

htc U11

User Guide



Table of Contents

Getting Started	1
Important Information	2
Radio Frequency Exposure Operating Instructions	2
Important Note on Recoverable Data	2
Introduction	3
About the User Guide	3
Access Instructions on Phone.....	3
Launch the Guide.....	3
Access Help	3
Get Support from My Sprint	4
Features You'll Enjoy	4
What's New in Android Nougat	8
Set Up Your Phone	10
Parts and Functions	10
Charge the Battery	12
SIM Card	13
SD Card	17
Insert SD Card	17
Unmount and Remove the SD Card	19
Format SD Card	20
Turn Your Phone On and Off	21
Sleep Mode	22
Use the Touchscreen	23
Activate Your Phone	24
Complete the Setup Screens	24
Water and Dust Resistant	26
Care and Maintenance Tips	27
Cleaning and Drying	27
Basic Operations.....	29
Basics.....	29
HTC Sense Home and Applications (Apps) List.....	29
Onscreen Navigation Keys	30
Phone Settings Menu.....	30

Using Quick Settings.....	31
Capture Your Phone's Screen	32
Portrait and Landscape Screen Orientation	32
Applications.....	33
Apps List	33
Launch an App.....	35
App Shortcuts	36
Work with Two Apps at the Same Time.....	36
Switch Between Recently Opened Apps	37
Arrange Apps on the Apps Screen	37
Control App Permissions	39
Set Default Apps	39
Set Up App Links	39
Phone Number	40
Silent Mode	40
Airplane Mode	41
Working with Text	41
Edit Text.....	41
Enter Text by Typing.....	42
Enter Text with Word Prediction	43
Enter Text by Voice.....	43
Adjust the Keyboard Settings	44
Typing Faster and More Accurate	45
Google Account	47
Create a Google Account	47
Sign In to Your Google Account	49
Factory Reset Protection	49
Google Play Store	50
Find and Install an App	50
Request a Refund for a Paid App	51
Restore Apps	51
Update an App	51
Uninstall an App.....	52
Get Help with Google Play.....	52
Edge Sense.....	52

Set Up Edge Sense	52
Turning Edge Sense On or Off	53
Take Camera Shots Using Edge Sense	53
Change the Action When You Squeeze the Phone	53
Enable Advanced Mode	54
Enter Text with Your Voice Using Edge Sense	54
Adjust the Squeeze Force Level	55
HTC Sense Companion	55
Set Up HTC Sense Companion	55
View the Detail Cards	56
Fingerprint Scanner	57
Add a Fingerprint the First Time	57
Add, Remove, or Edit Fingerprints	58
Lock and Unlock Your Screen	59
Update Your Phone	59
Before Updating Your Phone	60
Update Your Phone Software	61
Update Your Profile	61
Update Your PRL	62
Your Phone's Home Screen	63
Home Screen Basics	63
Status Bar and Notification Panel	64
Status Bar	64
Notification Panel	66
Front Indicator Light (LED)	67
Change LED Notification Settings	68
HTC BlinkFeed - Your Dynamic Home Screen	68
Customize the Home Screen	72
Set the Home Wallpaper	72
Organize Your Widget Panels	73
Work with Widgets and Shortcuts	74
Customize the Lock Screen	77
HTC Themes	79
Download Themes and Individual Elements	79
Create Themes	79

Find Your Themes	80
Edit Your Theme	80
Delete a Theme	81
Choose a Home Screen Layout.....	81
Set Multiple Wallpapers	83
Set a Time-based Wallpaper	83
Motion Launch	84
Turn Motion Launch On or Off	84
Wake Up to the Lock Screen	85
Wake Up and Unlock	85
Wake to the Home Widget Panel.....	86
Wake to HTC BlinkFeed	86
Launch the Camera	87
Motion Launch Troubleshooting	87
Making Connections.....	89
Phone Calls and Voicemail	90
Place and Answer Calls	90
Call Using Smart Dial.....	90
Voice Dialing	91
Call Using a Speed Dial Number	92
Call Emergency Numbers	92
Call a Number in a Text Message, Email Message, or Calendar Event	93
Make International Calls	93
Return a Missed Call.....	94
Answer Phone Calls.....	94
In-Call Screen Layout and Operations.....	95
Place Calls from History/People	96
Call History.....	97
Open Call History	97
Save a Number From Call History	97
Prepend a Number From Call History.....	97
Block a Caller	98
Erase Call History	98
Voicemail.....	98
Optional Calling Services	99

