Support — LP

Contact Us — CU
- Service Tracking /support/service/tracking
- Service Request /support/service/request
- Track Your Order shop.us.samsung.com
- Help With My Order /contact-customer-services
- Shopping FAQs /customer-shopping-faqs/
- Customer Service /support/customerservice/
- Remote Support /remotesupport/
- Skills Workshop /experience/skills-workshop/
- Contact CS /contact-customer-services
- Service Locator
- Email The CEO ˣ

Category — CP
Sub-Category — CP
GOPIP — OP
OPIP — OP
Warranty ˣ

APP OPIP — OP
- Terms Of Service URL Ref
- Privacy Notice — GA

Search
Support Search Results Page — SR
Solution — SA GA

*External Links
- Community us.community.samsung.com
- Skills Workshop /experience/skills-workshop
- Protection Plus /owners/protection-plus
- Elite Services /inhomedemo/index.html
- Remote Support /remotesupport

Account

Log In / Sign Up

Account

My Account
- My Orders
- Find IMEI Number ˣ
- Register Your Product
- Model Finder ˣ

*Support related pages that are also a part of My Account

Legend

- Internal Page
- Global Sitemap
- Outbound Page
- Multiple Pages
- Overlay ˣ

- LP Landing Page
- CU Contact Us Page
- OP OPIP
- SA Solution Article Page
- GA Generic Article Page
- CP Category/Sub-Category Page
- SR Search Results Page

MOBILE   TV & AUDIO   COMPUTING   HOME APPLIANCES   **SAMSUNG**   Log In / Sign Up   Support   Business

Home / Support

How can we help you?

