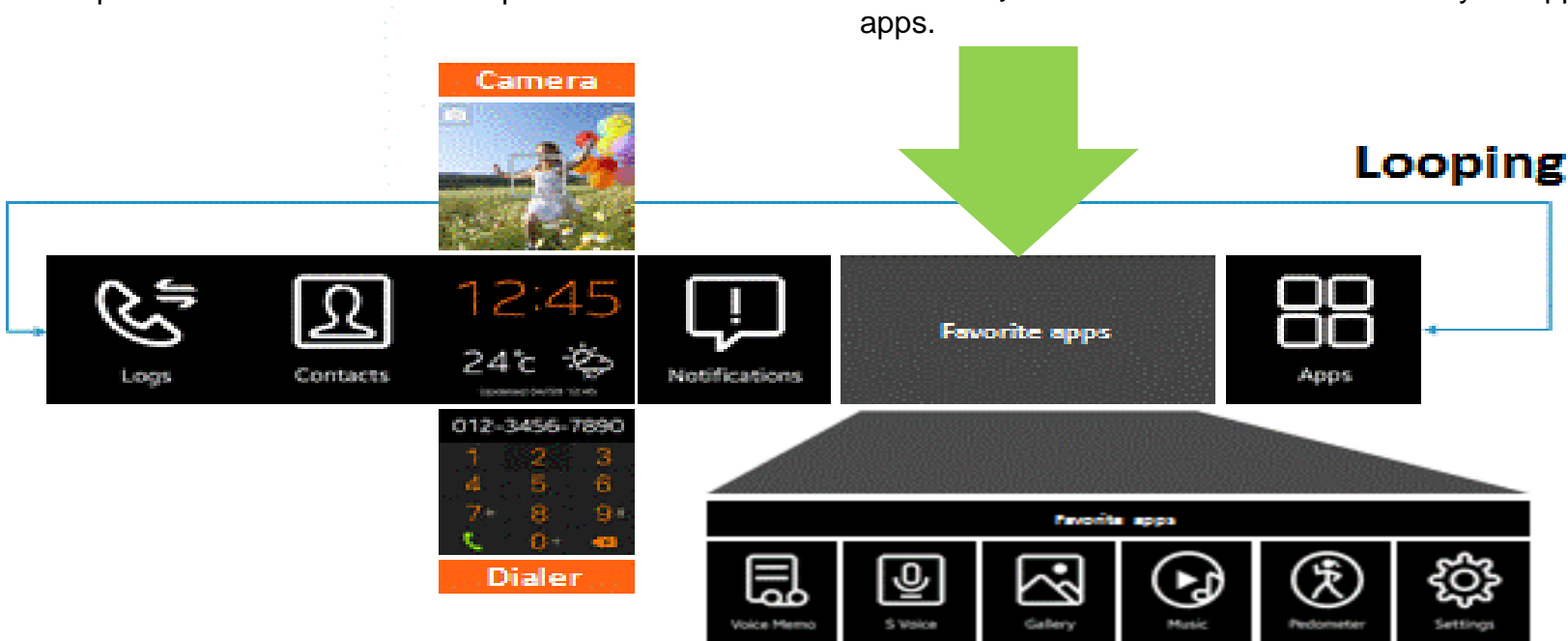
2) Swipe upwards to open **Dialler**.



3) Swipe Right to left to access your favorite apps.



4) Tap on the “Apps” icon to access your apps.





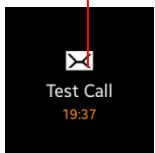
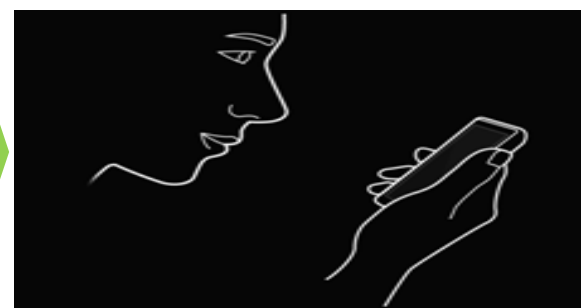
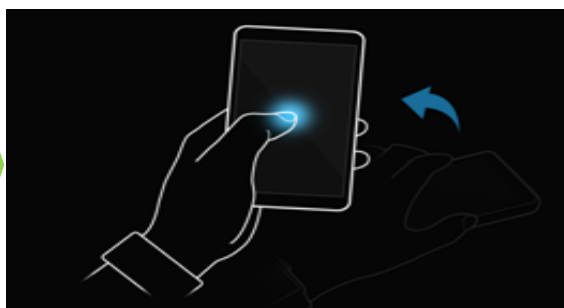
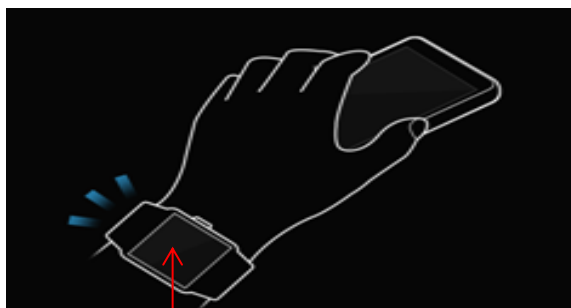
# What is Smart relay?

## Q : What is the Smart relay feature of Smart Gear?

A : When you receive a notification, pick up the connected mobile device with the hand wearing the device.

The mobile device shows the details. If the mobile device is locked, you must enter the unlock code first .

To use smart relay, enable motion on your mobile device.\* (see note 2)



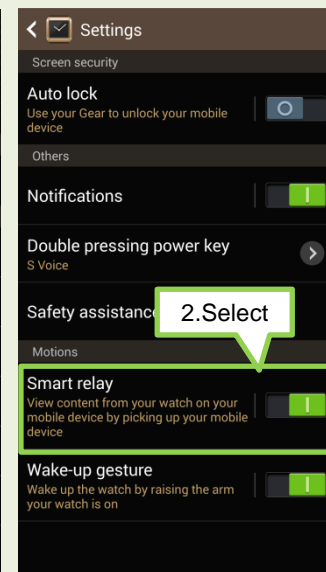
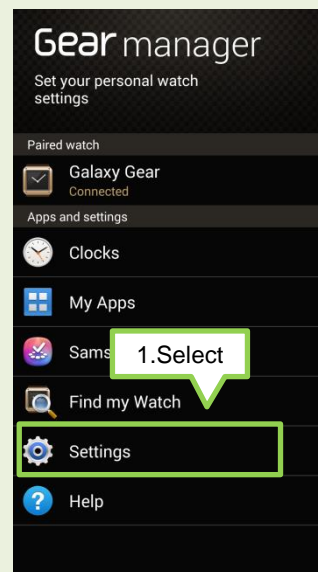
**Note 2:** Before using this feature, make sure the motion feature of the mobile device is activated.

On your Note 3 device via the home screen tap “**Apps**”, then “**Settings**”, then “**Motions**”. Scroll down to “**Motions**” and drag the bar to the right this setting.

### < **Note 1.** How to set Smart relay >

On your Note 3 device via the home screen tap “**Apps**”, then “**Gear Manager**”.

(1). In the Gear manager screen, select “**Settings**”, then (2) select “**Smart relay**.”





# What is the Auto lock feature?

**Q : What is the auto lock feature of Smart Gear ?**

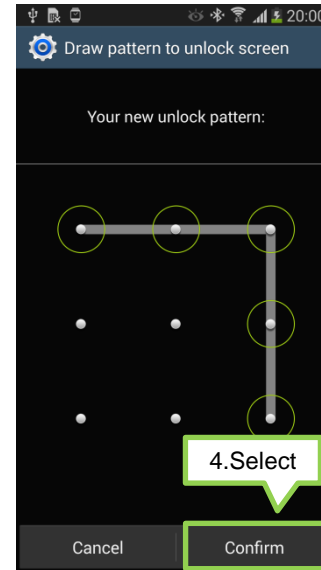
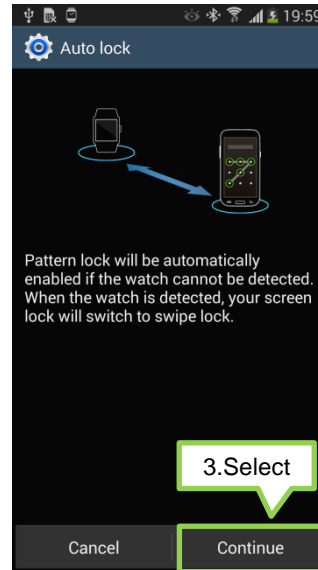
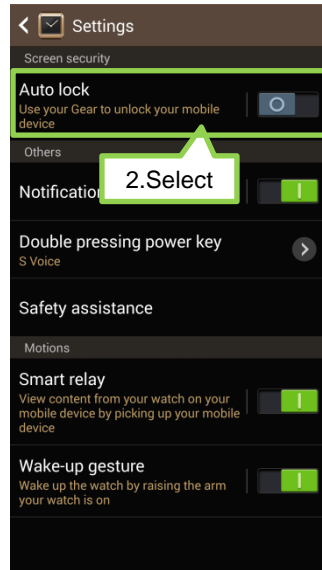
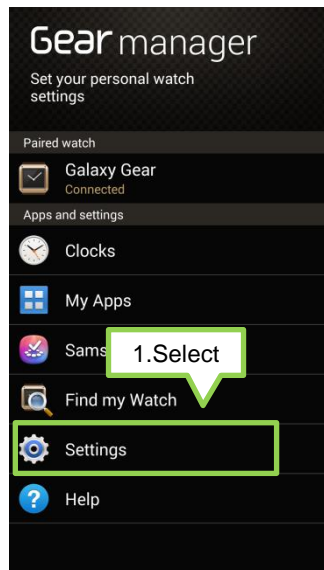
**A : Pattern lock** will be automatically enabled if the watch cannot be detected.

When the watch is detected, your screen lock will switch **to swipe lock**.



## < How to set Auto lock >

- 1) From Gear manager screen, select **Settings**.
- 2) Select **Auto lock**.
- 3) Select **Continue**.
- 4) Set the pattern





# How do I set the “double pressing Power key feature”? 1/2

**Q: How do I set the “double pressing Power key feature”?**

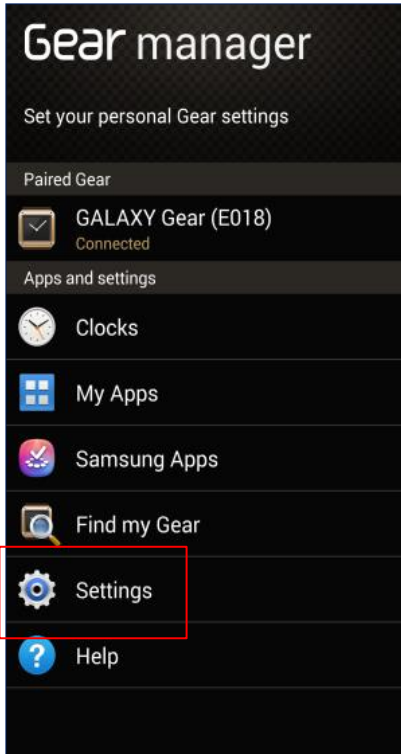
**A:** Using the Gear Manager App on the Galaxy Note 3 it is also possible to set up the Power button to launch an application by pressing the power button twice. Please see the steps below:



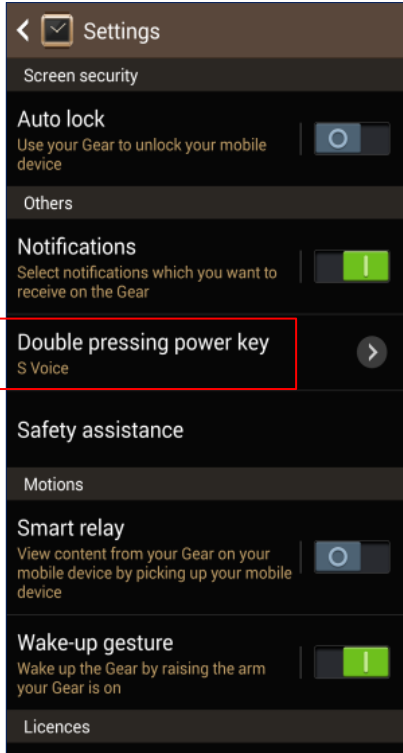
1. Tap “Apps”



2. Tap “Gear Manager”



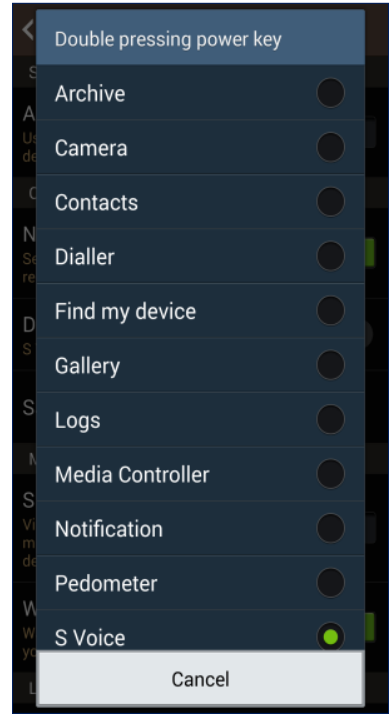
3. Tap “Settings”



4. Tap “Double pressing power key”



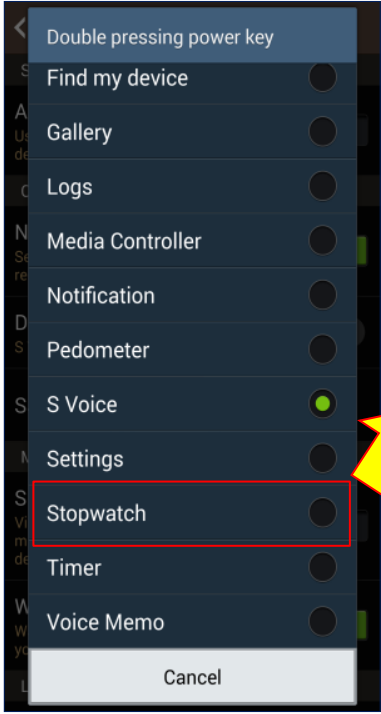
# How do I set the “double pressing Power key feature”? 2/2



Double pressing power key

- Archive
- Camera
- Contacts
- Dialler
- Find my device
- Gallery
- Logs
- Media Controller
- Notification
- Pedometer
- S Voice

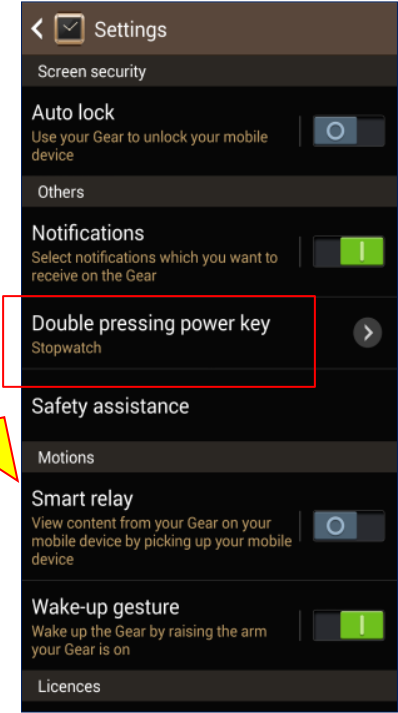
Cancel



Double pressing power key

- Find my device
- Gallery
- Logs
- Media Controller
- Notification
- Pedometer
- S Voice
- Settings
- Stopwatch
- Timer
- Voice Memo

Cancel



Settings

Screen security

Auto lock

Others

Notifications

Double pressing power key

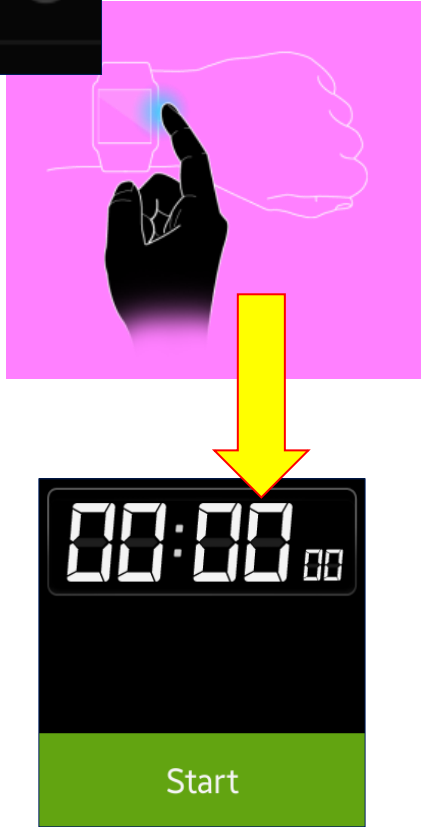
Safety assistance

Motions

Smart relay

Wake-up gesture

Licences



Start

5. A list of options you can scroll through will be displayed
6. Make a selection, in this example we have selected the “Stopwatch” app
7. The Note 3 and Gear devices will be updated with your choice
8. Pressing the Power button twice in this example will launch the Stopwatch app on the Gear device.