Wi-Fi Calling.....	99
Conference Calling	99
Caller ID Blocking	100
Call Waiting	100
Call Forwarding.....	100
Internet Calls	101
Ringtone Settings.....	102
Call Settings	102
Call Features.....	103
Voicemail Settings	103
Hearing Aids	103
CDMA Call Settings	104
Contacts	106
Add Contacts.....	106
Contacts Screen Layout.....	108
Find Contacts.....	109
Set Up Your Profile	110
Get in Touch with a Contact	111
Edit Contacts.....	111
Delete Contacts	112
Import or Copy Contacts	112
Merge Contact Information	113
Send Contact Information	114
Contact Groups	115
Back Up and Restore Contacts	116
Private Contacts.....	117
Messaging.....	118
Text and Multimedia Messaging	118
Send a Text Message (SMS).....	118
Send a Multimedia Message (MMS).....	119
Send a Group Message	119
Save and Resume Composing a Draft Message	120
Read and Reply to a Message	120
Block Unwanted Messages	121
Delete Messages and Conversations	122

Messages Options	122
Gmail	123
Create and Send Gmail	123
Open Gmail Messages	124
Manage Gmail Messages	125
Use Gmail Labels.....	126
Mute Gmail Threads	126
Archive Gmail Threads	126
Delete Gmail Threads	127
Search Gmail Messages.....	127
Report Spam Gmail	127
Add Another Google (Gmail) Account	127
Switch between Gmail Accounts	127
Gmail Settings.....	128
Add an Exchange ActiveSync Account in Gmail	128
Get Help with Gmail	129
Internet and Social Networking	130
Data Services General Information (4G LTE and 3G Networks).....	130
4G LTE.....	130
Data Connection Status and Indicators	130
Turn the Data Connection On or Off.....	131
Manage Your Data Usage	131
Chrome Browser	133
Facebook	133
Twitter	134
Connectivity.....	136
Wi-Fi.....	136
Turn Wi-Fi On and Connect to a Wireless Network.....	136
Connect to a Wi-Fi Network via WPS	136
Disconnect from a Wireless Network.....	136
Wi-Fi Direct	137
Bluetooth	137
Enable the Bluetooth Feature	138
Pair Bluetooth Devices.....	138
Connect to a Paired Bluetooth Device	139

Send Information Using Bluetooth	140
Receive Information via Bluetooth	141
Bluetooth Tethering.....	141
Virtual Private Networks (VPN).....	142
Add a VPN Connection	142
Connect to a VPN	142
Disconnect From a VPN	143
Mobile Hotspot	143
Transfer Content to Your New Phone.....	144
Transfer Content from an Android Phone.....	144
Transfer Content from an iPhone	145
Ways of Transferring Contacts and Other Content into Your Phone	146
Transfer Files Between Your Phone and a Computer	146
Share Content with NFC	147
Turn NFC On	148
Beam Content	148
HTC Connect	148
Share Media Using HTC Connect	149
Stream Music to Speakers Powered by Qualcomm AllPlay Media Platform.....	150
Stream Music to AirPlay Speakers or Apple TV	150
Stream Music to Blackfire Compliant Speakers	151
Apps and Entertainment.....	152
Camera and Video	153
Open the Camera and Adjust the Settings	153
Choose a Capture Mode.....	154
Capture Mode Settings	155
Set the Photo Quality and Size	155
Touch Autoexposure.....	156
Zooming	156
Turn the Camera Flash On or Off	156
Use the Volume Button for Taking Photos and Videos	156
Close the Camera App.....	156
Take a Picture	157
Capture Better Photos	157
Record Video in 3D Audio or High Resolution Audio	158

Set the Video Resolution	159
Turn on High Resolution Audio	159
Take a Photo While Recording a Video—VideoPic®	160
Record Video Using Acoustic Focus	160
Camera Features	161
Selfies	161
Take Continuous Camera Shots.....	163
Use HDR Boost.....	163
Selfie Panorama	164
Panoramic Shots.....	167
Advanced Camera Features	167
Record Slow Motion Videos.....	167
Hyperlapse.....	167
Scenes	168
Manually Adjust Camera Settings.....	168
Take a RAW Photo	169
Google Photos	170
View Photos and Videos	170
Edit Your Photos	171
Productivity.....	174
Calendar.....	174
Schedule or Edit an Event	175
Choose Which Calendar to Show.....	175
Dismiss or Snooze Reminders	175
Google Drive	176
Google Maps.....	177
Web Search	179
Perform Searches on the Web and Your Phone	180
Search the Web with Your Voice	180
Set Search Options.....	180
Get Instant Information with the Google App.....	180
Boost+	183
Turn Smart Boost On or Off.....	183
Clear Junk Files Manually.....	184
Use Power Optimizer for Apps	184

