

User guide _____



HTC phone

About this guide

In this user guide, we use the following symbols to indicate useful and important information:



This is a note. A note often gives additional information, such as what happens when you choose to do or not to do a certain action. A note also provides information that may only be applicable to some situations.



This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option that you may find helpful.



This indicates important information that you need in order to accomplish a certain task or to get a feature to work properly.



This provides safety precaution information, that is, information that you need to be careful about to prevent potential problems.

Some apps may not be available in all regions or with your mobile operator.

Important RF Notice

This device was tested for compliance with the applicable FCC and Industry Canada specific absorption rate (SAR) limits for radio frequency (RF) exposure during typical body-worn operations. To ensure that RF exposure levels remain at or below the tested levels, use a belt-clip, holster, or similar accessory that maintains a minimum separation distance of 1.0 cm between your body and the device, with either the front or back of the device facing towards your body. Such accessories should not contain any metallic components. Body-worn accessories that do not meet these specifications may not ensure compliance with applicable SAR limits and their use should be avoided.

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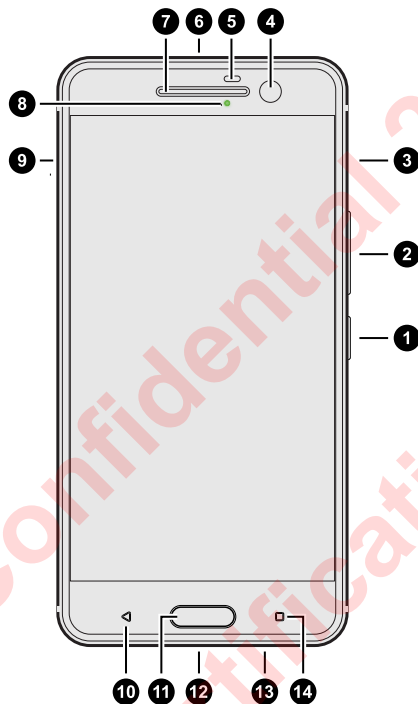
Important note on recoverable data

Files and other data that have been deleted, cleared, removed, or erased from your device may still be recoverable by third-party data recovery software. Even a factory reset may not permanently erase all data from your mobile device, including personal information.

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Unboxing

HTC phone



1. POWER
2. VOLUME
3. nano SIM card slot
4. Front camera
5. Proximity sensor
6. 3.5mm headset jack
7. Earpiece
8. Notification LED
9. microSD™ card slot
10. BACK
11. HOME / Fingerprint scanner
12. USB Type-C connector
13. Speaker
14. RECENT APPS



HTC phone is available in either a 3G-only or 3G-and-4G/LTE™ version, depending on your region and mobile operator. You need a 4G/LTE plan to use your operator's 4G/LTE network for voice calls and data services. Check with your operator for details.

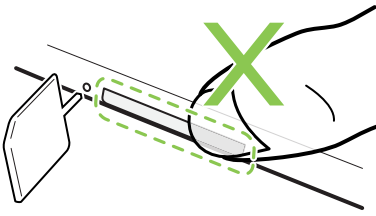


- If you want to use a case or screen protector, don't cover and block the proximity sensor. Purchase a case or screen protector designed for HTC phone.
- Avoid connecting third-party headsets or accessories with metallic charms that dangle near the headset jack. Using these may affect signal reception.

Slots with card trays

There are trays inside the nano SIM and microSD slots that are used for inserting your cards.

When inserting the eject tool into the tray eject holes to remove the card trays, make sure not to press on the trays to avoid damaging the eject mechanism inside the slots.

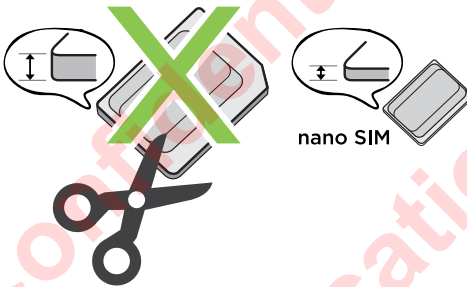


Also, if you want to use a protective case, make sure to buy a case that's designed for HTC phone and that doesn't block the trays.

nano SIM card

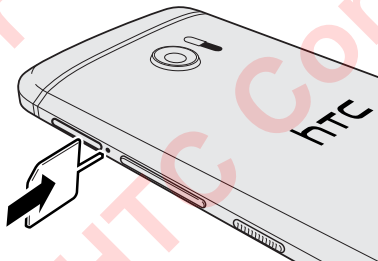
HTC phone uses a nano SIM card.

