

htc

# 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.

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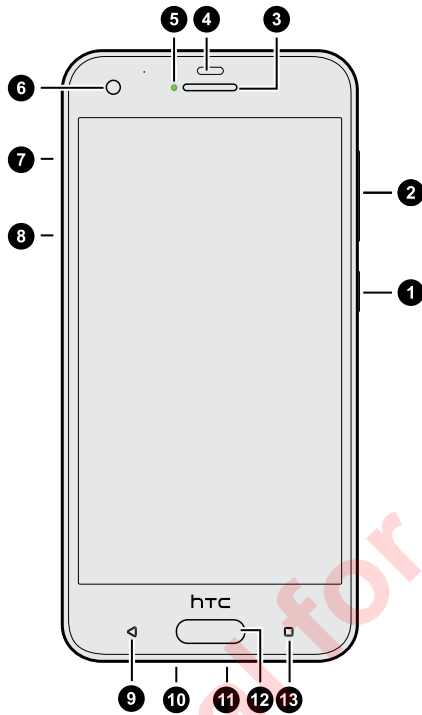
## Important RF Notice

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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# Unboxing

## HTC Phone



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



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.

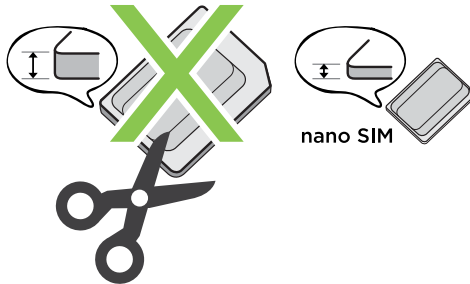


- If you want to use a case or screen protector, don't cover and block the proximity sensor. Purchase a case or screen protector designed for HTC Phone.
- Avoid connecting third-party headsets or accessories with metallic charms that dangle near the headset jack. Using these may affect signal reception.

## 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.

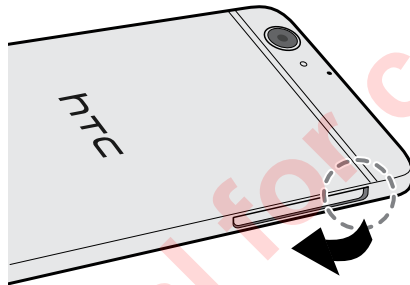



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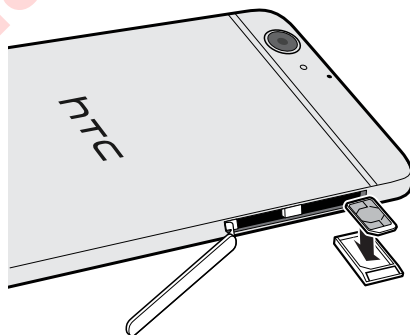
### Inserting a nano SIM card

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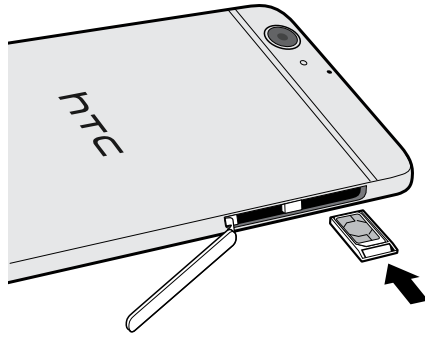
1. Make sure HTC Phone is off and hold it securely with the front facing down.
2. Open the slot cover with your thumb or finger.



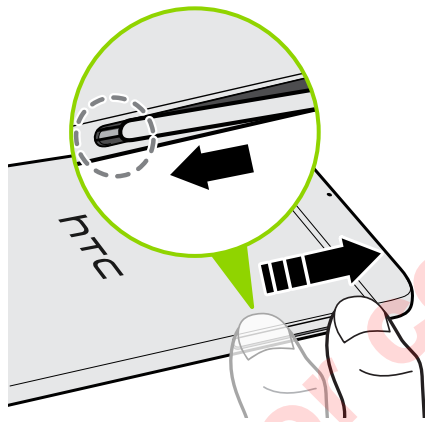
3. Pull the tray out from the nano SIM slot.
4. Place a nano SIM card into the tray with the card's gold contacts facing up and its cut-off corner facing out.



5. When reinserting the tray, make sure it is facing up so that the nano SIM card doesn't fall out. Slide the tray all the way into the slot.



6. Close the slot cover. Press from the bottom to the top of the slot cover to lock it in place.



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### Removing a nano SIM card

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

1. Open the slot cover with your thumb or finger.
2. Pull the tray out from the nano SIM slot, and remove the nano SIM card.
3. Close the slot cover. Press from the bottom to the top of the slot cover to lock it in place.

### 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.



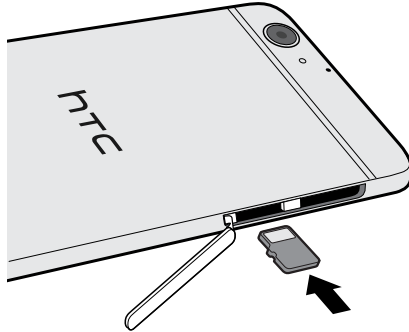
The storage card is optional and sold separately.