# Connection

# How to connect the mobile and Galaxy Gear via NFC (1/4)



**Q : How do I connect my Galaxy Gear with my smart phone via the NFC connection?**

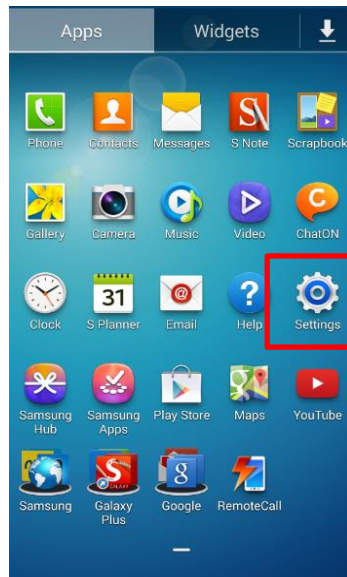
**A : To connect the Galaxy Gear with the smart phone, “Gear Manager” must be installed in the smart phone. (“Gear Manager “ is available in Samsung Apps - to install it follow the below process)**

## <Method 1 – Auto Connection via NFC>

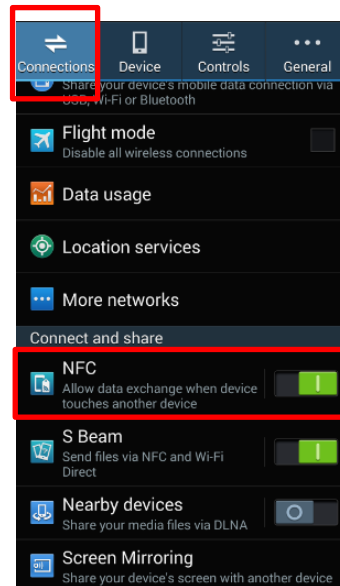
1) Activate the NFC feature on the mobile device.



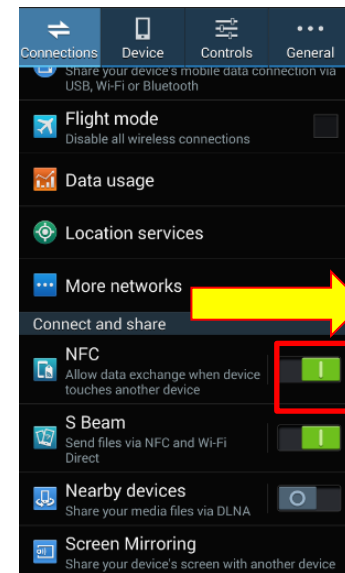
1-1. On the Home screen, tap **Apps**



1-2. Tap **Settings**



1-3. Tap Connection and Scroll down to **NFC**

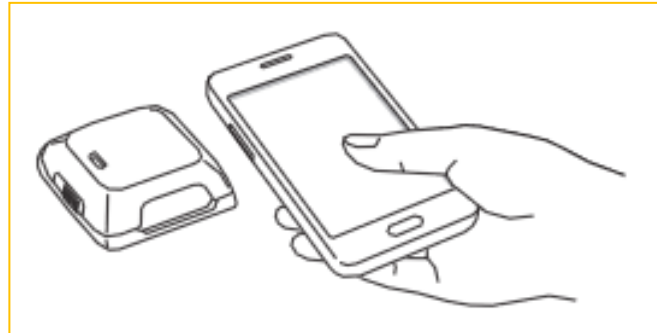


1-4. Drag the **NFC** switch to the right

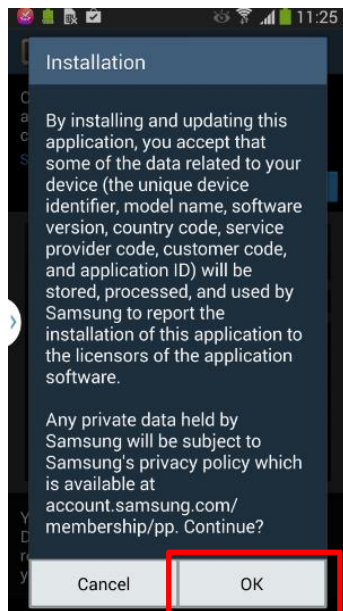
# How to connect the mobile and Galaxy Gear via NFC (2/4)



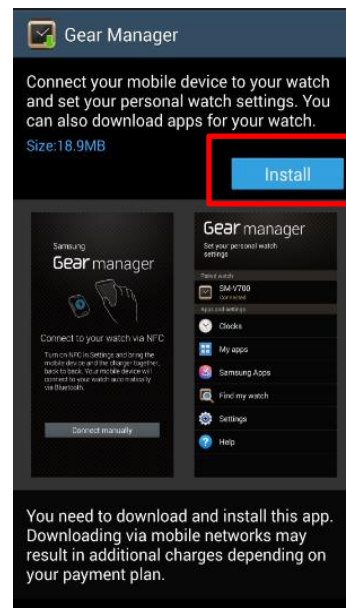
- 2) When turning on the device for the first time or after resetting the device, touch the back of the charging cradle to the back of the mobile device.



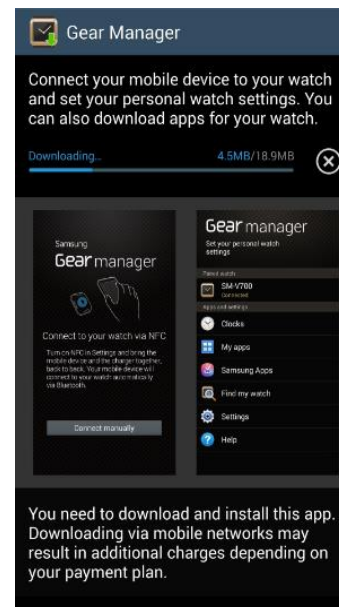
- 3) Gear Manager is installed on the mobile device and the devices are connected via the Bluetooth feature.



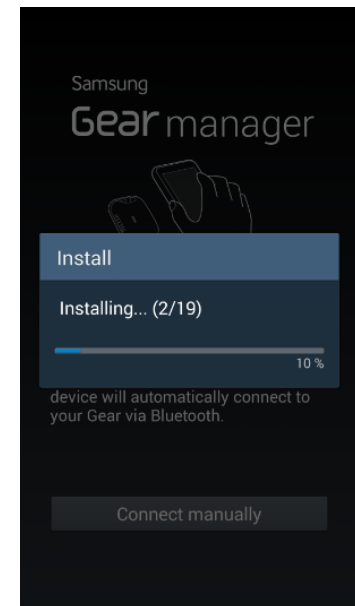
3-1. tap **OK**



3-2 tap **Install**



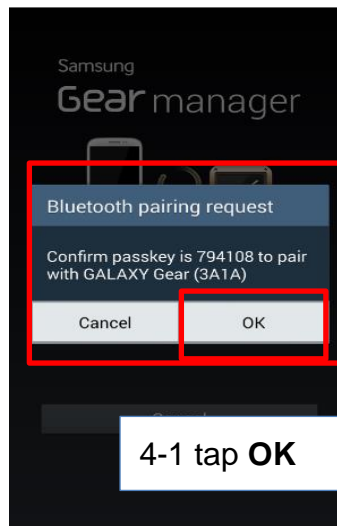
3-3. The Gear manager app will be installed



# How to connect the mobile and Galaxy Gear via NFC (3/4)



4). Tap “OK” button on both the Mobile and Gear devices to enable pairing via Bluetooth

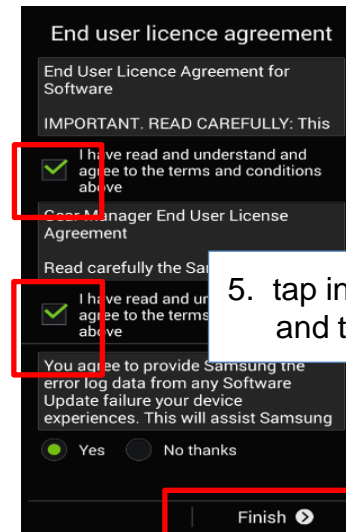
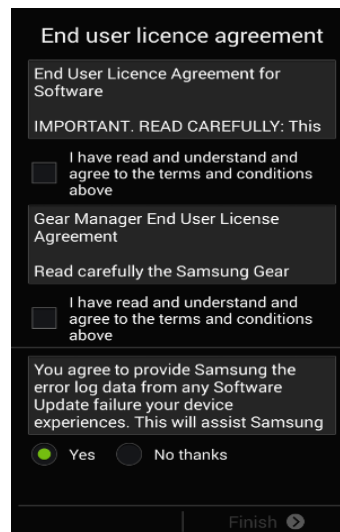


4-1 tap OK



4-2 tap “Tick” symbol

5). In mobile device , agree to terms and tap the Finish

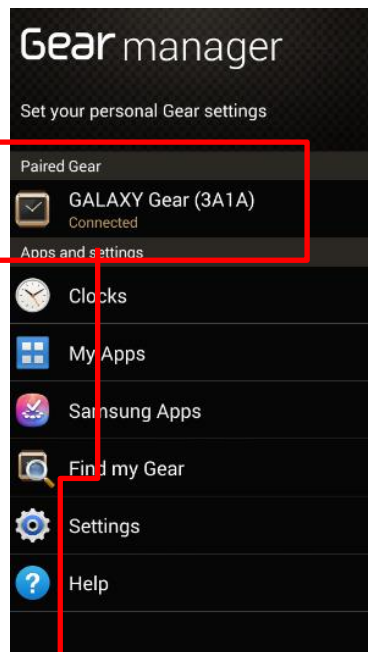


5. tap in the “Tick” boxes and then tap “Finish”

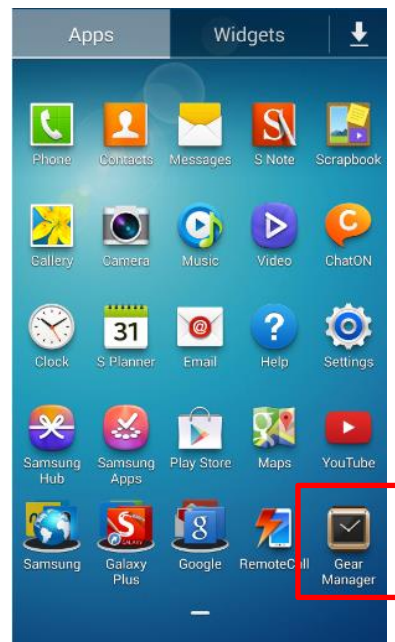
# How to connect the mobile and Galaxy Gear via NFC (4/4)



- 6). If connection is established, the mobile phone display Gear Manager icon in Apps screen and the Clock feature on the Gear will show the same time as the connected Mobile device.



Galaxy Gear device connected



Gear Manager App Icon



Gear device now displays the time

# How to connect the mobile and Galaxy Gear manually (1/2)

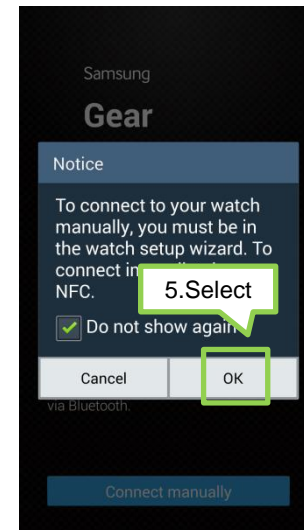
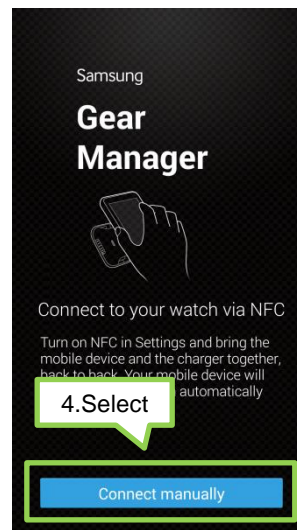
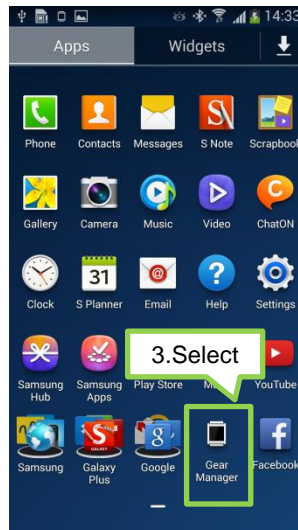
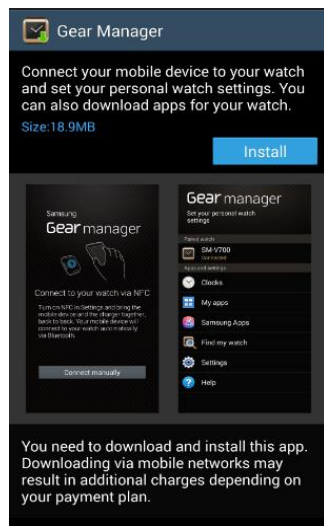
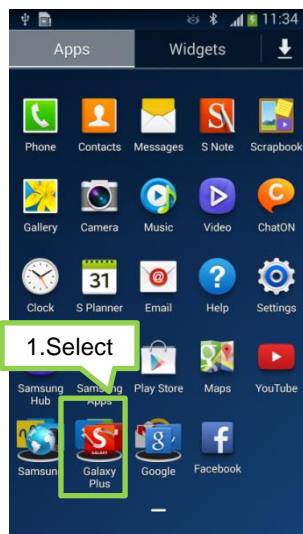


**Q : How do I connect my Galaxy Gear with my smart phone if it has no NFC connectivity?**

**A :** If your mobile device does not have an NFC feature, you must connect the devices manually.  
First, access Samsung Apps on the mobile device

## <Method 2- Connecting manually >

- 1) Select “**Samsung Apps**”
- 2) Search and install “**Gear manager**”
- 3) When the app has been installed, tap on the Gear manager app icon on your device to “run” Gear manager
- 4) Select “**Connect manually**”  
※ Galaxy Gear must be in setup wizard – (When turning on the device for the first time or after resetting the device)
- 5) Select “**OK**”



# How to connect the mobile and Galaxy Gear manually (2/2)



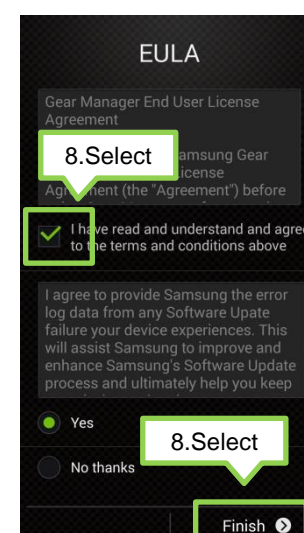
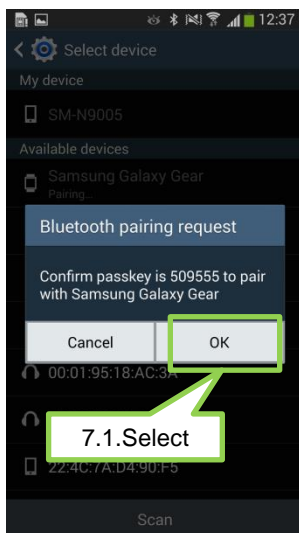
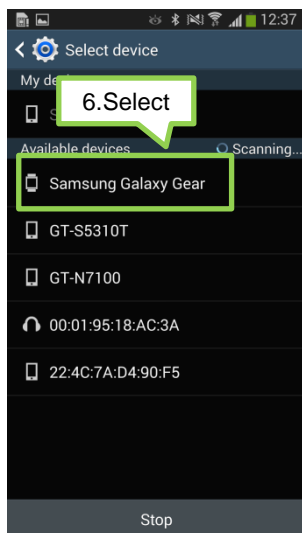
**Q : How do I connect my Galaxy Gear with my smart phone?**

**A : To connect the Galaxy Gear with the smart phone, “Gear Manager” must be installed in the smart phone.  
“Gear Manager “ is available in Samsun Apps.**

6) Select your **“Samsung Galaxy Gear”**

7) Select **“OK”** in both of Smart phone and Galaxy Gear

8) Agree the EULA and select **“Finish”**











# Major Functions

# What are the Main Major functions and features (1/3)









**Q: What are the main functions and features present on the Galaxy Gear device?**

**A:** Please see the table below. Note all of these features can be accessed through tapping “Apps” on the Gear device.

| Icon  | Description  | Remark  |
|---|--|---|
|  Log         | Tap this icon to view the history of incoming and outgoing calls / message                                 | Logs are synchronized with the connected smart phone              |
|  Camera      | Tap this icon to access the Camera feature to take photos and videos                                       | Photos & Videos can be transferred to the smart phone             |
|  Gallery     | Tap this icon to view images and videos  |   |
|  Voice memo | Tap this icon to view to create voice memo   | Recorded voice memos are transferred to smart phone automatically |
|  Pedometer | Tap this icon to access the Pedometer feature that counts each step a person takes by detecting the motion |   |
|  Contacts  | Tap this icon to view the contact list   | Contacts are synchronized with the smart phone                    |





## What are the Main Major functions and features (2/3)



| Icon   | Description   | Remark   |
|--|---|--|
|  Find my device | If you misplace the device, Gear Manager will help you find the device by making it emit sounds and turn on the screen. | On the connected mobile device, access the Gear manager app, then Tap Find my Watch → Start. |
|  Archive        | Tap to view messages  |  |
|  Mini Dialer    | Tap to access the Dialer to make a phone call   |  |
|  S Voice       | Tap to begin controlling the device with your voice   |  |
|  Settings     | Tap to access the settings of Galaxy gear   |  |
|  Stopwatch    | Tap to access the Stopwatch application   |  |

## What are the Main Major functions and features (3/3)



| Icon  | Description                                       | Remark   |
|---|---|--|
|  Timer             | Tap to access the Timer application               |  |
|  Today's schedules | Tap to view your created events / schedule        | Events are synchronized with the smart phone             |
|  Weather           | Tap to view weather forecast                      | Weather information is synchronized with the smart phone |
|  Media Controller  | Tap to access the music player of the smart phone |  |