Use a standard nano SIM card only. Inserting a modified card that is thicker than the standard nano SIM card may cause the card to not fit properly or damage the card slot.



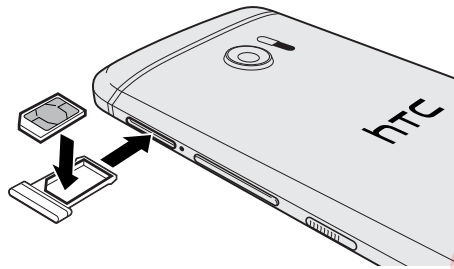
Inserting a nano SIM card

1. Hold the phone face down.
2. Insert the tip of the tray eject tool that came with your phone—or a small bent paperclip—into the tray eject hole next to the nano SIM card slot.



3. Push the tip all the way into the hole until the tray ejects, and then pull the tray out.

- Place the nano SIM card into the tray, with the gold contacts facing up and cut-off corner facing out.



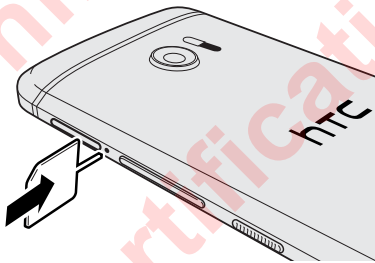
- Insert the card tray back into the slot.

Removing a nano SIM card



Make sure to switch off HTC phone before removing the card.

- Hold the phone face down.
- Insert the tip of the tray eject tool that came with your phone—or a small bent paperclip—into the tray eject hole next to the nano SIM card slot.



- Push the tip all the way into the hole until the card tray ejects.
- Pull the card tray out, and remove the nano SIM card.
- Make sure that you insert the empty card tray back into the slot.

Storage card

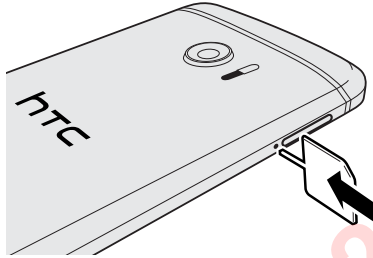
Use a storage card to store your photos, videos, and music. When you need to free up phone storage space, you can also move certain apps to the storage card, if the apps support this feature.



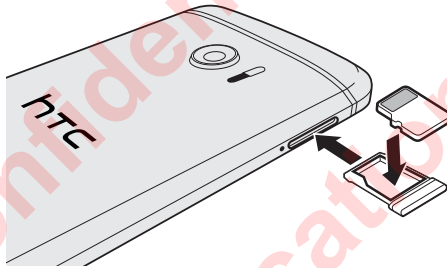
The storage card is optional and sold separately.

Inserting the microSD card

1. Hold the phone face down.
2. Insert the tip of the tray eject tool that came with your phone—or a small bent paperclip—into the microSD tray eject hole.



3. Push the tip all the way into the hole until the microSD card tray ejects.
4. Pull the microSD card tray out, and place the microSD card—contacts facing up—into the tray.



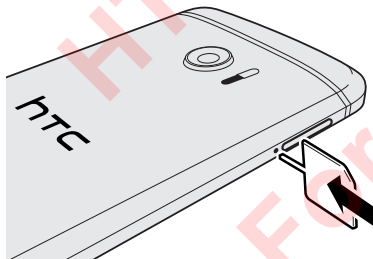
5. Insert the microSD card tray back into the slot.

Removing the microSD card



Make sure to unmount your microSD card before removing it. See [Unmounting the storage card](#) on page 91.

1. Hold the phone face down.
2. Insert the tip of the tray eject tool that came with your phone—or a small bent paperclip—into the microSD tray eject hole.