Check Activities of Downloaded Apps	185
Create an Unlock Pattern for Some Apps.....	185
Calculator	186
Clock	186
Set Alarms	187
Additional Clock Features	187
Weather.....	188
Voice Recorder	188
HTC Sync Manager	189
HTC Help	191
Entertainment and Activities	192
Google Play Music App.....	192
Play Music with Google Play	192
Google Play Music Screen Layout.....	193
Create Playlists in Google Play Music	193
YouTube.....	194
My Sprint.....	195
HTC BoomSound for Speakers	195
Tune Your HTC USonic Earphones.....	196
Turn Active Noise Cancellation On or Off	196
Settings	197
Connections Settings	198
Basic Settings	198
Airplane Mode Settings.....	200
Wi-Fi Settings.....	200
Wi-Fi Calling.....	200
Bluetooth Settings	200
Mobile Data Settings	200
HTC Connect Settings	200
More Wireless & Network Settings	200
Device Settings	202
Edge Sense.....	202
Display, Gestures & Buttons Settings.....	202
Glove Mode.....	202
Font Size	202

Auto-rotate Screen.....	202
Display Size	203
Brightness Level	203
Color Temperature.....	204
Night Mode.....	204
Screen Saver	204
Screen Timeout (Sleep)	204
Buttons Settings.....	205
Media Gesture	205
Launch Camera Using the Power Button	205
Motion Launch Gestures.....	205
HTC BoomSound for Built-in Speakers	205
HTC USonic with Active Noise Cancellation.....	206
Sound & Notification Settings	206
Sound Profile and Vibrate	206
Volumes	206
Notification and Alarm Sound	206
Do Not Disturb	207
Incoming Calls - Ringtone.....	209
Incoming Calls - Other Options.....	209
System Sound Settings.....	209
Notifications - Flash Notifications.....	210
Notifications - App Light Notifications	210
Notifications - Lock Screen Notifications	210
Apps Settings	211
Uninstall Third-party Apps	211
Clear Application Cache and Data.....	211
Disable Apps	211
Storage Settings	211
Types of Storage.....	211
SD Card Storage Settings	212
Copy Files To or From Your Phone	214
Make More Storage Space	215
Power Settings	216
Battery Optimization for Apps	216

Use Power Saver Mode	216
Use Extreme Power Saving Mode	217
Check Battery Usage	217
Check Battery History	217
Display the Battery Percentage	217
Battery Saving Tips.....	218
Memory Settings	219
Personal Settings	220
Personalize Settings	220
Customize the Home and Lock Screen Settings	220
Ringtone.....	220
Notification Sound.....	220
Alarm.....	221
Font.....	221
Keyboard and Dialer Color	221
Fingerprint Scanner Settings	221
Accounts & Sync Settings.....	221
Add Your Social Networks, Email Accounts, and More	221
Add One or More Google Accounts.....	222
Manage Your Online Accounts	222
Location Settings	223
Location Setting	223
Google Location History.....	224
Security Settings	224
Screen Lock Settings	224
Lock Screen and Password Settings	226
Allow Installation of Third-Party Apps.....	226
Install Digital Certificates.....	226
Backup and Reset.....	227
Backup	227
Android Backup Service.....	228
Factory Data Reset.....	229
Get Content From Another Phone	230
System Settings	231
Accessibility Settings	231

Navigate Your Phone with TalkBack	232
Google Settings	235
Language & Keyboard Settings	235
Change the Phone Language	235
Keyboard and Input Methods - Virtual Keyboard.....	235
Keyboard and Input Methods - Google Voice Typing.....	235
Speech Settings.....	236
Date & Time Settings	236
Printing	237
System Updates.....	237
About Phone	237
Getting Help	239
For Assistance	240
Troubleshooting	240
Sprint Account Information and Help	241
Sprint Account Passwords	241
Manage Your Account	241
Sprint Support Services	242
Copyright Information.....	243
Index.....	245

Getting Started

The following set of topics will introduce you to your phone, help you get set up with service, provide an overview of the phone screen, and get you started with basic phone operations.

Important Information

The following topics provide important information that should be read prior to using your HTC U11.

Radio Frequency Exposure Operating Instructions

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.

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 phone, including personal information.

Introduction

The following topics describe the basics of using this guide and your new phone.

About the User Guide

Thank you for purchasing your new HTC phone. The following topics explain how best to use this guide to get the most out of your phone.

Before Using Your Phone

Read the Get Started guide and Important Information booklet that were packaged with your phone thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

Descriptions in the User Guide

Note that most descriptions in this guide are based on your phone's setup at the time of purchase. Unless otherwise noted, instructions begin from the phone's home screen, which is displayed by tapping . Some operation descriptions may be simplified.