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## Inserting the storage card

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1. Open the slot cover with your thumb or finger.
2. With HTC Phone facing down, insert a microSD into the storage card slot, with its gold contacts facing up and towards the slot.



3. To close the slot cover, slide the plastic hinge into the side and press the cover until it clicks into place.

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## Unmounting the storage card

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When you need to remove the storage card while HTC Phone is on, unmount the storage card first to prevent corrupting or damaging the files in the storage card.



If your storage card is used as internal storage and there are apps that were moved to the card, you will not be able to open these apps after unmounting the card.

1. From the Home screen, tap **⋮** > **Settings** > **Storage**.
2. Do one of the following:
  - If your storage card appears under Removable storage, tap **⚙** > **Eject** next to the card name.
  - If your storage card appears under Internal storage, tap the card name, and then tap **Eject**.

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## Removing the storage card

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1. Open the slot cover with your thumb or finger.
2. Push the storage card in to eject it from its slot.
3. To close the slot cover, slide the plastic hinge into the side and press the cover until it clicks into place.

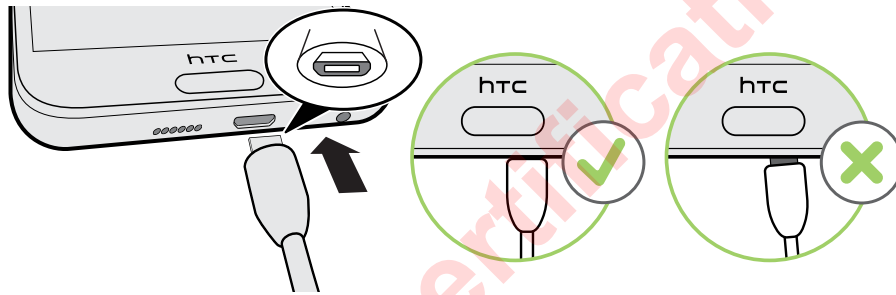
## Charging the battery

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.



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### Switching the power off

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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.

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# Phone setup and transfer

## Setting up HTC Phone for the first time

When you switch on HTC Phone for the first time—or after you've done a factory reset—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, sign in to your Google Account, set up device protection for HTC Phone, and more.

Use Android Backup Service if you've used it to back up your old phone before. On the Get your apps & data screen, tap **Restore from this backup**. From the menu, choose your old phone if you want to restore your apps from a previous phone that was backed up using Android Backup Service.

Otherwise, tap **Set up as new device**.



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 144.

## 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.

Free apps from Google Play will be restored in the background, and you can track the progress via a notification in the status bar. To restore paid apps, you need to download and install them from Google Play.

Your apps will appear on the Apps screen as they are installed. The Apps and Home screen shortcuts will be reorganized as in your backup after all of your apps have been installed. You can continue using HTC Phone while apps are being restored.

## 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, 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 22.
- 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 to your HTC phone](#) on page 96.

## Transferring iPhone content through iCloud

If you have an iCloud account, sync iPhone content to your iCloud storage, and then transfer content such as contacts or photos to HTC Phone.

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.

<b>Sync with your computer</b>	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.
<b>Google Account</b>	Google contacts are imported to HTC Phone after you sign in to your Google Account. You can also create more Google contacts right from HTC Phone.
<b>Social network accounts</b>	Log in to your favorite social networks to sync contact information from them.

<b>Microsoft® Exchange ActiveSync®</b>	HTC Phone syncs your work contacts from the Microsoft Exchange ActiveSync Server in your workplace.
<b>Outlook.com account</b>	Sync personal contacts from your Microsoft Outlook.com account.
<b>Phone contacts</b>	You can create contacts locally on HTC Phone, if you don't prefer to store them on your online accounts.
<b>nano SIM card</b>	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 85.
- 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 94.

- 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.




1. Do any of the following:
  - With two fingers, swipe down from the status bar.



- Swipe down twice from the status bar.
2. To turn a setting on or off, just tap its tile.
  3. If there are available options for a setting, tap ▼ to choose from the options.

## 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 from the Apps screen, Notifications panel, or Quick Settings panel.
  - From the Home screen, tap  to switch to the Apps screen, and then tap **Settings**.
  - Swipe down from the top of the screen to open the Notifications panel, and then tap .
  - With two fingers, swipe down from the top of the screen to open Quick Settings, and then tap .
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 notification 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.


## Updating your phone's software

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

Updates for some HTC apps and features, such as HTC Sense Home, may be downloaded and installed from Google Play. See [Installing app updates from Google Play](#) on page 25 for details.


### Checking your system software version

Before installing a system software update, you can check first what Android version 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 , and then find and tap **Settings**.
2. Tap **About > 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 & games**.  
You'll see a list of apps installed on your phone.
4. Under Updates, tap an app.
5. Tap **Update**.
6. If prompted, 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



Turn on mobile data or connect HTC Phone to a Wi-Fi network before you check for updates.

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

## 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](http://wallet.google.com).
- The name of the Play Store app may differ depending on your region.
- The ability to purchase apps varies by region.

### 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 & games**, 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.

1. Open the browser, and then go to the website where you can download the app you want.
2. If prompted, change the security settings to allow installation from “Unknown sources”.
3. Follow the website’s download instructions for the app.
4. 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**.



If you purchased an app in Play Store, you can uninstall it for a refund within a limited time. To know more about the refund policy for paid apps, refer to the Google Play help.

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