

Remote Service

What is Remote Service? Samsung Remote Service enables one of our specially trained technicians to remotely view and control your Samsung Smartphone and Samsung Tablets to directly help you with your product.

Remote Service can provide

- Resolving issues
- Software and app updates
- Backups & factory resets
- Help setting up a Google/ Samsung / Email accounts

Remote Service advantages

- Bespoke and direct assistance as if you were with a technician
- Optimized device settings and advice on how to use features
- All steps are shown live on-screen

Remote Service requirements

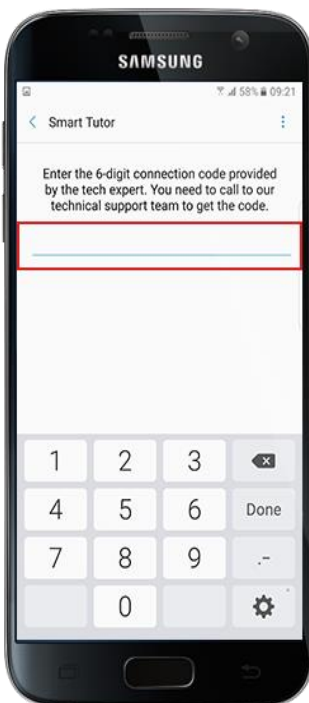
- Your device is running a minimum of Android 2.4 (ICS)
- Your device has a stable internet connection
- Your device has the Smart Tutor app installed from the Google Play Store

How do I use Remote Service?



Install Smart Tutor

- 1) Download and install the Smart Tutor app which is free from the Google Play store or Samsung Galaxy Apps.
- 2) Open the app by tapping the Smart Tutor icon.
- 3) Tap OK after checking app information Accept Term & Condition
- 4) Read and accept the Terms and Conditions if you agree with them.
- 5) If you are prompted to install an update then please do so by following the on-screen instructions.
- 6) Call a Samsung technician



Call Samsung customer service on:

India (24hrs): 1800 40 7267864 (Or) SMS CARE to 54242

Bangladesh (8am-10pm): +88 09612 300 300

Sri Lanka (8am-8pm): +94 117 540 540 ; +94 115 900 000

Nepal (8am-8pm): 1800 0910 113

(Please advise customer service that you wish to use Remote Service then 6 digit PIN code will be provided by tech. expert)

- 7) Input PIN code
- 8) Connected to Remote service