Screenshots and Key Labels

Screenshots and other illustrations in this user guide may appear differently on your phone. Key labels in the user guide are simplified for description purposes and differ from your phone's display.

Other Notations

In the user guide, the phone may be referred to either as "phone," "device," or "handset." A microSD™ or microSDHC™ card is referred to as an "SD Card" or a "memory card."

Access Instructions on Phone

These topics will help you find help on your new phone.

Launch the Guide

A mobile user guide that contains all the information found here is easily accessible from the Apps screen.

- Tap  >  >  **HTC Mobile Guide.**

Tip: There is a search box where you can quickly look for information. Just enter what you want to look for and related topics will appear.

Access Help

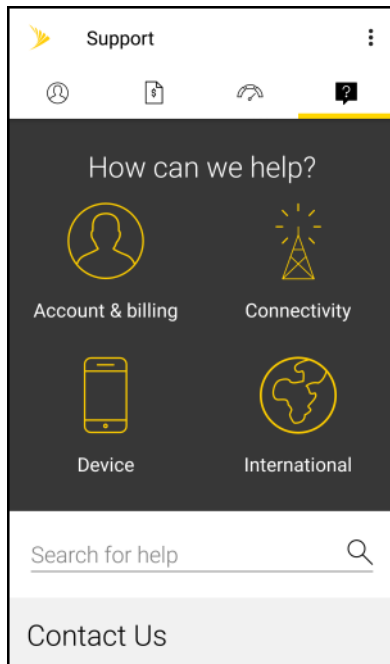
Use the phone's Help menu to learn about your phone.

- Tap  >  >  **Help**.

Get Support from My Sprint

In addition to your phone's built-in Help menu, you can also access support for your phone and service through the preloaded My Sprint app.

1. Tap  >  >  **My Sprint**.
2. Go to the **Support** tab.



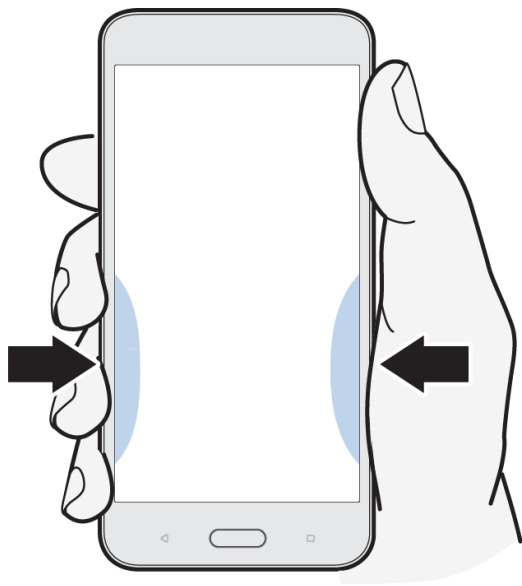
3. Tap a help topic to view its contents.

Features You'll Enjoy

You'll enjoy use of your HTC U11 with these features.

Edge Sense

HTC U11 comes with a pressure-sensitive squeeze area on its frame. By squeezing the sides of HTC U11, quickly access your favorite app or shortcut even while your phone is in sleep mode.



For details, see [Set Up Edge Sense](#).

What's Special with Camera

Capture great photos and videos using HTC U11.

UltraSpeed Autofocus

HTC U11 lets you enjoy faster focus speeds using a full sensor autofocus similar to DSLRs. Using the Camera app, you can easily take photos in low light situations, capture images of moving subjects, and record clear videos.

HDR Boost

Take clearer, sharper photos using HDR Boost. By combining multiple shots with different exposure levels, HDR Boost lets you capture great photos even in low light conditions. For details, see [Use HDR Boost](#).

Capture Video in 3D Audio or High Res Audio

HTC U11 has four highly-sensitive omnidirectional microphones that capture positional sound in your video recordings. This means that you can record sound in 360 degrees for immersive audio that's just like being there. Or, you can record video with 24-bit high resolution audio. For details, see [Record Video in 3D Audio or High Resolution Audio](#).

Acoustic Focus

When recording videos, especially from a distance, you can reduce surrounding noise and enhance the clarity of your subject's audio using Acoustic Focus.



For details, see [Record Video Using Acoustic Focus](#).

Pro Level Capabilities

Pro mode gives you professional level control over your photography. Capture RAW photos and take full control over your camera settings. The camera captures RAW photos in DNG format. The RAW file provides more image information for post processing in the Google Photos app or a graphics program on your computer. For details, see [Take a RAW Photo](#).

Hyperlapse

Hyperlapse lets you speed up the action up to 12 times, and select sections of the video to change its speed. For details, see [Hyperlapse](#).

Selfies

Capture awesome selfies with the front facing camera. For details, see [Selfies](#).

