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SRP

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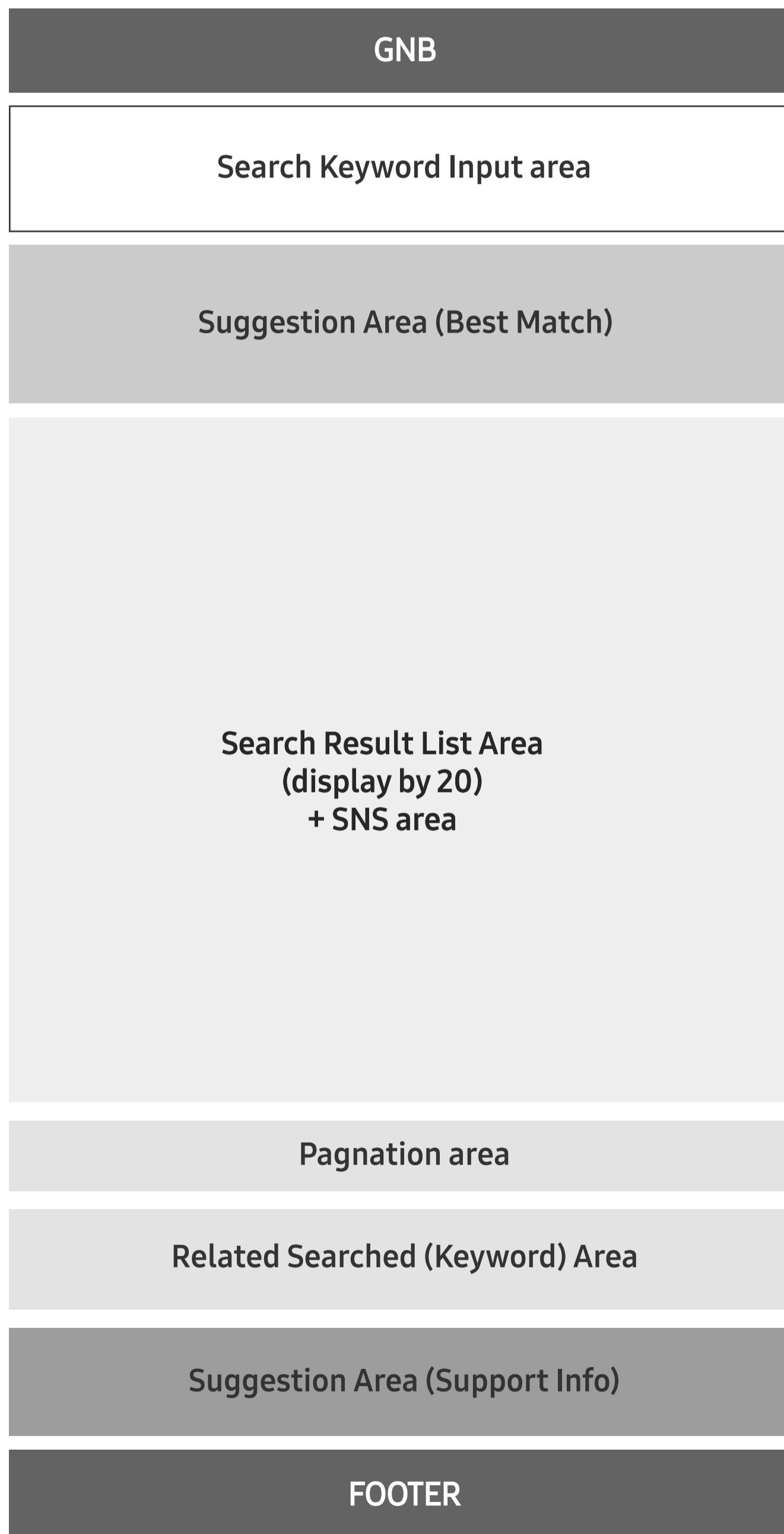
Document Revision History

Ver.	Revision date	Revision Details	Mark	Authors
v0.1.0	2019.04.24	Main page draft	-	이지영
v0.1.1	2019.05.16	Product page_ver1,2,3	-	이지영
v0.1.2	2019.05.29~	Whole page revision	-	강현민
v0.1.3	2019.05.29	Whole page revision	-	강현민
v0.1.4	2019.05.30	Whole page revision	-	강현민
v0.1.5	2019.05.31	Whole page revision	-	이지영
v0.1.6	2019.06.03	Define standard of alignment and base on SNS type add description	-	장정환
v0.1.7	2019.06.05	Description revision	-	장정환
v0.1.8	2019.06.07	Feedback applied and additional category revision	-	장정환
v0.1.9	2019.06.10	Add No Result page and feedback	-	장정환
v0.1.10	2019.06.11	SNS description revision	-	장정환
v0.1.11	2019.06.13	Whole page revision	-	장정환
v0.1.12	2019.06.17	Whole page revision (revised area marked in each page)	-	장정환
v0.1.13	2019.06.18	Layout : Anchor below filter deleted, search field Matched Contents[PRODUCT] text, Mobile Filter, Sort by displaying area wireframe get revised	-	강현민
v0.1.14	2019.06.19	Whole page revision (revised area marked in each page)	-	장정환
v0.1.15	2019.06.26	Whole page revision (revised area marked in each page)	-	장정환
v0.1.16	2019.06.26	PC filter area revised and support product cart definition added	-	장정환
v0.1.17	2019.06.27	Instagram deleted, filter depth a the other revised (revised area marked in each page)	-	장정환
v0.1.18	2019.07.02	Business tab and the other revised (revised area marked in each page)	-	장정환
v0.1.19	2019.07.03	Feedback applied and the other revised (revised area marked in each page)	-	장정환
v0.1.20	2019.07.04	Store card link revised	-	장정환
v0.1.21	2019.07.10	Whole page revision (revised area marked in each page)	-	장정환
v0.1.22	2019.07.18	New tab added and the other revised (revised area marked in each page)	-	장정환
v0.1.23	2019.07.18	all tab description and store tab alert popup revised (revised area marked in each page)	-	장정환
v0.1.24	2019.07.25	Review tab type added and all tab description revised (revised area marked in each page)	-	이지영
v0.1.25	2019.07.29	Call banner viewmore revised to authoring area and the other description revised (revised area marked in each page)	-	이지영
v0.1.26	2019.08.05	Support page best match banner, filter category definition, MOB store page anchor definition added(revised area marked in each page)	-	이지영
v0.1.27	2019.08.06	Support page best match banner, standard of aligment revised, store page definition added(revised area marked in each page)	-	이지영
v0.1.28	2019.08.07	Store page and no result page description added (revised area marked in each page)	-	이지영
v0.1.29	2019.08.08	Product, contents card thumbnail area route added (revised area marked in each page)	-	이지영
v0.1.30	2019.08.08	Whole page revision (revised area marked in each page)	-	이지영
v0.1.31	2019.08.09	Filter area revision (revised area marked in each page)	-	이지영
v0.1.32	2019.08.14	Filter area revision (revised area marked in each page)	-	이지영
v0.1.33	2019.08.20	Image revision	-	이지영
v0.1.34	2019.08.22	Description revision (revised area marked in each page)	-	이지영
v0.1.35	2019.08.23	Description revision (revised area marked in each page)	-	이지영
v0.1.36	2019.09.05	ADD LEARN MORE CTA(Mobile)	-	임경우

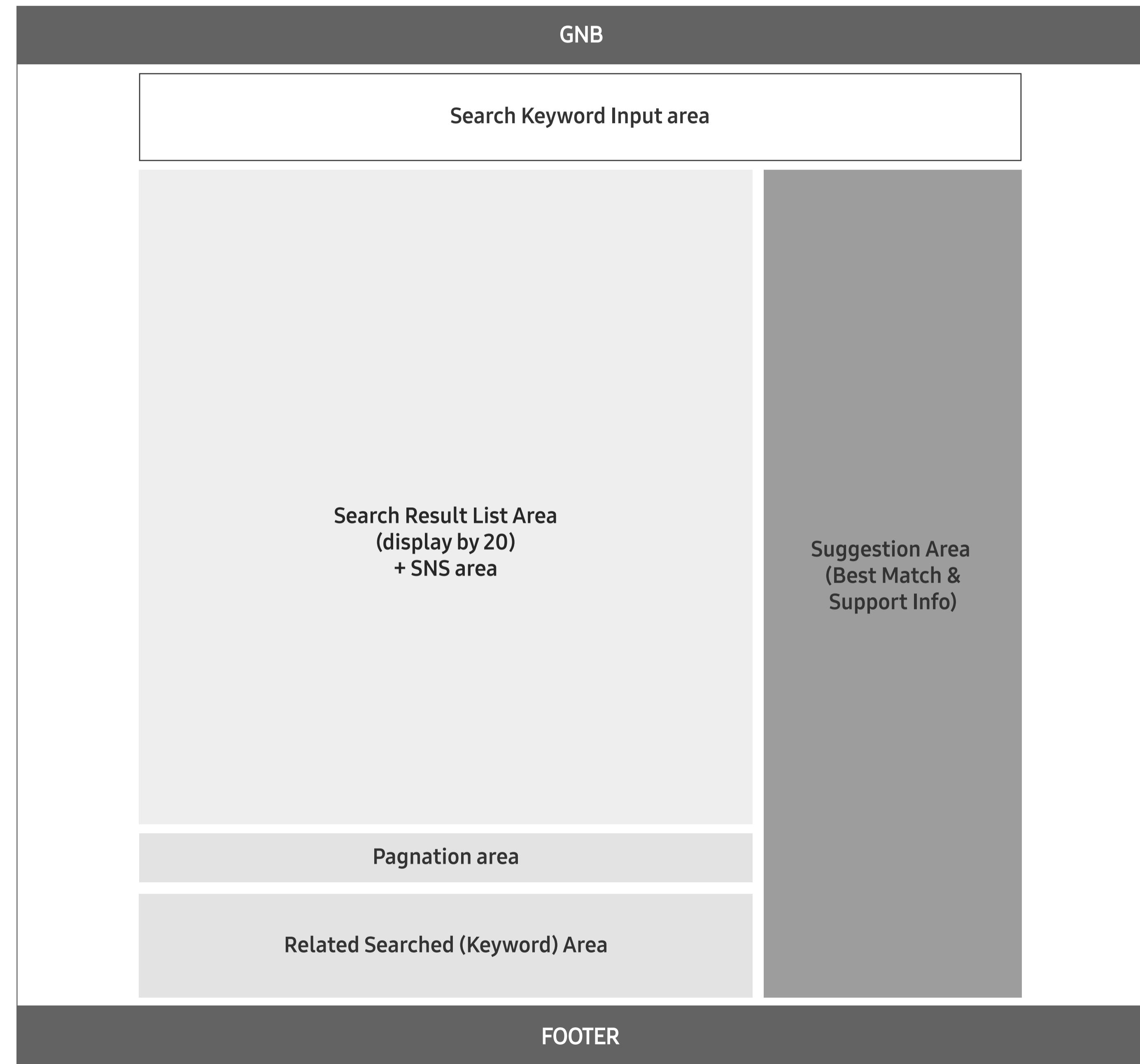
Structure

Layout (All Result Page)

Mobile (Best Match&supportinfo)

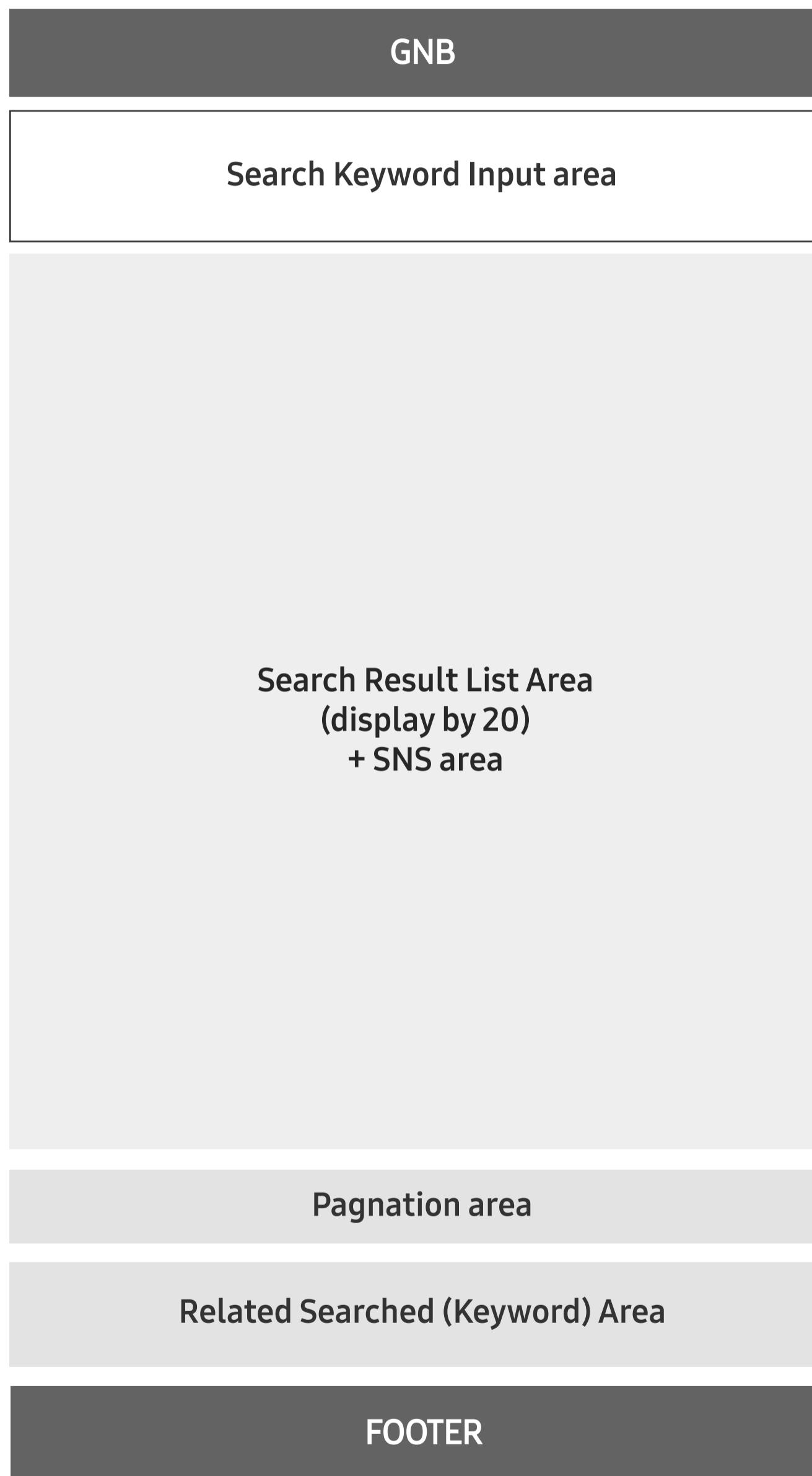


PC (Best Match&supportinfo)



Layout (All Result Page)

Mobile (None Best Match&supportinfo)

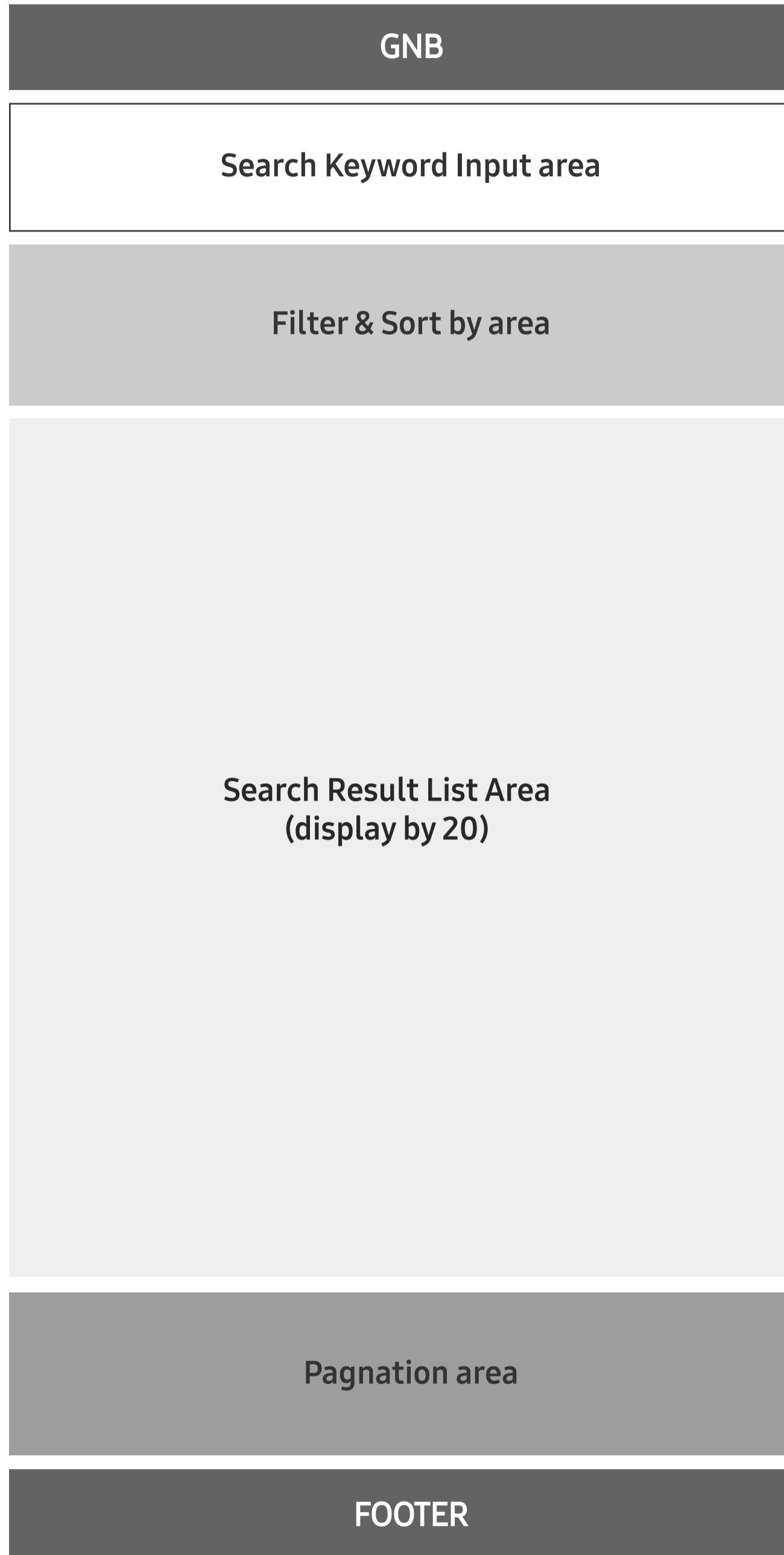


PC (None Best Match&supportinfo) When best match & support info unreveal in PC, the contents card area displays with 100%

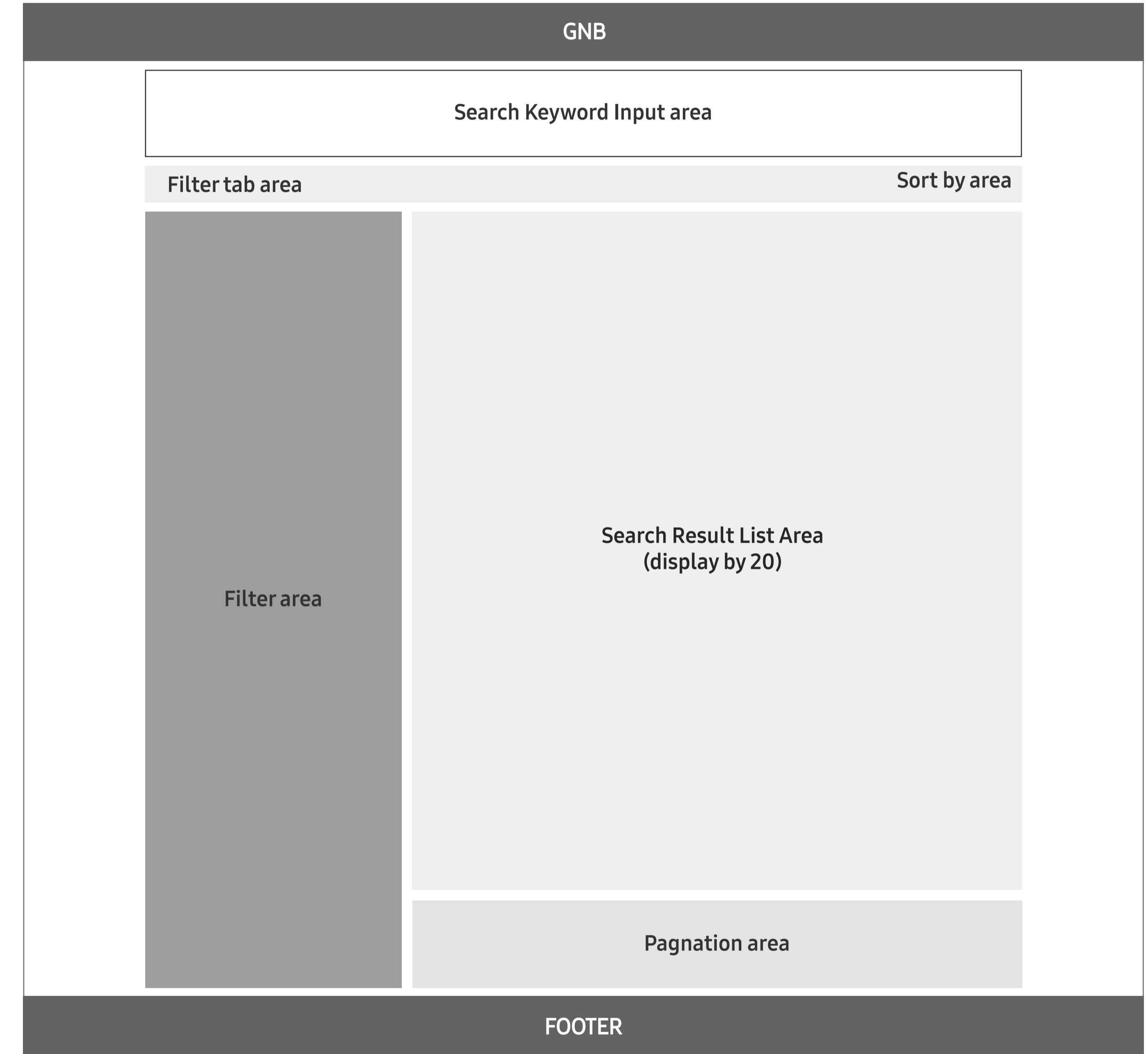


Layout (Result Page : product, review, support, explore, connected living, store, business, about us) : Filter

