

Smart Touch Call



Get the answer you need, fast.

What is Smart Touch Call?

Smart Touch Call brings you the future of Samsung support, today. Launched in 2020, it is designed to deliver quick solutions and enhance your Samsung product experience. Best of all, this customer service innovation delivers the information you need, augmented by a user-friendly visual display. Plus, you can directly access a Samsung support agent or a case manager for all your specialised needs.

Quick with minimum hassle

We've made it easy. Getting the answer you need is as simple as making a call and interacting with the Smart Touch Call on your own device. You can locate a service centre near you, track your repairs, register your products, visit the online shop and more – in less time than ever before.

How to get started in 4 easy steps

The Smart Touch Call experience only works while you are connected to the call, so don't hang up until you have the solution to your problem.

1. Simply call us on 1300 362 603 from your mobile*.
2. Press 1 to opt into Smart Touch Call. You'll receive a link via SMS.
3. Swipe down from the top of your phone to click the blue link and open the interactive page on your phone.
4. Remember to stay on the call for the entire Smart Touch Call experience.

*Mobile data and additional charges may apply.

It's customer care, evolved.