- Live Makeup – Before taking your selfie, use Live Makeup to smoothen your skin.
- Instant selfie shots – Flash a smile, and the camera instantly captures your smiling face. Or, just say "Cheese!"
- Enjoy taking wide-angle selfies with family or friends and with a panoramic scenery behind you. For details, see [Selfie Panorama](#).

Immersive sound

Discover audio bliss on HTC U11 through its earphones and speakers.

HTC USonic with Active Noise Cancellation

Experience music tuned to your ears. When you plug in the HTC USonic earphones to HTC U11, they will scan your ears and determine the audio output level that best suits you. The earphones also incorporate Active Noise Cancellation which reduces background noise so you hear music and videos clearly. For details, see [HTC USonic with Active Noise Cancellation](#).

HTC BoomSound for Speakers

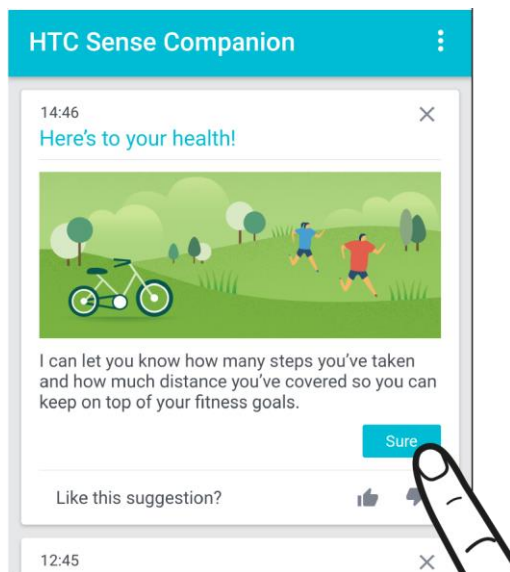
Hear what you've been missing. HTC BoomSound™ gives you a rich, authentic sound experience, whether you're listening to music, watching a video, or playing a game. For details, see [HTC BoomSound for Speakers](#).

Record Audio in High Res Quality

Enable high res quality audio in Voice Recorder to make crystal clear audio recordings. For details, see [Voice Recorder](#).

HTC Sense Companion

HTC Sense Companion is a personal companion that's always learning from you, and the things you do every day. It's made to evolve and get to know you better over time so it can give you better and more relevant suggestions and information.



For details, see [HTC Sense Companion](#).

Fingerprint sensor

You can use the fingerprint scanner on HTC U11 to quickly wake up and unlock your phone with your fingerprint. For details, see [Fingerprint Scanner](#).

Truly personal

Designed with you in mind, HTC U11 is filled with innovations that help it to adapt to your life.

Themes

Make HTC U11 more personal by customizing how it looks with your own photos and then mix and match with different sets of icons, sounds, color schemes, and more. More wallpaper types, such as Multiple wallpapers and Apps screen wallpapers, are also in store. For details, see [HTC Themes](#).

Freestyle Home Screen

If you want to take designing your Home screen to the next level, try the Freestyle home screen layout for zero-grid limitations and fun stickers to replace your app icons.

HTC BlinkFeed

Get your favorite topics, news, social media, and more conveniently delivered to one place on your phone. Even get suggestions for places to eat! You can also play embedded videos right on HTC BlinkFeed™. For details, see [HTC BlinkFeed - Your Dynamic Home Screen](#).

Boost+

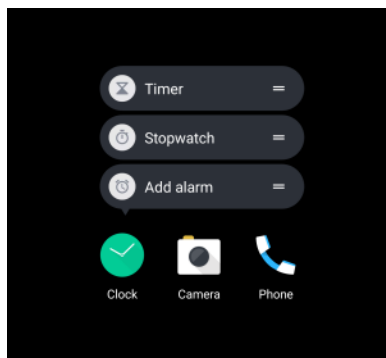
Use the Boost+ app to help you optimize your phone's performance by allocating resources, removing junk files, stopping irregular app activities, and uninstalling the apps you don't use. You can also set this app to help extend battery life while you're playing your favorite game on HTC U11. For details, see [Boost+](#).

What's New in Android Nougat

Android® 7 Nougat brings new features that make working with apps and settings even more convenient.

App Shortcuts

Starting from Android 7.1, press and hold an app icon to display a menu that lets you quickly access common app functions. For example, from the Clock app icon, you can quickly set a timer or alarm.



Multi-tasking Made Easy

Aside from flipping through running apps, there are faster ways to use the **Recent apps** button for switching between apps.

- Want to watch a video while chatting at the same time? Use the split-screen view to display two running apps side by side.
- Quickly switch to the previous app with a double tap.

For details, see [Work with Two Apps at the Same Time](#).