Mobile

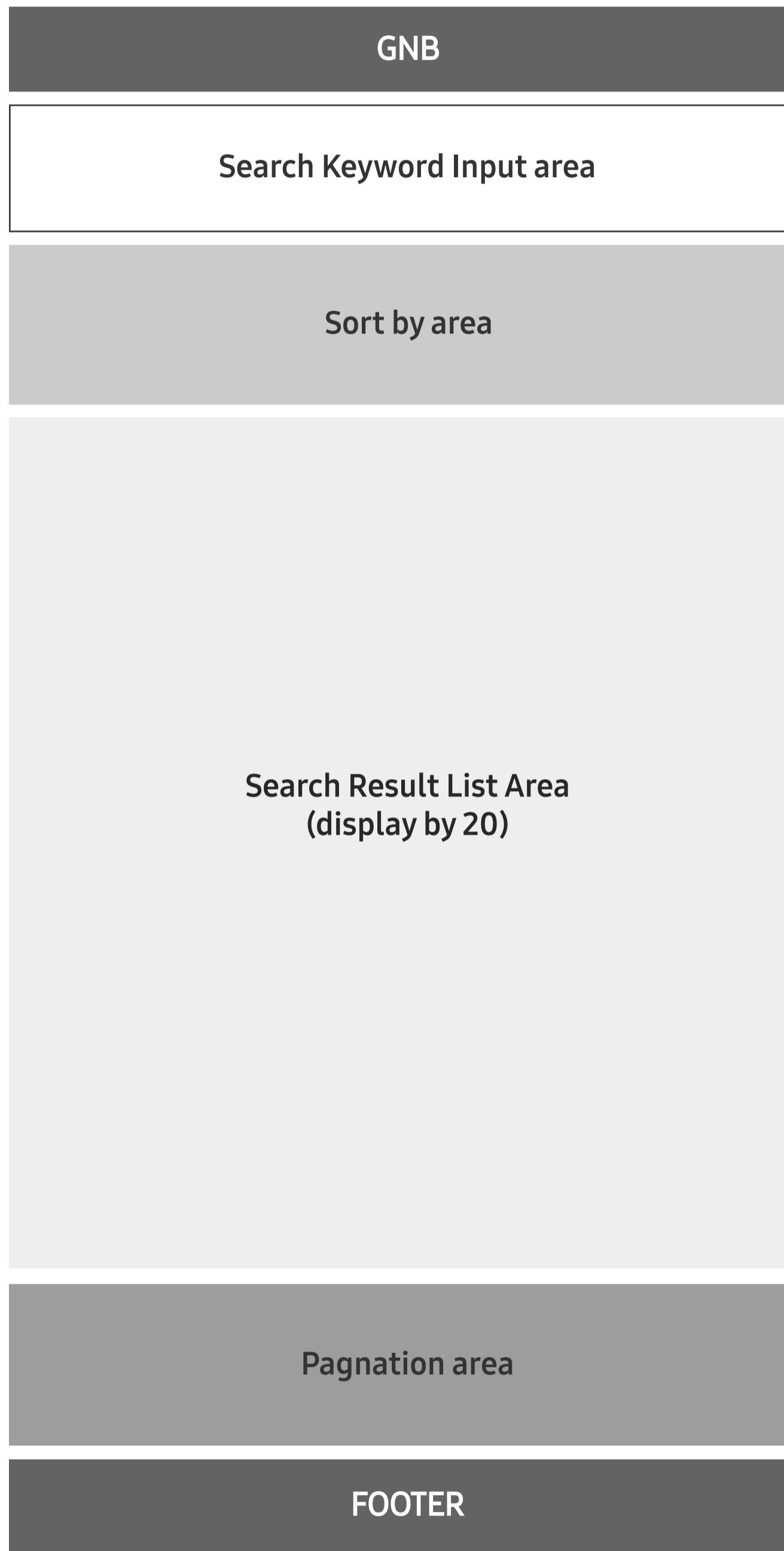


PC

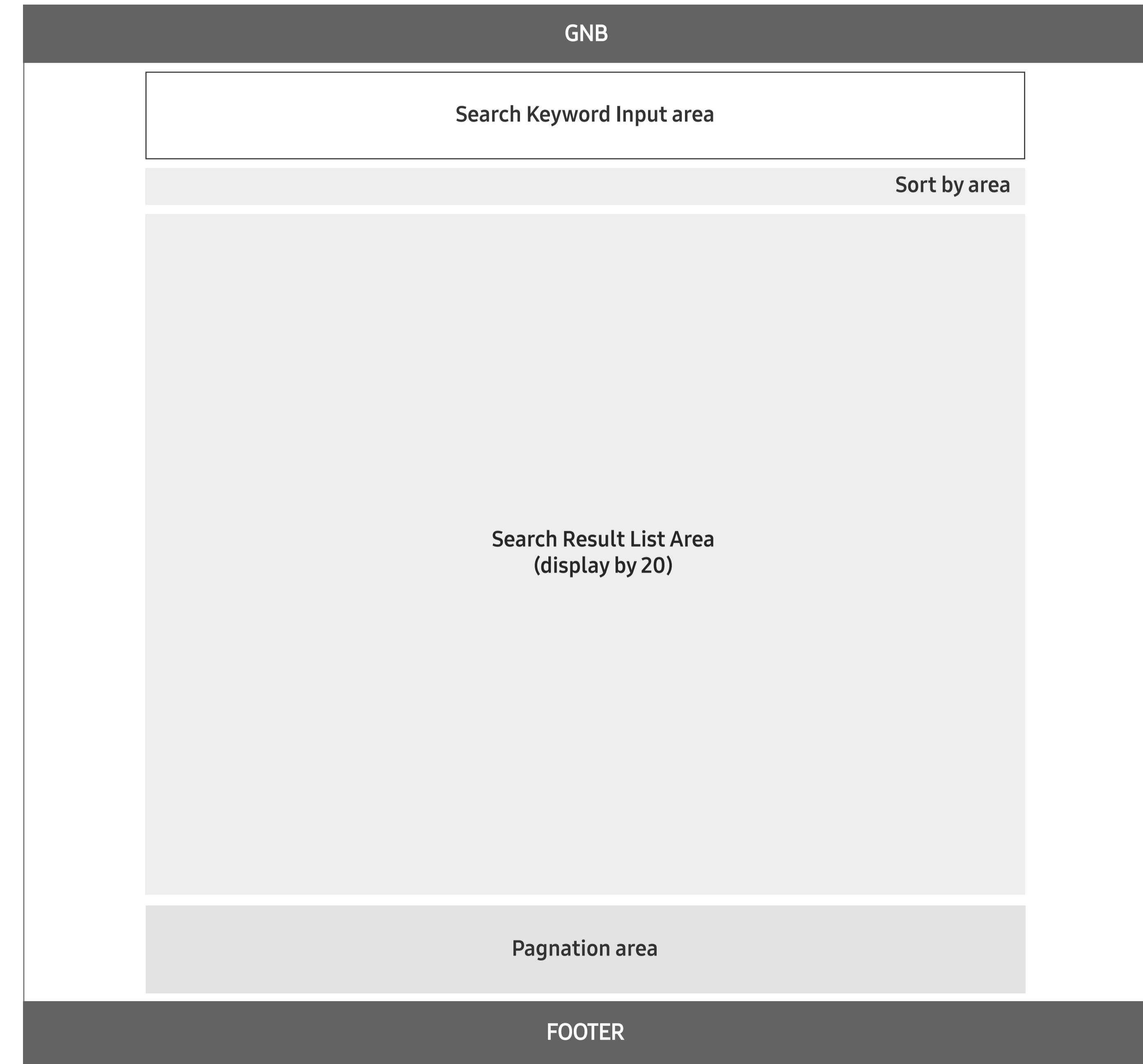


Layout (Result Page : promotion, app & services, others) : None filter

Mobile



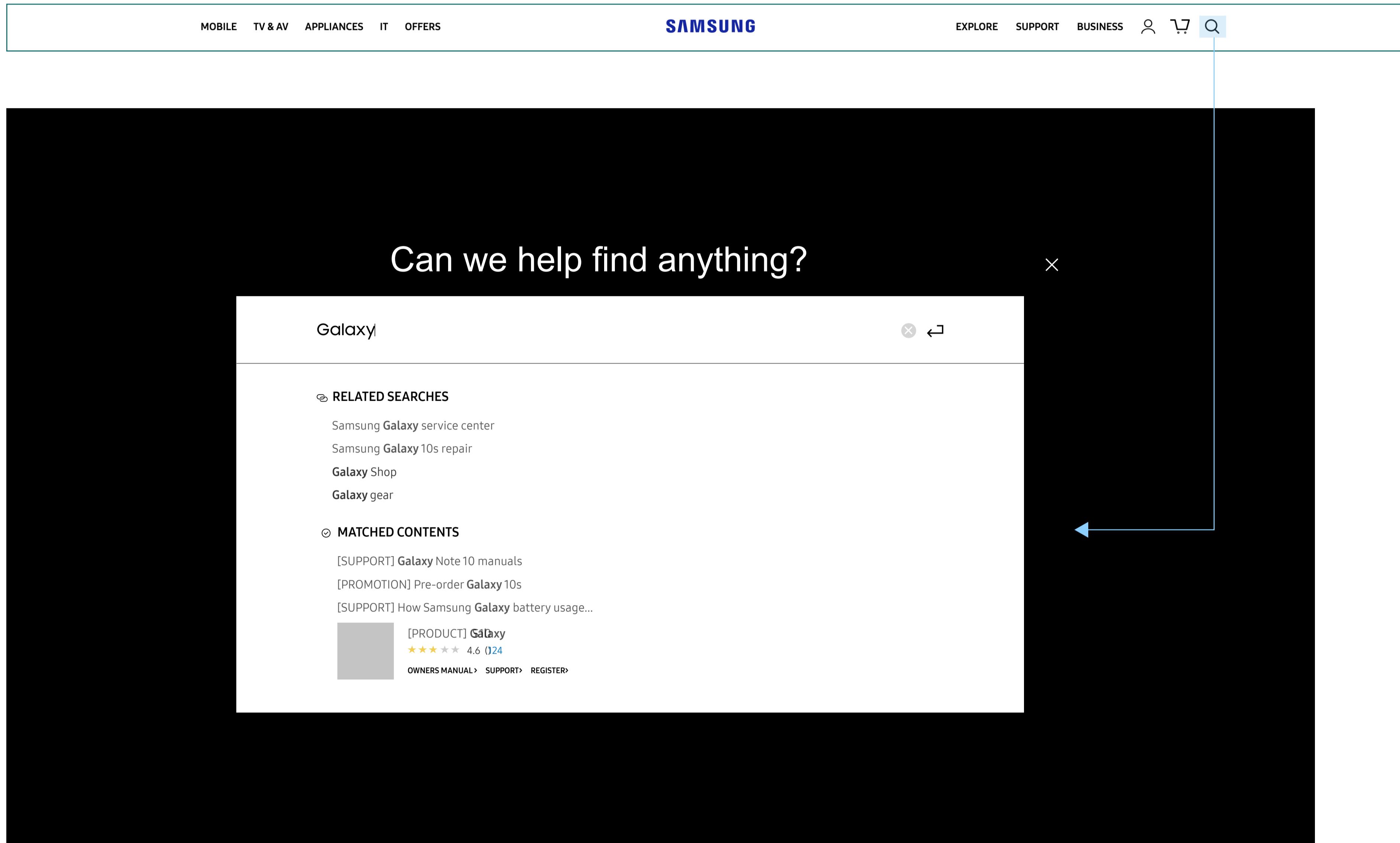
PC



Common

Main Search input Field

1. Search popup : Pop up shows when search icon clicked.



Search popup

PC search popup area
 1-1: Button to close search popup
 - When it clicked the popup disappears.

1-2 : search term input area
 - If nothing was typed on the search bar, suggestions will be placed as a placeholder.
 When it is empty, it jumps to suggestions page.
 - The suggestions will be displayed by search terms on the search bar.
 - Related contents will be exhibited by search terms on the search bar.
 - The words place on the search bar is limited up to 64 characters.
 - On the basis of space bar the search terms offer AND searching feature. Special characters can be used except '->'.
 (ex. Galaxy S8+)
 - When user presses enter key after typing words on the search bar, it moves to search results page with link.

1-3 : Button to delete search term area
 - When it clicked the whole words on the search bar will be deleted.

1-4 : Button to finish search
 - When it clicked, the page moves to search result page with link.

2-1 : Suggested search area
 - On the state of activation, when nothing typed and could not find any of user's last search terms, it exposes up to four suggested searches.
 - The exhibiting suggested searches are managed by PIM. On the basis of Search Keywords it presents Top four. (weekly update)

- If there are no suggested searches, this area is hidden.
 - When it clicked the page moves follow the search term.
 - Search words are exposed only one line, over that punctuate the text with an ellipsis (...).

3-1 : Search history area
 - On the state of activation, when nothing typed and found last search histories, it shows maximum of four search histories.
 - The search histories reveal on the basis of search terms that users typed and then moved to search result pages.
 - Search words are displayed only one line, over that punctuate the text with an ellipsis (...).
 - Display the results found in search window in search result page.

3-2 : Button to delete search history
 - When it clicked the whole histories will be deleted and then goes back to initialize.

4-1 : Search related contents area
 - Display the search terms on the search bar in real time, based on the related content (highly related contents, related search terms).
 - When users inquire related contents with search terms, it includes space bar and special characters except '->'.

- If there is not a related content, reveal "5-1".

4-1-1 : Related search term area
 - Reveal maximum of four highly related contents follow the typed search term.
 - Search words are displayed only one line, over that punctuate the text with an ellipsis (...).
 - If there is not a related content, this area won't be displayed.
 - When it clicked the page moves follow the search term.

4-1-2 : Highly related contents area
 - Reveal up to four highly related contents follow the typed search term. In case product category only one will show.
 - If there is not a related content, this area won't be displayed.
 - When it clicked, moves to the related content's landing page.
 - Up to the nation this area able to be usable / unusable.
 Only when user opts to use, it displays.

4-1-2-1 : Except product(Product, Accessory) and category type
 - This should be the form of "[category] {title}" type with one line, over that punctuate the text with an ellipsis (...).

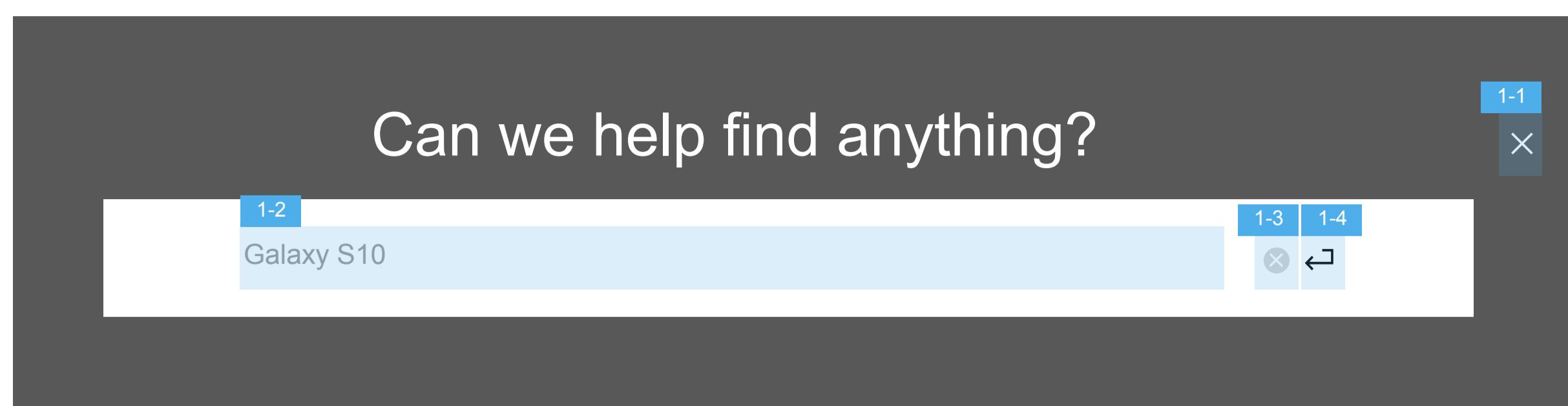
4-1-2-2 : Product(Product, Accessory) and category type

- Product thumbnail, model name, ratings, review number and CTA button will be shown.
 - CTA button : OWNERS MANUAL, SUPPORT, REGISTER
 (OWNERS MANUAL : When it clicked, moves to the model's manual page in support page link.
 SUPPORT : When it clicked, moves to the model's support page with link.
 REGISTER : When it clicked, moves to the model's support page in a new window.)
 - The model's title is one line, over that punctuate the text with an ellipsis (...).

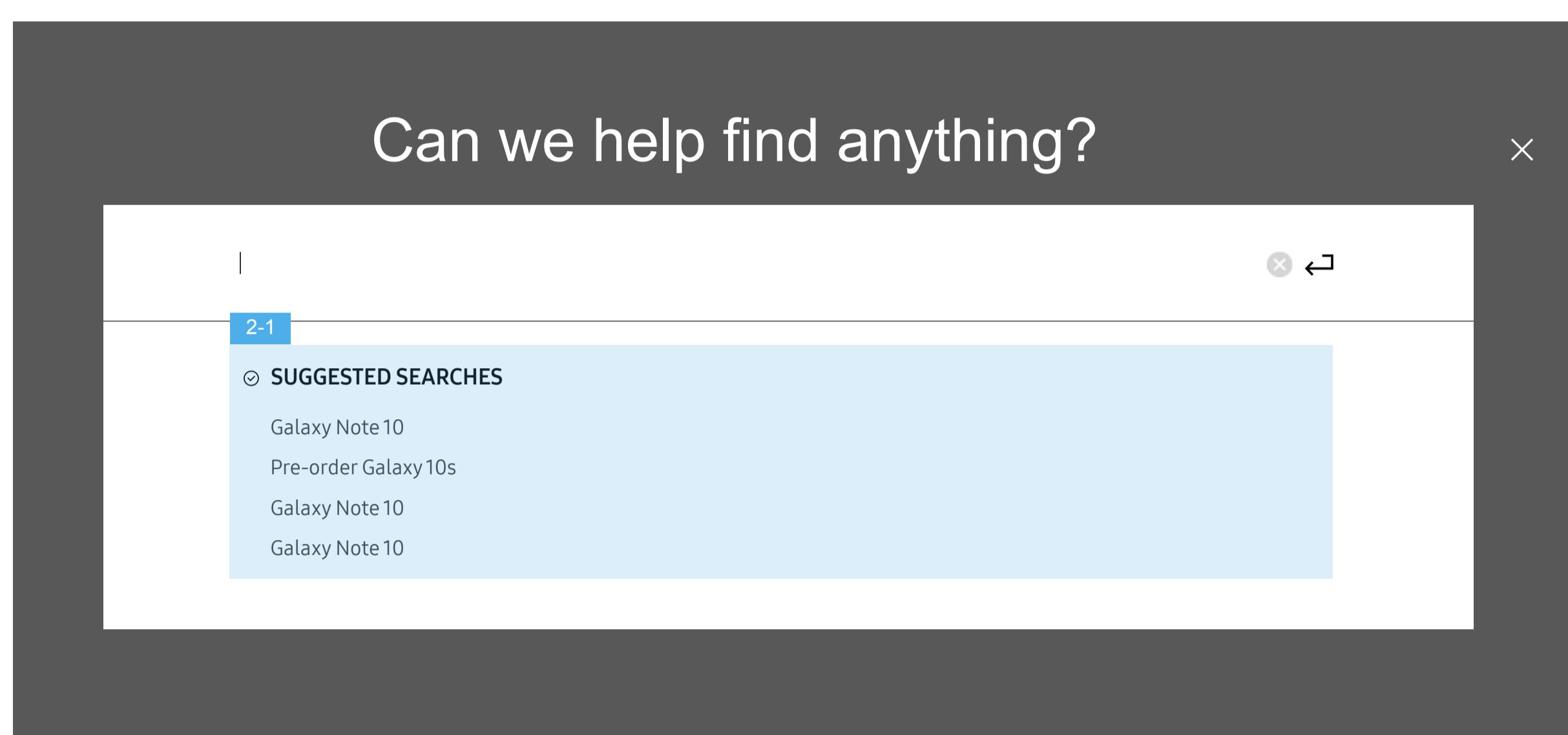
5-1 : No contents result area
 - If typed search term has no related contents, it shows.

Main Search input Field (PC)

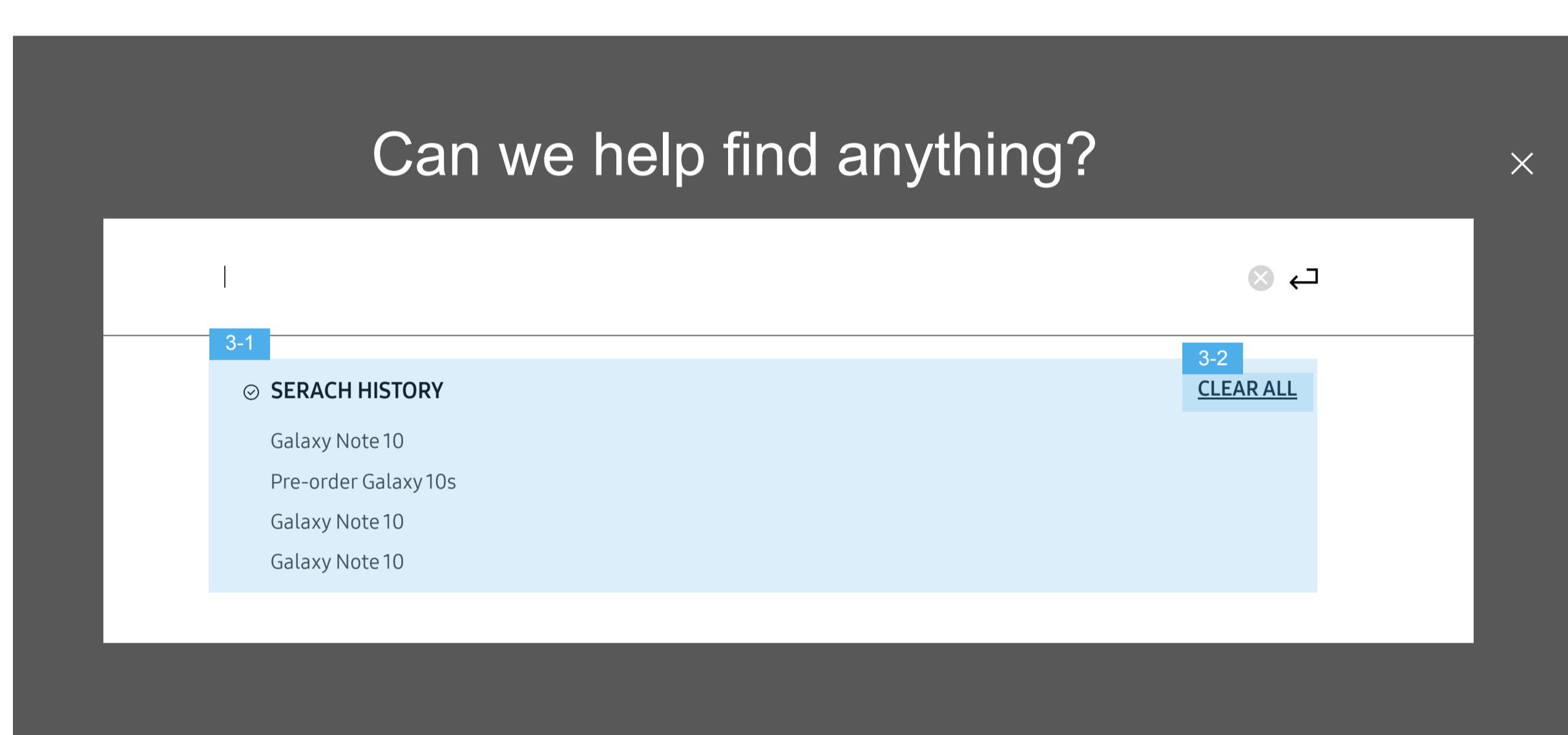
1. When search icon is selected, the first revealing area of search bar.