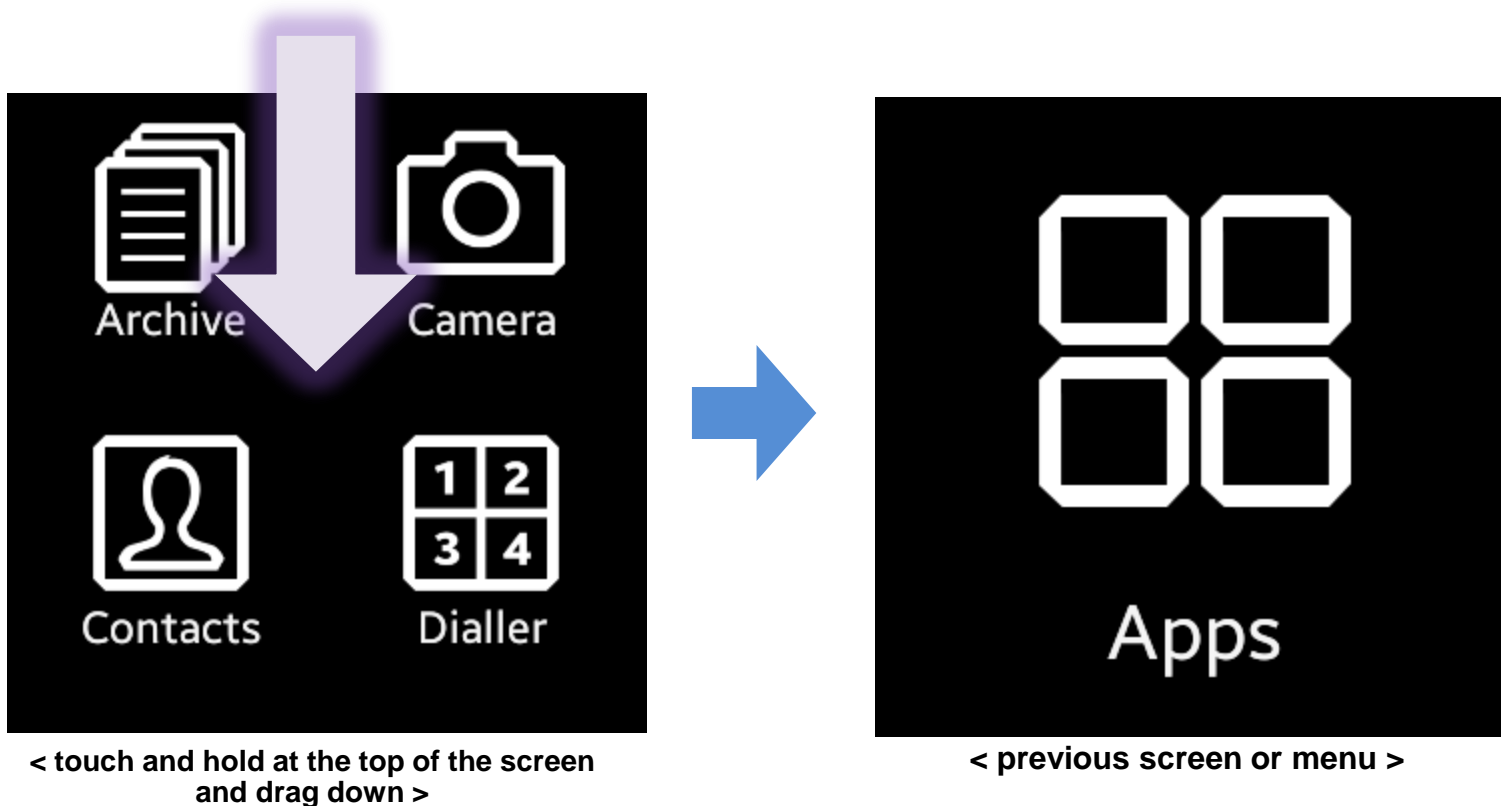
# Basic

# Basic – Going Back to a previously displayed screen



**Q :** I want to move to previous screen or menu. Is there a “Back button” in Galaxy Gear?

**A :** There is no physical “Back button” but still same function is provided in Galaxy Gear.  
Please touch and hold at the top of the screen and drag down.



# Basic – Opening an App using the power key

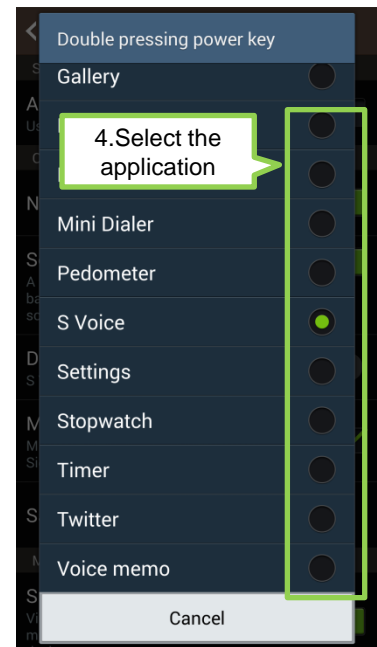
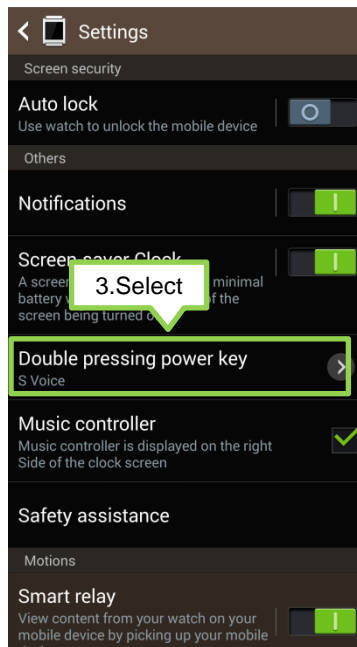
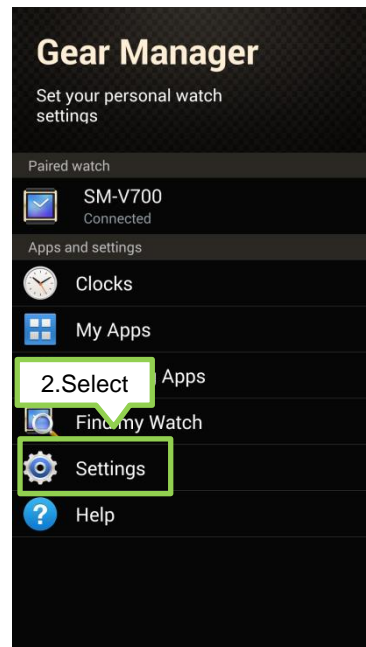
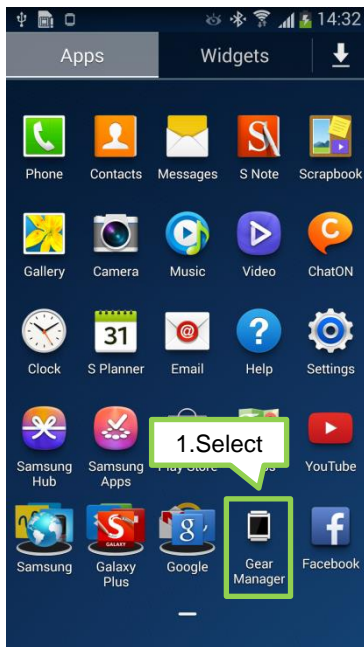


**Q :** I want to open a specific application very quickly. Is there any recommendation to do this?

**A :** It is possible to set up your Galaxy Gear to open a specified app by pressing the Power button twice.

In default option, S Voice is opened by pressing the power key twice, but you can change it (i.e. specify the app you wish to open) using the Gear manager app on your smart phone.

- 1) Run “**Gear Manager**”
- 2) Select “**Settings**”
- 3) Select “**Double pressing power key**”
- 4) Select the application which want to open if you press the power button twice on the Galaxy Gear.





# Device features

# Basic – Favorites menu

**Q : How do I change the application list shown on the main screen of the Galaxy Gear?**

**A : Using the Gear manager app on your connected Smartphone, you can change the apps displayed.**

- 1) Run “Gear Manager”
- 2) Select “My Apps”
- 3) Add or remove the applications which you want displayed using the icons shown at the top of the screen as shown below:

1) Run “Gear Manager”

2) Select “My Apps”

3) Add or remove the applications which you want displayed using the icons shown at the top of the screen as shown below:

Select the application which want to add

Click and drag to change the order the apps are displayed in

Select the application which want to remove

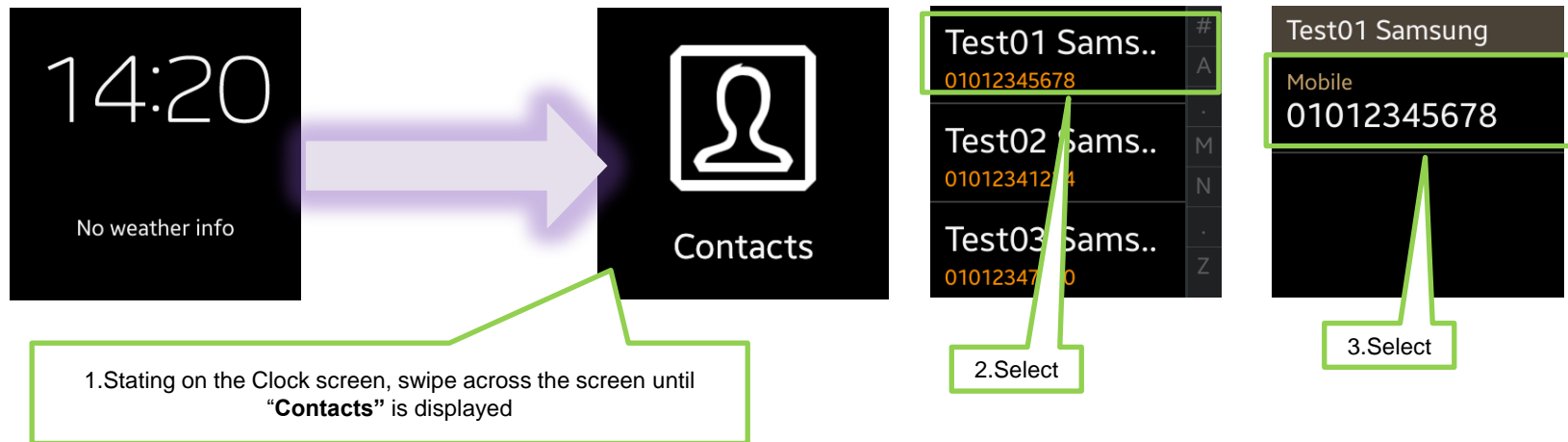
# Phone – Making a phone call using your contacts



**Q : How do I make a phone call with my Galaxy Gear using my stored contacts?**

**A : The Contact list on the Galaxy Gear is synchronized with your connected smart phone.  
So you can make a phone call easily with the contacts application of the Galaxy Gear**

- 1) Starting on the clock home screen on the Galaxy gear, drag or swipe across the screen from right to left (or from left to right) until “**Contacts**” is displayed
- 2) Tap on the contact which you want to call
- 3) Tap on number to start the dialing process





# Phone – Making a phone call with Mini dialer

**Q : Can I use the dialer to make a phone call?**

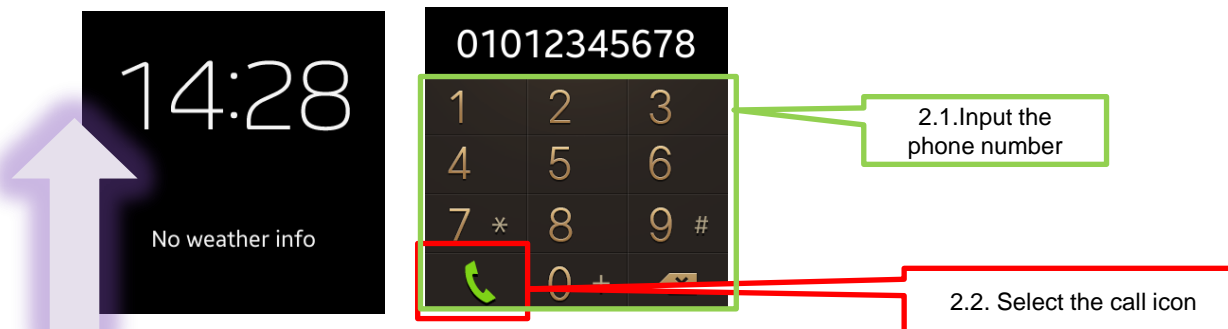
**A : To see how to use the dialer please see the steps below**

- 1) Swipe the screen from right to left (or from left to right) until “**Apps**” is displayed
- 2) Tap “**Apps**”
- 3) Select “**Dialer**”
- 4) Input the Phone number and select the call icon



OR

- 1) Touch and drag the screen from bottom to top
- 2) Input the Phone number and select the call icon

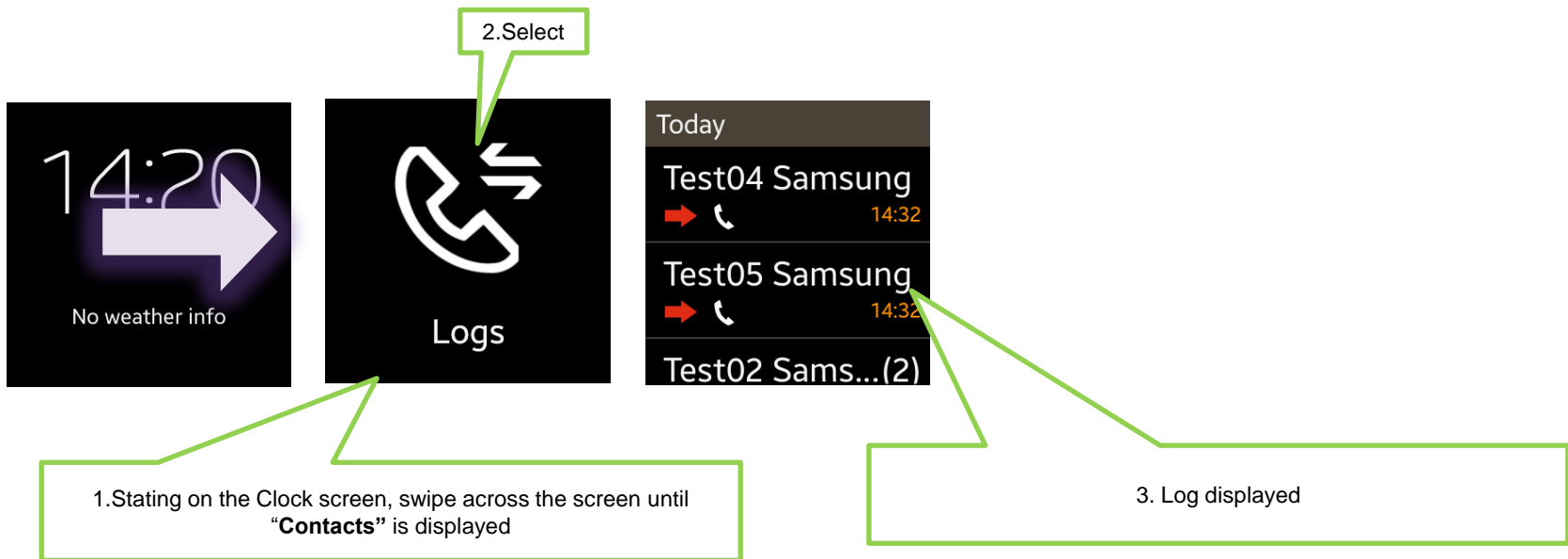




**Q : How do I use the call log feature?**

**A : You can see the call/message log in “Log” feature. Logs” are synchronized with smart phone**

- 1) Swipe the screen from right to left (or from left to right) until “**Logs**” is displayed
- 2) Tap on “Logs”
- 3) The Log will be displayed





# Applications



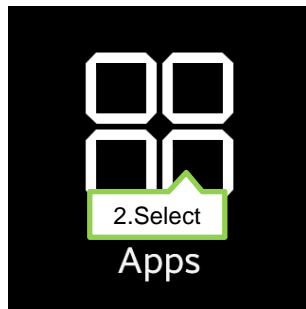
**Q : How do I take a picture with the Galaxy Gear?**

**A : To run the camera, run the camera application or drag the screen from upside to downside on clock screen.  
And touch the screen to take a picture.**

- 1) Drag the screen from right to left (or from left to right) until “**Apps**” is displayed
- 2) Select “**Apps**”
- 3) Select “**Camera**”
- 4) Touch the screen to take a picture



1. Drag the screen across

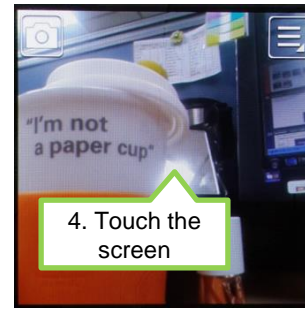


2.Select

Apps



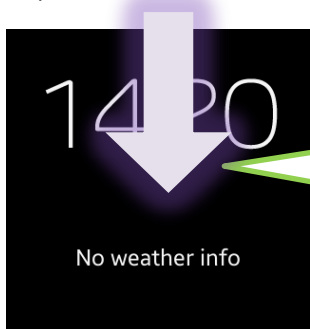
3.Select



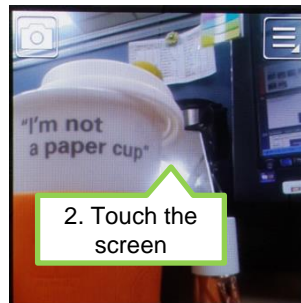
4. Touch the screen

OR

- 1) When the Clock screen is displayed, touch and drag the screen from the top of the screen to the bottom
- 2) Touch the screen to take a picture