Enhanced Notifications

See incoming information on a notification without having to open an app. If you received a new message, you can send a reply directly from the notification. See [Notification Panel](#).

Improved Settings

- Limit how much mobile data your phone uses. When you turn Data Saver on, apps in the background won't be able to use the data connection unless you've set these apps to access mobile data. See [Manage Your Data Usage](#).
- Use the Quick Settings bar to toggle Wi-Fi and other quick settings on and off. See [Using Quick Settings](#).
- No more navigating back to the main settings screen by screen. There's a slideout menu that you can open anytime to directly access the main settings.
- At the top of the Settings screen, see suggestions for how to get more out of your phone.
- Aside from changing the font size, you can also adjust the display size of items such as icons and images. See [Display Size](#).

Set Up Your Phone

The following topics give you all the information you need to set up your phone and wireless service the first time.

Parts and Functions

These topics illustrate your phone's primary parts and key functions.

Note: Your phone's screens and apps layouts are subject to change. This user guide uses sample images only.

Phone Layout

The following illustration outlines your phone's primary external features and keys.



Front Panel

Part	Description
Earpiece	Lets you hear the caller and automated prompts.

Proximity sensor	Detects how close an object is to the surface of the screen. This is typically used to detect when your face is pressed up against the screen, such as during a phone call. While talking on the phone, the sensor detects talk activity and turns off the screen to prevent accidental key taps. Note: 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 U11.
Microphone	Captures your voice during phone and conference calls. Note: Avoid liquid or dust from entering the microphone hole to prevent damage to the microphone.
Front camera	Takes selfie pictures and videos with greater detail and clarity.
Volume button	Allows you to adjust the ringtone or media volume or adjust the voice volume during a call.
Power/Lock button	Press quickly to turn off and lock the phone screen. Press and hold to turn the phone on or off or switch to airplane mode.
Recent apps key 	Tap to display your most recently used apps.
Home key/Fingerprint scanner	Tap to display the main home screen. This is also the fingerprint scanner that allows you to quickly wake up and unlock your phone with your fingerprint. You can register up to 5 fingerprints. See Fingerprint Scanner.
Back key 	Tap to return to the previous screen.
Edge Sense squeeze area	Set up Edge Sense and squeeze this area to launch an app or display information. For details, see Edge Sense. Note: If you want to use a case or screen protector, don't cover and block the proximity sensor and Edge Sense area. Purchase a case or screen protector designed for HTC U.
Touchscreen	Displays all the information needed to operate your phone, such as the call status, the Contacts list, and the date and time. Also provides one-tap access to all of your features and applications.
LED	Displays a phone notification, charging status, or alert.

Nano SIM and microSD card tray and eject hole	Holds the preinstalled Sprint 4G LTE™ nano SIM card and optional microSD card. See SIM Card and SD Card. Note: The microSD card is sold separately.
--	--

Back Panel

Part	Description
Main camera with UltraSpeed autofocus, BSI, and OIS	Captures quality photos and videos. Note: BSI stands for Backside Illumination sensor and OIS stands for Optical Image Stabilization.
Microphone	Captures your voice during phone and conference calls. Note: Avoid liquid or dust from entering the microphone hole to prevent damage to the microphone.
USB Type-C™ charger/ Accessory jack	Allows you to connect the phone with the AC power adapter using the USB cable or with the provided HTC USonic earphones. (Items included in the phone package). Note: The HTC USonic earphones provided in the box can only be used with HTC U11 and other compatible HTC phones supporting HTC USonic.
HTC BoomSound™ hi-fi edition speakers	Lets you hear the different ringtones and sounds. This speaker also lets you hear the caller's voice and automated prompts.
Dual LED flash	Helps illuminate subjects in low-light environments when the camera is focusing and capturing a picture or video.

Charge the Battery

Follow these instructions to charge your phone's battery using either the included AC adapter or via a USB connection on your computer.

Important: Use only the adapter and the USB Type-C cable that came with HTC U Ultra 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.

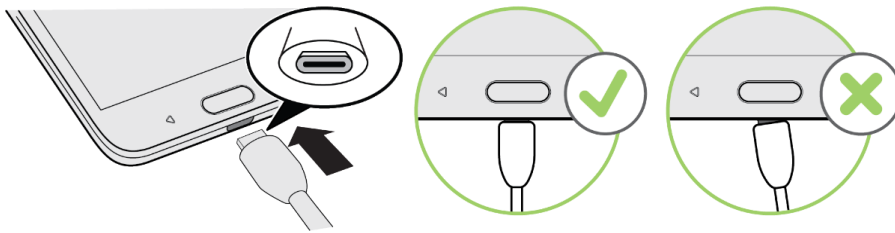
Notes:

- If the battery has been discharged for several days, you may need to charge HTC U11 for several minutes before powering it on.