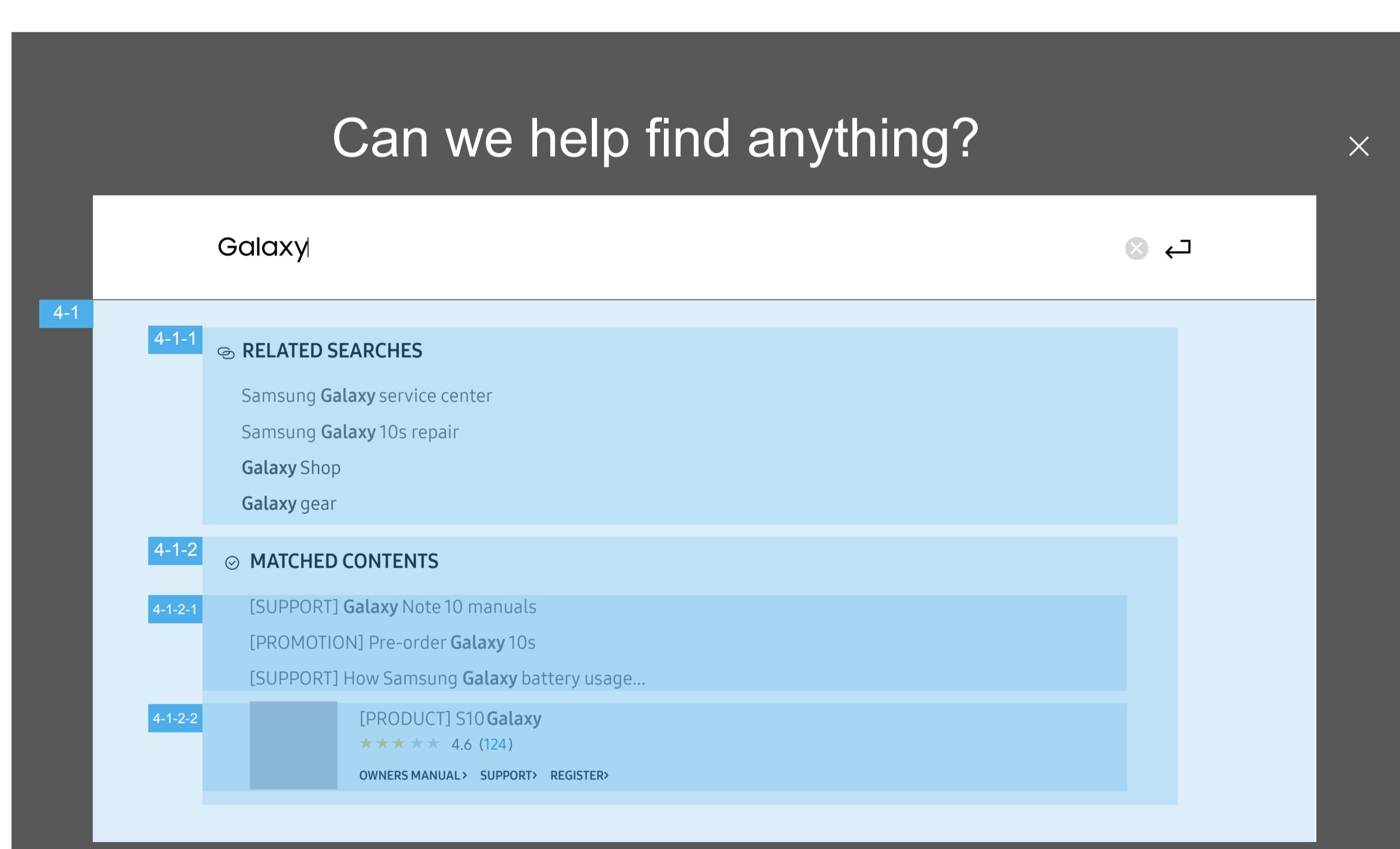
2. When input field is selected and if user search for the first time the suggested searches are reveal on the below.



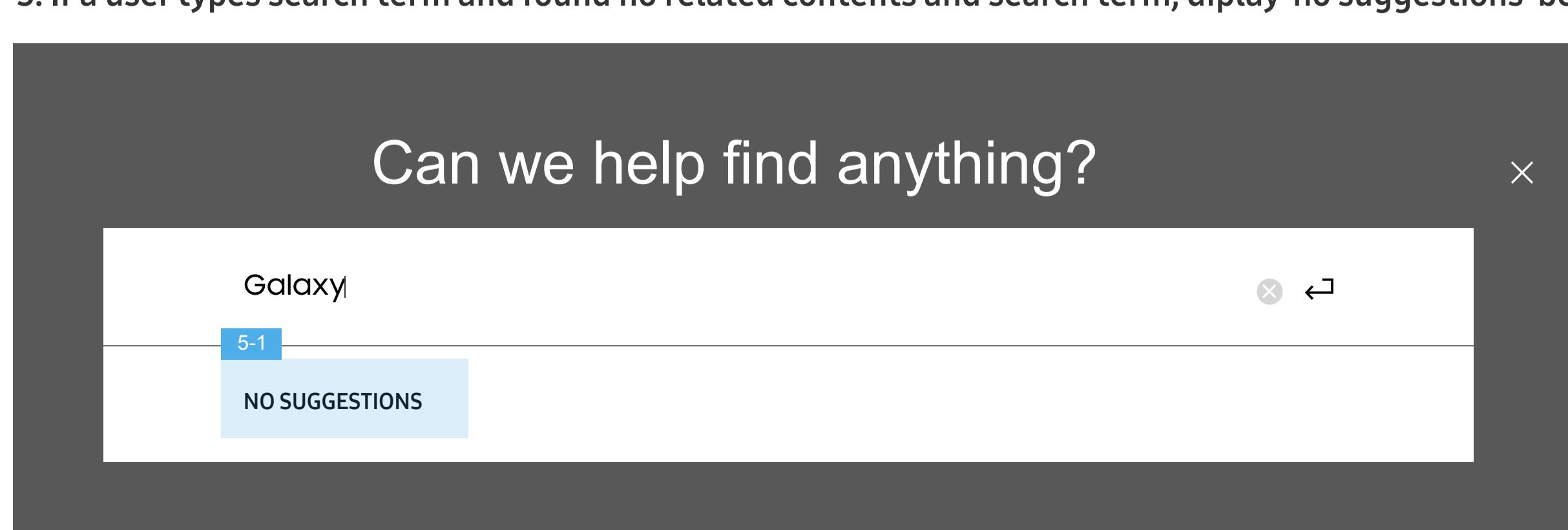
3. When input field is selected and if it is not the first time to search, user search history is reveal on the below.



4. When type search term in input field, suggested searches and related searched are reveal on the below / When user select search bar in search result page, display popup while keeping the keyword and contents.

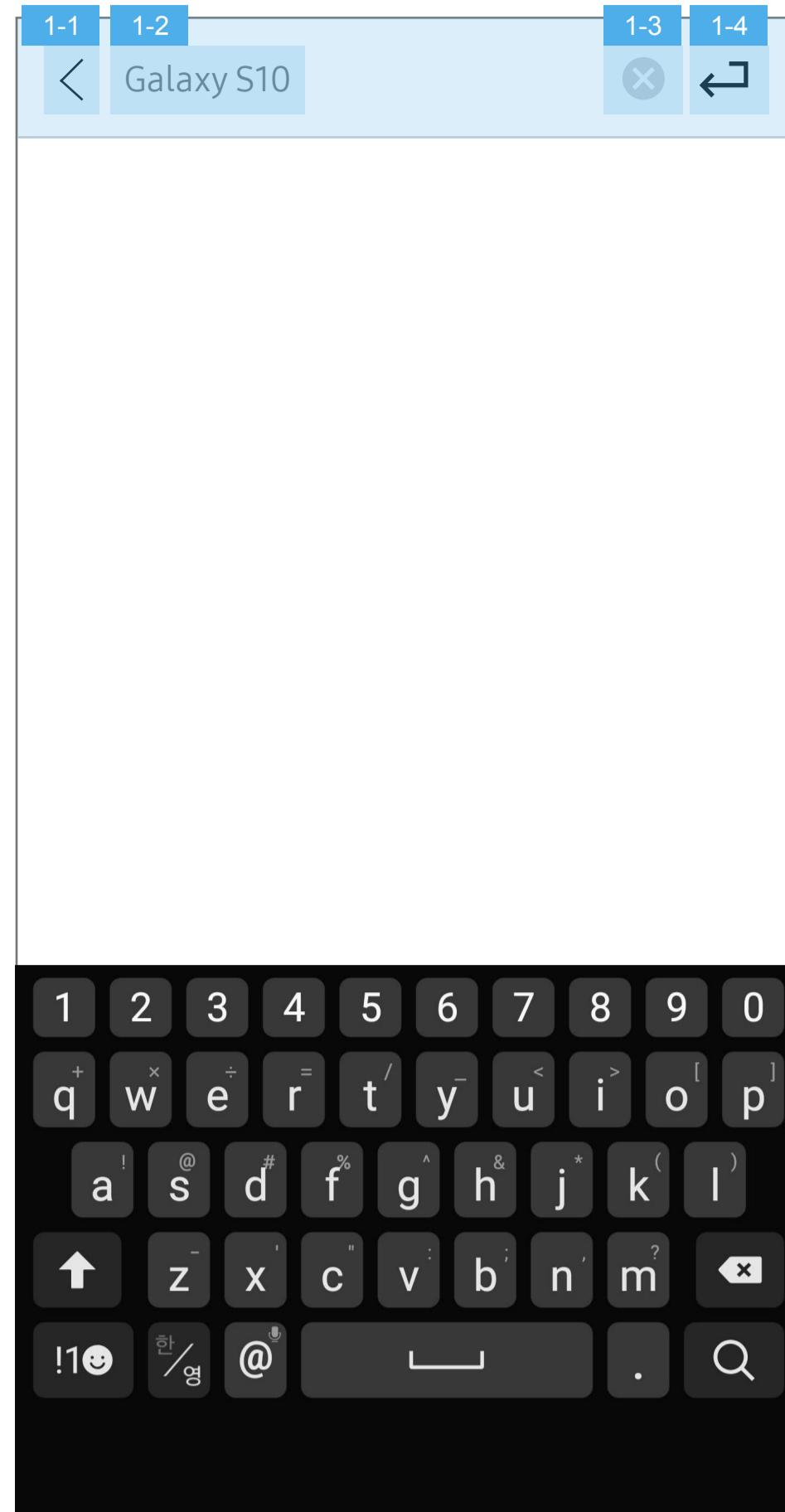


5. If a user types search term and found no related contents and search term, display 'no suggestions' below the input field.

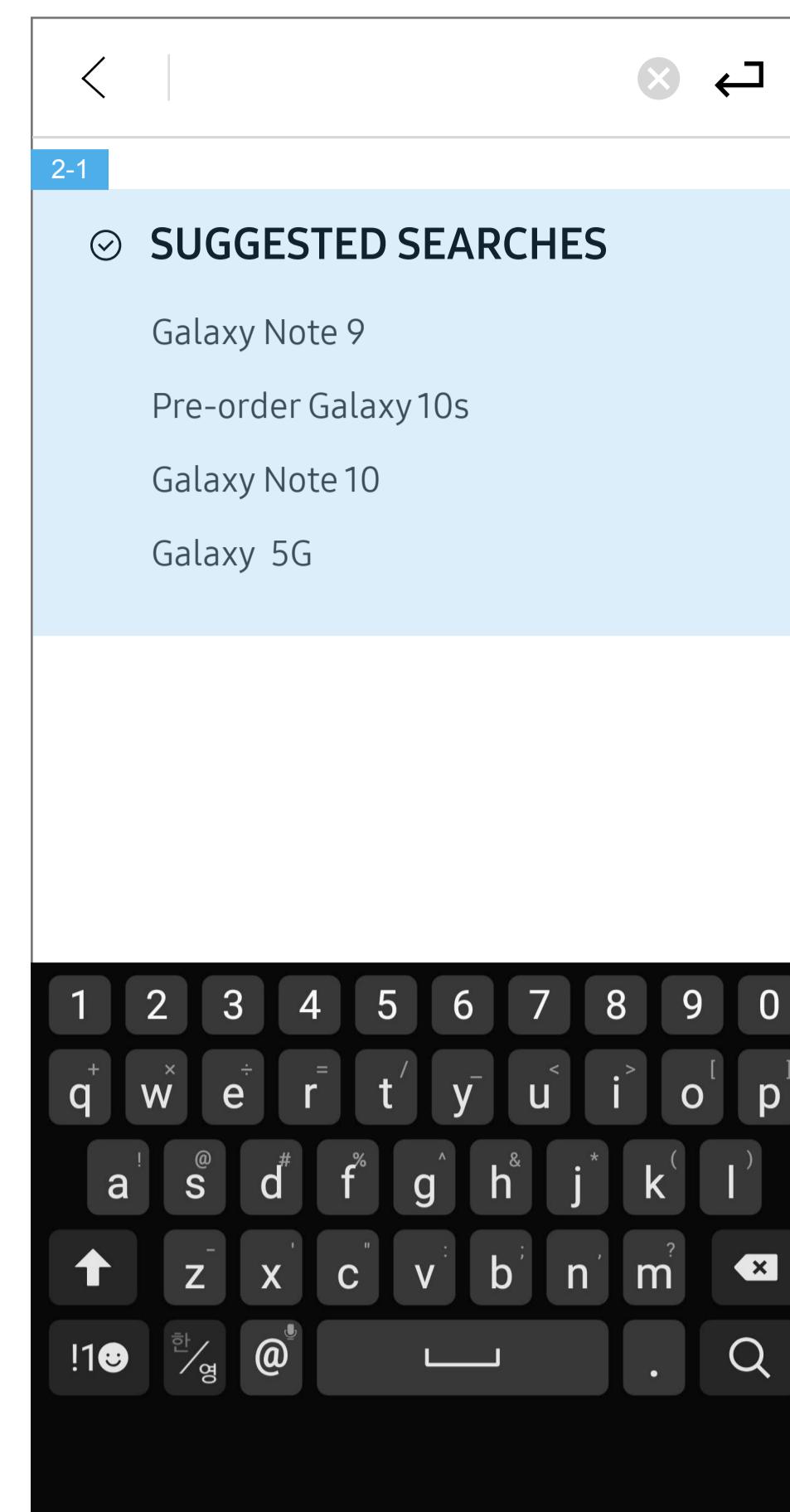


Main Search input Field (MOB)

1. When search icon is selected, the first revealing area of search bar.



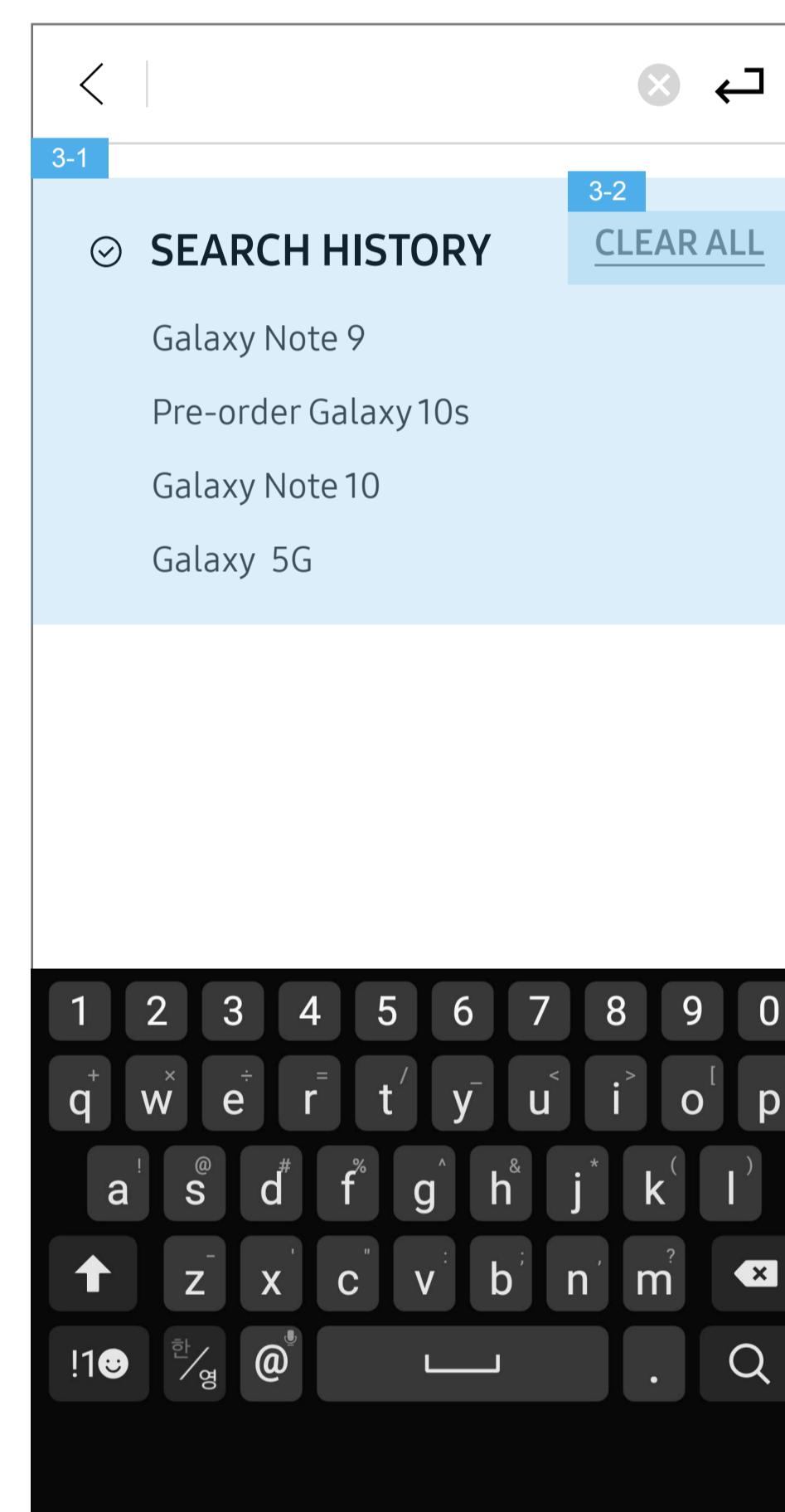
2. When input field is selected and if user search for the first time the suggested searches are reveal on the below.



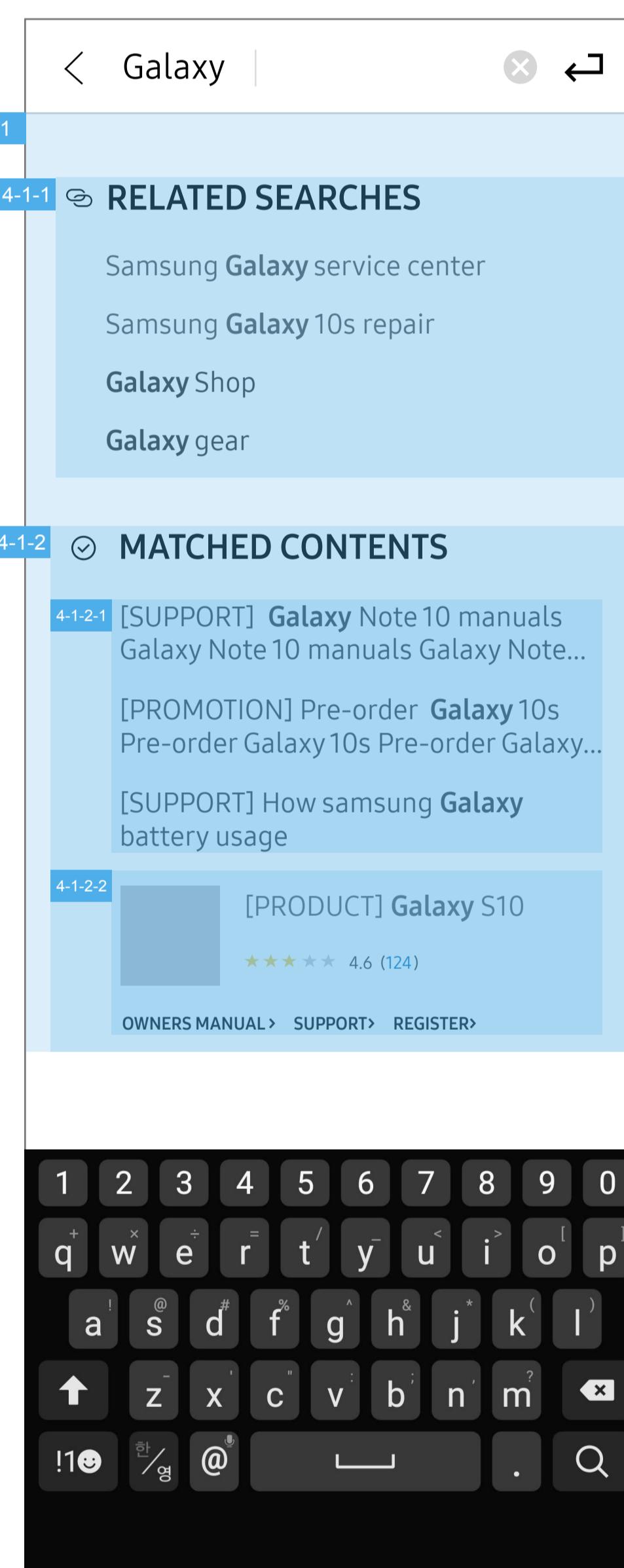
Search popup

MOB search popup area
- Basic features are the same as PC
1-1 : Button to close search popup
1-2 : search term input area
1-3 : Button to delete search term area
1-4 : Button to finish search
2-1 : Suggested search area
3-1 : Search history area
3-2 : Button to delete search history
4-1 : Search related contents area
4-1-1 : Related search term area
4-1-1-1 : Except product(Product, Accessory) category type
- In case of mobile the title should be two lines, over that punctuate the text with an ellipsis(...).
4-1-1-2 : Product(Product, Accessory) and category type
-
4-1-2 : Related search term area
5-1 : No contents result area