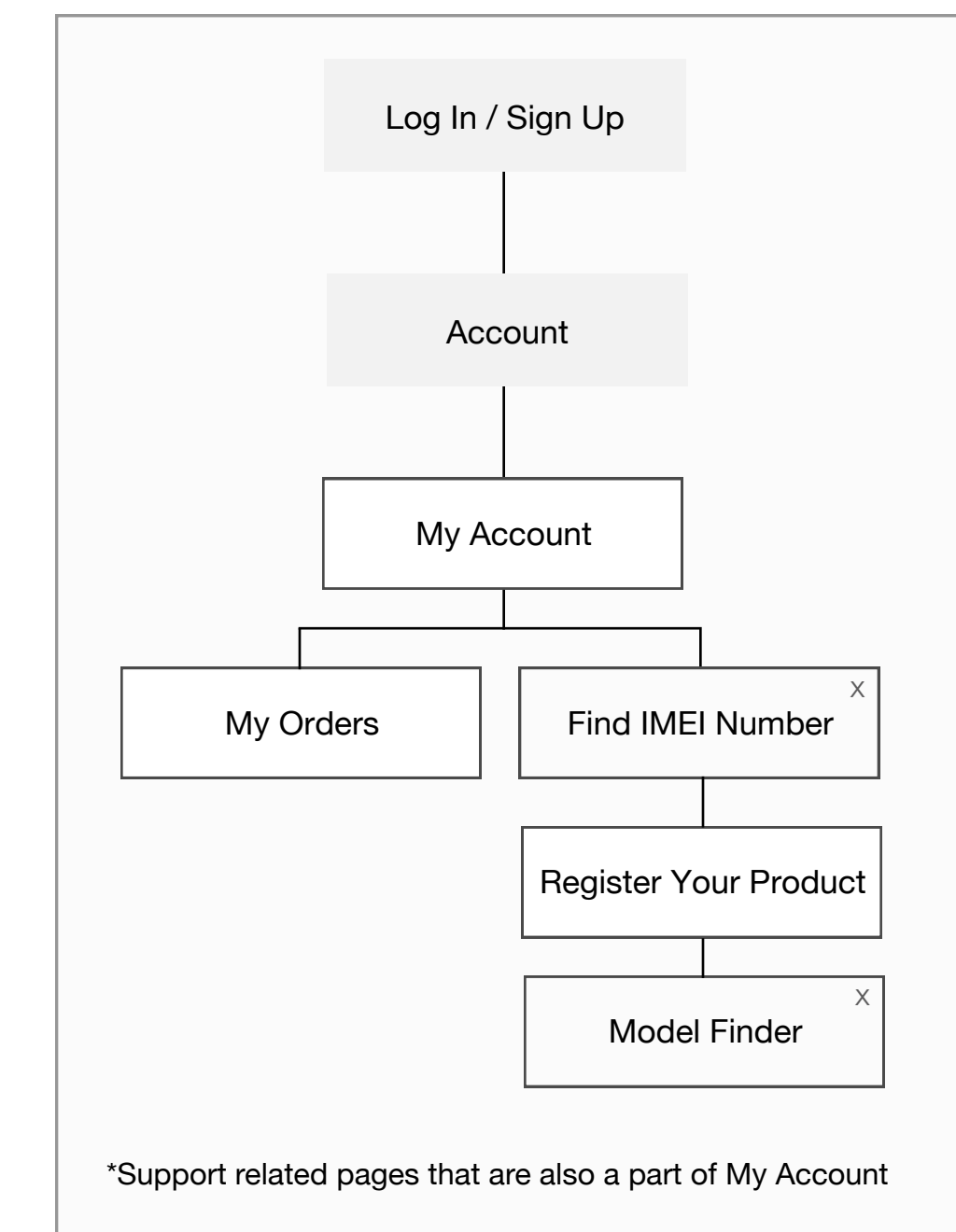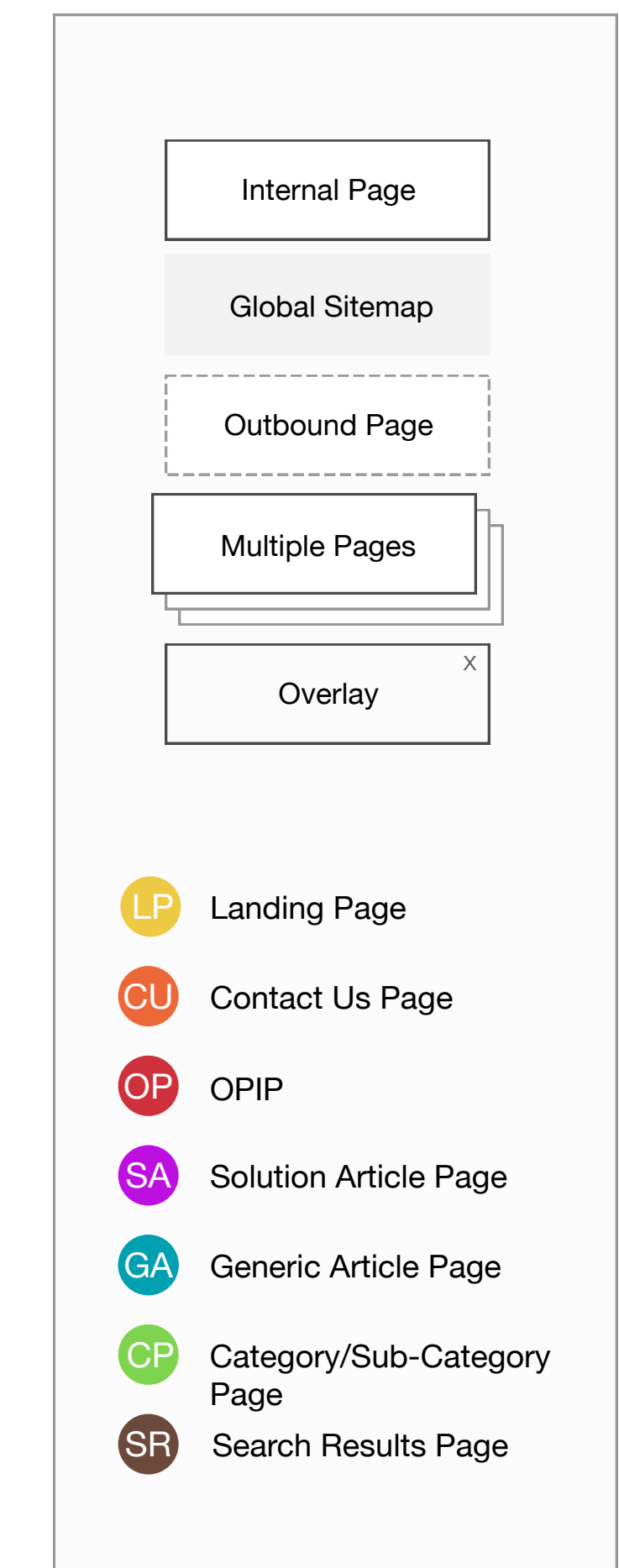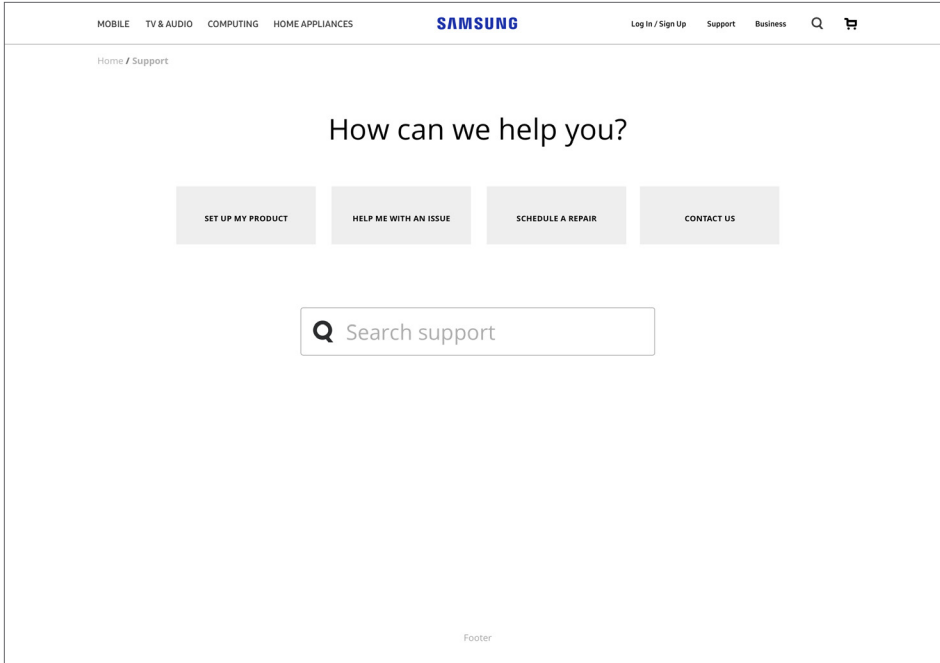