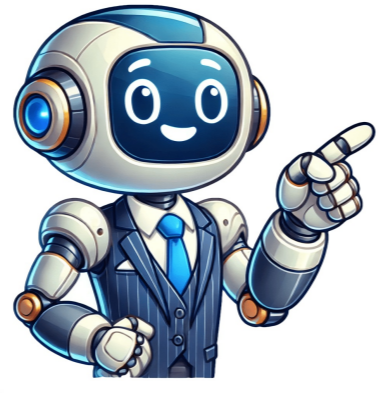


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Hey Community Members! Got a question about one of your Samsung products? Get support when you want, where you want and how you want with SMS Support from Samsung! Just text 1-800-SAMSUNG to reach an agent, 24/7, 365. Just send an SMS Message to 1800SAMSUNG, and an agent will pick up your conversation and respond. For more information on Samsung Support, head to: [◆ Hello all, thank you for reaching out, and I am sorry to hear your touch screen is not responding. Your Galaxy phone's or tablet's touchscreen is the main way of navigating your device, so we understand how worrisome it can be when the touch function isn't working properly. However, there are some simple ways to get the touchscreen working again when it's frozen, unresponsive, or acting funny: is also possible a third-party application is causing this behavior. You can check with Safe Mode: resort is to try a factory reset, giving your device a fresh start. Follow this guide carefully, and back up everything you can beforehand: If the troubleshooting is not helpful, the phone will need to be evaluated by a certified technician. You can use the following link to find a list of service centers in the U.S. that can do the repair: ◆or by contacting customer support at 1-800-726-7864. For international customers, please use this link: ◆ Hi Samsung Team and Community,I recently read that Galaxy AI features will be provided for free on supported devices until the end of 2025, but some functionalities may require payment afterward. I have some concerns and questions about how this policy might impact users of the Galaxy S25 series.The primary reason I upgraded to the S25 Ultra from my Note 20 Ultra 5G was the introduction of AI as a core feature, especially since updates for the Note 20 series had ceased. However, I'm concerned about whether these AI features, which were a key selling point of the S25 series, will remain free after 2025 or if additional charges will apply.Additionally, I've noticed the removal of the S Pen functionality in the S25 series, which was already a significant shift for me as a Note user. If AI was marketed as the flagship feature of the S25 Ultra and is later placed behind a paywall, what does that mean for the overall value of the device? Would such a move raise concerns of potential false advertising?I'd appreciate any clarification on whether AI features will remain free for S25 users after 2025 or if this policy applies universally across all Galaxy devices. Thank you in advance for addressing these concerns. « Previous Next » « Previous Next » « Previous Next » « Previous Next » « Previous Next » « Previous Next » It's not obvious. It's the almost circle with the vertical line at the top keeping the circle from becoming a complete circle \(not sure how else to describe it\) it's between the pencil and settings icon. upper right hand corner under the % power icon. You can also Google what a power icon looks like and I'm sure that will show you a picture. a power icon isn't something that's talked about a lot so not uncommon to not know what it is. Hello everyone and welcome to the Community! We are so happy to have you here. As you may or may not be aware, our community is a peer-to-peer support channel, while you will find great information and education on product inquiries there are some things that will need this direct support from Samsung. Our main customer care phone number is, 1-800-SAMSUNG \(726-7864\). We do have specialized teams that handle specific inquiries. The following scenarios can be found below: Sales/Orders/Finance/Trade-In Concerns or Inquires: We understand the excitement and anticipation when purchasing your new Samsung products. There may be many questions regarding financing, pre-orders, order processing, shipping, delivery, trade-ins, order refunds, and returns. For these types of questions and concerns, you will need to reach out to the E-Commerce team directly by visiting: ◆ Information for trade-in's can be found here: ◆ You can also check out this link that may answer some questions regarding financing, Samsung Wallet / Samsung Pay / Samsung Pass Samsung Pay is now part of Samsung Wallet. Upgrade to Samsung Wallet now to get all the new features and the simplified app experience. For questions or concerns with using the Samsung Pay/Wallet app, please reach out to Samsung Pay using the contact information here: ◆ For additional information, check out the FAQ's here: ◆ Samsung Health or Samsung Account-Related concerns or inquiries: We certainly understand the importance of both of these unique Samsung features. We have a specialized team on standby that will guide you through the best resolution for any concerns regarding these matters. Please use the contact information found here: ◆ For ECG help please use the number listed above and press option 6 Monday through Friday 9am-6pm EST, or email \[support@samsungecg.zendesk.com\]\(mailto:support@samsungecg.zendesk.com\), Samsung Care + \(FKA Premium Care\) concerns/inquiries: We understand that life happens sometimes. Insurance is a great thing to have with your carrier, but you may want to check out our exclusive option, Samsung Care +. Protect your device from life's mishaps plus get 24/7 Expert support to make your digital life easier. Click here for more details and contact information: ◆ For additional FAQs on Care+ visit: Service Repairs For service information or to set up repairs: ◆ Or reach out directly to Samsung Support at 1-800-726-7864. Exchange/Refund/Accommodations: Any questions regarding Exchanges, Refunds, or additional accommodations would need to reach out directly to Samsung Support at 1-800-726-7864 or one of the following digital methods: Facebook: Twitter: Live Chat: Or PM A moderator by clicking on a moderator's name and selecting the message option, please be prepared to provide contact information along with any ticket information including the model & the serial/IMEI number of your unit/device. For assistance for international devices, please use this link: ◆](#)

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