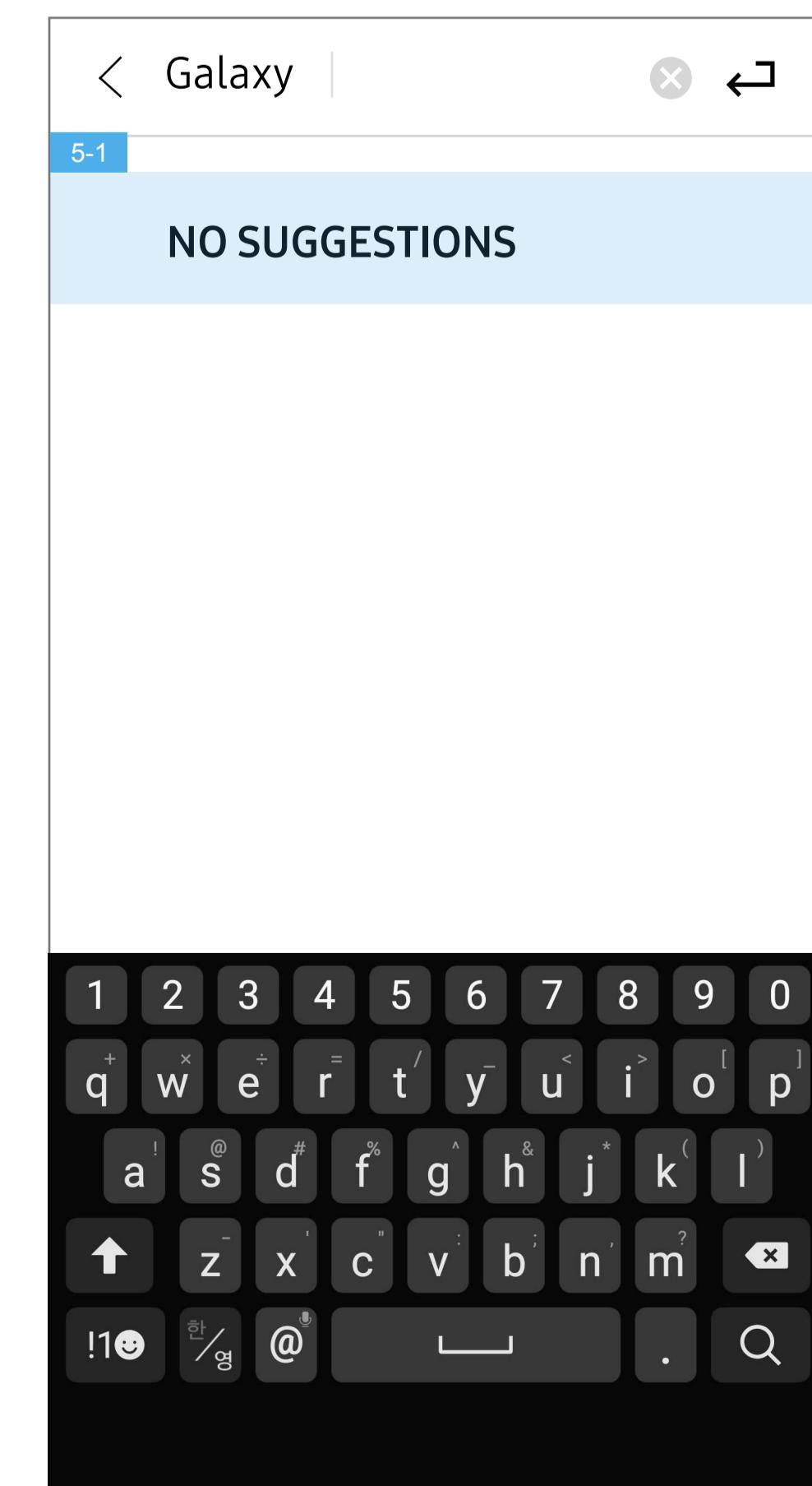
3. When input field is selected and if it is not the first time, reveal search history on the below.



4. When type search term in input field, suggested searches and related searched are reveal on the below / When user select search bar in search result page, display popup while keeping the keyword and contents.



5. When user types search term in input and could not found suggested contents and related searches display no suggestions below it



Description

1. Search input

Consist of search bar, suggested searches, suggested search contents

1-1 : Search bar area
- Maintain typed search

1-1-1 : Type search term
- Maintain typed search and display
- When type search term then press enter, moves to search results page with link.

1-1-2 : Button to delete search term area
- When it clicked the whole words on the search bar will be deleted.

1-1-3 : Button to search
- When it clicked, the page moves base on the search results.

1-2 : Revise misspelled search term area
- In case search words that user types misspelled, it suggests revised search term.

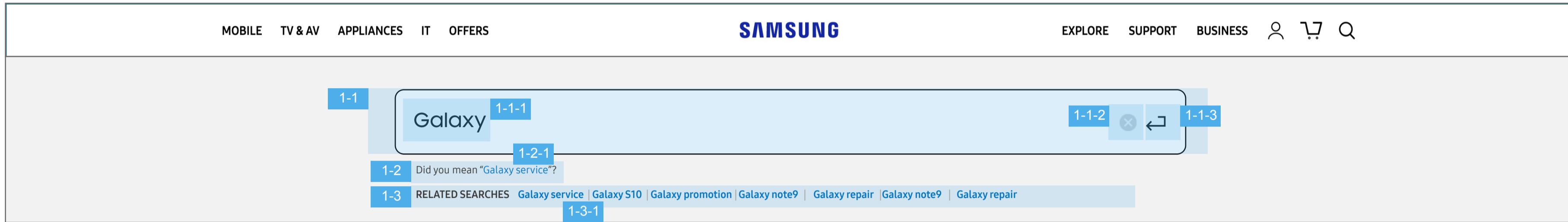
1-3 : Suggested searches button area
- Suggested searches link will be showed.
When it clicked moves to search result pages with link.

1-3 : Related search term contents area
- Reveal maximum of ten keywords that search engine provides
- In case when search terms are too many that over contents area insert line break
- When it comes to mobile, it reveals only in no result page.

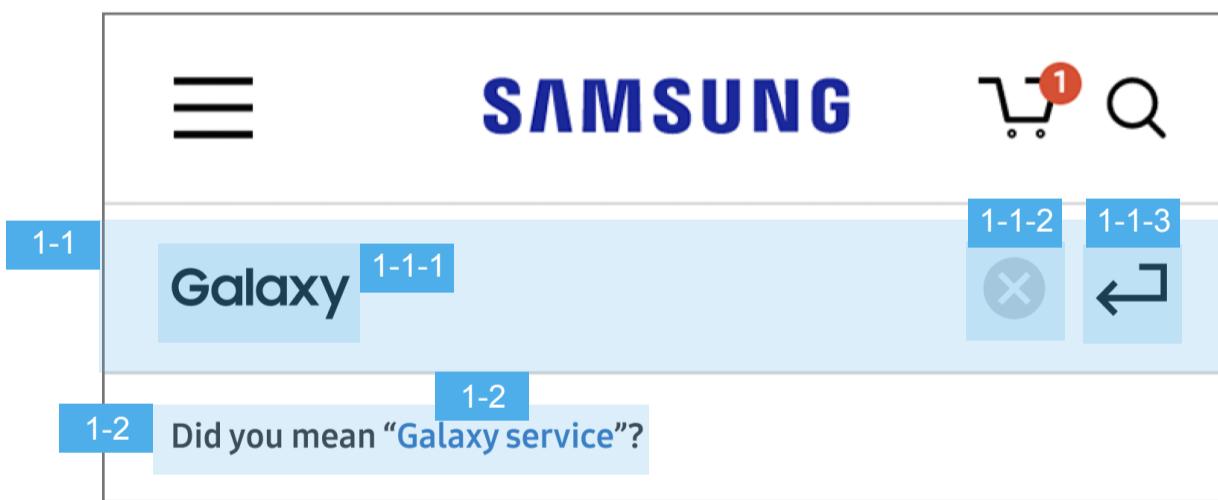
1-3-1 : Related search term button area
- Related search terms exhibits and when it clicked the page moves to the search results with link .

Result Search input Field

1. Result Search input Field (PC)



2. Result Search input Field (MOB)



Description

1. Tab type

Tab category base on search term result

Unrelated to number of tab display in one line.

When it over the designated size display the left and right swipe arrow.

Tab Type

PC 1-1

ALL (9,999+)	PRODUCT (9,999+)	REVIEW (9,999+)	SUPPORT (9,999+)	PROMOTION (1,000)	STORE (9,999+)	EXPLORE (9,999+)	CONNECTED LIVING (9,999+)	APPS & SERVICES (9,999+)	BUSINESS (9,999+)	>
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<	REVIEW (9,999+)	SUPPORT (9,999+)	PROMOTION (1,000)	STORE (9,999+)	EXPLORE (9,999+)	CONNECTED LIVING (9,999+)	APPS & SERVICES (9,999+)	BUSINESS (9,999+)	ABOUT US (10)	OTHERS (10)
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<	PRODUCT (9,999+)	REVIEW (9,999+)	SUPPORT (9,999+)	PROMOTION (1,000)	STORE (9,999+)	EXPLORE (9,999+)	CONNECTED LIVING (9,999+)	APPS & SERVICES (9,999+)	BUSINESS (9,999+)	ABOUT US (10)	>
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1-1 : Tab category

- Search term related categories are reveal.

1-1-1 : Activate category displaying area
- When a user clicks tab category, the clicked menu's under bar activates.

- The standard All Tab category activation.

1-1-2 : An arrow to move for the left
- Display it when the first tab menu gets over the designated area
- When it click, move one tab by one to the left

1-1-3 : An arrow to move for the right
- Display it when the last tab menu gets over the designated area
- When it click, move one tab by one to the right

1. Search bar : If there is not a search result, it shows Search bar and tab

The screenshot shows a search bar with the text "Galaxy". Below the search bar is a list of related searches: "Did you mean 'Galaxy service'", "Galaxy service", "Galaxy S10", "Galaxy promotion", "Galaxy note9", "Galaxy repair", "Galaxy Galaxy note9", and "Galaxy repair". At the bottom is a horizontal tab bar with ten items: ALL (9,999+), PRODUCT (9,999+), REVIEW (9,999+), SUPPORT (9,999+), PROMOTION (1,000), STORE (9,999+), EXPLORE (9,999+), CONNECTED LIVING (9,999+), APPS & SERVICES (9,999+), and BUSINESS (9,999+). A blue arrow icon is positioned to the right of the tab bar.

2. If there is search results, it shows tab / search result counting

The screenshot shows a search bar with the text "Galaxy". Below the search bar is a list of related searches: "Did you mean 'Galaxy service'", "Galaxy service", "Galaxy S10", "Galaxy promotion", "Galaxy note9", "Galaxy repair", "Galaxy Galaxy note9", and "Galaxy repair". At the bottom is a horizontal tab bar with ten items: ALL (9,999+), PRODUCT (9,999+), REVIEW (9,999+), SUPPORT (9,999+), PROMOTION (1,000), STORE (9,999+), EXPLORE (9,999+), CONNECTED LIVING (9,999+), APPS & SERVICES (9,999+), and BUSINESS (9,999+). A blue arrow icon is positioned to the right of the tab bar.

** All tab gets selected after move to the search result. When user select tab the tab gets activate and move to its page.

** In case the counting is four numbers, it shows in the form of (9,999+) . - number shows (,) at the third word.

3. In Tab category if a category that has not result, Tab won't be displayed

The screenshot shows a search bar with the text "Galaxy". Below the search bar is a list of related searches: "Did you mean 'Galaxy service'", "Galaxy service", "Galaxy S10", "Galaxy promotion", "Galaxy note9", "Galaxy repair", "Galaxy Galaxy note9", and "Galaxy repair". At the bottom is a horizontal tab bar with six items: ALL (9,999+), PRODUCT (9,999+), SUPPORT (9,999+), PROMOTION (1,000), STORE (9,999+), and CONNECTED LIVING (9,999+). A blue arrow icon is positioned to the right of the tab bar.

** Ex. EXPLORE, APPS & SERVICES, OTHERS have 0 result, the Tab won't be displayed.

Tab will be provided in serial order after STORE.

4. If there is not a result in whole category, it will not show Tab

The screenshot shows a search bar with the text "Galaxy". Below the search bar is a list of related searches: "Did you mean 'Galaxy service'", "Galaxy service", "Galaxy S10", "Galaxy promotion", "Galaxy note9", "Galaxy repair", "Galaxy Galaxy note9", and "Galaxy repair". At the bottom is a horizontal tab bar with ten items: ALL (322), PRODUCT (322), SUPPORT (322), and others partially visible. A dashed blue box highlights the area where tabs would normally appear, indicating they are not present.

Mobile

2-1

The screenshots show a mobile search interface for "Galaxy". The top bar includes the Samsung logo, a shopping cart icon, and a search icon. Below the search bar is a list of related searches: "Did you mean 'Galaxy service'", "Galaxy service", "Galaxy S10", "Galaxy promotion", "Galaxy note9", "Galaxy repair", "Galaxy Galaxy note9", and "Galaxy repair". At the bottom is a horizontal tab bar with four items: "ALL (322)", "PRODUCT (322)", "SUPPORT (322)", and "PR...". A red arrow points from the "PR..." tab towards the right, indicating a swipe action to reveal more tabs.

2. Swiper

Swiper feature adopts base on search term

2-1 : Adopt swiper feature in case of mobile category

Description

Filtr (PC)

	<p>Filter for search term content type -When PF filter modified, updates it in a same way -The open top three categories are the basic form. -If each category is selected, it offers in live time filtering. -Also, it produce in live time Progress indicator interaction. -In the very first, the none of whole categories are checked. -Category displays all unrelated to mapping result. If there is not mapping contents display it in the form of disabled. -In case of depth/depth displays only when filter has mapping result. (When there is not a mapping result it won't be seen)</p>
1-1: Filter title area	<p>-The number of selected filter displays.</p>
1-2 : One depth title area	<p>-When sub categories are checked, the title on the left gets counted.</p>
1-3 : One depth open / close icon area	<p>-When it clicked the sub categories are open / close. -In case there is not sub categories, this area is in hiding state. -When sub categories are opened state mark with "+", or when it closed "-".</p>
1-4: Two depth category without sub category	<p>-When it clicked gets checked /unchecked state. In case it is checked, the category gets add to Filter Bar, if not remove from Filter bar. -If it is checked / unchecked the content area shows in live filtering search result.</p>
1-5 : Two depth with sub category	<p>-The basic form is categories are unrevealed closed state. -When it clicked the counted category and its whole sub categories get checked /unchecked state. -When two depth category get checked, the sub categories are add to Filter bar, if it is unchecked, the categories are removed from Filter bar. -When it gets checked / unchecked state the filtering search result shows in live time.</p>
1-6 : Two depth open / close icon area	<p>-When it clicked the sub category gets open / close. -In case there is not sub categories, this area is in hiding state. -When sub categories are open state mark with "+", or when it closed "-".</p>
1-7 : Three depth category	<p>-When it clicked gets checked /unchecked state. In case it is checked, the category gets add to Filter Bar, if not remove from Filter bar. -If it is checked / unchecked the content area shows in live filtering search result.</p>
1-8 : SHOW MORE button	<p>-When two depth filter have more than five options, it shows maximum five. If it clicked disclose whole filter options.</p>
1-9 : LESS OPTION button	<p>-It shows after when "1-7" button gets clicked. When it clicked it reveals maximum five and another options in hiding.</p>
2-1: One depth category	<p>-When it clicked gets checked /unchecked state. In case it is checked, the category gets add to Filter Bar, if not remove from Filter bar. -If it is checked / unchecked the content area shows in live filtering search result.</p>

2. 1depth

FILTERS

<input type="checkbox"/> VISION (10)	2-1
<input type="checkbox"/> COMPANY (10)	
<input type="checkbox"/> BUSINESS AREA (10)	
<input type="checkbox"/> SUSTAINABILITY (10)	
<input type="checkbox"/> CAREERS (10)	

Filter (PC)

1. 1depth or more

FILTERS (3)

- PRODUCTS (10)**
 - Accessories (10)
 - Feature Phone (10)
 - Galaxy Camera (10)
 - MP3/MP4 Player (10)
 - PC (10)
- SOLUTIONS (1)**
 - Product (10)
- Accessories (10)**
 - Camcorder (10)
 - Camera (10)
 - Feature Phone (10)
 - Galaxy Camera (10)
 - Lens (10)
 - Refrigerator (10)
 - Smart Phone (10)
 - Soundbar/SoundTower (10)
 - Tablet (10)
 - Television (10)
 - Wearable (10)
 - Wireless Audio (10)

- LESS OPTION

- Topics
 - Wireless Audio (10)
 - Audio (10)
 - Backup & Restore (10)
 - Battery (10)
 - Bluetooth (10)
 - Call & Contacts (10)
 - Camera (10)
 - Display (10)
 - Function (10)
 - Hardware (10)
 - How to use (10)
 - Installation / Connection (10)
 - LCD (10)
 - Lock (10)
 - Media (10)
 - Message (10)
 - Multimedia (10)
 - Network & WiFi (10)
 - Output (10)
 - Power (10)
 - Quality (10)
 - Samsung Apps (10)
 - Samsung Hub (10)
 - Setting (10)
 - Software Upgrade (10)
 - OT_Others (10)

- LESS OPTION

- Content Type
 - FAQ (10)
 - How to Video (10)

INTERACTIVE GUIDE

+ 1-3

NEWS(1)

- 1-3

- Support News (10)

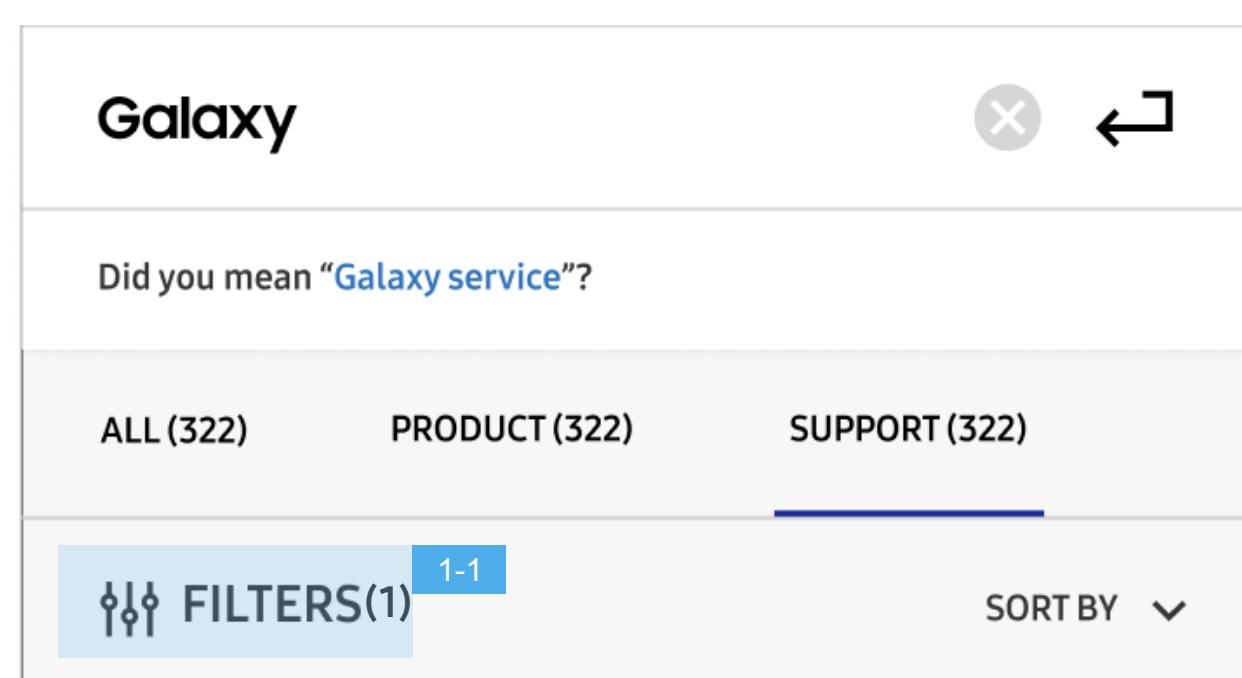
- APPLIANCES** **+**
- IT** **+**

Description

Filtr (MOB)

Filter for search term content type
 - Filter shows in layer popup type
 - If each category is selected, in live time filtering result won't displays only in Filter Bar gets add or remove.
 - The open first category is the basic form.
 - Other features are the same as PC.

1-1: Filter button
 - When it clicked, shows popup
 - It shows the number of filtered search results.
 1-2 : Filter layer popup title
 - The whole number of selected popup is showing.

Filter (MOBILE)**1. 1depth or more**

FILTERS(1) 1-2

PRODUCTS (10)

- Smart Phone (10)
- Feature Phone (10)
- Tablet (10)
- Wearable (10)
- Galaxy Camera (10)

SOLUTIONS

- Product
- Smart Phone (10)
- Feature Phone (10)
- Tablet (10)
- Wearable (10)
- Galaxy Camera (10)

INTERACTIVE GUIDE

Smart Phone

CLEAR ALL **VIEW RESULTS**

2. 1depth

FILTERS

VISION (10)
 COMPANY (10)
 BUSINESS AREA (10)
 SUSTAINABILITY (10)
 CAREERS (10)

CLEAR ALL **VIEW RESULTS**

Description

Filtr Bar

The selected filter area

- 1-1 : Button to delete whole filter
 - When it clicked the selected whole filter gets deleted.
 - In case of mobile, it gets unactivate state if there is not a selected filter.

- 1-2 :Button to apply filter
 - When it clicked the result shows again base on selected filter.
 - Unactivate ff there is not a selected filter.
 - Reveal the counted number of selected filter.

- 1-3 : Selected filter list area
 - Reveal the user selected filter list.
 - When filter list closed, it is maximum one line. If it is in opened state, the whole filter gets disclose.

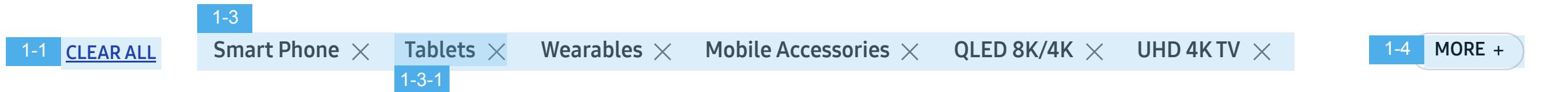
- 1-3-1 : Selected filt
 - When it clicked the selected filter gets deleted

- 1-4 : Filter bar open / close button
 - When it clicked the filter bar gets open / closed state
 - It shows when filter list is over two lines.
 - If it is in open state have "LESS -".
 - If it is in closed state have "MORE +"

- 1-5 : Selected filter list
 - In case of mobile does not have the open / close button for filter list. The selected filter list works with swipe feature.