- The battery is built-in and non-removable. Do not attempt to remove 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, your phone may become warmer. This is normal.
- To conserve energy, unplug the power adapter from the electrical outlet after you finish charging.

Charge Using the AC Adapter

1. Plug one end of the USB cable into the AC adapter.
2. Plug the other end of the USB cable into the USB Type-C charger/Accessory jack on the bottom panel of your phone.



3. Plug the other end of the USB cable into the AC adapter.
4. Plug the AC adapter into an electrical outlet.
 - ❖ The indicator light (LED) illuminates when charging starts. The light turns green when the battery is fully charged.
5. After charging, disconnect the phone from the charger.
 - Unplug the AC adapter from the outlet, and remove the USB cable from the phone.

Charge Using a PC Connection

Before using a PC connection to charge your phone, ensure that the computer is turned on. Depending on the type of connection, your phone's battery may not charge.

1. Insert the small end of the USB cable into the USB Type-C charger/Accessory jack on the bottom of your phone.
2. Insert the large end of the USB cable into an external USB port on your computer.
3. After charging, disconnect the USB cable from both the phone and the computer.

SIM Card

The SIM card is an IC card containing phone number and other customer information.

Handling a SIM Card

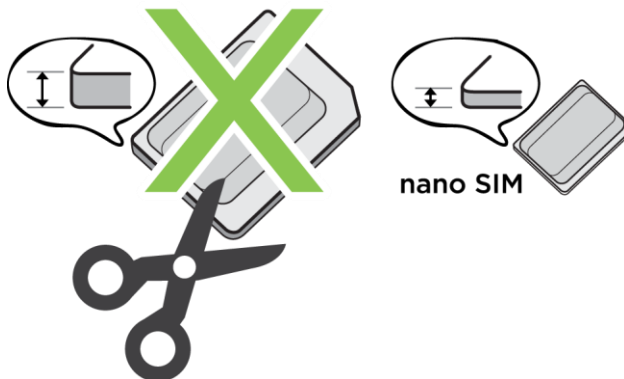
Keep the following in mind when handling a SIM card.

- You are responsible for any damage caused by inserting the SIM card in another-brand IC card reader, etc. Sprint is not responsible in such case.
- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.
- Avoid applying labels. May damage SIM card.
- See instructions included with the SIM card for handling.
- The SIM card is the property of Sprint.
- The SIM card is replaceable (at cost) in case of loss/damage.
- Return the SIM card to Sprint when canceling subscription.
- Returned SIM cards are recycled for environmental purposes.
- Note that SIM card specifications and performance may change without notice.
- It is recommended that you keep a separate copy of information that is stored on the SIM card. Sprint is not responsible for damages from stored information that is lost.
- Always follow emergency procedures to suspend service if your SIM card or phone (SIM card inserted) is lost or stolen. For details, contact Customer Service.

Nano SIM Card

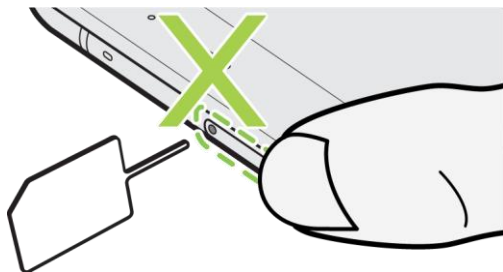
HTC U11 uses a nano SIM card. The nano SIM card is preinstalled in your HTC U11. If you need to remove or replace the card, refer to the following instructions.

Use a standard nano SIM card. A modified card that is thicker than the standard nano SIM card will not fit properly on the tray and may damage the card slot.



Slot with Card Tray

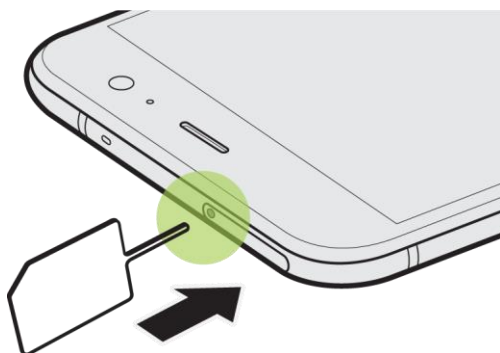
When inserting the eject tool into the tray eject hole to remove the card tray, do not obstruct the tray to avoid damaging the eject mechanism inside the slot.