1. Drag the screen from top to bottom



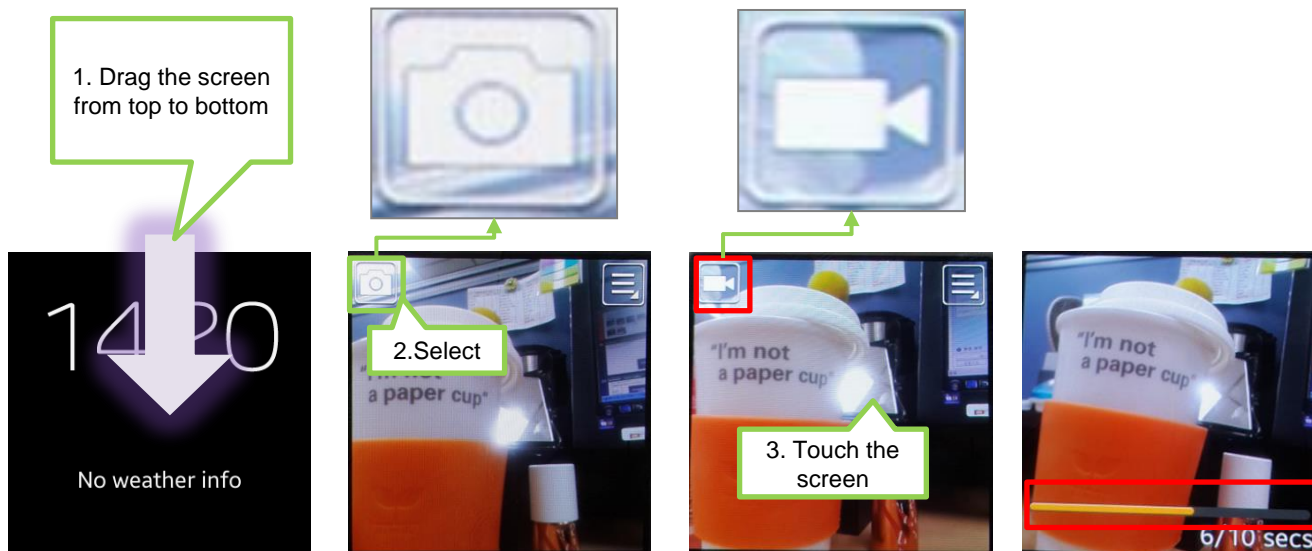
2. Touch the screen



**Q : How do I change the camera mode from camera to video?**

**A : To change the camera mode, follow the steps below**

- 1) When the Clock screen is displayed, touch and drag the screen from the top of the screen to the bottom
- 2) Select **Camera icon** to change the camera mode to **Video**.
- 3) Touch the screen to take a video recording.
- 4) If you finish taking a video recording, touch the screen again .



**Note:** The maximum recording time for videos is 10 seconds



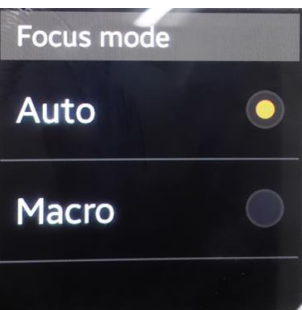
**Q : How do I change the camera settings?**

**A : To change the camera settings, run the camera and touch the options icon.**

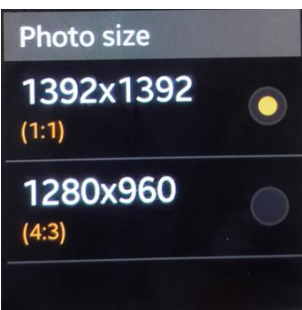
- 1) When the Clock screen is displayed, touch and drag the screen from the top of the screen to the bottom
- 2) Select **Options icon**.
- 3) The available camera settings (subject to the current mode used, “Camera” or “Video”), will be displayed



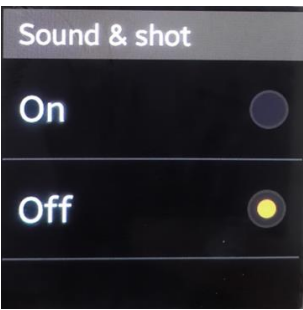
※ **Camera options – Focus Mode**



**Photo Size**



**Sound & Shot**



**Signature**

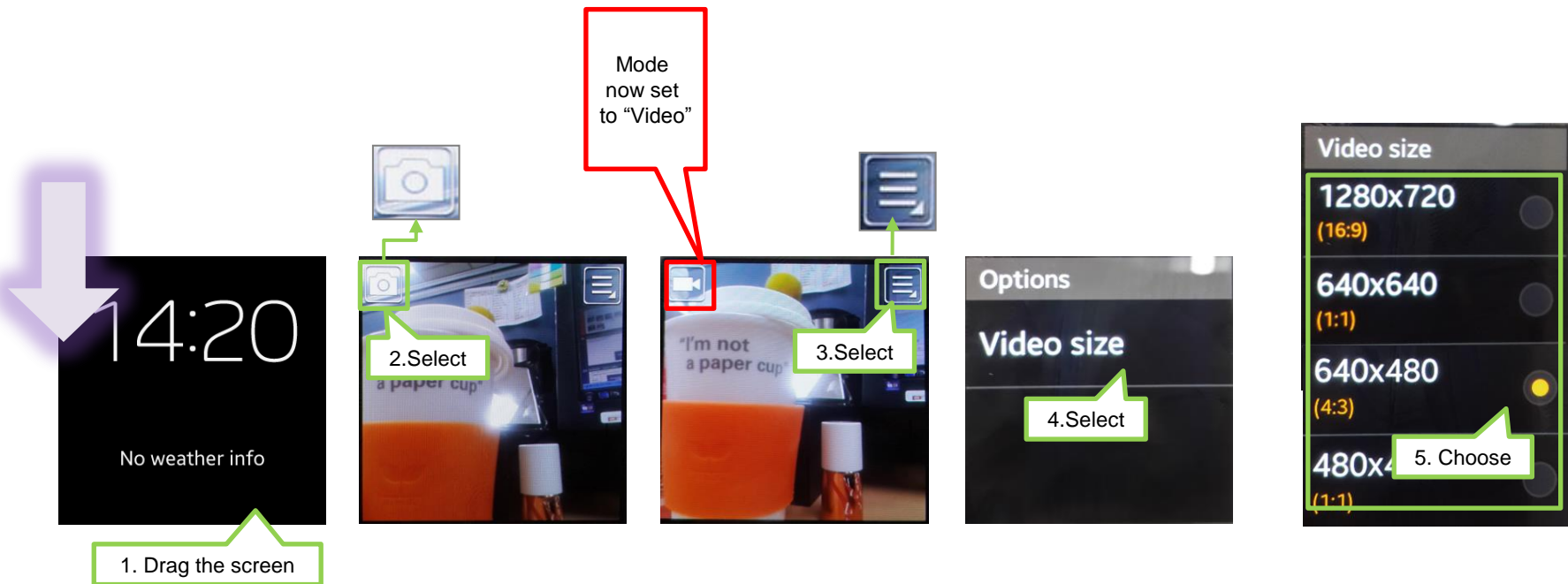




**Q : How do I change the recording video size?**

**A : Please see the steps below:**

- 1) When the Clock screen is displayed, touch and drag the screen from the top of the screen to the bottom
- 2) Select **Camera icon** to change the camera mode to **Video**
- 3) Select **Options icon**.
- 4) Select **Video size**.
- 5) Choose the desired video size.

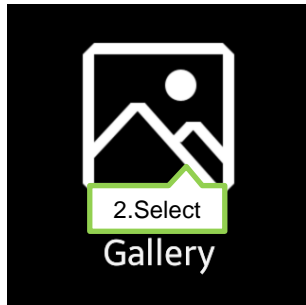




**Q : How do I see the pictures or videos I have taken?**

**A : To see the pictures in Galaxy Gear, please use the “Gallery” application.**

- 1) Drag the screen from right to left (or from left to right) until “**Gallery**” is displayed
- 2) Select “**Gallery**”
- 3) Pictures are displayed
- 4) Maximum 50 pictures are saved in Gallery of Smart Gear.





**Q : I can't find some pictures I have taken when I try to view them in the Gallery app - although I did not delete them. What's the problem?**

**A :** *The Galaxy Gear will hold up to a maximum of 50 pictures.*

However, because all pictures of taken using your Galaxy Gear are synced and transferred to your connected Galaxy Note3, you can check “deleted pictures” in Gallery of your Note3 device.

**Note:** Please see the FAQ: “How do I transfer the pictures from Galaxy Gear to my smart phone?” to ensure you connected Smartphone device is set up correctly in the Gear manager app to allow automatic transfer of pictures from the Galaxy gear to your connected Smartphone.

**Summary from FAQ “ how to transfer pictures...” below:**

1. On the Apps screen of the connected Smartphone device , select “**Gear Manager**”
2. Select “**My Apps**”
3. Tap “**Installed apps**”, and tap the Camera “**Settings**” icon
4. Tap “**Data transfer**”
5. For auto transfer, choose the “**Always**” option.

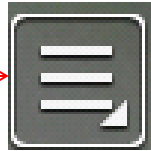
# Multimedia – Gallery – deleting an image or video (deleting 1/2)



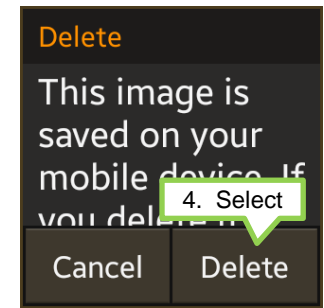
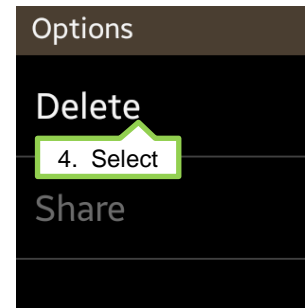
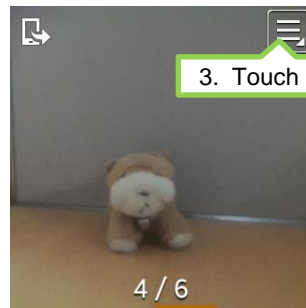
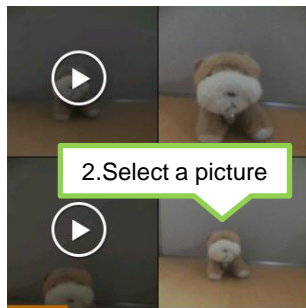
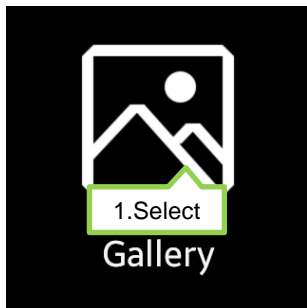
**Q :** How do I delete a picture or video in my Galaxy Gear?

**A :** If you want a picture or video deleted, select the picture or video and then touch the “Options” icon.

- 1) Open the “Gallery” app
- 2) Select a picture which want to delete
- 3) Touch the options icon
- 4) Select “Delete”
- 5) Select “Delete”



\* Deleted image is still available in connected smart phone.



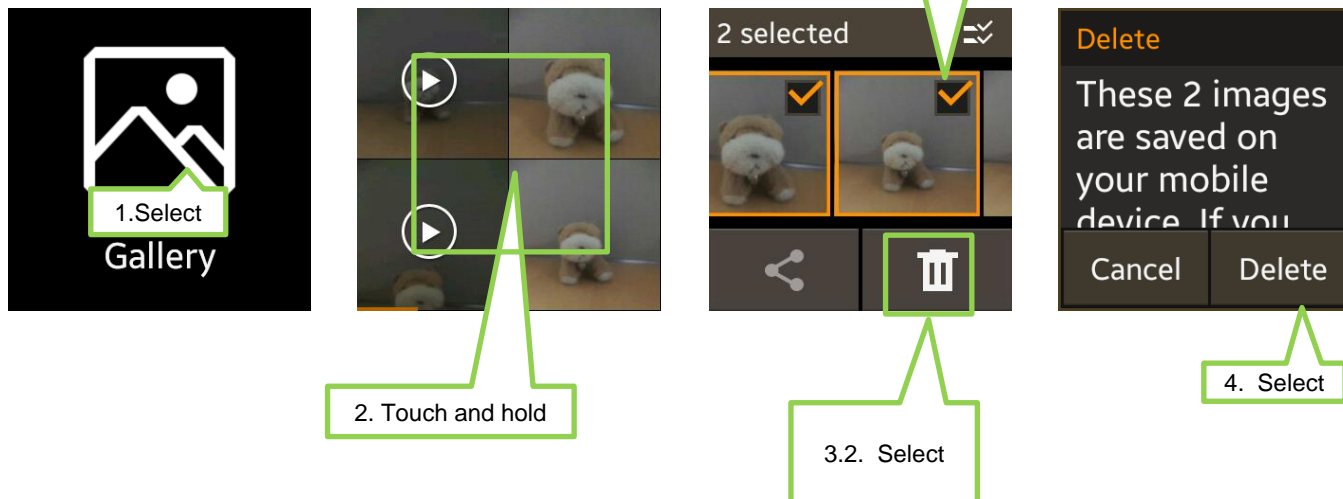
**Note:** If you want to delete multiple pictures, at step 2, touch the screen for a few seconds.

# Multimedia – Gallery – deleting multiple images or videos (deleting 2/2)

**Q :** How do I delete **all** or **several items at once** in the Gallery on my Galaxy Gear?

**A :** If you want **all** or **several items at once deleted**, touch the screen for a few seconds when viewing the Gallery to reveal the options available to you.

- 1) Open the “**Gallery**”
- 2) Touch and hold the screen
- 3) Select the pictures which want to delete, then select the “trash” delete icon
- 4) Select “**Delete**”

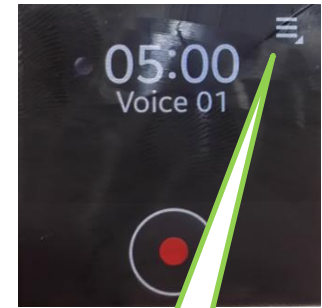
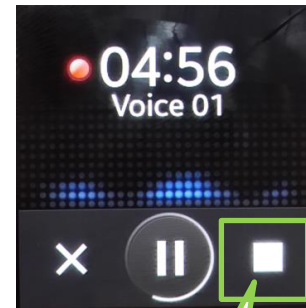
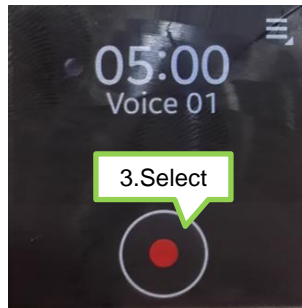
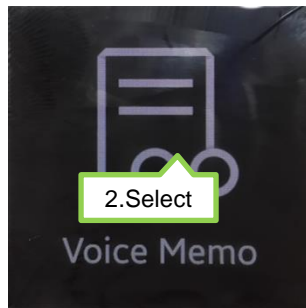




**Q : How do I create the voice memo?**

**A : To create the voice memo, run the “Voice memo” application and touch recording icon.**

- 1) Drag the screen from right to left (or from left to right) until “**Voice memo**” is displayed
- 2) Select “**Voice memo**”
- 3) Touch the recording icon to start the recording.
- 4) Touch the Stop icon to stop recording



**Note 2: While charging, you cannot use this application**

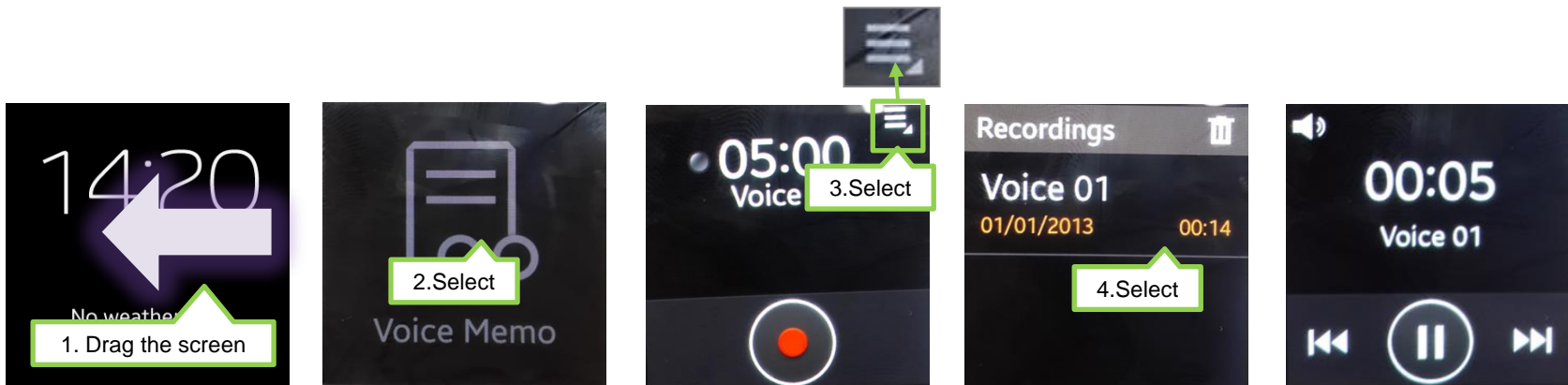
**Note 1.** Tap the options icon to see list of previous recordings



**Q : How do I listen the voice memo which I recorded?**

**A : To listen the voice memo, run the “Voice memo” application and touch the options icon.  
And select the video memo which you want to listen to.**

- 1) Drag the screen from right to left (or from left to right) until **“Voice memo”** is displayed
- 2) Select **“Voice memo”**
- 3) Touch the options icon to show the recordings list.
- 4) Select a voice memo to play.