Filter Bar (PC)

1. In case there is a selected filter.



2. In case there is not a selected filter.

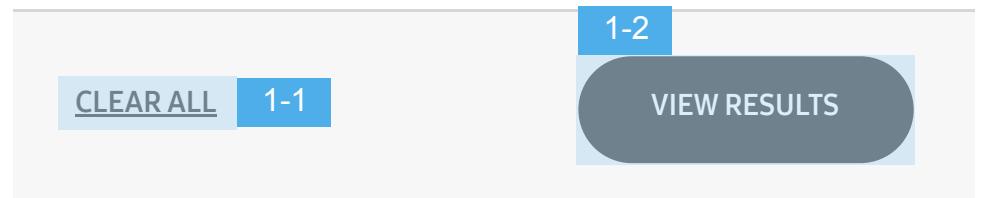


Filter Bar (MOB)

1. In case there is a selected filter.



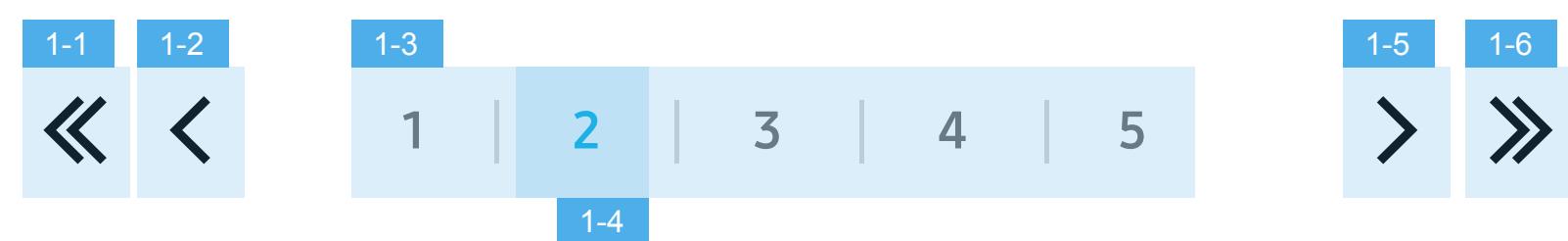
2. In case there is not a selected filter.



2. Pagination

Pagination (PC & MOB)

1. In case there is more then ten result pages.



1-1 : Button to move previous paragraph page
- When it clicked move to previous paragraph page

1-2 : Button to move previous page
- When it clicked move to previous

1-3 : Page list area
- When it clicked move to each pages except present page

1-4 : Present page area

1-5 : Button to move next page
- When it clicked move to next page

1-6 : Button to move next paragraph page
- When it clicked move to next paragraph page

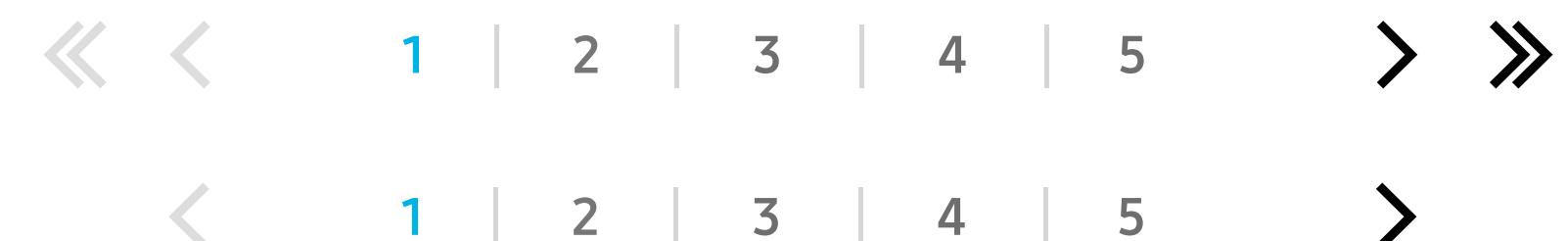
2. In case there is more then five pages and less than ten result pages.



3. In case there is less then five pages



4. In case present page is the first

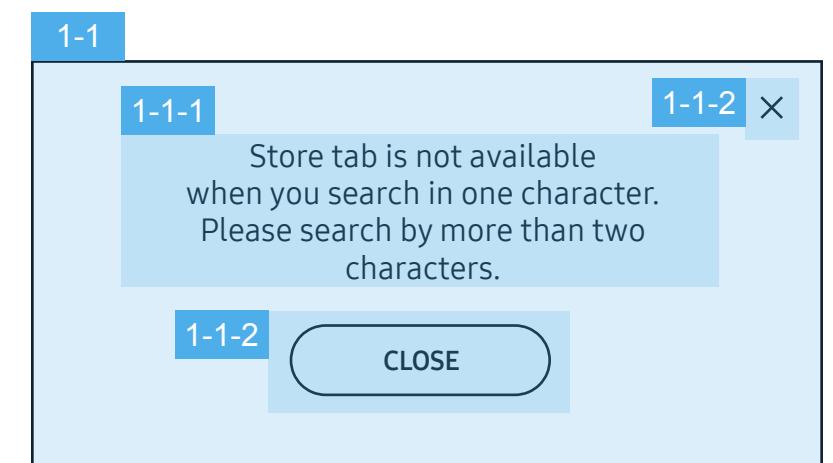


5. In case present page is the last



Alert Layer Popup (PC & MOB)

1.In case of search term is 1byte, Store tab clicked



Alert Layer Popup

- If a user searches 1byte, unshow store card in all tab
- if a user clicks store tab, display 1-1 popup

1-1 : Pop up that displays when a user searches 1byte and then clickes Store tab
- Display a notice 'type more than 2byte to check search result'

1-1-1 : Text area

1-1-2 : Close button area
- When it clicked, the layer popup closes

Search Result pages

Description

1.GNB area

If icons in GNG area clicked search bar
popup layer shows

2. Search bar area

3.Contents area

3-1 : The activated selected tab area

- The text gets bold and have under bar
- The basic all tab activates

3-2 : Content card

- Expt product app & sevices category the all contents thumnail is in hiding state.
- In case of All tab Support > Product card is in hiding state.

3-3 : Best match area

- User uploaded content shows maximum three
- When it clicked move to landing page

3-3-1 : Thumnail area

3-3-2 : Title area

- Maximum three lines are showing, over that punctuate the text with an ellipsis (...).

3-3-3 : Discription area

- Maximum three lines are showing, over that punctuate the text with an ellipsis (...).

3-4 : find additional info area

- Selected Info shows maximum four in each contries.
- When each info clicked, it moves to landing page.

3-4-1 : title area

- Maximum of four Informations selected for each country are display. Go to the landing page with link when each info clicked.

3-5 : CS information area

- It is Authoring area that shows user typed selected CS information maximum three.

3-5-1 : Headline authoring area

- Type CS phone title

3-5-2 : Phone number authoring area

- Type CS phone number. Only available typing phone number

3-5-3 : Discription authoring number

- Discription area, such as phone call available time

3-6 : SNS area

- In each contries official account SNS shows maximum four related notices.
- SNS that does not run by each contriy is in hiding state.
- This will be in hiding state if there is not a related notice or confind Open API and no search result or unfindable SNS.
- In case of SNS only the first page is showing. The next page is not on the present.

3-6-1 : SNS tab menu

- When each title is clicked, it shows related contents among the notice in official SNS.

3-6-2 : SNS learn more button

- Move to the activated official SNS account page in new window.

3-6-3 :Post area

- When post gets clicked move to the SNS page in new window

3-7 : Pagenation area

- Suggested search term base on search result

3-8-1 : Suggested search term list area

- Maximum ten lists are showing
- The search term lists are showing on two lines. If the first lines phrases over its content area, the second line goes down to its below.

Result All (PC)

When user press tab the focusing order follows markup order.

1

2

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3-1

3-2

3-3

3-3-1

3-3-2

3-3-3

3-4

3-4-1

3-4-2

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3-5

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3-5-2

3-5-3

3-6

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3-6-3

3-7

3-8

3-8-1

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3-8-453</p

Description

SNS Contents Type

1-1 : Images and texts are coexist
 - When it clicked moves to its SNS content page in new window.

1-1-1 : Image area
 - The first image or video post is showing as a thumbnail.
 - If there is not a image or video thumbnail, it is not showing.

1-1-2 : Text area
 - Text in the posts are showing in three lines, over that punctuate the text with an ellipsis (...).
 - If there is not a text, it is not showing.
 - If a text has a hashtag, marks it with anchor.
 When it clicked moves to the search result hashtag in facebook in new window.
 - If a text has a user tag, marks it with anchor.
 When it clicked move to the user profile in facebook in new window.

1-2 : Post with only image
 - When it clicked moves to the SNS post in new page.

1-3 : Post with only text
 - When it clicked moves to the SNS post in new page.

2-1 : Post with image and text
 - When it clicked moves to the SNS post in new page.

2-1-1 : Image area
 - The first image or video post is showing as a thumbnail.
 - If there is not a image or video thumbnail, it is not showing.

1-1-2 : Text area
 - Text in the posts are showing in three lines, over that punctuate the text with an ellipsis (...).
 - If text is not a text, it is not showing.
 - If a text has a hashtag, marks it with anchor.
 When it clicked moves to the search result hashtag in twitter in new window.
 - If a text has a link, marks it with anchor.
 When it clicked move to the link in new window.
 - If a text has a mention, marks it with anchor.
 When it clicked moves to the user twitter page in new window.

2-2 : Post with only image
 - When it clicked moves to the SNS post in new page.

2-3 : Post with only text
 - When it clicked moves to the SNS post in new page.

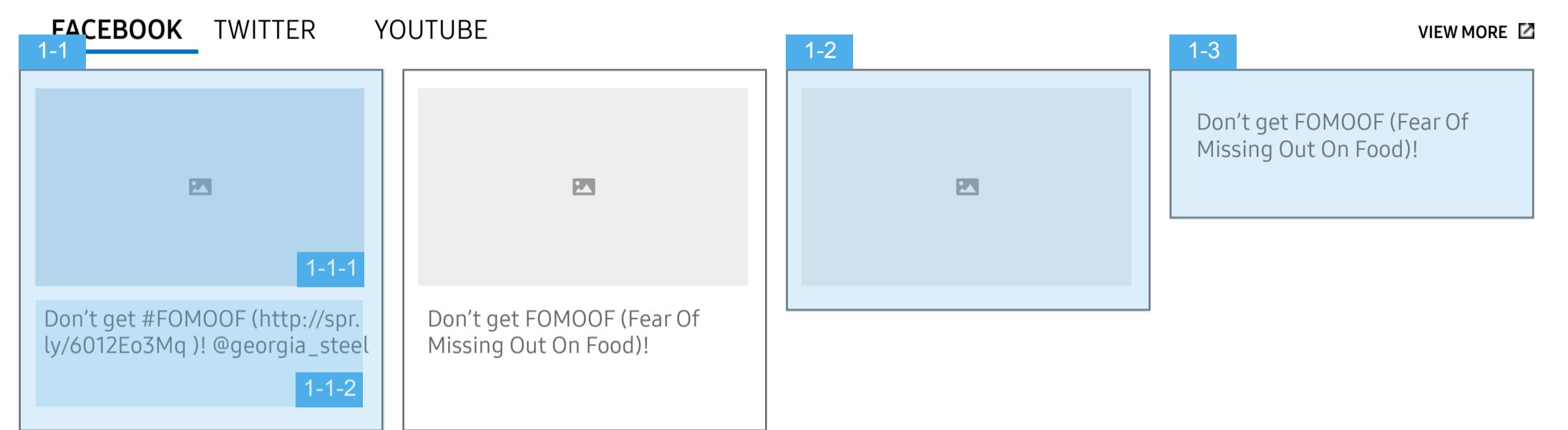
3-1 : Youtube video area
 - When it clicked move to the Youtube page in new window

3-1-1 : Video thumbnail area

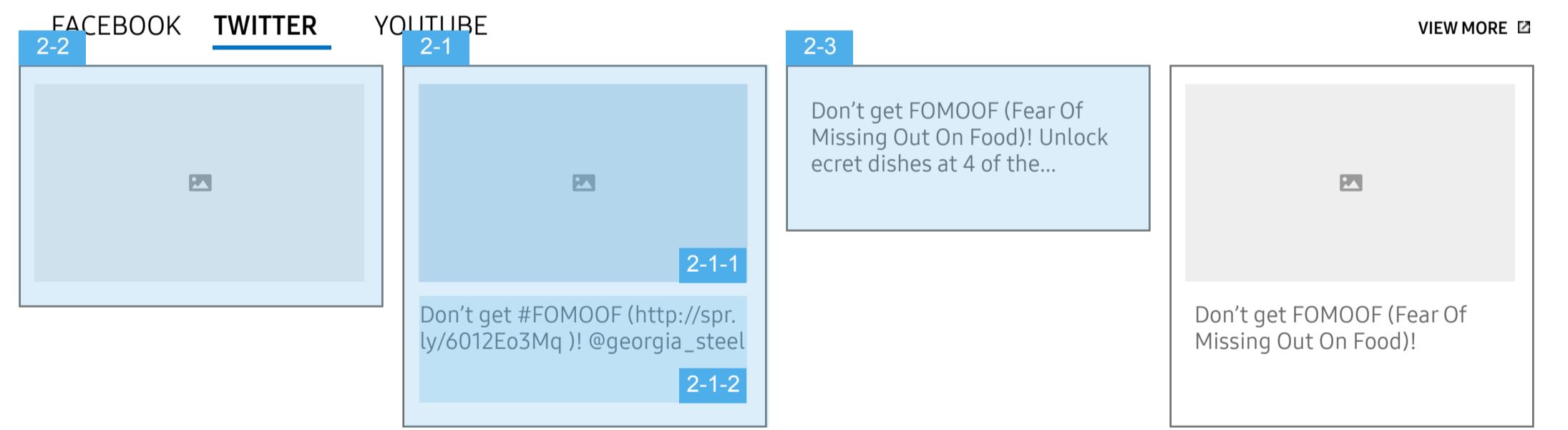
3-1-2 : Video title area
 - Maximum three lines are showing, over that punctuate the text with an ellipsis (...).

Result All (PC) - SNS Contents Type

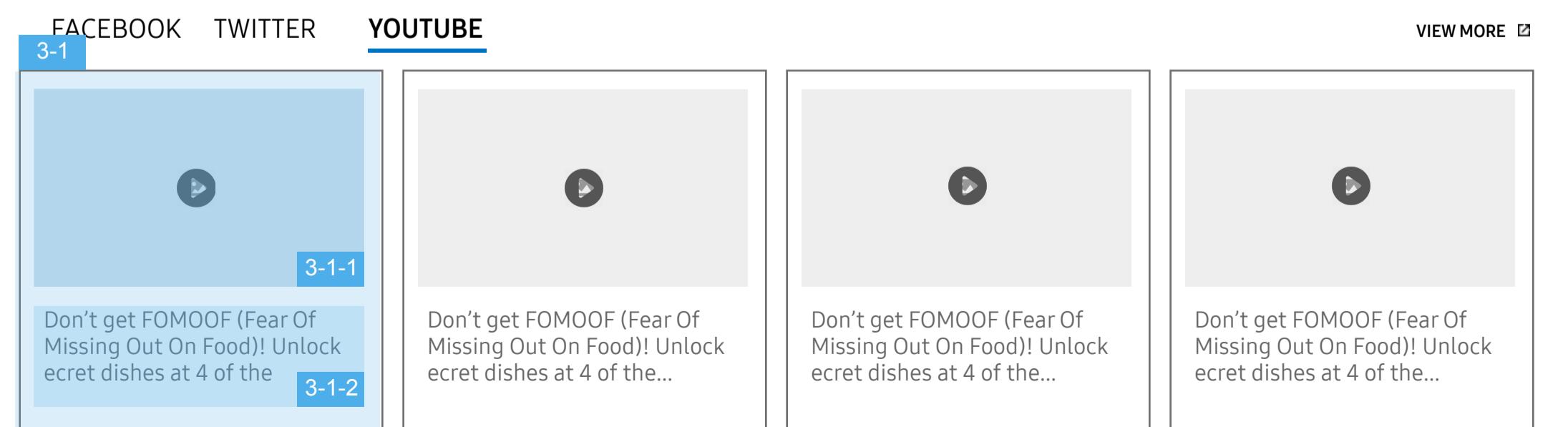
1. In case FACEBOOK tab gets activate



2. In case TWITTER tab gets activate



3. In case YOUTUBE tab gets activate



Description

1. GNB 영역

GNB 내 검색 아이콘 클릭 시
검색창 레이어 팝업 노출

2. 검색창 영역

3. 컨텐츠 영역

3-1 : 선택된 탭 활성화 영역
- 현재 프로덕트 탭 활성화 상태

3-2 : 정렬 기준 노출
- 선택한 정렬 기준에 따라 “3-6” 영역 컨텐츠 변경
- 정렬 기준 (연관순, 최신순, 오래된순, 인기순,
상품평점순(Rating), 가나다순, 가나다역순, 높은 가격순,
낮은 가격순)
- 가격이 없는 카드의 경우 가격순 정렬에 미포함

3-3 : 필터 옵션 리스트 노출
- 필터 항목 별 검색개수 노출
- 선택한 필터에 따라 3-4 영역 컨텐츠 변경

3-4 : 컨텐츠 카드 영역

3-5 : 필터 선택 값 노출 영역

3-6 : 페이지네이션 영역

Result Product (PC)

When user press tab the focusing order follows markup order.

1 MOBILE TV & AV APPLIANCES IT OFFERS **SAMSUNG** EXPLORE SUPPORT BUSINESS

Galaxy Did you mean "Galaxy service"? RELATED SEARCHES Galaxy service | Galaxy S10 | Galaxy promotion | Galaxy note9 | Galaxy repair | Galaxy note9 | Galaxy repair

3-1 ALL (9,999+) **PRODUCT (9,999+)** REVIEW (9,999+) SUPPORT (9,999+) PROMOTION (1,000) STORE (9,999+) EXPLORE (9,999+) CONNECTED LIVING (9,999+) APPS & SERVICES (9,999+) BUSINESS (9,999+) **3**

FILTERS(4) [CLEAR ALL](#) Smart Phone × Tablets × Wearables × Mobile Accessories × QLED 8K/4K × UHD 4K TV × **3-5** MORE + **3-2** SORT BY ▾

3-3 MOBILE (40) **3-4** Galaxy Note9 £9,999,999.99 (£9,999,999.99) SM-N960FZBKTU ★★★★☆ 4.6 (124) - Trade in your phone. Get up to £350 towards a new phone.- Requires AT&T Next payment plan and activation. BUY NOW WHERE TO BUY FIND SUPPORT

TV & AV **3-4** Galaxy Note9 £9,999,999.99 (£9,999,999.99) SM-N960FZBKTU ★★★★☆ 4.6 (124) - Trade in your phone. Get up to £350 towards a new phone.- Requires AT&T Next payment plan and activation. BUY NOW WHERE TO BUY FIND SUPPORT

Home Appliances **3-4** Galaxy Note9 £9,999,999.99 (£9,999,999.99) SM-N960FZBKTU ★★★★☆ 4.6 (124) - Trade in your phone. Get up to £350 towards a new phone.- Requires AT&T Next payment plan and activation. BUY NOW WHERE TO BUY FIND SUPPORT

Contents card area

3-6 << < 1 | 2 | 3 | 4 | 5 > >>

*Samsung QuickDrive™ WW8800M vs Samsung WW8500K (5kg 40°C Cotton wash)
**Device locked to a participating network. 5G functionality compatible network connection.
***Purchase S10e between 07.06.19 and 10.07.19 from a participating retailer. Claim from Samsung between 07.06.19 and 10.07.19 UK. For full terms and conditions see <https://www.samsung.com/uk/galaxy-s10e-offer>

Back to top ^

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Wearables	Washing Machines	Samsung Upgrade Program	Phone Support
Mobile Accessories	Home Appliances	Samsung Finance	Repair my product
Audio & Videos	Cooking Appliances	Samsung Care+	Track my repair
Memory Storage	Monitors	Track your order	Find a Service Centre
		Help & Support FAQs	Ask the community
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About Us			
Find a Store			
Samsung Experience Stores			
Investor Relations			
News			
Modern Slavery Act Statement			
Careers			
Samsung Gender Pay			

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This website is best viewed using Internet Explorer 11, Chrome, Safari and newer browsers.

BY APPOINTMENT TO HER MAJESTY THE QUEEN
FOR THE SUPPLY OF TELEVISION AND
AUDIO VISUAL PRODUCTS
SAMSUNG ELECTRONICS (UK)
LIMITED, SURRY

UK/ENGLISH ACCESSIBILITY HELP TERMS AND CONDITIONS PRIVACY COOKIES LEGAL SITEMAP STAY IN THE LOOP?

Result Review (PC)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung UK website's search results for the query "Galaxy". The search bar at the top contains "Galaxy". Below it, a dropdown suggests "Did you mean 'Galaxy service'?". A list of related searches follows: Galaxy service | Galaxy S10 | Galaxy promotion | Galaxy note9 | Galaxy repair | Galaxy note9 | Galaxy repair. The main content area displays three product reviews for the Galaxy Note 9, each with a star rating of 3.0 and a snippet of the review text. The first review reads: "[Galaxy Note 9] Easy to set up, looks good, nice features and good price. I am not a big mobile user and my usage is limited to phoning, texting, checking...". The second and third reviews are similar. To the left of the reviews is a sidebar with filter categories: MOBILE (100), TV & AV (100), and Home Appliances (100). The "REVIEW" filter is selected. At the bottom of the page, there are footer links for PRODUCT & SERVICE, SHOP, SUPPORT, and ABOUT US, along with copyright information and social media links.

Description

1. GNB

when a user clicks search icon in GNB area, display search layer popup

2. Search Input Result Field

3. Contents area

3-1 : Activate selected tab area
- For now, business tab gets activate

3-2 : Alignement standard area
- Base on selected alingment change
"3-4" content area
- The standard of alignment is Most Helpful, Highest to Lowest Rating, Lowest to Highest Rating, Most recent

3-3 : Display filter option list
- Display each filter category's number of search
- Depends on the selected filter, change
3-6 category contents
- Same as Product IA ([confirm require for availance](#))

3-4 : Content card area

3-5 : Selected filter result displaying area

3-6 : Pagenation area

Result Support (PC)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung Support website interface. At the top, there's a navigation bar with links for MOBILE, TV & AV, APPLIANCES, IT, OFFERS, and a central SAMSUNG logo. To the right are EXPLORE, SUPPORT, BUSINESS, user profile, shopping cart, and search icons. Below the navigation is a search bar containing 'Galaxy'. Underneath it, a message says 'Did you mean "Galaxy service"?'. A list of related searches follows. The main content area displays search results for 'Galaxy Note9 Single Sim 128 GB'. On the left, a sidebar titled 'PRODUCTS (100)' lists categories like Smart Phone, Feature Phone, Tablet, Wearable, Galaxy Camera, PC, MP3/MP4 Player, Wireless Audio, Wireless Charger Stand, and Accessories. On the right, there are several cards for different Galaxy products, each with a thumbnail, title, and a brief description. At the bottom, there's a call-to-action box for 'GalaxyS10 support' and a 'CALL' section with support numbers for General Support, B2B Support, and Samsung shop. The footer contains legal disclaimers, a navigation menu with links like PRODUCT & SERVICE, SHOP, SUPPORT, and ABOUT US, and a footer bar with social media links and a copyright notice.