3. Push the tip all the way into the hole until the microSD card tray ejects.
4. Pull the microSD card tray out, and remove the microSD card.

After removing the microSD card, make sure that you insert the empty microSD card tray back into the slot.

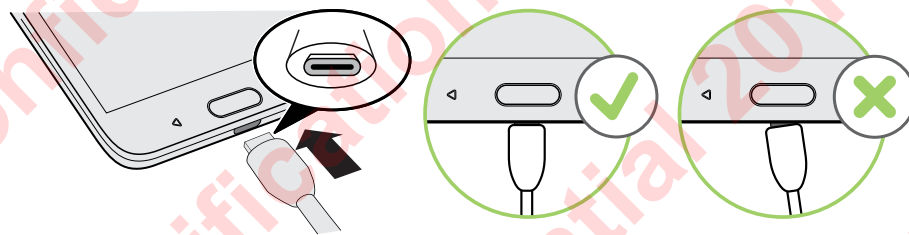
Charging the battery

Before you turn on and start using HTC phone, it is recommended that you charge the battery.



- If the battery has been discharged for several days, you may need to charge HTC phone for several minutes before powering it on.
- Use only the adapter and the USB cable that came with HTC phone to charge the battery. When the battery power is too low, make sure to use the power adapter to charge, not the USB cable connection with your computer.

1. Insert the small end of the USB cable into the USB connector.



2. Insert the other end of the USB cable into the power adapter.
3. Plug in the power adapter to an electrical outlet to start charging the battery.



- As a safety precaution, the battery may stop charging to avoid overheating.
- Avoid charging the battery in hot environments.
- When you're using the web browser and charging the battery, HTC phone may become warmer. This is normal.
- To conserve energy, unplug the power adapter from the electrical outlet after you finish charging.

Switching the power on or off

Switching the power on

Press the POWER button until HTC phone vibrates.



When you turn on HTC phone for the first time, you'll need to set it up.

Switching the power off

1. If the display is off, press the POWER button to turn it back on.
2. Press and hold the POWER button for a few seconds.
3. Tap **Power off** on the options menu.

Want some quick guidance on your phone?

Check out the friendly walkthroughs and the FAQs in the Help app to learn how to use your phone.

- When you see a Tips & Help tile in HTC BlinkFeed®, just tap the tile to know more about the tip.
- From the Home screen, tap , and then find and tap **Help**.

You can then tap **Search help articles & videos**, and enter what you're looking for. Or you can tap  to browse how-tos, FAQs, and more.

Phone setup and transfer

Setting up HTC phone for the first time

When you switch on HTC phone for the first time, you'll be asked to set it up.



You can enable TalkBack to navigate by voice feedback before selecting the language. Press and hold two fingers on the screen until you hear a message saying that accessibility mode is enabled.

Walk through the on-device setup to choose your Internet connection, set up device protection, and more.

Set up device protection for HTC phone.



Some features that need to connect to the Internet such as location-based services and auto-sync of your online accounts may incur extra data fees. To avoid incurring data fees, disable these features under Settings. For more information on location services, see [Turning location services on or off](#) on page 135.

Restoring from your previous HTC phone

If you were using HTC Backup on your previous HTC phone, you need to download and use the HTC Restore app on HTC phone to restore your backup.



Depending on the amount of content, restoring a backup to HTC phone through your data connection may incur additional data costs and take a long time. Using a Wi-Fi® connection is recommended.

1. After you've finished setting up HTC phone, slide the Notifications panel open, and then tap the **Transfer or restore your content** notification.
2. Tap **Restore from HTC backup**.
If the HTC Restore app is not installed on the phone, you'll be prompted to download and install HTC Restore.
3. Tap **Restore from HTC backup**.
4. Sign in with the account you used to back up your old phone.
5. Choose the backup to restore to HTC phone.
6. If prompted, choose whether to use a mobile data or Wi-Fi connection for restoring your backup.

7. Follow the onscreen instructions to restore your backup.
8. Slide open the Notifications panel to check if there's any notification to finish restoring your backup.

Transferring content from an Android phone

On your old Android® phone, download the HTC Transfer Tool and use it to transfer your content to HTC phone.