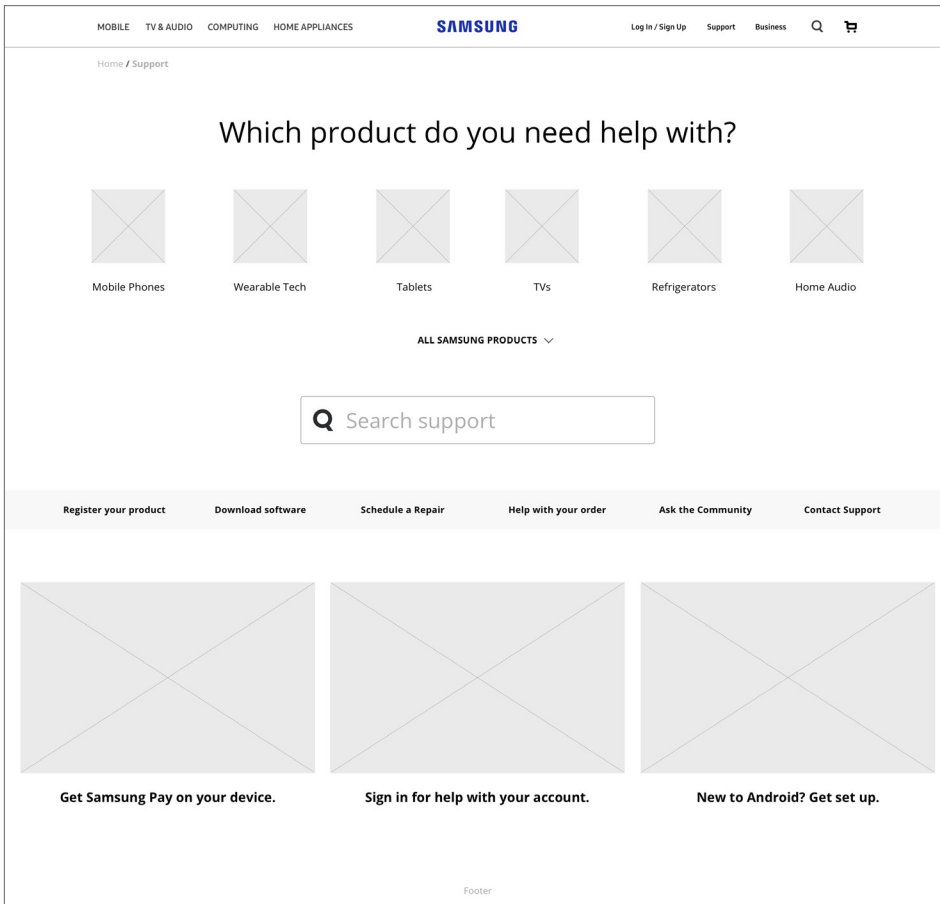| SET UP MY PRODUCT	HELP ME WITH AN ISSUE	SCHEDULE A REPAIR	CONTACT US