Description

1. GNB area

When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Contents area

3-1 : Category tab menu
- Suppor tab gets activate

3-2 : Showing the standard of alignment
- Base on selected alignment standard the content of "3-6" changes.
- The standard of alignment (base on relationship, newest, oldest, alphabet order, reverse alphabet order)

3-3 : Filter option list
- Showing each filter's number of search
- Base on selected filter chage 3-6 area content

3-4 : Showing the result of selected filter

3-5: Content card area

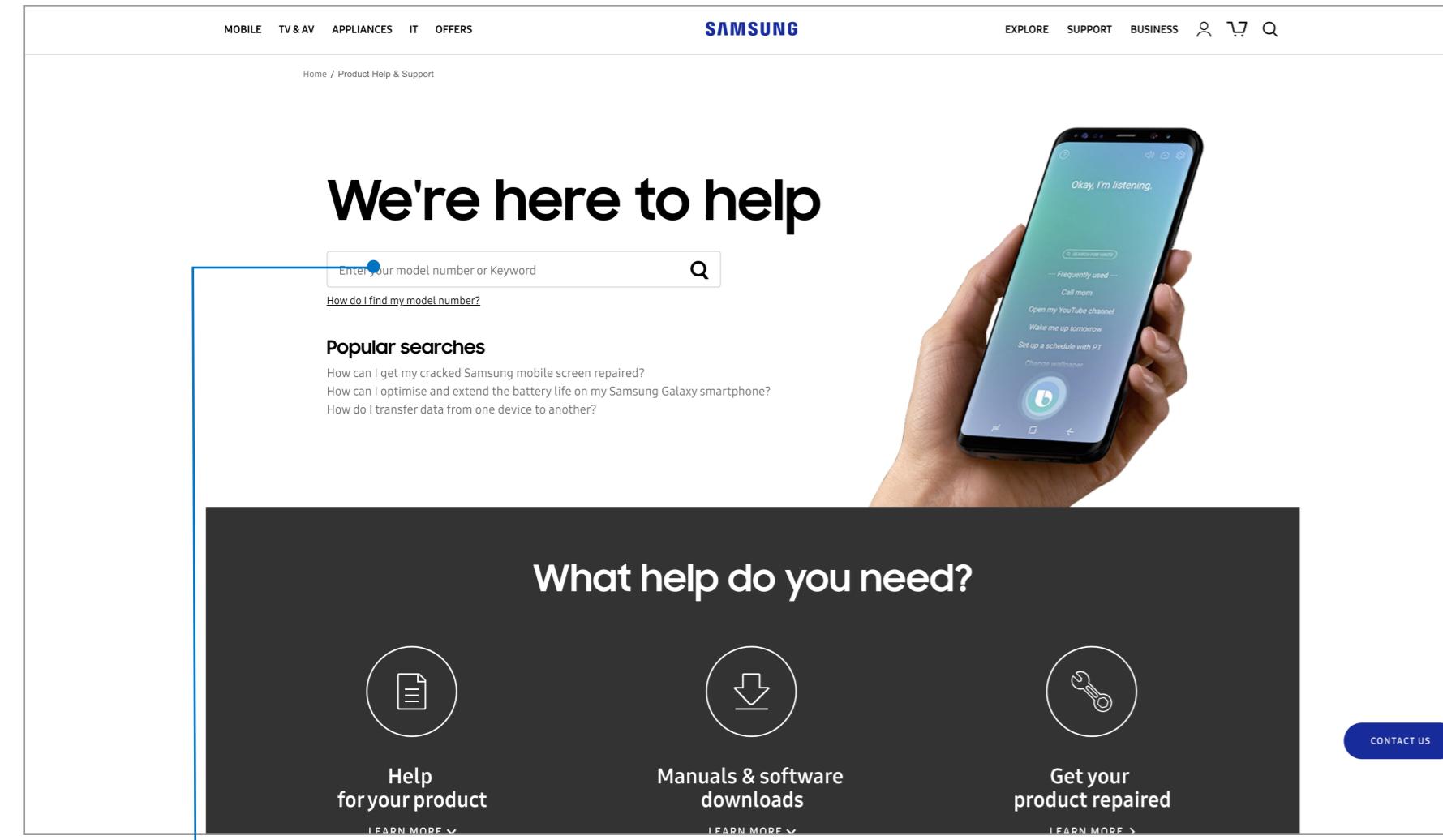
3-6 : Pagenation area

3-7 : CS Infomration area
- All tab's CS information reveal automatically

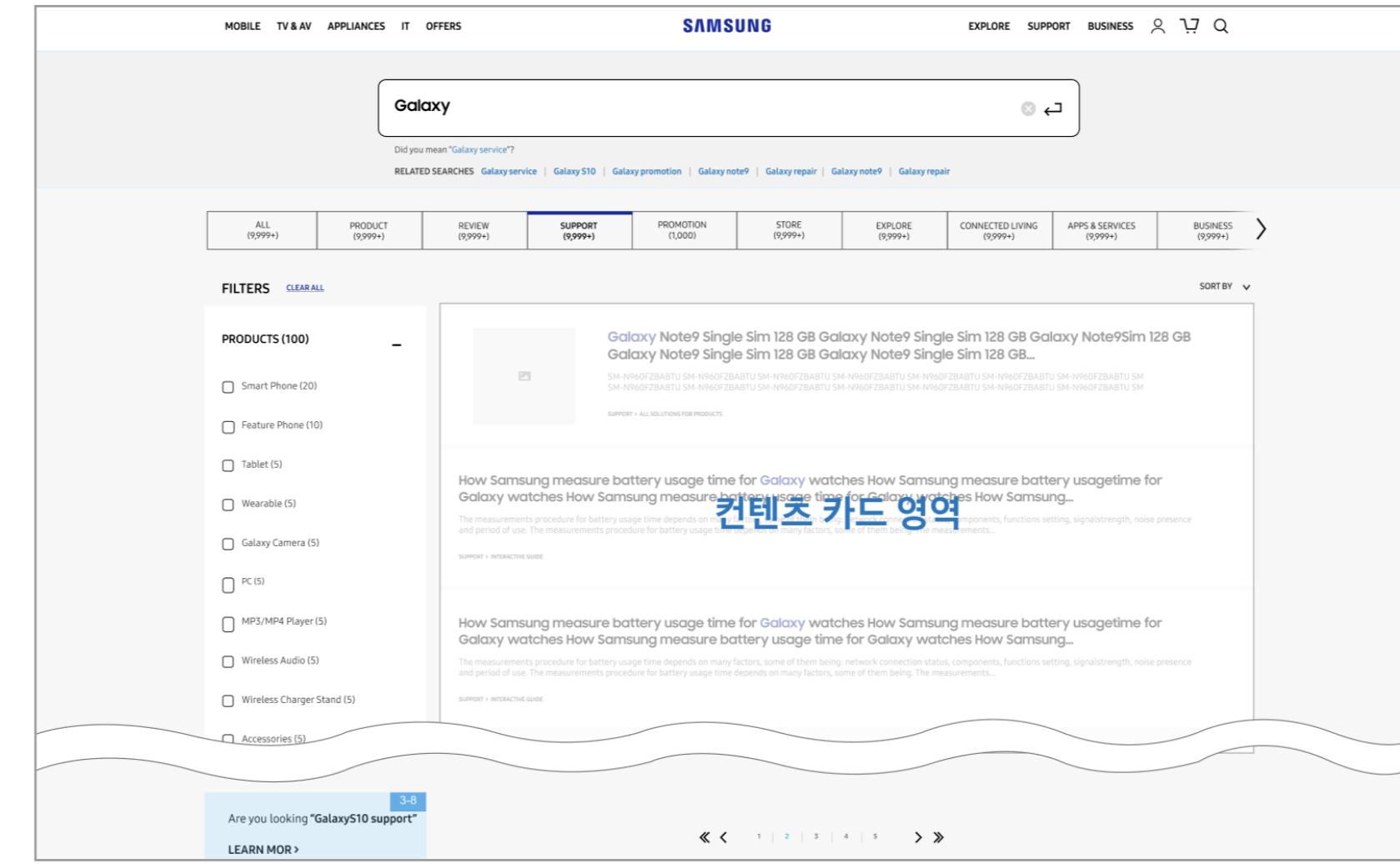
3-8 :Bestmatch area
- This is Authoring area. Resister maximum of one content
- When user click it move to the post detail page with link.

Support home > SRP result page flow

1. If there is Support search results

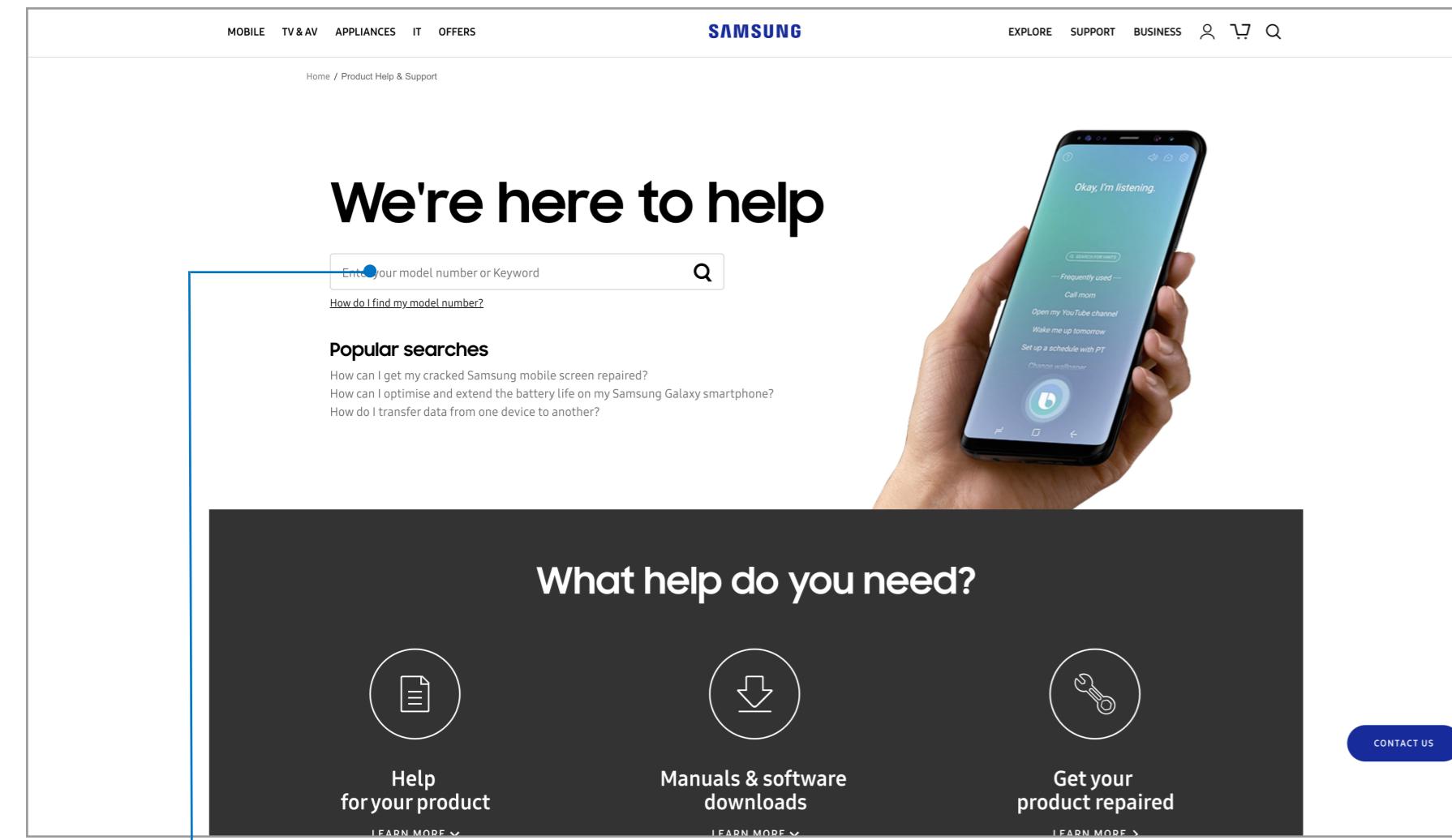


Step1. Press enter or click search icon after typing "Galaxy" keyword

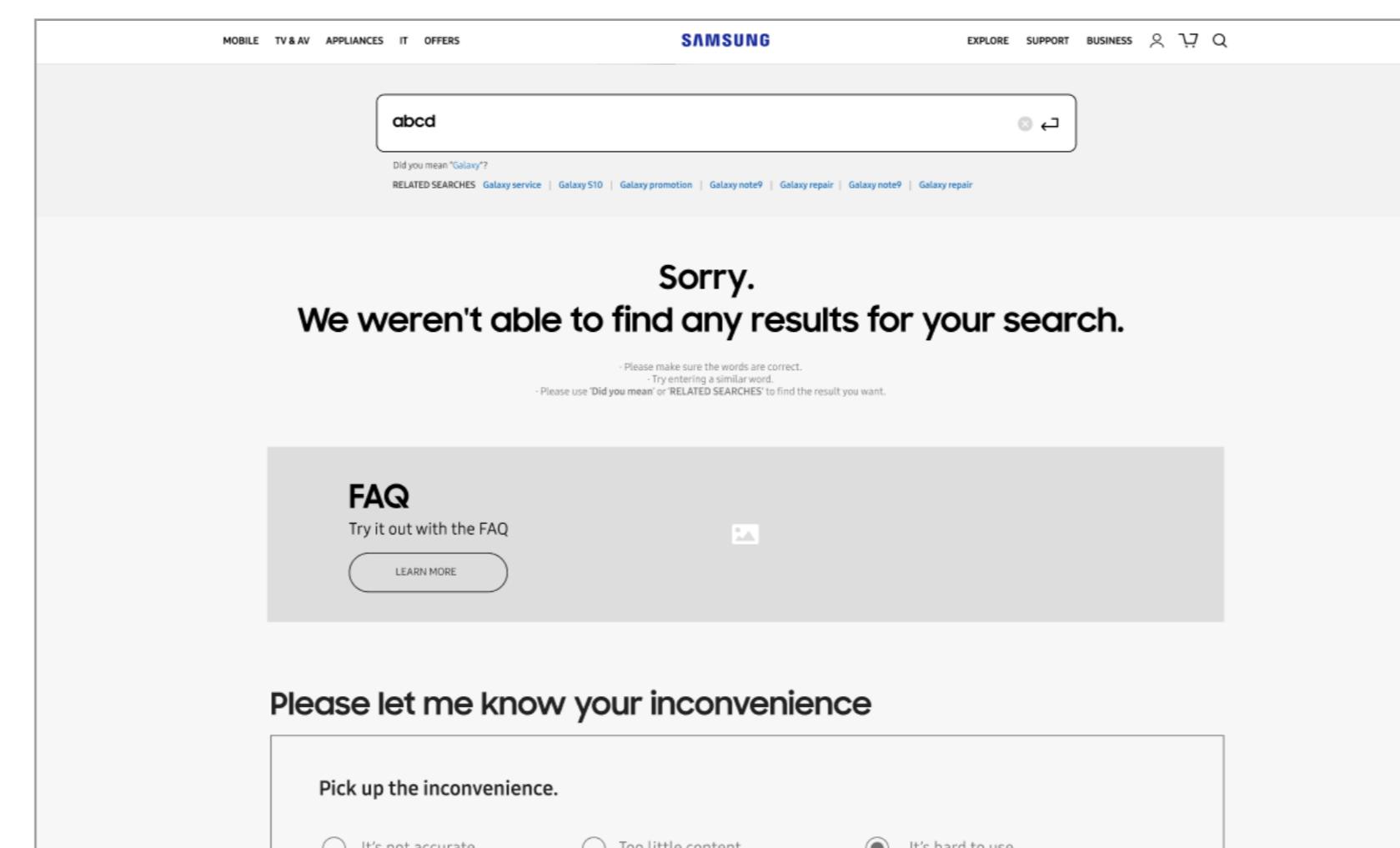


Step2. Keep the Keyword "Galaxy" in the input area
SRP > move to Support Tab
If there is another result other than Support, display it with Tab

1. If there is not Support search results



Step1. Press enter or click search icon after typing "198549835234" keyword



Step2. Keep the Keyword '198549835234' in the input area
and display No Result Page

** As the targeted Support page has no result, display No result page

Description

Result Promotion (PC)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung website's search results for the query "Galaxy". The search bar at the top contains "Galaxy". Below it, a list of categories is shown: ALL (9,999+), PRODUCT (9,999+), REVIEW (9,999+), SUPPORT (9,999+), PROMOTION (1,000) (highlighted in blue), STORE (9,999+), EXPLORE (9,999+), CONNECTED LIVING (9,999+), APPS & SERVICES (9,999+), and BUSINESS (9,999+). The main content area displays three promotional cards for Galaxy watches, each with a thumbnail, title, description, and a "PROMOTION | 2019.05.01 ~ 2019.05.31" link. At the bottom of the page, there are footer links for PRODUCT & SERVICE, SHOP, SUPPORT, and ABOUT US, along with copyright information and social media links.

1. GNB area

When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Contents area

- 3-1 : Selected category tab menu
- Support tab gets activate
- 3-2 : Showing the standard of alignment
 - Base on selected alignment standard the content of "3~6" changes.
 - The standard of alignment (base on relationship, newest, oldest, alphabet order, reverse alphabet order)

3-3: Content card area

3-4 : Pagination area

Result Store (PC) - In case user agree location-based agreement

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung website's search results for the term "Galaxy". The search bar at the top contains "Galaxy". Below it, a related search suggestion "Did you mean 'Galaxy service'?" is shown. A map of London is displayed, with several black dots representing store locations. A red dot indicates the user's current location. A sidebar on the left lists filters for "CATEGORY (100)" and "STORE TYPE (100)". The main content area includes a search bar for "Postcode, Address", a list of stores found ("Samsung @ THREE LONDON"), and a "Product Categories in Store" section. At the bottom, there are legal notices and a footer with links to various Samsung services.

1. GNB area
When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Contents area

- 3-1 : Selected tab gets activate
- Promotion tab gets activate
- 3-2 : Filter area
- Filtering by Category, Store Type (same as Store Location)
- 3-3 : Map area
- Result shows matching with store name, store phone number, Zip code, address, products that treat in the store.
- 3-3-1 : Display map screen
- For users who allow location-based information agreement shows present location.
GPS range: Default three miles
- When it moves to another location, Red Dot enables but, when it Zoom out Red dot constantly shows.
- When user search with zip code, it zoom in the place.
- 3-3-2 : Display store information when user clicks marker
- 3-3-3 : Search address
- Type address that user want.
Match the result with search term, address and zip code.
- Before type address, for user allows location-based agreement shows the first search result base on its feature.
- 3-3-4 : Select scope of map
- When it clicked zoom in / zoom out base on the selected distance. (same as Store Locator)
- 3-3-5 : Store search result
- Distance > address base on alphabet order > zip code >
store name base on alphabet order
- Scroll it if there is large amount of infomation.
- If there is no result No Result data reveals.
- When store in the list clicked move to the store's map.
- When user moves map, relist store around the place.
- 3-3-6 : Searched store information
-It shows store name, address, phone number, the distance from user
- Enable when store phone number dose not exist.
- 3-3-7 : Store information learn more button
- When it clicked reveal "3-3-8"
- 3-3-8 : Products list that treats in store
-When "3-3-7" area clicked the product list that treated in the store will show up.

Result Store (PC) - In case user dose not agree location-based agreement

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung website's search results page for 'Galaxy'. At the top, there's a navigation bar with links for MOBILE, TV & AV, APPLIANCES, IT, OFFERS, and a central SAMSUNG logo. To the right are EXPLORE, SUPPORT, BUSINESS, user profile, and search icons. Below the navigation is a search bar containing 'Galaxy' with a placeholder 'Did you mean "Galaxy service"?'. Underneath the search bar is a 'RELATED SEARCHES' section with links like Galaxy service, Galaxy S10, Galaxy promotion, Galaxy note9, Galaxy repair, Galaxy note9, and Galaxy repair. The main content area features a grid of product categories: ALL (9,999+), PRODUCT (9,999+), REVIEW (9,999+), SUPPORT (9,999+), PROMOTION (1,000), STORE (9,999+), EXPLORE (9,999+), CONNECTED LIVING (9,999+), APPS & SERVICES (9,999+), and BUSINESS (9,999+). A 'FILTERS' section on the left includes 'CATEGORY (100)' and 'STORE TYPE (100)' dropdown menus. On the right is a map of London with several 'Samsung @ THREE LONDON' store locations marked. Each location has a blue callout box with details: '1 mile', '2 mile', '5 mile', '10 mile' buttons; a search bar; and a 'Postcode, Address' input field. Below the map are five detailed store cards, each with a location pin, a numbered badge (1 through 5), a 'STORE' button, a 'SEE MORE' link, and address information: '2nd floor, 87-135 Brompton Rd, LONDON, SW1X 7XL, 020 7705 9500'. At the bottom of the page, there are promotional banners for Samsung QuickDrive™ WW8800K vs Samsung WW8500K (5kg 40°C Cotton wash), Device locked to a participating network, 5G functionality compatible network connection, and a purchase offer for Galaxy S10e between 07.06.19 and 10.07.19 from a participating retailer. The footer contains links for PRODUCT & SERVICE, SHOP, SUPPORT, and ABOUT US, along with a copyright notice, a royal warrant crest, and social media links.

1. GNB area

When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Contents area

For user who dose not allow location-based information, when they approach to store tab the browser location-based information popup will be open. In case if they are not agree, the page moves to the country's landmark together with store list.
When a user disagrees the location-based information icon and popup won't be displayed.

- 3-1 : Selected tab gets activate
- Promotion tab gets activate.

- 3-2 : Filter area
- Able to filter Category, Store Type (same as Store Locator)

- 3-3 : Display map screen
- Reveal map around landmark base on the present country.

- 3-3-1 : Location-based information agreement icon
- When it clicked, it require browser-based information agreement.

- 3-3-2 : It shows store list base on search result of present country
- When a store in the list clicked, the map moves to the store.
- When user moves map, relist the store around the location.

Description

Result Store (PC) - When there is no result in store

When user press tab the focusing order follows markup order.

1. GNB area

When icon in GNB clicked,
search popup layer is open.