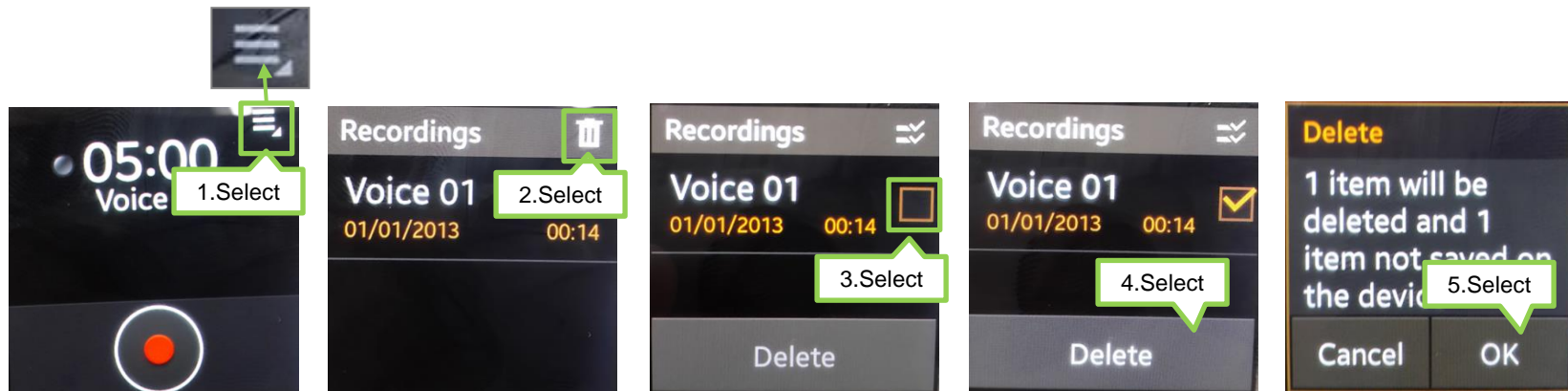




**Q : How do I delete the voice memo?**

**A : To delete the voice memo, follow the steps below**

- 1) From the voice memo screen, touch the options icon to show the recordings list.
- 2) Select the **Delete icon**.
- 3) Select the video memos which you want to delete
- 4) Select **delete**
- 5) Select **OK**.





**Q : How do I transfer the pictures from Galaxy Gear to my smart phone?**

**A :** Videos and Voice memos are transferred to the connected smart phone.

Pictures and videos can be saved in “Galaxy Gear” folder of smart phone Gallery, and voice memos are saved in “Recordings” folder of Voice Recorder.

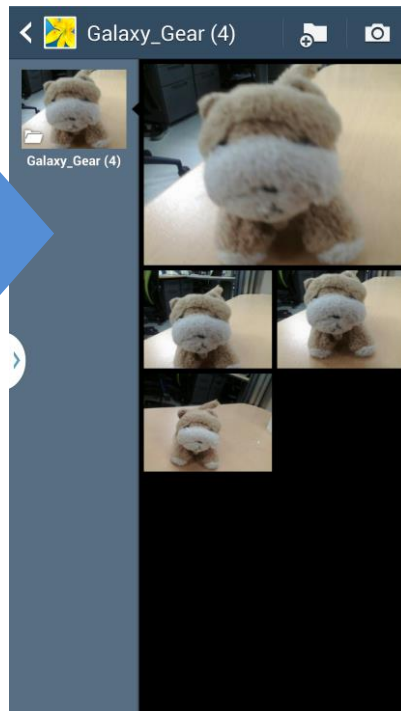
In the case of Voice memo, the recorded memo is automatically transferred to mobile device.

If you want to transfer **automatically** your pictures and videos, please follow the steps on the following slide.

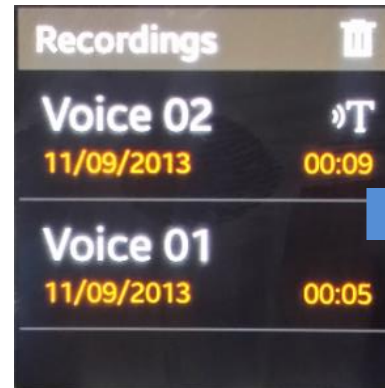
<Pictures in Galaxy Gear>



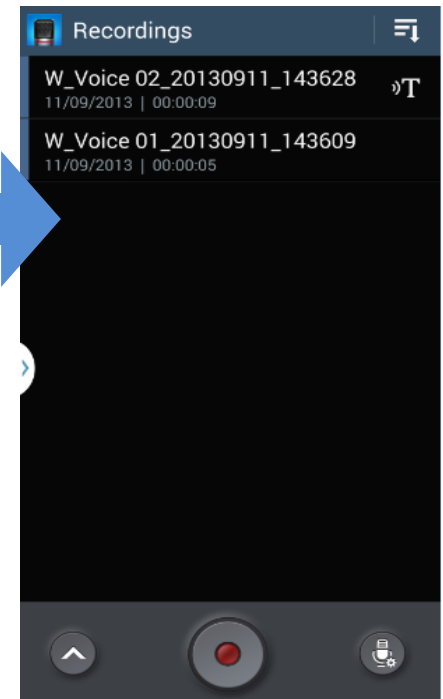
<Pictures in smart phone>



<Voice memos in Galaxy Gear>



<Voice memos in smart phone>



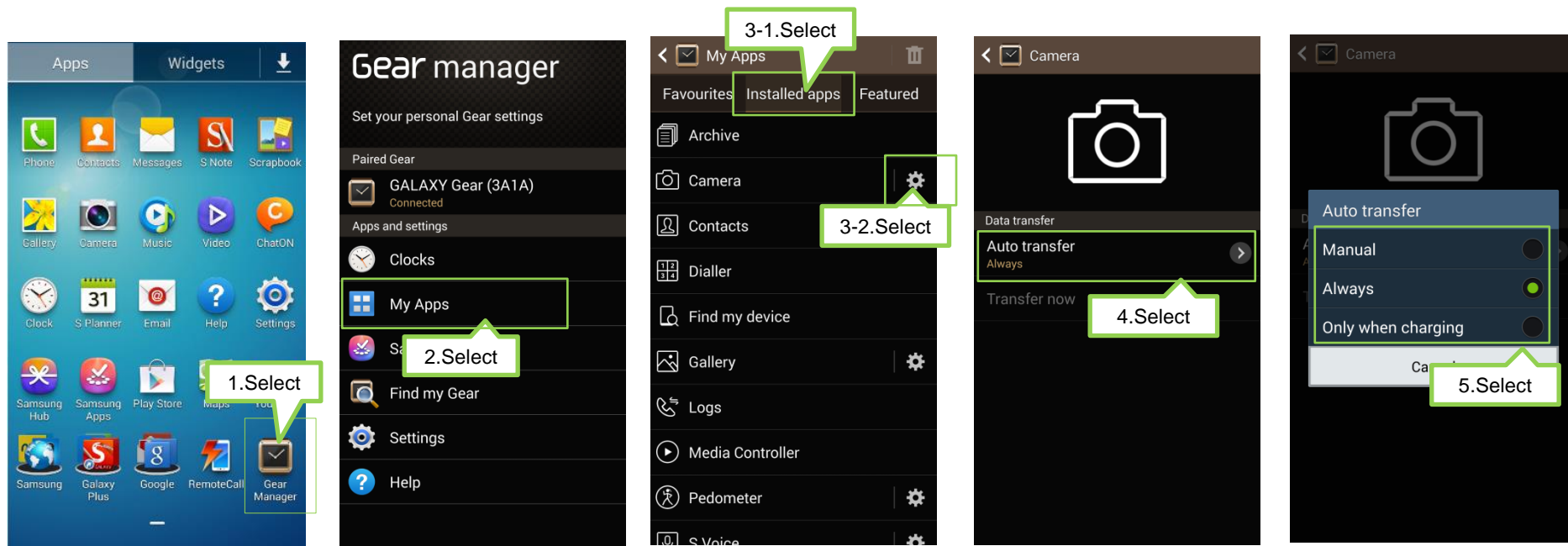
# Multimedia – pictures Synchronization (2/2)



1. On the Apps screen of the connected Smartphone device, select “**Gear Manager**”
2. Select “**My Apps**”
3. Tap “**Installed apps**”, and tap the Camera “**Settings**” icon
4. Tap “**Data transfer**”
5. For auto transfer, choose the “**Always**” option.

Manual option only transfers pictures if manually transferred by you from the Gear device to the connected smart phone.

And the option “**Only when charging**” will transfer only the pictures when charging the Gear.



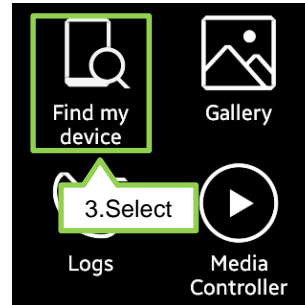
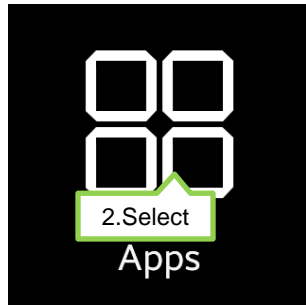
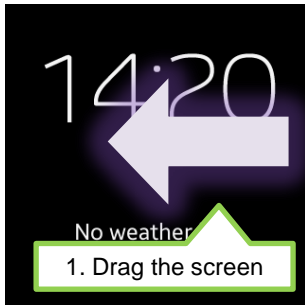


**Q : I have misplaced my smart phone which is connected to my Galaxy Gear. Is there a “search” or find my device feature?**

**A : To find your connected smart phone, use the “Find my device” function.**

**The Ringtone will be played on the connected smart phone.**

- 1) Drag the screen from right to left (or from left to right) until “**Apps**” is displayed
- 2) Select “**Apps**”
- 3) Drag the screen from right to left and select “**Find my device**”
- 4) Select “**Start**”
- 5) Ringtone will be played on the connected smart phone .

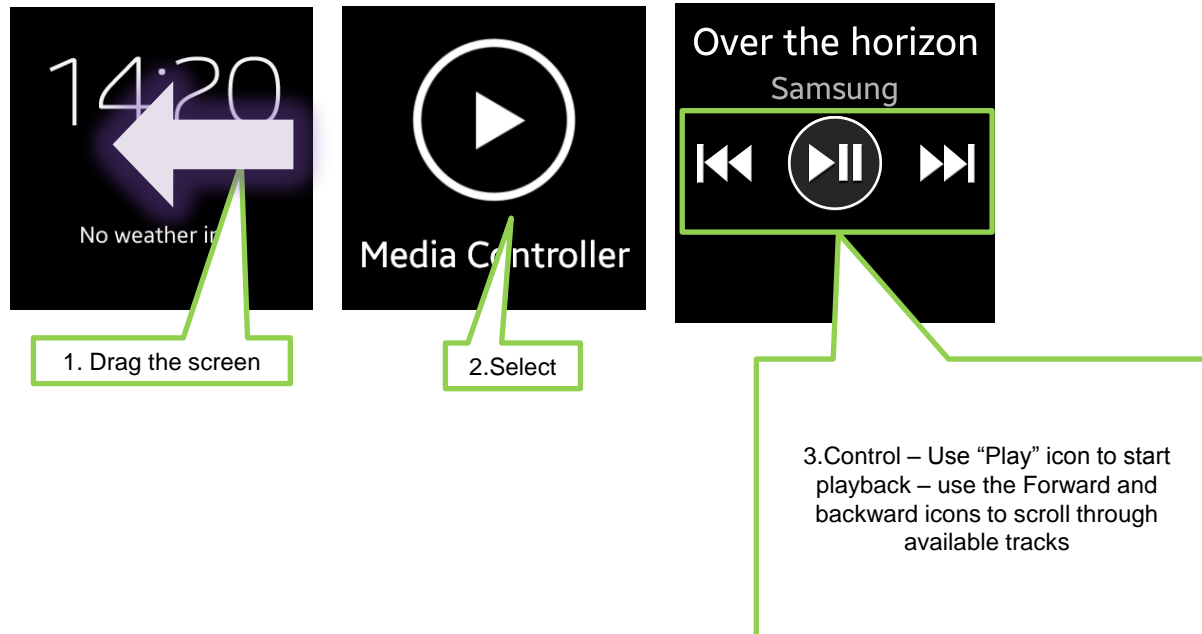




**Q : How do I control the music player of my connected Smartphone using the Galaxy Gear?**

**A : If your Gear device is connected with Galaxy Gear, you can control the music player of your Smartphone**

- 1) Drag the screen from right to left (or from left to right) until “**Media Controller**” is displayed
- 2) Select “**Media Controller**”
- 3) Select the “Play” icon
- 4) Music will be played on the smart phone

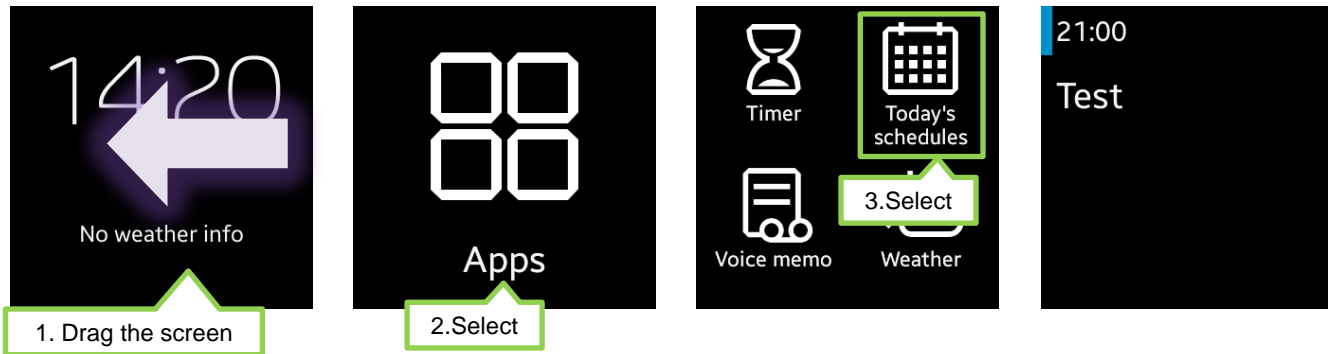




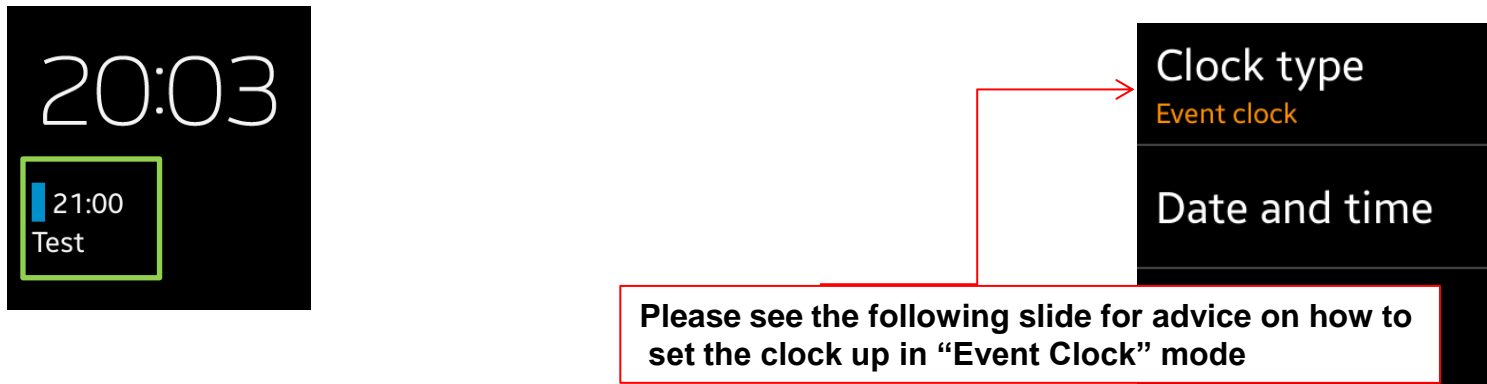
**Q : How do I check my schedule in Galaxy Gear?**

**A : Your schedule is synchronized with your connected smart phone automatically.**

- 1) Drag the screen from right to left (or from left to right) until “**Apps**” is displayed
- 2) Select “**Apps**”
- 3) Select “**Today’s schedules**”
- 4) Schedules are displayed



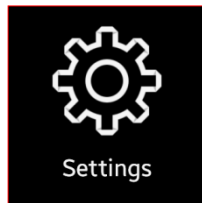
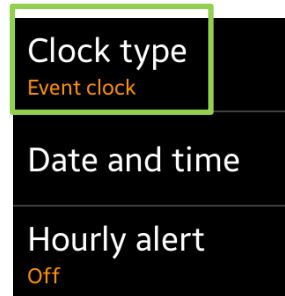
**\* If the clock screen setting is set to “Event clock”, the schedule is displayed in clock screen too.**



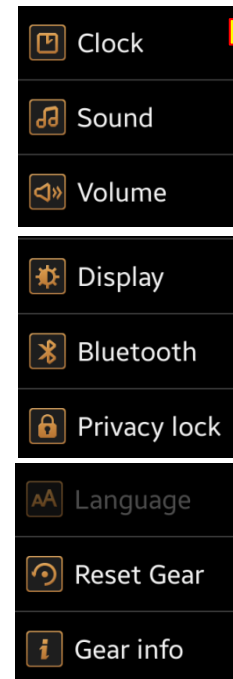
# Sync – Schedule 2/2 – setting up the Event clock screen



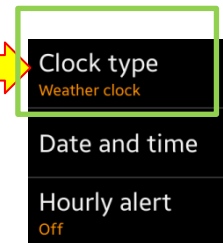
To set the clock up in “Event Clock” mode please see the steps below:



1. Tap on “Settings”



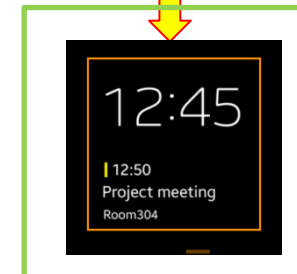
2. Touch and hold on the screen, then **drag your finger down and up** to scroll through the options available. Select “Clock”



3. Tap on Clock Type to see the Clock display options available



4. **Flick Right to Left** to scroll through the options available. Tap on the screen showing the example of the “Event clock” mode as shown here to select it

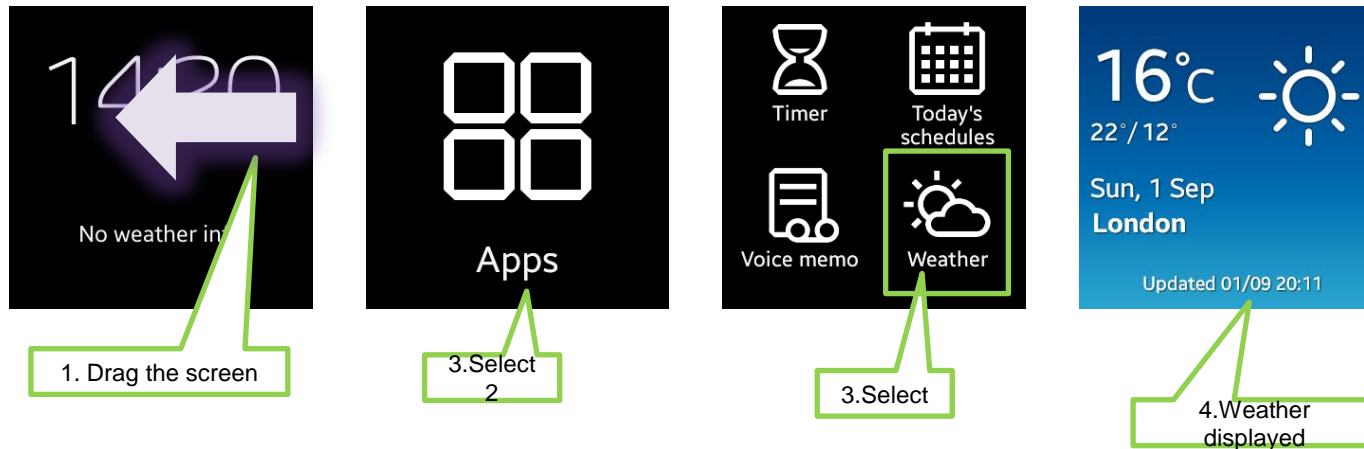




**Q : How do I check the weather forecast on my Galaxy Gear?**

**A : If you set your city in the connected smart phone, the weather forecast information will be displayed in Galaxy Gear too.**

- 1) Drag the screen from right to left (or from left to right) until **"Apps"** is displayed
- 2) Select **"Apps"**
- 3) Select **"Weather"**
- 4) Weather forecast is displayed



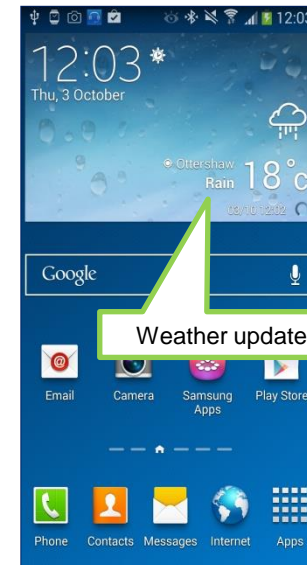
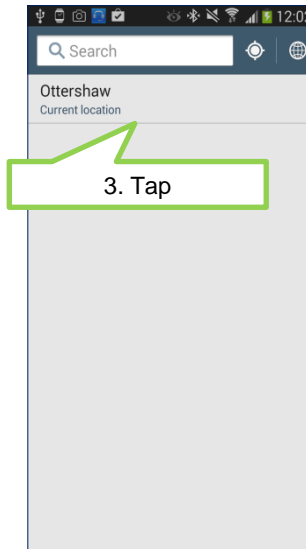
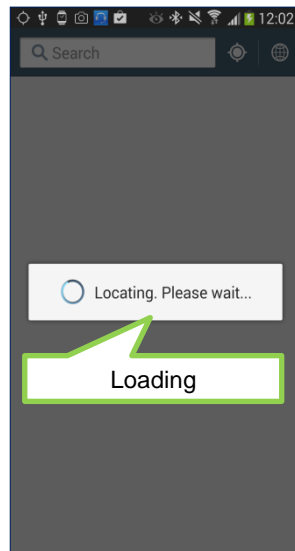


**Q : How do I check the weather forecast on my Galaxy Gear? Continued**

**A : If you set your city in the connected smart phone, the weather forecast information will be displayed in Galaxy Gear too.**

**Please ensure you have added a City on the connected Smart phone to enable the weather to be displayed on the Gear device – please see steps below for further advice**

- 1) First tap “Add city” on the Home screen of the connected Smartphone.
- 2) If the device is connected to the internet , then your current location will be displayed.
- 3) Select your location
- 4) The home screen will be updated with the weather of your location



- This application may not be available depending on the region or service provider.
- This application is not supported in some languages.

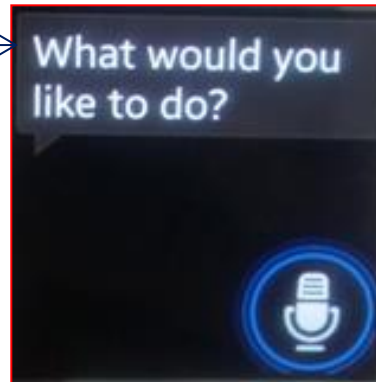
**Q : How do I use the “S Voice” feature of the Galaxy Gear?**

**A : To use S Voice, follow the steps below**

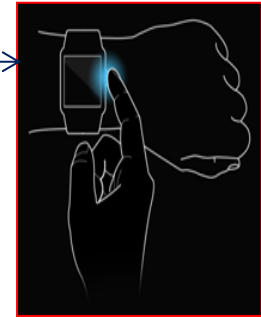
- 1) Double press the power key to open the S Voice application or select “Apps”, then “S Voice on the Gear device.
- 2) Say what you want to do.

Here are several examples of spoken commands:

- Open gallery • Launch gallery
- Call mobile • Check schedule



If you say “**Open Gallery**”, your Galaxy Gear move to Gallery screen.



Tips for better voice recognition

- *Speak clearly.*
- *Speak in quiet places.*
- *Do not use offensive or slang words.*
- *Avoid speaking in dialectal accents.*

The device may not recognize your commands or may perform unwanted commands depending on your surroundings or how you speak.



# Settings

# Clock – Change Clock type (1/2)

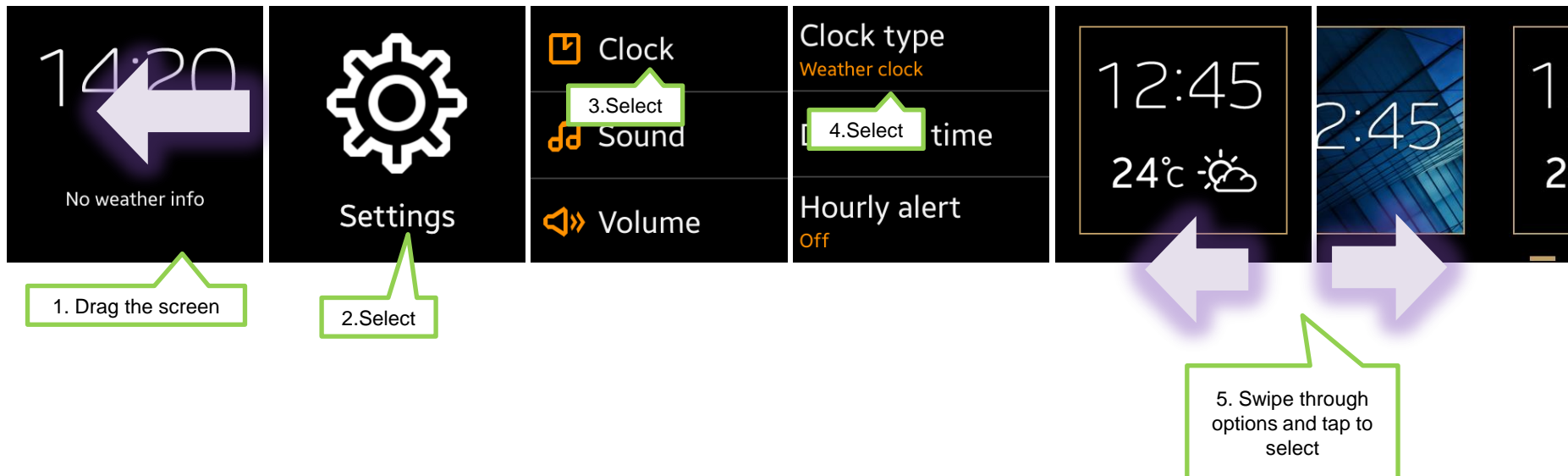


**Q : How do I change the clock type on my Galaxy Gear?**

**A : Clock type can be change in setting menu of Galaxy Gear or in Gear Manager of connected smart phone.**

\* In **Galaxy Gear**

- 1) Drag the screen from right to left (or from left to right) until **“Settings”** is displayed
- 2) Select **“Settings”**
- 3) Select **“Clock”**
- 4) Select **“Clock type”**
- 5) Drag the screen from side to side and select the clock type what you want



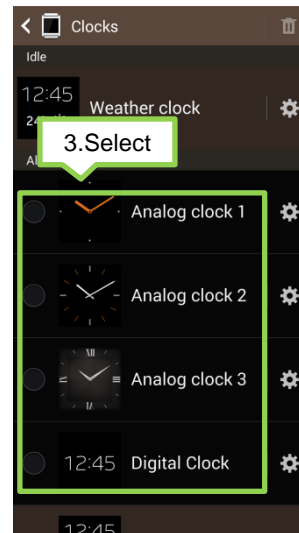
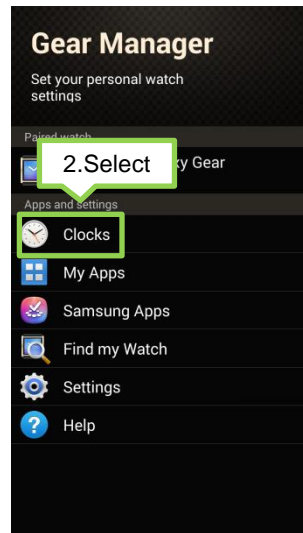
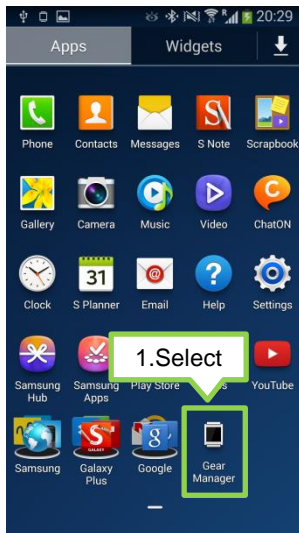
# Clock – Change Clock type (2/2)



**Q : How do I change the clock type on my Galaxy Gear? Continued**

**\* In Gear Manager**

- 1) Run “**Gear manager**”
- 2) Select “**Clocks**”
- 3) Select clock type what you want
- 4) Clock type in Galaxy Gear will be changed.

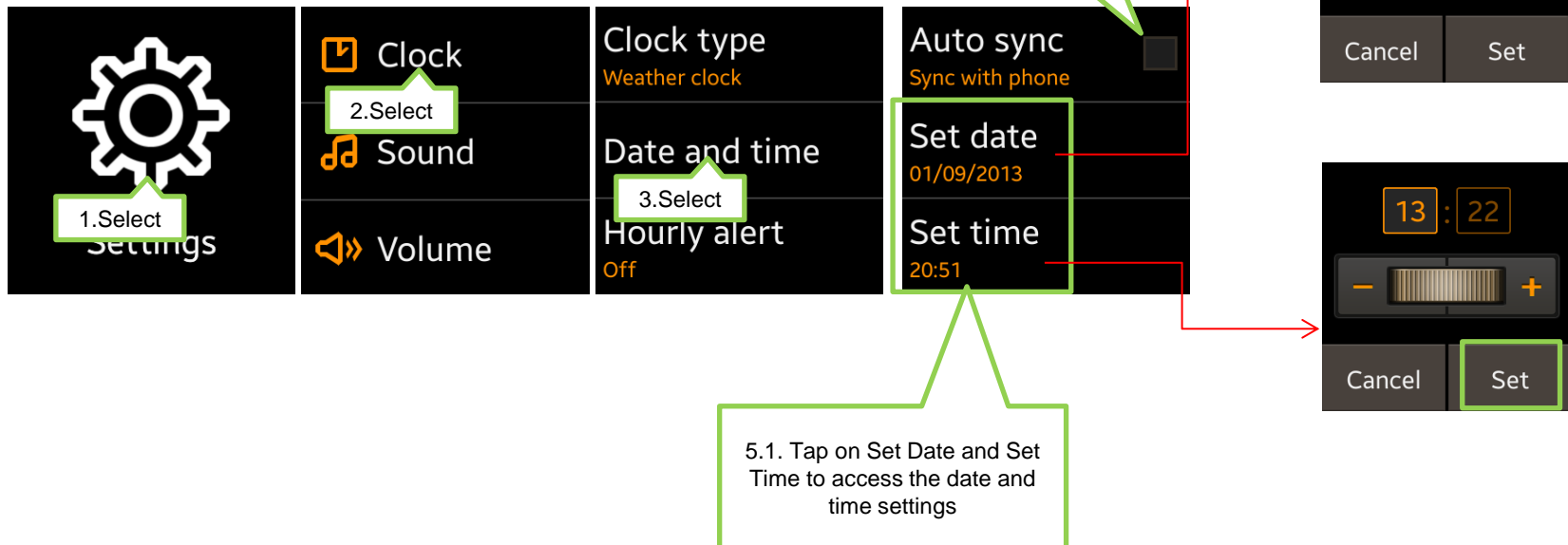




**Q : How do I change the date or time manually?**

**A : You can change the date or time in the clock setting.**

- 1) Select “**Settings**”
- 2) Select “**Clock**”
- 3) Select “**Data and time**”
- 4) Uncheck “**Auto sync**”
- 5) Tap on Set Date and Set Time to access the date and time settings.  
use the “-” & “+” controls to adjust the time and date set.