The types of locally stored content on your old phone that the HTC Transfer Tool can transfer include contacts, messages, calendar events, music, photos, videos, and some settings. More types of data such as call histories, email accounts, and some HTC app settings can be transferred from HTC phones that have HTC Sense® 5.5 or higher.



You need Android version 2.2 or later to use the HTC Transfer Tool on your old phone.

1. From the Home screen, tap **⋮** > **Settings** > **Get content from another phone**.
2. Choose whether to transfer from an HTC Android phone or other Android phone.
3. On the Get content from another phone screen, tap **Next**.
4. Follow the steps shown on HTC phone to download the HTC Transfer Tool from Google Play™ to your old phone, install it, and open the tool.
5. When you see a PIN on your old phone, make sure the same PIN also appears on HTC phone before you continue.

If the PIN code doesn't appear, tap **Retry** on your old phone. If it still won't appear, this may mean that your old phone is unable to connect to HTC phone. When this happens, try another transfer method.
6. Tap **Confirm** on your old phone.
7. On your old phone, choose the types of content you want to transfer, tap **Transfer**, and then tap **Yes**.
8. Wait for the transfer to finish.
9. Tap **Done** on both phones.

Ways of transferring content from an iPhone

If you have an iPhone®, there are easy ways to transfer your contacts, messages, and other content to HTC phone.

- Back up and restore iPhone content through iCloud®. To find out how, see [Transferring iPhone content through iCloud](#) on page 17.
- Back up iPhone content using iTunes® on your computer, and then use HTC Sync Manager to transfer the content to HTC phone. For details, see [Transferring iPhone content and apps to your HTC phone](#) on page 98.

Transferring iPhone content through iCloud

If you have an iCloud account, sync iPhone content to your iCloud storage, and then transfer the content to HTC phone. You can transfer the following types of content from iCloud: contacts, bookmarks, text messages, messages from iMessage®, calendar events, and photos.

1. From the Home screen, tap  > **Settings** > **Get content from another phone**.
2. Tap **iPhone** > **Import from iCloud backup**.
3. Follow the steps shown onscreen to back up your iPhone content to your iCloud storage.
4. Enter your iCloud email address and password, and then tap **Sign in**.
5. Choose the iPhone backup that you want to transfer to HTC phone, and then tap **Next**.
6. Choose the types of content you want to transfer, and then tap **Import**.
7. Wait for the transfer to finish, and then tap **Done**.



Only some contact details can be transferred, such as the contact name, photo, postal address, email address, birthdate, anniversary date, and notes.

Other ways of getting contacts and other content

There are different ways you can individually add contacts and other content to HTC phone.

Sync with your computer	Use HTC Sync Manager to sync contacts, documents, playlists, and more between HTC phone and your computer running a Windows® or OS X® operating system. You can also use it to transfer your iTunes backup that contains contacts, messages, and other content from an iPhone from your computer to HTC phone.
Social network accounts	Log in to your favorite social networks to sync contact information from them.
Microsoft® Exchange ActiveSync®	HTC phone syncs your work contacts from the Microsoft Exchange ActiveSync Server in your workplace.
Outlook.com account	Sync personal contacts from your Microsoft Outlook.com account.
Phone contacts	You can create contacts locally on HTC phone, if you don't prefer to store them on your online accounts.
nano SIM card	Copy all your nano SIM contacts to HTC phone.

Transferring photos, videos, and music between your phone and computer

Here are ways you can transfer your media from or to your computer.

- Connect HTC phone to your computer. Your computer will recognize it just like any removable USB drive, and you can copy your media between them. See [Copying files between HTC phone and your computer](#) on page 90.
- Download and use the HTC Sync Manager software on your computer. You can set it up to automatically get music, photos, and videos off HTC phone to your computer. You can also sync playlists from your computer to the phone.

If you have an iPhone, you can also connect it and transfer camera roll photos to your computer using HTC Sync Manager. Then reconnect HTC phone and copy them over. See [About HTC Sync Manager](#) on page 97.

- Use cloud storage services to put your media in one place so you can manage them anywhere —on your computer, HTC phone, and other mobile devices.