🔍 Search support

Footer

NOTES

These wireframes do not represent final copy, visual design, or layout.

For both of the Support landing page options presented at left, we want to provide quick access to the most common needs, avoiding information that is too specific.

Needs-based option

Four key support needs serve as "tabs" that guide users to resources. For more details, see https://invis.io/WX7ZNYQG8

A search area is present for users who have a specific question, or feel more comfortable using search to find resources.

MOBILE   TV & AUDIO   COMPUTING   HOME APPLIANCES   **SAMSUNG**   Log In / Sign Up   Support   Business

Home / Support

Which product do you need help with?

Mobile Phones	Wearable Tech	Tablets	TVs	Refrigerators	Home Audio

ALL SAMSUNG PRODUCTS ⌄

🔍 Search support

Register your product	Download software	Schedule a Repair	Help with your order	Ask the Community	Contact Support

Get Samsung Pay on your device.   **Sign in for help with your account.**   **New to Android? Get set up.**

Footer

Product-based option

In order to best serve users, we must know what their product is. With this information we can best guide users to the relevant resources. For more details, see https://invis.io/VT7YP5CEP

At the top is a product selector, with the six product categories most accessed within a support context. A link to All Samsung Products will open a "drawer" with all product categories.

A search area is present for users who have a specific question, or feel more comfortable using search to find resources.

A row of links to key user tasks are presented for quick access to various support site areas.

Finally, three content touts are presented. These may change based on hot support issues or call center data.

PRODUCTS APPS SUPPORT

SAMSUNG

Galaxy S7 32GB
SM-G930AZKYAIO

Latest Manual
Marshmallow 6.0 (ENGLISH(North America),0.4 MB)

Latest Driver
USB (Driver) ver. 1.5.45.00 (ENGLISH,15.27 MB) ...