**A : You can change the sound settings in “Sound” in “Settings”.**

- Sound settings available



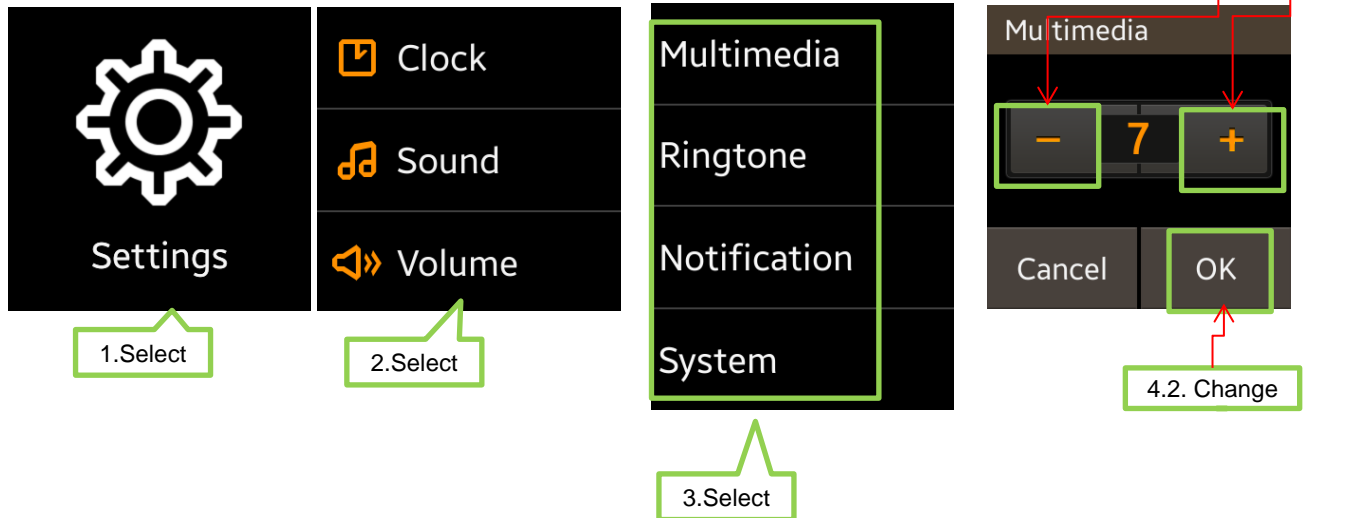
# Volume – Volume setting



**Q : How do I change the sound volume?**

**A : You can change the sound volume in “Volume” in settings.**

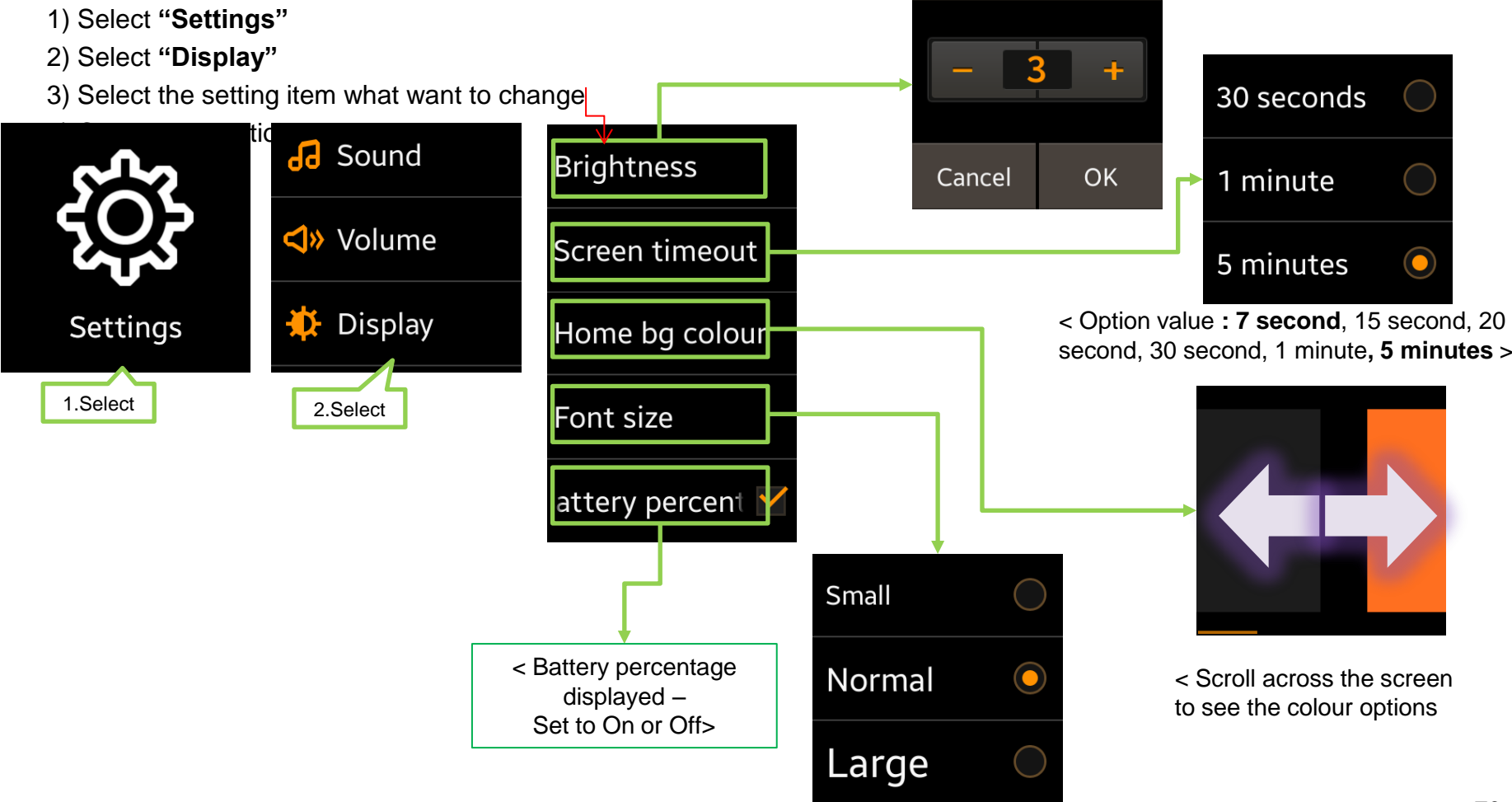
- 1) Select “**Settings**”
- 2) Select “**Volume**”
- 3) Select the sound option you wish to adjust
- 4) Change the volume of the option selected – then select **OK**



# Display – Display setting

Q : What display settings can be adjusted?

A : You can change the **Brightness**, **Screen timeout**, **Home background color**, **Font size in display setting** & **Battery Percentage settings**.



# Display – setting the outdoor mode (1/2)

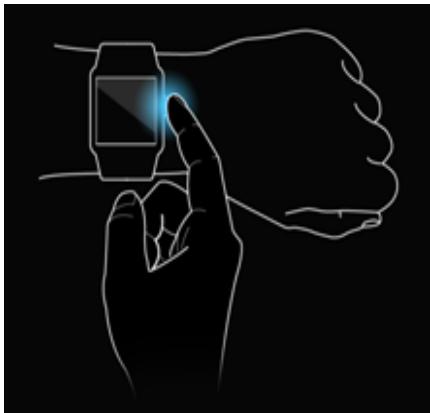


**Q : When I use the Smart Gear outdoors, in strong sunlight I can't always see the screen clearly. What should I do to see more clearly?**

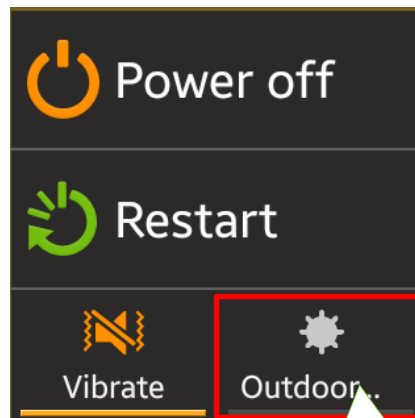
**A :** To see the screen more clearly set the Galaxy Gear device to *outdoor mode*.  
*Outdoor mode is mode that brightness of display sets maximum 6.*

To enable outdoor mode please see the steps below:

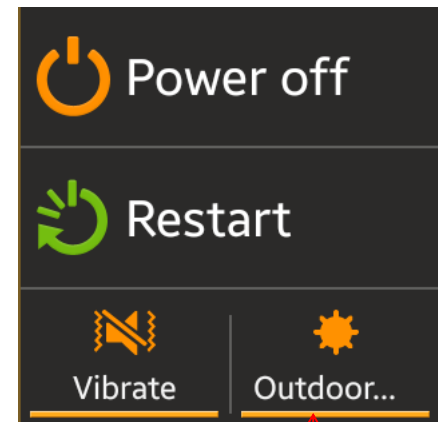
Method 1: [Pressing and holding the power key](#)



1. Press and Hold the  
**power** key.



2. Tap **Outdoor**  
mode



3. Outdoor mode enabled

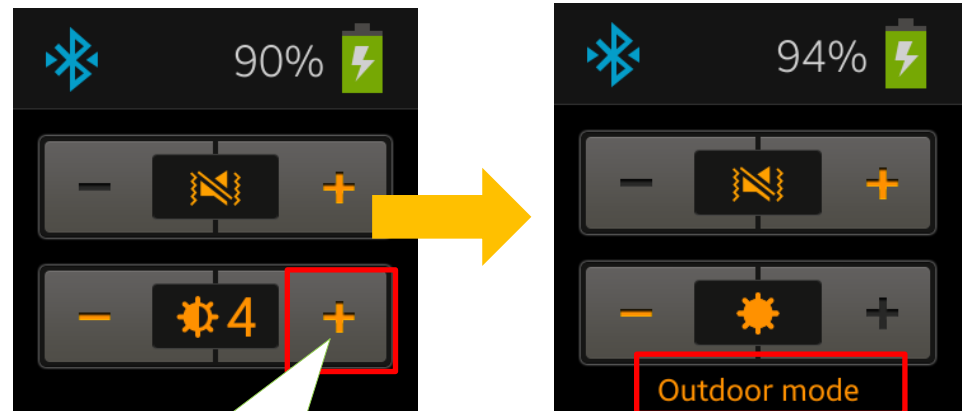


**Q : When I use the Smart Gear outdoors, in strong sunlight I can't always see the screen clearly.  
What should I do to see more clearly?**

Method 2: [Using the brightness controls](#)



1. Double tap with two fingers to open brightness controls.



2. Tap and Increase the Brightness to outdoor mode

*Please note: When in outdoor mode – the battery will drain more quickly than normal. Alter the settings to a lower brightness setting when you move to where the ambient light conditions change.*



**Q : If I set my device to “outdoor mode”, when returning indoors, will it automatically lower the brightness setting?**

**A : No..**

When you are in darker light conditions e.g. indoors, you need to manually adjust the Screen brightness settings. There is no automatic adjustment of “Outdoors mode”.

*Please note: When in outdoor mode – the battery will drain more quickly than normal. Alter the settings to a lower brightness setting when you move to where the ambient light conditions change.*

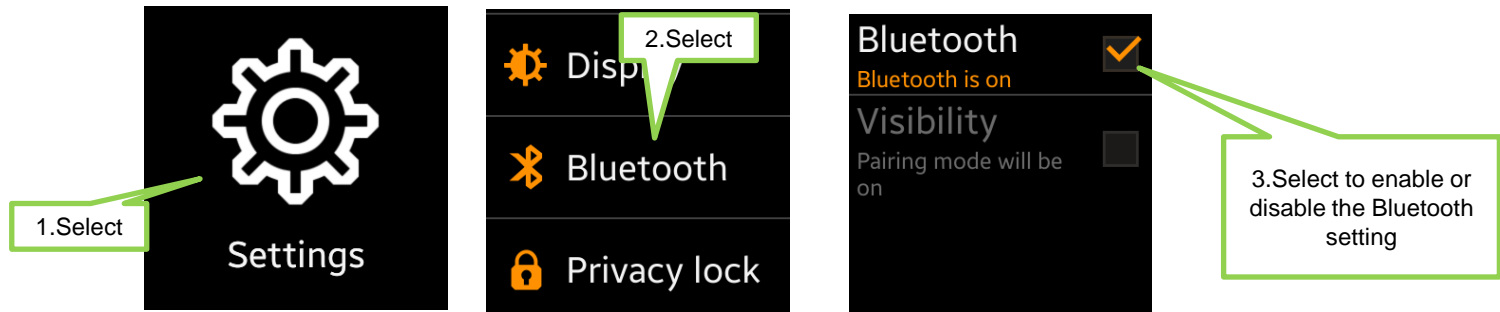


**Q : How do I turn on or off the Bluetooth function?**

**A : You can turn on/off the Bluetooth via the Bluetooth settings**

- 1) Select “**Settings**”
- 2) Select “**Bluetooth**”
- 3) Touch the check box

\* If Bluetooth turned off, the Galaxy Gear will be disconnected from the Smartphone



*Bluetooth creates a direct wireless connection between two devices over short distances.*

- Samsung is not responsible for the loss, interception, or misuse of data sent or received via the Bluetooth feature.
- Always ensure that you share and receive data with devices that are trusted and properly secured. If there are obstacles between the devices, the operating distance may be reduced.
- Some devices, especially those that are not tested or approved by the Bluetooth SIG, may be incompatible with your device.
- Do not use the Bluetooth feature for illegal purposes (for example, pirating copies of files or illegally tapping communications for commercial purposes). Samsung is not responsible for the repercussion of illegal use of the Bluetooth feature.



**Q : If my Galaxy Note3 is connected to both a Galaxy Gear and a Bluetooth headset, if an incoming call is received how do I answer the incoming call - via the Bluetooth headset or Galaxy Gear?**

A : If your Galaxy Note3 receives an incoming call and the device is connected together to a Bluetooth headset and a Galaxy Gear via Bluetooth, the call will connect to device that you decide to receive it via.

Example: If you answer the call via the Bluetooth headset the call is connected to headset.

And if the call is answered using the Galaxy Gear, the call will be connected to the Galaxy Gear.

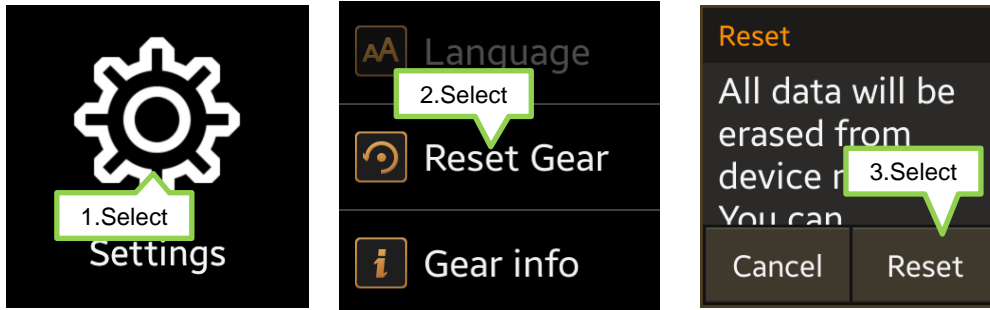
# Reset – How do I Reset the Galaxy Gear



**Q : How do I reset the Galaxy Gear? I want to connect it to another device.**

**A : You can reset the Galaxy Gear via the “Reset” menu**

- 1) Select “**Settings**”
  - 2) Select “**Reset Gear**”
  - 3) Select “**Reset**”
- \* All data will be deleted.

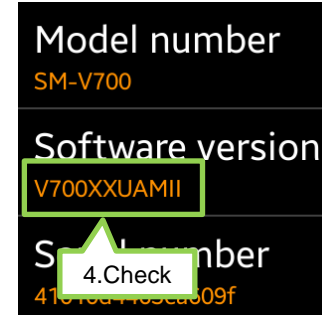
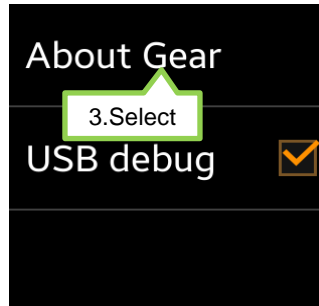
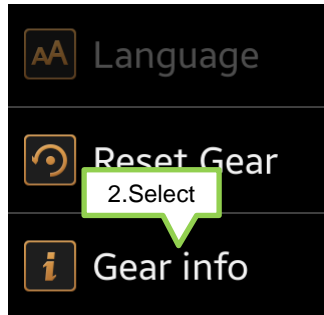
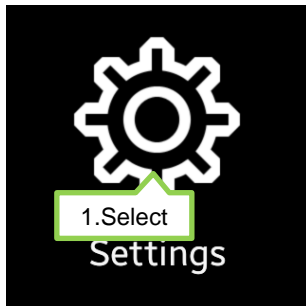




**Q : How do I check my Gear' software version?**

**A : You can check the device version via the “About device” menu**

- 1) Select “**Settings**”
- 2) Select “**Gear Info**”
- 3) Select “**About Gear**”
- 4) You can now see the software version and device details.

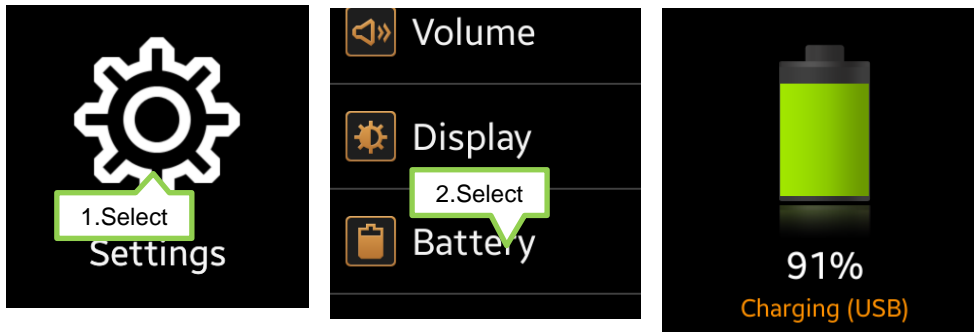




**Q : How do I check battery level of Galaxy Gear?**

**A : You can check battery level via the “Battery” option in “Settings”**

- 1) Select “**Settings**”
- 2) Scroll down to Battery, and Select “**Battery**”
- 3) The battery level will be displayed



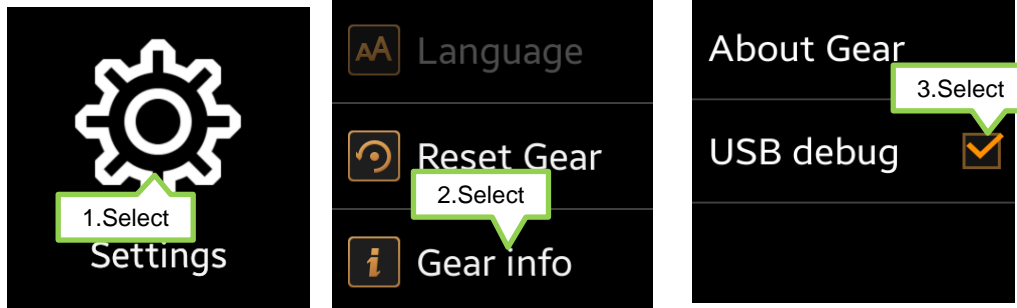


**Q : How do I activate the USB debug option?**

**A : You can activate the USB debugging in “USB debug” option**

- 1) Select “**Settings**”
- 2) Select “**Gear Info**”
- 3) Check the check box.

Activate the USB debugging mode to connect your device to a computer with a USB cable.