Using Quick Settings

In the Quick Settings panel, easily turn settings such as Wi-Fi and Bluetooth® on or off.

Do any of the following:

- With two fingers, swipe down from the status bar.



- Swipe down twice from the status bar.

Getting to know your settings

Want to change the ringtone, set up a Wi-Fi connection, or add your accounts? Do this and more in Settings.

1. Open Settings either from the Quick Settings panel or the Apps screen.
 - With two fingers, swipe down from the status bar to open Quick Settings, and then tap .
 - From the Home screen, tap  to switch to the Apps screen, and then tap **Settings**.
2. Here are some of the basic settings you can change:
 - Tap the **On/Off** switch next to an item such as Wi-Fi to turn it on or off. Tap the item itself to configure its settings.
 - Tap **Sound & notification** to set a ringtone, choose a sound profile, and configure incoming call sound settings.
 - Tap **Personalize** to change the wallpaper, add apps and widgets to the Home screen, and more.
 - Tap **Accounts & sync** to add and sign in to your different accounts, such as email, social networks, and more.
 - Tap **Security** to help secure HTC phone, for example with a screen lock.



Tap  in Settings to quickly find options and settings.

About the fingerprint scanner

You can quickly wake up and unlock the HTC phone using your fingerprint. You can add up to 5 fingerprints.

When setting up and using the fingerprint scanner, follow these tips:

- Make sure your finger and the fingerprint scanner are dry and clean.
- Use the entire pad of your finger, including the sides and tip.
- When recording your fingerprint, touch the scanner until it vibrates.
- The fingerprint scanner has 360° readability—you can touch a recorded finger at any angle to the scanner to turn on the screen or unlock the HTC phone.



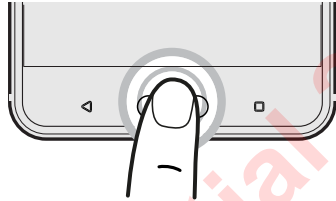
You may not be able to set the fingerprint scanner to unlock HTC phone, if you've signed in to an Exchange ActiveSync account that requires you to set a different screen lock option (such as password). Check with your Exchange Server administrator if your Exchange ActiveSync account supports the fingerprint scanner.

Adding a fingerprint the first time

1. From the Home screen, tap , and then tap **Settings > Fingerprint scanner**.
2. Tap **Add fingerprint > Next**.

If you haven't already set up a lock screen pattern, PIN, or password, you'll be asked to set one up. See [Setting a screen lock](#) on page 34.

3. Tap **Start**.
4. Choose which finger or thumb to use, touch the scanner until it vibrates, then lift your finger or thumb.



5. Repeatedly touch the scanner until the fingerprint has been successfully recorded. You'll get the best results if you hold your finger in the same direction when touching the scanner.
6. After you've successfully recorded your fingerprint, tap **Done**.

You can now use your fingerprint to wake up and unlock your HTC phone.



You'll need to input your backup lock screen pattern, PIN, or password if the scanner doesn't identify your fingerprint after five attempts. You'll only have 10 additional attempt before your data is deleted from the HTC phone.

Adding, removing, or editing fingerprints

1. From the Home screen, tap , and then tap **Settings > Fingerprint scanner**.
2. Enter your pattern, PIN, or password.
3. Do any of the following:
 - Tap **Add fingerprint** to add another fingerprint.
 - Tap a recorded fingerprint to rename or delete it.
 - Tap **Reset Fingerprint scanner** to delete all recorded fingerprints.
 - Select **Home button** if you want to be able to tap the fingerprint scanner to go to the Home screen when the screen is on.
 - Select **Wake up screen** if you want to be able to tap the fingerprint scanner to wake up the screen.

Updating your phone's software

HTC phone can check and notify you if there's a new update available.



Visit www.htc.com/us/go/htc-software-updates/ for news and details about your phone's software updates.

Checking your system software version

Before installing a system software update, you can check first what Android and HTC Sense versions you have on your phone.

1. From the Home screen, tap  > **Settings** > **About**.
2. Tap **Software information**.

Enabling automatic updates

You can choose to automatically download and install software updates for HTC or mobile operator apps.