2. Search popup area

3. Contents area

3-1 : Display 'No result' text
- The guidance text area for no result in store tab.

1

2

3

SAMSUNG

EXPLORE SUPPORT BUSINESS

Galaxy

Did you mean "Galaxy service"?

RELATED SEARCHES Galaxy service | Galaxy S10 | Galaxy promotion | Galaxy note9 | Galaxy repair | Galaxy note9 | Galaxy repair

ALL (9,999+)	PRODUCT (9,999+)	REVIEW (9,999+)	SUPPORT (9,999+)	PROMOTION (1,000)	STORE (9,999+)	EXPLORE (9,999+)	CONNECTED LIVING (9,999+)	APPS & SERVICES (9,999+)	BUSINESS (9,999+)
--------------	------------------	-----------------	------------------	-------------------	-----------------------	------------------	---------------------------	--------------------------	-------------------

FILTERS [CLEAR ALL](#)

CATEGORY

- Mobile Devices
- TV/Audio/Video
- Home Appliances
- Memory / Storage
- Cameras
- IT
- SmartThings

STORE TYPE

- Home Innovation Sotre (20)
- Kitchen Showroom (20)
- Others Store (20)
- Samsung ExperiencesStores (20)

1mile 2mile 5mile 10mile

Abcd

3-1 !

Unfortunately, there are no stores near that location.
Perhaps, broaden your search

*Samsung QuickDrive™ WW8800M vs Samsung WW8500K (5kg 40°C Cotton wash)
**Device locked to a participating network. 5G functionality compatible network connection.
***Purchase S10e between 07.06.19 and 10.07.19 from a participating retailer. Claim from Samsung between 07.06.19 and 10.07.19 UK. For full terms and conditions see <https://www.samsung.com/uk/galaxy-s10e-offer>

Back to top ^

PRODUCT & SERVICE	SHOP	SUPPORT	ABOUT US
Smartphones	TVs	All Recent Offers	About Us
Tablets	Refrigerators	Trade In Deals	Find a Store
Wearables	Washing Machines	Samsung Upgrade Program	Samsung Experience Stores
Mobile Accessories	Home Appliances	Samsung Finance	Investor Relations
Audio & Videos	Cooking Appliances	Samsung Care+	News
Memory Storage	Monitors	Track my repair	Modern Slavery Act Statement
		Find a Service Centre	Careers
		Help & Support FAQs	Samsung Gender Pay

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BY APPOINTMENT TO HER MAJESTY THE QUEEN
SUPPLIER OF TELEVISION AND
AUDIO VISUAL PRODUCTS
SAMSUNG ELECTRONICS (UK)
LIMITED, SURREY

[UK/ENGLISH](#) [ACCESSIBILITY HELP](#) [TERMS AND CONDITIONS](#) [PRIVACY](#) [COOKIES](#) [LEGAL](#) [SITEMAP](#)

STAY IN THE LOOP!

Result Explore (PC)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung website's search results for the query "Galaxy". The interface includes a navigation bar with links for MOBILE, TV & AV, APPLIANCES, IT, OFFERS, and a central search bar containing "Galaxy". Below the search bar is a list of related searches. A filter section on the left lists categories like ALL, PRODUCT, REVIEW, SUPPORT, PROMOTION, STORE, EXPLORE (selected), CONNECTED LIVING, APPS & SERVICES, and BUSINESS. The main content area displays several cards, each with a title, a snippet of text, and a "READ MORE" link. At the bottom, there is a footer with links for PRODUCT & SERVICE, SHOP, SUPPORT, and ABOUT US, along with copyright information and social media links.

Description

1. GNB area

When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Contents area

3-1 : Selected tab gets activate
- Explore tab gets activate.

3-2 : Showing the alignment standard
- Base on selected alignment standard the content of "3-4" changes.
- The standard of alignment (base on relationship, newest, oldest, popularity, alphabet order, reverse alphabet order)

3-3 : Display filter option list
- Reveal the number of search by each filter category.
- Base on selected alignment standard the content of "3-6" changes.

3-4 : Content card area

3-5 : The result of selected filter

3-6 : Pagination area

Result Connected living (PC)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung Connected Living website interface. At the top, there's a navigation bar with links for MOBILE, TV & AV, APPLIANCES, IT, OFFERS, and a central SAMSUNG logo. To the right are EXPLORE, SUPPORT, BUSINESS, a user icon, and search icons. Below the navigation is a search bar containing 'Galaxy'. A dropdown menu suggests 'Did you mean "Galaxy service"?'. Underneath the search bar are RELATED SEARCHES: Galaxy service | Galaxy S10 | Galaxy promotion | Galaxy note9 | Galaxy repair | Galaxy note9 | Galaxy repair. The main content area has a grid of cards. The first card in the top row is highlighted with a blue border and labeled '3-1'. It contains filters: ALL (9,999+), PRODUCT (9,999+), REVIEW (9,999+), SUPPORT (9,999+), PROMOTION (1,000), STORE (9,999+), EXPLORE (9,999+), CONNECTED LIVING (9,999+), APPS & SERVICES (9,999+), and BUSINESS (9,999+). The 'CONNECTED LIVING' filter is selected. To the right of this card is a '3-2' label with a 'SORT BY' dropdown. To the left is a '3-3' label with a 'FILTERS' section containing checkboxes for FAMILY CONNECTION, SEAMLESS ENTERTAINING, and WORK-LIFE BALANCE. To the right is a '3-4' label pointing to a content card titled 'How Samsung measure battery usage time for Galaxy watches How Samsung measure battery usagetime for Galaxy watches How Samsung...'. This card includes a summary, a 'CONNECTED LIVING > AUTOMATION' tag, and a play button. Below it are two more identical cards. At the bottom of the page, there are footer sections for PRODUCT & SERVICE, SHOP, SUPPORT, and ABOUT US, along with copyright information, a royal warrant crest, and social media links.

1. GNB area

When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Contents area

3-1 : Selected tab gets activate

- For now, connected living tab gets activate

3-2 : Displaying the standard of alignment

- Base on selected alignment standard the content of "3-4" changes.

-The standard of alignment (base on relationship, newest, oldest, popularity, alphabet order, reverse alphabet order)

3-3 : Filter option list

- Reveal the number of search by each filter category.

- Base on selected filter chage 3-4 area content

3-4 : Content card area

3-5 : Showing the result of selected filter

3-6 : Pagenation area

Result Apps & Services (PC)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung website's search results for the term "Galaxy". The interface is organized into several sections:

- Top Navigation:** MOBILE, TV & AV, APPLIANCES, IT, OFFERS, SAMSUNG, EXPLORE, SUPPORT, BUSINESS, user icon, cart icon, search icon.
- Search Bar:** Galaxy, Did you mean "Galaxy service"? RELATED SEARCHES: Galaxy service | Galaxy S10 | Galaxy promotion | Galaxy note9 | Galaxy repair | Galaxy note9 | Galaxy repair.
- Content Area:** A grid of cards, each labeled "Samsung Notes". Each card has a small image, the title "Samsung Notes", a short description, and the text "APPS & SERVICES".
- Filter Bar:** ALL (9,999+), PRODUCT (9,999+), REVIEW (9,999+), SUPPORT (9,999+), PROMOTION (1,000), STORE (9,999+), EXPLORE (9,999+), CONNECTED LIVING (9,999+), APPS & SERVICES (9,999+), BUSINESS (9,999+).
- Sort Options:** SORT BY ▾
- Pagination:** 3-4, <<, 1, 2, 3, 4, 5, >>
- Bottom Content:** *Samsung QuickDrive™ WW8800M vs Samsung WW8500K (5kg 40°C Cotton wash). **Device locked to a participating network. 5G functionality compatible network connection. ***Purchase S10e between 07.06.19 and 10.07.19 from a participating retailer. Claim from Samsung between 07.06.19 and 10.07.19 UK. For full terms and conditions see <https://www.samsung.com/uk/galaxy-s10e-offer>.
- Footer:** Back to top ^, PRODUCT & SERVICE (Smartphones, Tablets, Wearables, Mobile Accessories, Audio & Videos, Memory Storage), SHOP (TVs, Refrigerators, Washing Machines, Home Appliances, Cooking Appliances, Monitors), SUPPORT (All Recent Offers, Trade In Deals, Samsung Upgrade Program, Samsung Finance, Samsung Care+, Track your order, Help & Support FAQs), ABOUT US (About Us, Find a Store, Samsung Experience Stores, Investor Relations, News, Modern Slavery Act Statement, Careers, Samsung Gender Pay), Copyright © 1995-2019 SAMSUNG All Rights Reserved, This website is best viewed using Internet Explorer 11, Chrome, Safari and newer browsers, Royal Coat of Arms logo, STAY IN THE LOOP? with social media icons (Facebook, Twitter, Instagram, YouTube, Email, LinkedIn).

Description

1. GNB area

When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Contens area

3-1 : Selected tab gets activate

- App&service tab gets activate.

3-2 : Showing the alignment standard
- Base on selected alignment standard the content of "3-3" changes.
- The standard of alignment (base on relationship, newest, oldest, popularity, alphabet order, reverse alphabet order)

3-3 : Content card area

3-4 : Pagination area

Result Business (PC)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung website's search results for the query "Galaxy". The search bar at the top contains "Galaxy". Below it, a search suggestion "Did you mean 'Galaxy service'" is shown, followed by "RELATED SEARCHES: Galaxy service | Galaxy S10 | Galaxy promotion | Galaxy note9 | Galaxy repair | Galaxy note9 | Galaxy repair". The main content area displays search results categorized by filter: PRODUCT, SOLUTION, INSIGHT, SUPPORT, and COMPANY. Each category has a corresponding card. The first card, under PRODUCT, is for the "Galaxy S10 5G EE" and includes a thumbnail, product name, model number (SM-N960FZBABTU), and links to "LEARNMORE" and "FIND SUPPORT". The second card, under SOLUTION, is titled "How Samsung measure battery usage time for Galaxy watches How Samsung..." and includes a snippet of text about battery measurement factors. The third card, under SUPPORT, is titled "How do I change the language on my Samsung Galaxy Tab 3?" and includes a snippet of text about language change. At the bottom of the page, there are footer links for various categories like Smartphones, TVs, etc., and a section for "ABOUT US" with links to About Us, Find a Store, etc. A copyright notice at the very bottom states: "Copyright© 1995-2019 SAMSUNG All Rights Reserved. This website is best viewed using Internet Explorer 11, Chrome, Safari and newer browsers."

1.GNB area

When icon in GNB clicked, search popup layer is open.

2. Search pop up

3. Contents area

3-1 : Selected tab gets activate
- For now, business tab gets activate

3-2 : Display standard of alignment
- Base on selected alignment standard the content of "3-4" changes.
- The standard of alignment (base on relationship, newest, oldest, popularity, alphabet order, reverse alphabet order)

3-3 : Filter option list
- Reveal the number of search by each filter category.
- Base on selected filter chage 3-4 area content

3-4 : Content card area

3-5 : Showing the result of selected filter

3-6 : Pagination area

Result About us (PC)

When user press tab the focusing order follows markup order.

1 MOBILE TV & AV APPLIANCES IT OFFERS



EXPLORE SUPPORT BUSINESS  

2 Galaxy

Did you mean "Galaxy service"?

 RELATED SEARCHES [Galaxy service](#) | [Galaxy S10](#) | [Galaxy promotion](#) | [Galaxy note9](#) | [Galaxy repair](#) | [Galaxy note9](#) | [Galaxy repair](#)

3

REVIEW (9,999+)	SUPPORT (9,999+)	PROMOTION (1,000)	STORE (9,999+)	EXPLORE (9,999+)	CONNECTED LIVING (9,999+)	APPS & SERVICES (9,999+)	BUSINESS (9,999+)	ABOUT US (10)	OTHERS (10)
---------------------------------	----------------------------------	-----------------------------------	--------------------------------	----------------------------------	-------------------------------------------	----------------------------------------------	-----------------------------------	-------------------------------	-----------------------------

3-1 [FILTERS](#) [CLEAR ALL](#)

3-2 [SORT BY ▾](#)

3-3
[VISION \(10\)](#)

[COMPANY \(10\)](#)

[BUSINESS AREA \(10\)](#)

[SUSTAINABILITY \(10\)](#)

3-4



How Samsung measure battery usage time for Galaxy watches How Samsung Galaxy watches How Samsung measure battery usage time for Galaxy watches How Samsung...

The measurements procedure for battery usage time depends on many factors, some of them being: network connection status, components functions setting, signal strength, noise presence and period of use. The measurements procedure for battery usage time depends on many...

3-5

How Samsung measure battery usage time for Galaxy watches How Samsung Galaxy watches How Samsung measure battery usage time for Galaxy watches How Samsung...

The measurements procedure for battery usage time depends on many factors, some of them being: network connection status, components functions setting, signal strength, noise presence and period of use. The measurements procedure for battery usage time depends on many...

Contents card area

3-6
« <
1 | 2 | 3 | 4 | 5 | > »

*Samsung QuickDrive™ WW8800M vs Samsung WW8500K (5kg 40°C Cotton wash)
 **Device locked to a participating network. 5G functionality compatible network connection.
 ***Purchase S10e between 07.06.19 and 10.07.19 from a participating retailer. Claim from Samsung between 07.06.19 and 10.07.19 UK. For full terms and conditions see <https://www.samsung.com/uk/galaxy-s10e-offer>

[Back to top ^](#)

PRODUCT & SERVICE

Smartphones	TVs
Tablets	Refrigerators
Wearables	Washing Machines
Mobile Accessories	Home Appliances
Audio & Videos	Cooking Appliances
Memory Storage	Monitors

SHOP

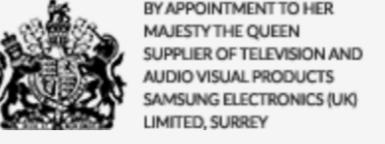
All Recent Offers
Trade In Deals
Samsung Upgrade Program
Samsung Finance
Samsung Care+
Track your order
Help & Support FAQs

SUPPORT

Live Chat 
Email Support
Phone Support
Repair my product
Track my repair 
Find a Service Centre
Ask the community 

ABOUT US

About Us
Find a Store
Samsung Experience Stores
Investor Relations
News
Modern Slavery Act Statement 
Careers
Samsung Gender Pay



BY APPOINTMENT TO HER
MAJESTY THE QUEEN
SUPPLIER OF TELEVISION AND
AUDIO VISUAL PRODUCTS
SAMSUNG ELECTRONICS (UK)
LIMITED, SURREY

 UK/ENGLISH
ACCESSIBILITY HELP
TERMS AND CONDITIONS
PRIVACY
COOKIES
LEGAL
SITEMAP

STAY IN THE LOOP?      

Description

1. GNB area

When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Contents area

3-1 : The selected tab gets activate
 - For now, about us tab gets activate

3-2 : Displaying the standard of alignment
 - Base on selected alignment standard the content of "3-4" changes.
 -The standard of alignment (base on relationship, newest, oldest, popularity, alphabet order, reverse alphabet order)

3-3 : Filter option list
 - Reveal the number of search by each filter category.
 - Base on selected filter change 3-4 area content

3-4 : Content card area

3-5 : Showing the result of selected filter

3-6 : Pagination area

Description

1. GNB area

When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Contents area

3-1 : The selected tab gets activate
- For now, others tab gets activate

3-2 : Showing the standard of alignment
- Base on selected alignment standard the content of "3-3" changes.
- The standard of alignment (base on relationship, newest, oldest, popularity, alphabet order, reverse alphabet order)

3-3 : Content card area

3-4 : Pagination area

Result Others (PC)
When user press tab the focusing order follows markup order.

1 MOBILE TV & AV APPLIANCES IT OFFERS **SAMSUNG** EXPLORE SUPPORT BUSINESS

2 Galaxy

Did you mean "Galaxy service"?
RELATED SEARCHES Galaxy service | Galaxy S10 | Galaxy promotion | Galaxy note9 | Galaxy repair | Galaxy note9 | Galaxy repair

3-1 REVIEW (9,999+) SUPPORT (9,999+) PROMOTION (1,000) STORE (9,999+) EXPLORE (9,999+) CONNECTED LIVING (9,999+) APPS & SERVICES (9,999+) BUSINESS (9,999+) ABOUT US (10) OTHERS (10) 3-2 SORT BY ▾

3-3 How Samsung measure battery usage time for Galaxy watches How Samsung Galaxy watches How Samsung measure battery usage time for Galaxy watches How Samsung measure battery usage time for Galaxy watches How Samsung measure battery usage time for Galaxy...
The measurements procedure for battery usage time depends on many factors, some of them being: network connection status, components functions setting, signal strength, noise presence and period of use. The measurements procedure for battery usage time depends on many factors, some of them being: network connection status, components functions setting, signal...
Contents card area
OTHERS

How Samsung measure battery usage time for Galaxy watches How Samsung Galaxy watches How Samsung measure battery usage time for Galaxy watches How Samsung measure battery usage time for Galaxy...
The measurements procedure for battery usage time depends on many factors, some of them being: network connection status, components functions setting, signal strength, noise presence and period of use. The measurements procedure for battery usage time depends on many factors, some of them being: network connection status, components functions setting, signal...

3-4 < 1 | 2 | 3 | 4 | 5 >

*Samsung QuickDrive™ WW8800M vs Samsung WW8500K (5kg 40°C Cotton wash)
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***Purchase S10e between 07.06.19 and 10.07.19 from a participating retailer. Claim from Samsung between 07.06.19 and 10.07.19 UK. For full terms and conditions see <https://www.samsung.com/uk/galaxy-s10e-offer>

Back to top ^

PRODUCT & SERVICE	SHOP	SUPPORT	ABOUT US
Smartphones	All Recent Offers	Live Chat	About Us
Tablets	Trade In Deals	Email Support	Find a Store
Wearables	Samsung Upgrade Program	Phone Support	Samsung Experience Stores
Mobile Accessories	Samsung Finance	Repair my product	Investor Relations
Audio & Videos	Samsung Care+	Track my repair	News
Memory Storage	Track your order	Find a Service Centre	Modern Slavery Act Statement
	Help & Support FAQs	Ask the community	Careers
			Samsung Gender Pay

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UK/ENGLISH ACCESSIBILITY HELP TERMS AND CONDITIONS PRIVACY COOKIES LEGAL SITEMAP STAY IN THE LOOP!

No Result (PC)

When user press tab the focusing order follows markup order.

MOBILE TV & AV APPLIANCES IT OFFERS

SAMSUNG

EXPLORE SUPPORT BUSINESS   

abcd



Did you mean "Galaxy service"?
RELATED SEARCHES Galaxy service | Galaxy S10 | Galaxy promotion | Galaxy note9 | Galaxy repair | Galaxy note9 | Galaxy repair

Sorry.
We weren't able to find any results for your search.

- 3-1-1 - Please make sure the words are correct.
- Try entering a similar word.
- Please use 'Did you mean' or 'RELATED SEARCHES' to find the result you want.

FAQ

Try it out with the FAQ



3-2-1 [LEARN MORE](#)

Please let me know your inconvenience

3-3-1 Pick up the inconvenience.

- It's not accurate.
- Too little content
- It's hard to use.
- It's hard to find results.
- No results found

Please enter the content you want

3-3-2 [SUBMIT](#)

3-4

Contact Us

@ Online

[Twitter](#) Tweet us | 9am - 9pm, 7 days a week

[Facebook Messenger](#) We are here to chat | 9am - 9pm, 7 days a week

Live Chat

Smartphone support | 24 hours, 7 days a week
All product support | 8am - 10pm, 7 days a week
SmartThings | 9am - 5:30pm, Mon - Fri

Email

We'll respond within 24 hours of your request

Email Samsung Shop

For new and existing orders

Order Status & Tracking

Login to get an update on your Samsung Shop order

SmartThings Support

Help with Hubs, Kits, Sensors and Outlets

Call

0330 726 7864
General Support

Smartphone support | 24 hours, 7 days a week
All product support | 8am - 10pm, 7 days a week

0330 726 2677
B2B Support

For business support
8am - 6pm, Mon - Fri

0330 726 7467
Samsung Shop

For new and existing orders:
8am - 10pm, 7 days a week

Need a repair?

[Samsung Support Centres](#)

[Book a Repair Appointment](#)

*Samsung QuickDrive™ WW8800M vs Samsung WW8500K (5kg 40°C Cotton wash)
**Device locked to a participating network. 5G functionality compatible network connection.
***Purchase S10e between 07.06.19 and 10.07.19 from a participating retailer. Claim from Samsung between 07.06.19 and 10.07.19 UK. For full terms and conditions see <https://www.samsung.com/uk/galaxy-s10e-offer>

Back to top ^

PRODUCT & SERVICE

Smartphones

TVs

Tablets

Refrigerators

Wearables

Washing Machines

Mobile Accessories

Home Appliances

Audio & Videos

Cooking Appliances

Memory Storage

Monitors

SHOP

All Recent Offers

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Track your order

Help & Support FAQs

SUPPORT

Live Chat

Email Support

Phone Support

Repair my product

Track my repair

Find a Service Centre

Ask the community

ABOUT US

About Us

Find a Store

Samsung Experience Stores

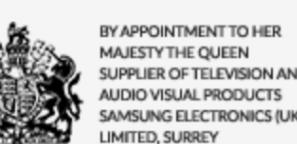
Investor Relations

News

Modern Slavery Act Statement

Careers

Samsung Gender Pay



It displays when there is not a result to find after search from search bar in the site.
If displays when there is not a result to find, after search from support home in the site.

1. GNB area

When icon in GNB clicked, search popup layer is open.

2. Search popup area

3. Content area

3-1: No search result text displaying area
- This is an Authoring area that shows text typed by user.

3-1-1: No search result sub text area
- Guide user with search again text for better service.

3-2: FAQ banner area
-Design and mark up have not kick off.

3-2-1: Button to move FAQ page
-When it clicked move to FAQ page

3-3: Research area for update
- If there is not a search result, it shows research form to improve better service. From user gets offer for system improvement.
(Design and mark up have not kick off)

3-3-1: Question and Answer area

3-3-2: Question and answer sending button area
- When it clicked, the user typed demand for improvement gets send to server and save.

3-4: Contact us area
- If there is not a search result in Support Home page, reveal Contact us as a second option.