# S/W Upgrade via FOTA

# How to upgrade S/W via FOTA (1/2)



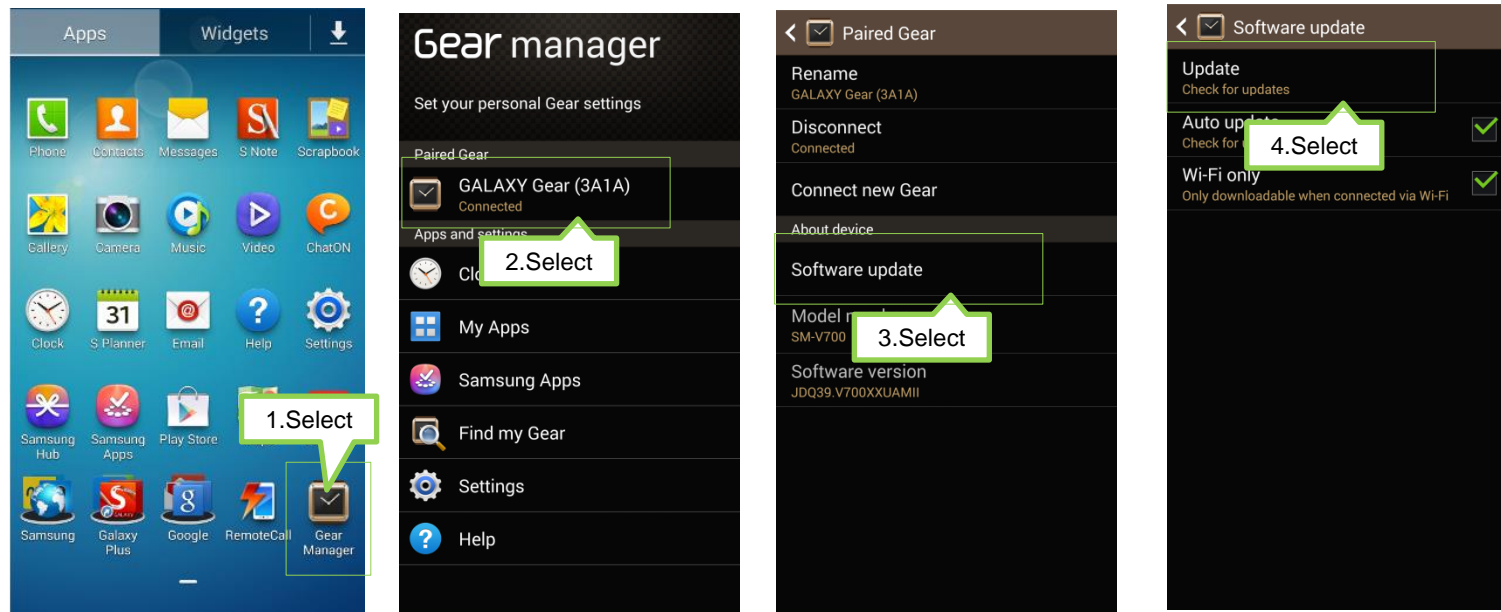
**Q : How can I upgrade my Samsung Galaxy Gear to the latest Software version?**

**A :** *First, you will need to connect your Galaxy Gear device to your Galaxy Note 3.*

If you have not already done so, please connect Gear and Note3.

You can connect the two devices via NFC feature by touching the back of the charging cradle to the back of the mobile device, and alternatively if your mobile device doesn't have an NFC feature, you must connect the devices manually. Once **connection has been completed, please follow the steps below to upgrade your Galaxy Gear to the latest version of SW.**

1. On the Apps screen, tap the **Gear Manager**
2. Select the **Paired Galaxy Gear**
- 3 & 4. Tap "**Software update**" and then tap "**Update**".

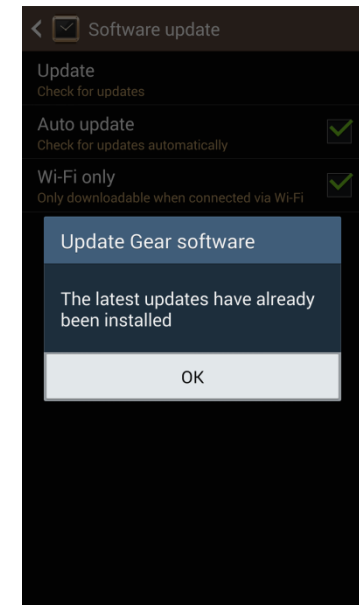
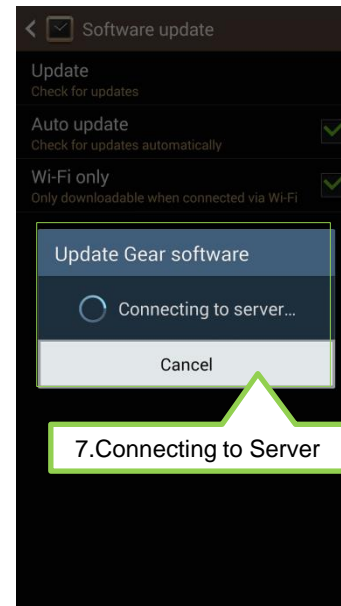
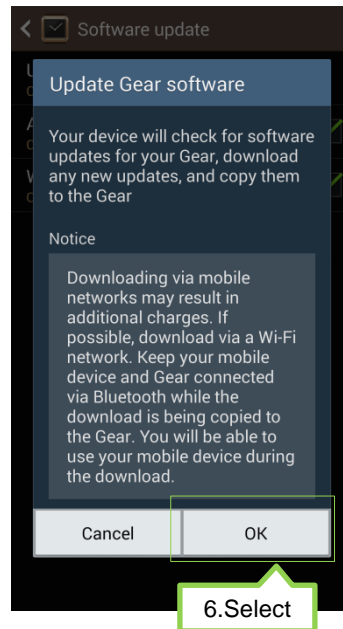


# How to upgrade S/W via FOTA (2/2)



Q : How can I upgrade my Samsung Galaxy Gear to the latest Software version? **Continued**

5. Mobile device will to the Gear.
6. The agreement popup for software updates is displayed – tap **OK**.
7. *Mobile device will connect to server and check for software updates of Gear, download any new updates, and copy them to the Gear. Downloading via mobile networks may result in additional charges.*
8. New software will be installed to the Gear - if the Gear is already at the latest available version a pop up message will inform you that it is already installed





# In Call Settings

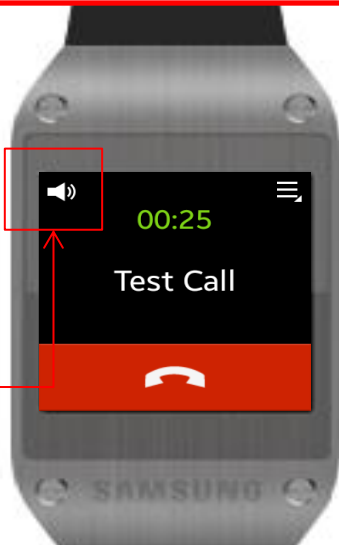
# In Call Settings – How do I mute the speaker?



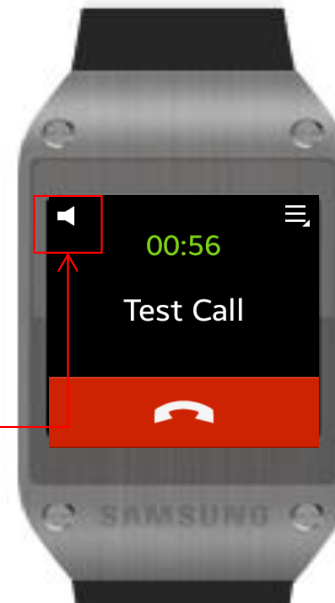
**Q: How do I mute the speaker on my Galaxy Gear when in a call?**

**A:** Please see the steps below

Speaker mute control



**1. To Mute the speaker sound tap on the Loudspeaker icon on the display when in a call**



**2. To reactivate tap the loudspeaker icon again.**

# In Call Settings – How do I access other in call options? (1/3)



**Q:** How do I access the In call options to **mute the microphone**, **switch the call to my connected Mobile device**, **access the dialer keypad** and **switch the call to my connected Blue tooth device**?

**A:** Please see the steps below  
C



1. To access further “in Call Settings” tap on the Menu icon



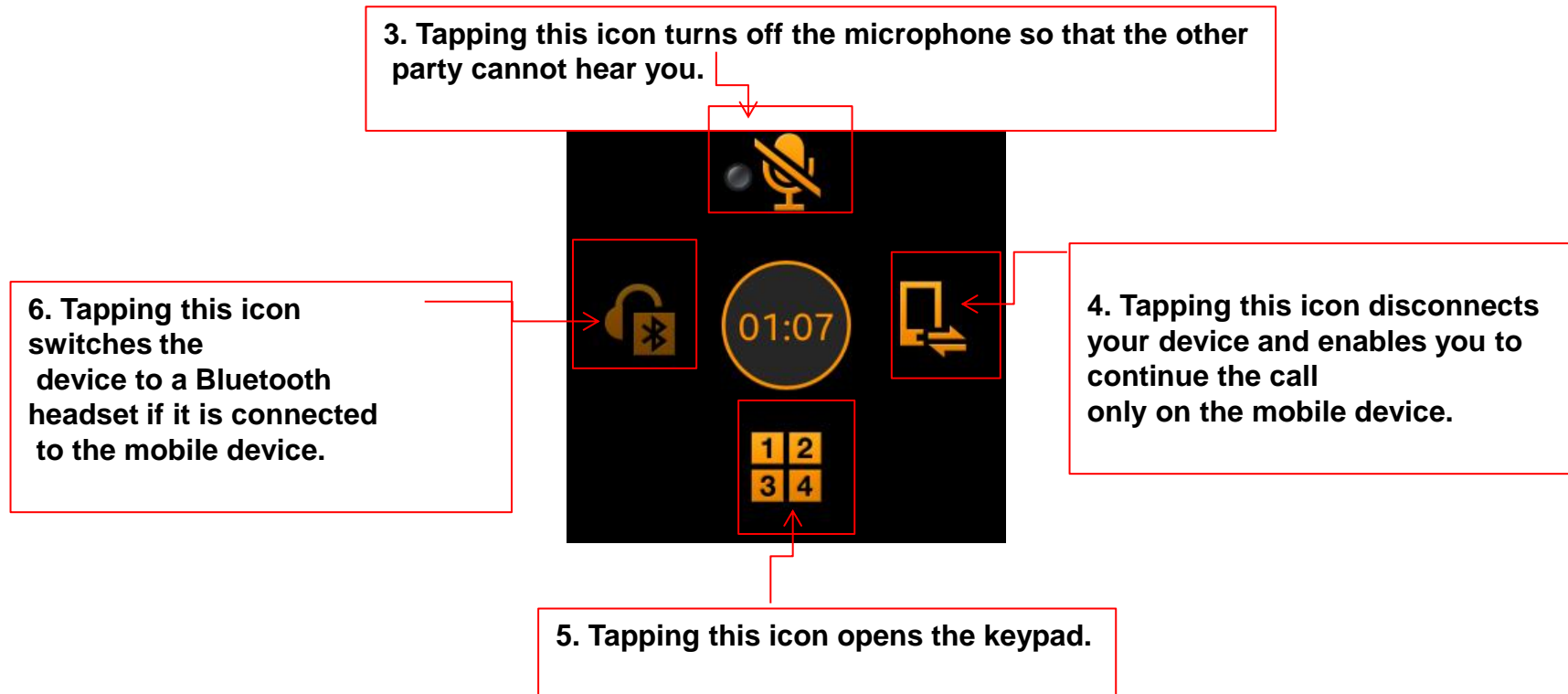
2. The In Call menu screen will be displayed.

# In Call Settings – How do I access other in call options? (2/3)



**Q:** How do I access the In call options to **mute the microphone**, **switch the call to my connected Mobile device**, **access the dialer keypad** and **switch the call to my connected Blue tooth device**?

**Continued**



# In Call Settings – How do I access other in call options? (3/3)

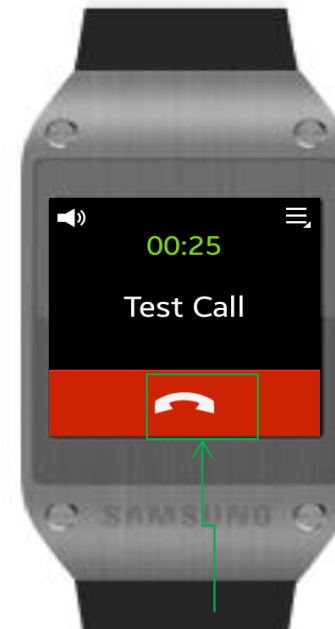


Q: How do I access the In call options to **mute the microphone**, **switch the call to my connected Mobile device**, **access the dialer keypad** and **switch the call to my connected Blue tooth device**?

**Continued**



7. To return to the previous screen Sweep down from the top of the screen



8. To end the call tap the Red End call icon

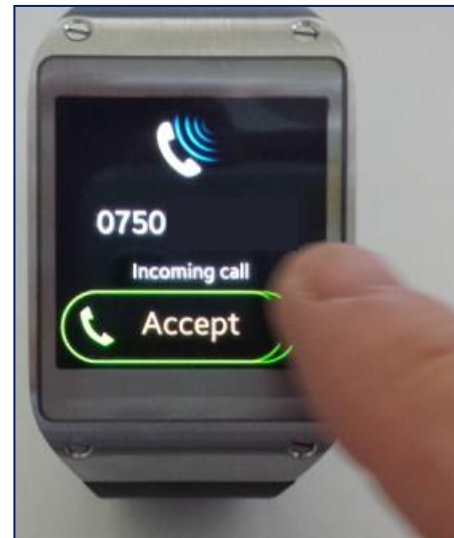
# How do I accept a call on my Galaxy Gear?



**Q: How do I accept a call on my Galaxy Gear?**

**A:** Please see the steps below

Answer a call



**1. You can also receive calls on your Galaxy Gear device. Touch and hold on the Green Phone icon and drag to the right to answer**

## Revision History : This version replaces all previous versions 1/3



| Date       | Version | Comments   |
|------------|---------|--|
| 2013.09.23 | V1.0    | <b>Initial version</b>   |
| 2013.09.26 | V2.0    | <b>HQ CS team addition :</b><br>Fixed page 47~48 : pictures synchronization<br>Added : <ul style="list-style-type: none"><li>- page 66 : Simultaneous connection to BT headset and Smart Gear</li><li>- page 71~73 : How to upgrade S/W via FOTA</li></ul> |
| 2013.10.03 | V3.0    | EHQ CS team review of Version 2.0 from CS team HQ<br><br>For details of the review please see following two slides   |

# Revision History : This version replaces all previous versions 2/3



| Slide Number | Title / Question  | Update  |
|--------------|---|---|
| 5            | Device layout: Front 1/2                                  | Note added regarding the function of the Power button   |
| 7            | Specification 1/3   | Slide added with information from " <a href="http://www.samsung.com/uk/consumer/mobile-devices/galaxy-note/smartphones/SM-V7000ZKABT">http://www.samsung.com/uk/consumer/mobile-devices/galaxy-note/smartphones/SM-V7000ZKABT</a> U-spec"                                       |
| 8            | Specification 2/3   | Added slide   |
| 11           | Charging with the charging cradle 2/2                     | Added slide (material split over 2 slides for clarity)  |
| 13           | Wearing the device 2/2                                    | Added slide (material split over 2 slides for clarity)  |
| 16           | How do I turn on and off my Galaxy Gear?                  | How to use Galaxy Gear slide in V2.0 restructured for individual FAQ  |
| 17           | How do I use touch screen to control my device? 1/3       | How to use Galaxy Gear slide in V2.0 restructured for individual FAQ  |
| 19           | How do I use touch screen to control my device? 3/3       | Advice on using double press to activate S voice removed as FAQ on setting up this feature to be added - SEE FAQ "How do I set the "double pressing Power key feature"?"  |
| 20           | What is Smart relay?                                      | Added note - Note 2: Before using this feature, make sure the motion feature of the mobile device is activated.<br>On your Note 3 device via the home screen tap "Apps", then "Settings", then "Controls". Scroll down to "Motions" and drag the bar to the right this setting. |
| 22           | How do I set the "double pressing Power key feature"? 1/2 | Added slide   |
| 23           | How do I set the "double pressing Power key feature"? 2/2 | Added slide   |
| 30           | How to connect the mobile and Galaxy Gear manually (2/2)  | Picture added showing connection step (7.2) for Gear device   |
| 32           | What are the Main Major functions and features (1/3)      | Note added "Note all of these features can be accessed through tapping "Apps" on the Gear device"   |
| 38           | FAQ Area 5 / Device Features                              | Title "Phone features" changed to "Device features"   |
| 45           | Multimedia – Camera (Video recording)                     | added note - "Note: The maximum recording time for videos is 10 seconds"  |
| 46           | Multimedia – Camera Setting                               | Step 3 added = 3) The available camera settings (subject to the current mode used, "Camera" or "Video"), will be displayed  |

# Revision History : This version replaces all previous versions 3/3



| Slide Number | Title / Question  | Update  |
|--------------|---|---|
| 49           | Saved pictures in Gallery                                       | Note added "Please see the FAQ: "How do I transfer the pictures from Galaxy Gear to my smart phone?" to ensure you connected Smart phone device is set up correctly in the Gear manager app to allow automatic transfer of pictures from the Galaxy gear to your connected Smartphone." + <b>summary how to transfer pictures added</b> |
| 60           | Sync – Schedule 2/2 – setting up the Event clock screen         | Added slide showing how to set up the Event clock mode  |
| 62           | Sync – Weather 2/2  | Added slide showing process to add Weather on galaxy Note 3   |
| 67           | Clock – Date and time   | Step 5 updated with additional pictures showing Time and date setting screens   |
| 72           | Display – setting the outdoor mode (2/2)                        | Note - slide regarding "Battery consumption when in "outdoor" mode" removed as battery consumption can vary by many factors in addition to Brightness setting   |
| 83           | FAQ Area 9  | Added slide   |
| 84           | In Call Settings – How do I mute the speaker?                   | Added slide - advice added on how to "access the In call options to mute the microphone, switch the call to my connected Mobile device, access the dialler keypad and switch the call to my connected Bluetooth device?"  |
| 85           | In Call Settings – How do I access other in call options? (1/3) | Added slide   |
| 86           | In Call Settings – How do I access other in call options? (2/3) | Added slide   |
| 87           | In Call Settings – How do I access other in call options? (3/3) | Added slide   |
| 88           | How do I accept a call on my Galaxy Gear?                       | Added slide   |



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# END

## Customer Consultant Guide Android mobile technology platform

Version 3.0

Language : English