1. From the Home screen, tap  > **Settings** > **About**.
2. Tap **Software updates**.
3. To save on data usage, you can choose to update through Wi-Fi only.
4. Choose whether to auto-download system updates, app updates, or both.

App updates are installed automatically. You'll still need to confirm when to install system software updates.

Installing a software update

When HTC phone is connected to the Internet and there's a new software update available, the update notification icon  appears in the status bar.

1. Slide the Notifications panel open, and then tap the system update notification.
2. If you don't want to download the update using your data connection, select **Update over Wi-Fi only**.
3. Tap **Download**.
4. When download is complete, select **Install now**, and then tap **OK**.

After updating, HTC phone will restart.

Installing an application update

When Internet connection is on and there's an available update for your HTC or mobile operator apps, the update notification icon  appears in the status bar.

1. Slide the Notifications panel open, and then tap the update notification.

The Updates screen opens with the list of application updates to be installed.

2. Tap an item to view its details, and then tap .
3. When you're done reviewing the updates, tap **Install**. You'll be asked to restart HTC phone if needed.

Installing app updates from Google Play

Some HTC apps and third-party apps get updated with improvements and bug fixes through Google Play. You can manually update apps or set your phone to automatically download and install app updates when available.

1. From the Home screen, tap , and then find and tap **Play Store**.
2. Tap  to open the slideout menu.
3. Tap **My apps**.
You'll see a list of apps installed on your phone.
4. Under Updates, tap an app.
5. Tap **Update**.
6. Tap **Accept**.



In Play Store, tap  > **Settings** > **Auto-update apps** to choose how you want Google Play to update your apps.

Checking for updates manually

1. From the Home screen, tap  > **Settings** > **About**.
2. Tap **Software updates**. HTC phone checks if updates are available.



If you don't have Internet connection, you'll be prompted to turn on mobile data or connect to a Wi-Fi network. Once connected, tap **Check now** to check for updates.

Getting apps from Google Play

Google Play is the place to go to find new apps for HTC phone. Choose from a wide variety of free and paid apps ranging from productivity apps, entertainment, to games.



You need a Google Wallet™ account to buy paid apps or to make in-app purchases. If you already have a Google® Account, just add Google Wallet by signing in with your existing username and password at wallet.google.com.

Finding and installing an app

When you install apps and use them on HTC phone, they may require access to your personal information or access to certain functions or settings. Download and install only apps that you trust.



Be cautious when downloading apps that have access to functions or a significant amount of your data on HTC phone. You're responsible for the results of using downloaded apps.

1. From the Home screen, tap , and then find and tap **Play Store**.
2. Browse or search for an app.
3. When you find the app that you like, tap it and read its description and user reviews.
4. To download or purchase the app, tap **Install** (for free apps) or the price button (for paid apps).
5. Tap **Accept**.



Apps sometimes get updated with improvements or bug fixes. To automatically download updates, after installing the app, tap  > **Auto-update**.

To open the app, go to the Apps screen and tap the app.

Restoring apps from Google Play

Upgraded to a new phone, replaced a lost one, or performed a factory reset? Restore apps that you previously downloaded.

1. From the Home screen, tap , and then find and tap **Play Store**.
2. Tap  to open the slideout menu.
3. Tap **My apps**, swipe to the All tab, and then tap the app you want to restore.
4. Install the app.

For more details, refer to the Google Play help.

Downloading apps from the web

You can download apps directly from websites.



- Apps downloaded from websites can be from unknown sources. To help protect HTC phone and your personal data, we strongly recommend that you only download from websites you trust.
- Before you can install the downloaded app, make sure that you've set HTC phone to allow installation of third-party apps in **Settings > Security > Unknown sources**.

1. Open the browser, and then go to the website where you can download the app you want.
2. Follow the website's download instructions for the app.



After installing the app, make sure to go back to **Settings > Security** and clear the **Unknown sources** option.

Uninstalling an app

If you no longer need an app that you've downloaded and installed, you can uninstall it.



Most of the preloaded apps cannot be uninstalled.

From the Apps screen, press and hold the app you want to remove, and then drag it to **Uninstall**.