REGISTER   SHOP

1 ⚠ ALERT: Device-specific alert goes here. Lorem ipsum LEARN MORE ✕

2 GALAXY S7   SET UP & USE   RELATED PRODUCTS   TROUBLESHOOTING   COMMUNITY   REPAIR   CONTACT US

Set Up & Use

Manuals & Downloads

Latest Manual
Marshmallow 6.0 (ENGLISH(North America),0.4 MB) PDF

Latest Driver update
USB (Driver) ver. 1.5.45.00...(ENGLISH,15.27 MB)

Spec Sheet
ver. 1.0.1 (1MB) PDF

SEE ALL

Register Your Product

Register your product in three easy steps to access premium service and benefits.

REGISTER

Warranty

1 year for device, battery, and any accessories that came in the box. Warranty starts from the date you buy the device, and doesn't cover damage from accident or misuse. **READ MORE ›**

EXTENDED COVERAGE OPTIONS

3 ## Get the Most Out of Your Phone

THE ESSENTIALS   MORE   ADVANCED

Skills Workshop
Sync your Galaxy S7 to display messages on a bigger screen. Or share files from your phone to your PC or tablet.
SHOW ME

Shoot like a pro in any light.
Say goodbye to blurry photos with the ultra-fast autofocus and new low-light sensor.
SHOW ME

Use functions that mimic DSLR
Use Pro Mode in your camera settings to adjust advanced functions like ISO, white balance and focal length.
[Smart Simulator]
LEARN HOW

Troubleshooting

Search Galaxy S7 Topics... 🔍

4

Audio / Sounds / Vibrations	Ports / Connections	Display / Screen
Features / Specs / Compatibility	How To / Usage	Syncing / Transferring

SHOW MORE
⌄

Page continues below

NOTES

This Owner's Product Information Page (OPIP) is designed for a mobile product. It can be scaled back for products with fewer support resources.

1 Device specific notifications. Product news, safety, urgent information.

2 "Sticky" persistant in-page navigation. Clicking links will smooth-scroll the user to the relevant section of the page.

3 Product education section. Optional section. May not be required for all products. Content would be similar on-boarding content s is found on "Set Up Your New Device" micro-sites. Each "card" links to relevant resources such as a Simulator, a video, an Answer, etc.

4 Topics displayed are pulled from the most popular/helpful 'answers' symptom categories - specific to the current device, or, at least, the device's parent product category. Final "symptom" nomenclature and grouping to be determined.

Page continues above

NOTES

5 Promotion of related support services and apps. May also include a link to see related parts and accessories to purchase.
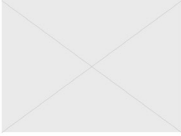
Syncing / Transferring

SHOW MORE
⌄

Ask the Community

Connect with people who have the answers. Mauris accumsan eros eget libero posuere vulputate. Etiam elit elit, elementum sed varius at, adipiscing vitae est.
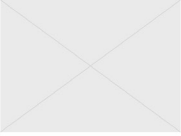
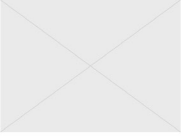VISIT GALAXY S7 COMMUNITY >

5 ## Helpful Additions

Samsung Pay	Smart Switch	Accessories
No cash, no card, no problem.	Transfer data in a snap.	Parts and accessories
LEARN MORE	LEARN MORE	SHOP

Contact Us

Contact

LIVE CHAT

EMAIL US

CALL US
1-800-SAMSUNG

Remote Support

Download the Smart Tutor App

Support Channels

TWITTER
@SamsungSupport

FACEBOOK

YOUTUBE

Repairs & Service

Send your device in for repairs or visit a Customer Service Location.

REQUEST SERVICE   TRACK SERVICE

Come See Us

Stop by for professional troubleshooting or repair services. Find a Location

Footer