Result All (MOB)

A screenshot of the Samsung UK website's search results page for 'Galaxy'. The top navigation bar includes a menu icon, the 'SAMSUNG' logo, a shopping cart icon, and a search bar. Below the search bar is a 'Did you mean "Galaxy service"? link. A horizontal navigation bar below the search bar has tabs for 'ALL (322)', 'PRODUCT (322)', 'SUPPORT (322)', and 'PRO'. The main content area displays three search results cards for '[Galaxy Note 9] Samsung Health -Manage your Home...'. Each card includes a thumbnail image, the title, a short description, and a 'View more' button. Below these cards is a detailed product listing for the Galaxy Note9, showing the model number SM-N960FZBHBTR, the price of £1,300.00, and a 'BUY NOW' button. Further down the page are sections for 'Contents card area', 'FACEBOOK' and 'TWITTER' links, a 'VIEW MORE' button, 'RELATED SEARCHES' (listing 'Samsung Galaxy Note 10' multiple times), 'FIND ADDITIONAL INFO' (with links to 'Warranty', 'The Samsung Community', 'SmartThingFAQ', and 'VIEW MORE'), 'CALL' support options ('General Support | 0330 726 7864', 'B2B Support | 0330 726 2677', 'Samsung shop | 0330 726 7467'), and a note about battery time. The bottom of the page features a footer with links to 'DISCOVER', 'SHOP', 'SUPPORT', 'ABOUT US', 'TERMS AND CONDITIONS', 'PRIVACY', 'LEGAL', 'SITEMAP', 'STAY IN THE LOOP?' (with social media icons), and the Royal Warrant logo.

Result Product (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung mobile website interface. At the top, there is a navigation bar with a menu icon, the Samsung logo, a shopping cart icon, and a search icon. Below the search icon is a magnifying glass icon with the number '1-1' above it. The search bar contains the text 'Galaxy'. To the right of the search bar are a close button and a back arrow button. Below the search bar, a message says 'Did you mean "Galaxy service"?'. There are three tabs at the top: 'ALL (322)', 'PRODUCT (322)' (which is highlighted), and 'SUPPORT (322)'. Below these tabs is a button labeled 'FILTERS (20)'. To the right of the filters button is a 'SORT BY' dropdown with the number '3-3' above it. The main content area displays a card for the 'Galaxy S10 512GB'. The card includes a thumbnail image, the product name 'Galaxy S10 512GB', the model number 'SM-N960FZBHTU', a rating of '4.6 (124)', and a price of '£1,300.00 (£1,600.00)'. Below the card, there are two bullet points: '- Trade in your phone. Get up to £350 towards a new...' and '- Requires AT&T Next payment plan and activation.' A 'BUY NOW' button is located below the card. At the bottom of the card, there are links for 'WHERE TO BUY' and 'FIND SUPPORT'. The section title 'Contents card area' is displayed above the second card. The second card for the 'Galaxy S10 5G EE' is similar in layout, showing the same details. Below these cards is a third card for the 'Galaxy A70', which also includes a thumbnail, product name, model number, rating, and price. Below the third card is a wavy decorative line. At the bottom of the page, there is a pagination area with the number '3-5' and a set of small navigation arrows. A note about battery time is present: 'Battery time is based on our own laboratory measurements, and may vary depending on factors such as device settings, usage patterns and operating conditions.' A 'Back to top' link is also visible. At the very bottom, there is a footer section with links for 'DISCOVER', 'SHOP', 'SUPPORT', and 'ABOUT US', each preceded by a plus sign. The footer also contains copyright information: 'Copyright© 1995-2019 SAMSUNG All Rights Reserved.' and 'This website is best viewed using Internet Explorer 9, Chrome, Safari and newer browsers.' Below this is the Royal Coat of Arms of the United Kingdom with the text: 'BY APPOINTMENT TO HER MAJESTY THE QUEEN SUPPLIER OF TELEVISION AND AUDIO VISUAL PRODUCTS SAMSUNG ELECTRONICS (UK) LIMITED, SURREY'. The footer also includes links for 'UK/ENGLISH > ACCESSIBILITY HELP', 'TERMS AND CONDITIONS', 'PRIVACY', 'LEGAL', 'SITEMAP', and 'STAY IN THE LOOP?' followed by social media icons for Facebook, Twitter, Instagram, YouTube, Email, and LinkedIn.

Description

1. GNB

1-1 : Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Display category tab based on search term results
- Basic features are same PC

3-1 : Selected tab area
- "Product" tab enabled

3-2 : Button to filter pop-up
- In case of mobile, the filter works as a pop-up
- When it clicked display filter pop-up

3-3 : Display sort by

3-4 : Contents card area

3-5 : Pagination area

Result Review (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung mobile website interface. At the top, there is a navigation bar with a menu icon, the Samsung logo, a shopping cart icon with a red notification, and a search icon. Below the navigation is a search bar containing the text 'Galaxy'. Underneath the search bar is a suggestion 'Did you mean "Galaxy service"?'. A horizontal menu below the search bar includes 'PRODUCT (322)', 'REVIEW (322)' (which is highlighted in blue), and 'SUPPORT (322)'. Below this menu is a section titled 'FILTERS (20)'. The main content area displays a review for the 'Galaxy Note 9' under the heading 'REVIWS > SMARTPHONE'. The review text reads: '[Galaxy Note 9] Easy to set up, looks good, nice features and...'. It has a 4.0 rating. Below the review, there are sections for 'Features 4.2', 'Performance 4.2', 'Design 4.2', and 'Value 4.2'. At the bottom of this section is a pagination control labeled '3-5' with arrows. Further down the page, there is a note about battery time and a 'Back to top' button. The footer contains links for 'DISCOVER', 'SHOP', 'SUPPORT', and 'ABOUT US', each with a plus sign. Copyright information from 1995-2019 is shown, along with a crest and text: 'BY APPOINTMENT TO HER MAJESTY THE QUEEN SUPPLIER OF TELEVISION AND AUDIO VISUAL PRODUCTS SAMSUNG ELECTRONICS (UK) LIMITED, SURREY'. The footer also includes language selection ('UK/ENGLISH'), accessibility help, terms and conditions, privacy, legal, sitemap, and social media links for Facebook, Twitter, Instagram, YouTube, Email, and LinkedIn.

Description

1. GNB

1-1 : Search icon
- When a user clicks, history unaccumulated new search popup displays

2. Result Search Input Field

Search result area

3. Contents

Base on search result, display tab category
- The basic function is the same of PC

3-1 : Activate selected tab
- For now, business tab gets activate

3-2 : Filter popup button area
- In case of the mobile filter works as popup. When it clicks, display the filter popup

3-3 : Standard alignment area

3-4 : Contents card area

3-5 : Pagination area

Result Support (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows a mobile web browser displaying a search results page for "Galaxy". At the top is the Samsung logo and a search bar. Below the search bar is a suggestion "Did you mean 'Galaxy service'?". The main content area shows three tabs: "ALL (322)", "PRODUCT (322)", and "SUPPORT (322)", with "SUPPORT" being the active tab. Below the tabs are two buttons: "FILTERS (20)" and "SORT BY". The main content area displays several cards, each representing a different support topic or product. One card for "How to assign an image to a contact on the Samsung Galaxy ..." is visible. Another card for "How to use Multi Window and snap window on the Galaxy S8 ..." is also shown. Further down, there's a card for "Galaxy S10 5G EE" with a thumbnail image and the model number SM-G977BZAAEVR. A navigation bar at the bottom includes icons for back, forward, and search, along with a "Back to top" link. At the very bottom is a footer with links for "DISCOVER", "SHOP", "SUPPORT", and "ABOUT US", each preceded by a plus sign. The footer also contains copyright information, a royal warrant crest, and social media links for Facebook, Twitter, Instagram, YouTube, Email, and LinkedIn.

Description

1. GNB

1-1 : Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Display category tab based on search term results
- Basic features are same PC

3-1 : Selected tab area
- "Support" tab enabled

3-2 : Button to filter pop-up
- In case of mobile, the filter works as a pop-up
- When it clicked display filter pop-up

3-3 : Display sort by

3-4 : Contents card area

3-5 : Pagination area

3-6 : Bestmatch area

3-7 : Display CS info area

Result Promotion (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung mobile website interface. At the top, there is a navigation bar with a menu icon, the Samsung logo, a shopping cart icon, and a search icon. Below the navigation is a search bar with the text "Galaxy". Underneath the search bar, a message asks if the user meant "Galaxy service". A category navigation bar follows, with tabs for "PROMOTION (322)", "STORE (322)", and "EXPLORE (322)". The "PROMOTION" tab is selected. Below this is a "SORT BY" dropdown. The main content area displays several promotional cards. One card for "Galaxy Note9" features an image and the text "Samsung Health - Manage your Home...". Another card for "The Photo Challenge" has the same image and text. Both cards include a date range "PROMOTION | 2019. 05. 01 ~ 2019. 05. 31". Below these cards is a section with wavy lines containing the same promotional text. At the bottom of the page, there is a copyright notice, a crest logo, and a footer with links for UK/ENGLISH, ACCESSIBILITY HELP, TERMS AND CONDITIONS, PRIVACY, LEGAL, SITEMAP, and STAY IN THE LOOP with social media icons.

Description

1. GNB

1-1 : Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Display category tab based on search term results
- Basic features are same PC

3-1 : Selected tab area
- "Promotion" tab enabled

3-2 : Display sort by

3-3 : Contents card area

3-4 : Pagination area

Result Store (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows a mobile web interface for Samsung. At the top is the Samsung logo and a search bar. Below the search bar is a suggestion 'Did you mean "Galaxy service"?'. A navigation bar with tabs for PROMOTION (322), STORE (322) (which is selected), and EXPLORE (322). A 'FILTERS(20)' button is present. A map of London shows several store locations, with one highlighted as 'Samsung Home Innovation LONDON'. Below the map is a detailed card for this store, including address (2nd floor, 87-135 Brompton Rd, LONDON, SW1X 7XL), phone number (020 7705 9500), distance (~2.09 mile), and a 'SEE MORE' button. A note at the bottom of the card states: 'Information on this page is subject to change without prior notice. Stock availability and prices will vary, so please contact the retailer directly for up to date information.' A footer section contains links for DISCOVER, SHOP, SUPPORT, and ABOUT US, along with copyright information and a British Royal Warrant logo. At the very bottom are links for UK/ENGLISH, ACCESSIBILITY HELP, TERMS AND CONDITIONS, PRIVACY, LEGAL, and SITEMAP, followed by social media icons for Facebook, Twitter, Instagram, YouTube, Email, and LinkedIn.

Description

1. GNB

1-1 : Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Display category tab based on search term results
- Basic features are same PC

3-1 : Selected tab area
- "Store" tab enabled

3-2 : Button to filter pop-up
- For mobile, the filter works as a pop-up
- When it clicked display filter pop-up

3-3 : Map area

3-3-1 : Display map screen

3-3-2 : When the user marker clicked, display store information. The anchor moves to the top of 3-3-5, and display the card result that changes base on each marker.

3-3-3 : Search address

3-3-4 : Select distance to be displayed on the map
- Basic features are same PC

3-3-5 : Display store search result list

- Basic features are same PC

3-3-6 : Display retrieved store information

3-3-7 : Store address area

- When it clicked, Launch google maps app (Display store address)

3-3-8 : Store phone number area

- When it clicked, Launch device call app (Display store phone number)

3-3-9 : Button to see more store information

3-3-10 : Store handling product list area

Result Store (MOB) - When there is no result in store

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung mobile website interface. At the top, there is a navigation bar with a menu icon, the Samsung logo, a shopping cart icon, and a search icon. Below the navigation bar, the search term 'Galaxy' is entered in the search input field. A suggestion 'Did you mean "Galaxy service"?' is displayed. Below the search bar, there are three tabs: PROMOTION (322), STORE (322), and EXPLORE (322). The STORE tab is selected. Underneath the tabs is a 'FILTERS' section. The main content area displays a map of London with several black dots representing store locations. One specific location is highlighted with a blue circle and labeled 'Samsung Home Innovation LONDON'. Below the map, a message box contains the text: '3-1' followed by an exclamation mark inside a circle, and the message 'Unfortunately, there are no stores near that location. Perhaps, broaden your search'. At the bottom of the page, there is a note about battery time, a 'Back to top' button, and a footer section with links for DISCOVER, SHOP, SUPPORT, and ABOUT US. The footer also includes copyright information, a royal warrant crest, and social media links for Facebook, Twitter, Instagram, YouTube, Email, and LinkedIn.

Description

1. GNB

2. Result Search Input Field

3. Contents

3-1 : Display 'No result' text
- The guidance text area for no result in store tab.

Result Explore (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung mobile website search results for the query "Galaxy". The interface includes a navigation bar with a menu icon, the Samsung logo, a shopping cart icon, and a search icon. The search input field contains "Galaxy". Below the input are suggestions for "Galaxy service". A navigation bar at the top of the results shows tabs: EXPLORE (322) (selected), APPS & SERVICES (322), and BUSINESS (322). A "FILTERS (20)" button is also present. The main content area displays a card for "[Galaxy Note9] Samsung Health - Manage your Home...". Below the card, there is a snippet of text: "He Vision 2020 is at the core of our commitment to create a better world full of richer digital experiences, through innovative...". A "Contents card area" is overlaid on the page, showing a copy of the same card and snippet. At the bottom of the page, there is a footer with links for DISCOVER, SHOP, SUPPORT, and ABOUT US, along with copyright information and a Royal Warrant logo. The footer also includes links for UK/ENGLISH, ACCESSIBILITY HELP, TERMS AND CONDITIONS, PRIVACY, LEGAL, SITEMAP, and social media icons for Facebook, Twitter, Instagram, YouTube, Email, and LinkedIn.

Description

1. GNB

1-1 : Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Display category tab based on search term results
- Basic features are same PC

3-1 : Selected tab area
- "Explore" tab enabled

3-2 : Button to filter pop-up
- In case of mobile, the filter works as a pop-up
- When it clicked display filter pop-up

3-3 : Display sort by

3-4 : Contents card area

3-5 : Pagination area

Result Connected living (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows a mobile web page for Samsung's Connected Living service. At the top, there is a navigation bar with a menu icon, the Samsung logo, a shopping cart icon, and a search icon. Below the search icon is a counter '1-1'. The search bar contains the text 'Galaxy' with a clear button and a back button. A dropdown suggestion says 'Did you mean "Galaxy service"?'. Below the search area are three tabs: 'EXPLORE (322)', 'CONNECTED LIVING (322)' (which is selected), and 'APPS & SERVICE'. A blue callout box labeled '3-1' highlights the 'CONNECTED LIVING' tab. Below the tabs is a button labeled 'FILTERS (20)' with a blue callout '3-2'. To its right is a 'SORT BY' dropdown with a blue callout '3-3'. The main content area shows a card titled 'How to Work from Home and Get Away with It' under the 'CONNEDTED LIVING > AUTOMATION' category. The card includes a small image of a device, the title, and a brief description: 'He Vision 2020 is at the core of our commitment to create a better world full of richer digital He Vision 2020 is at the core of our...'. Below the card is a wavy decorative line and a pagination control '3-5' with links from 1 to 5. Further down, a note about battery time is shown, followed by a 'Back to top ^' link. At the bottom, there are sections for 'DISCOVER', 'SHOP', 'SUPPORT', and 'ABOUT US', each with a plus sign. Copyright information and a royal warrant crest are also present.

1. GNB

1-1 : Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Tab categories based on search term results
- Basic features are same PC

3-1 : Selected tab area
- "Connected living" tab enabled

3-2 : Button to filter pop-up
- In case of mobile, the filter works as a pop-up
- When it clicked display filter pop-up

3-3 : Display sort by

3-4 : Contents card area

3-5 : Pagination area

Result Apps & Services (MOB)

When user press tab the focusing order follows markup order.

1. GNB

1-1 : Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Display category tab based on search term results
- Basic features are same PC

3-1 : Selected tab area
- "Apps&services" tab enabled

3-2 : Display sort by

3-3 : Contents card area

3-4 : Pagination area

Result Business (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows the Samsung Business mobile website. At the top, there is a navigation bar with a menu icon, the Samsung logo, a shopping cart icon, and a search icon. Below the search icon is a counter '1-1'. The search input field contains 'Galaxy' with a clear and backspace button. A dropdown suggests 'Did you mean "Galaxy service"?'. Below the search bar is a horizontal navigation bar with three tabs: 'APP & SERVICES (322)', 'BUSINESS (322)' (which is selected and highlighted in blue), and 'ABOUTUS (322)'. Below this is a filter section with 'FILTERS (20)' and a 'SORT BY' dropdown. The main content area displays a card for 'Galaxy S10 512GB' with a thumbnail, the model name, and the part number 'SM-N960FZBHBKT'. Below this is a 'Contents card area' with a heading 'How Samsung measure battery usage time for Galaxy watches How...', a snippet, and a 'FIND SUPPORT' button. Further down is another card for 'BUSINESS > SOLUTION' with a wavy background graphic. At the bottom of the page, there is a footer with sections for 'DISCOVER', 'SHOP', 'SUPPORT', and 'ABOUT US'. The footer also includes copyright information, a Royal Warrant logo, and links for UK/ENGLISH, ACCESSIBILITY HELP, TERMS AND CONDITIONS, PRIVACY, LEGAL, and SITEMAP. It ends with a 'STAY IN THE LOOP?' section featuring social media icons for Facebook, Twitter, Instagram, YouTube, Email, and LinkedIn.

Description

Reveal the content result of BUSINESS HOME such as PRODUCT, SOLUTION, INSIGHT, SUPPORT, COMPANY

In case of PRODUCT and SUPPORT work as same as B2C.

It dose not show on all tab area.

To block multiple search result, product support in SUPPORT is unreveal.

1.GNB area

(replace the result of PRODUCT to find support CTA)

Filter option gets BUSINESS HOME's search result.

2. Result Search Input Field

1-1 : Search icon

3 : Contents

- When it clicked, it opens new search popup that dose not accumulate history.

Search result area
Reveal tab category base on search result

- The basic features are the same as PC
- Selected tab gets activate
- Business tab gets activate

3-2 : Filter pop up button
- In case of mobile filter works as a pop up, when it clicked filter pop up reveals.

3-3 : Showing the standard of alignment

3-4 : Content card area

3-5 : Pagination area

Result About us (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows a mobile search interface for 'Galaxy'. At the top is the Samsung logo and a search bar with a magnifying glass icon. Below the search bar is a placeholder text 'Did you mean "Galaxy service"?'. A navigation bar below it includes tabs for 'BUSINESS (322)', 'ABOUT US (322)' (which is highlighted), and 'OTHERS (322)'. Below the navigation bar are buttons for 'FILTERS (20)' and 'SORT BY'. The main content area displays a card for '[Galaxy Note9] Samsung Health - Manage your Home...'. This card includes a thumbnail, the title, a brief description, and a wavy decorative graphic at the bottom. Below the card is a pagination control with icons for navigating between pages. Further down the page, there is a note about battery time, a 'Back to top' button, and a sidebar with sections for 'DISCOVER', 'SHOP', 'SUPPORT', and 'ABOUT US', each preceded by a plus sign. At the very bottom is a footer with links for 'UK/ENGLISH > ACCESSIBILITY HELP', 'TERMS AND CONDITIONS', 'PRIVACY', 'LEGAL', 'SITEMAP', and social media icons for Facebook, Twitter, Instagram, YouTube, Email, and LinkedIn.

Description

1. GNB

1-1 : Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Display category tab based on search term results
- Basic features are same PC

3-1 : Selected tab area
- "About us" tab enabled
3-2 : Button to filter pop-up
- In case of mobile, the filter works as a pop-up
- When it clicked display filter pop-up

3-3 : Display sort by

3-4 : Contents card area

3-5 : Pagination area

Result Others (MOB)

When user press tab the focusing order follows markup order.

The screenshot shows a mobile browser displaying the Samsung website. At the top, there is a navigation bar with a menu icon, the Samsung logo, a shopping cart icon, and a search icon. Below the navigation bar, the search term 'Galaxy' is entered in the search input field. A dropdown menu appears with the text 'Did you mean "Galaxy service"?'. Below this, there are three tabs: 'BUSINESS (322)', 'ABOUT US (322)', and 'OTHERS (322)', with 'OTHERS (322)' being the selected tab. A 'SORT BY' dropdown is also present. The main content area displays a card for '[Galaxy Note9] Samsung Health - Manage your Home...', followed by a paragraph of text: 'He Vision 2020 is at the core of our commitment to create a better world full of richer digital experiences, through innovative...'. Below this, there is another card for '[Galaxy Note9] Samsung Health - Manage your Home...', followed by the same paragraph of text. At the bottom of the content area, there is a pagination section with a wavy line icon and page numbers from 1 to 5. A note about battery time follows, stating: 'Battery time is based on our own laboratory measurements, and may vary depending on factors such as device settings, usage patterns and operating conditions.' At the very bottom, there is a 'Back to top ^' link, followed by a 'DISCOVER' section with a plus sign, and links for 'SHOP', 'SUPPORT', and 'ABOUT US'.

1. GNB

1-1 : Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Display category tab based on search term results
- Basic features are same PC

3-1 : Selected tab area
- "Others" tab enabled

3-2 : Display sort by
- Change "3-3"area content based on selected sort by
- Sort by (Related, Newest, oldest, Popular Alphabetical order, reverse alphabetical order)

3-3 : Contents card area

3-4 : Pagination area

No Result (MOB)

When user press tab the focusing order follows markup order.

1. GNB

2. Result Search Input Field

3. Contents

3-1

Did you mean "Galaxy service"?
RELATED SEARCHES Galaxy service | Galaxy S10 | Galaxy promotion | Gal

Sorry.
We weren't able to find any results for your search.

- Please make sure the words are correct.
- Try entering a similar word.
- Please use 'Did you mean' or 'RELATED SEARCHES' to find the result you want.

3-2

FAQ

Try it out with the FAQ

LEARN MORE

3-3

Please let me know your inconvenience

3-3-1

Pick up the inconvenience.

It's not accurate.
 Too little content
 It's hard to use.
 It's hard to find results.
 No results found

3-3-2

Please enter the content you want

SUBMIT

3-4

Contact Us

Online

Twitter

Facebook Messenger

Live Chat

Email

Email Samsung Shop

Order Status & Tracking

SmartThings Support

Track my repair

Call

0330 726 7864
General Support

0330 726 2677
B2B Support

0330 726 7467
Samsung Shop

Need a repair?

Samsung Support Centres

Book a Repair Appointment

Battery time is based on our own laboratory measurements, and may vary depending on factors such as device settings, usage patterns and operating conditions.

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DISCOVER +

SHOP +

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SUPPLIER OF TELEVISION AND AUDIO VISUAL PRODUCTS
SAMSUNG ELECTRONICS (UK) LIMITED, SURREY

UK/ENGLISH > ACCESSIBILITY HELP
TERMS AND CONDITIONS PRIVACY LEGAL
SITEMAP
STAY IN THE LOOP?
f t i v m l

Description

It displays when there is not a result to find, after search from search bar in the site.
If displays when there is not a result to find, after search from support home in the site.

1. GNB

1-1: Search icon
- When it clicked display new search pop-up with no history accumulated

2. Result Search Input Field

Search results area

3. Contents

Screens when search term results are not available

- Basic features are same PC

3-1 : No search found + Display "Search term"

3-2 : FAQ banner area
Not in progress Design and Mark-up

3-2-1 : Button to FAQ page area

3-3 : Inconvenience survey area
Not in progress Design and Mark-up

3-3-1 : list of inconvenience area

3-3-2 : button to submit inconvenience item

3-4 : Contact us area