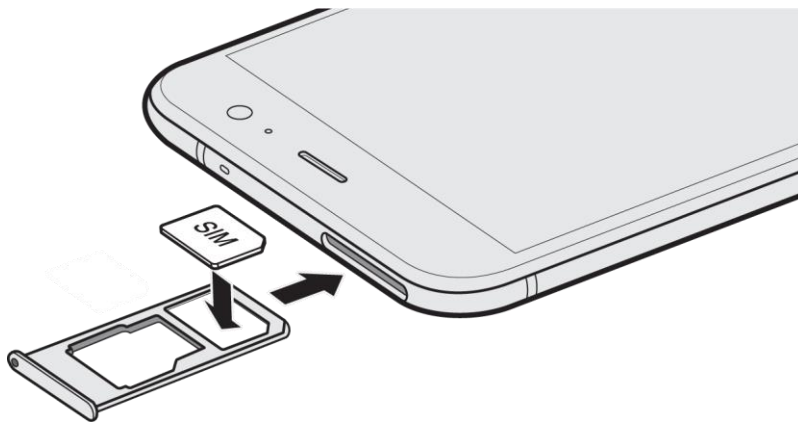
Insert SIM Card

The nano SIM card is preinstalled in your HTC U11. If you need to remove or replace the card, refer to the following instructions.

1. Hold the phone face up.
2. Insert the tip of the tray eject tool (included in the box) into the tray eject hole.

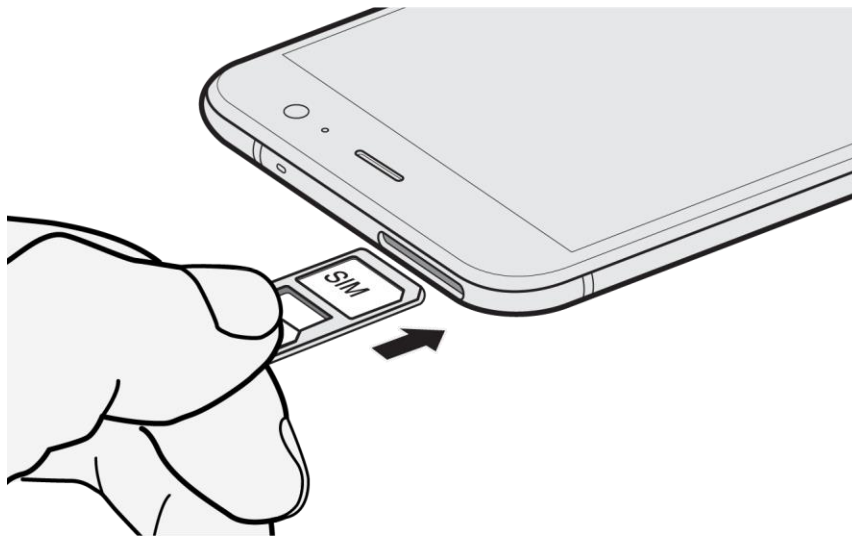


3. Push the tip all the way into the hole until the tray ejects, and then pull the tray out.
4. With your nano SIM card's gold contacts facing down, place the card into the SIM holder of the tray. Make sure to align the cutoff corner to the notch on the holder.

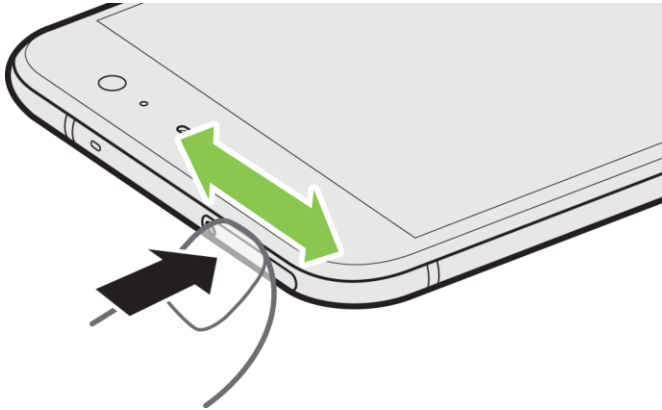


Note: If you purchased an optional microSD card, place the microSD card to the SD holder of the tray. For details, see [Insert SD Card](#).

5. When reinserting the tray, make sure it is facing up so that your cards don't fall out. Hold the tray with the outer card holder between your fingers, and then steadily slide the tray all the way into the slot.



6. Make sure the tray is fully inserted and doesn't protrude from the slot.



SD Card

Use a SD card (optional and sold separately) 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.

SD Card Cautions

Data: Information stored on the SD card can become lost or changed accidentally as a result of damage. It is recommended that you keep a separate copy of important data. Sprint is not responsible for damages from data that is lost or changed.

Reading/Writing Data: Never power off the phone while reading or writing data.

Battery Level: A low battery charge may prevent reading/writing to SD card.

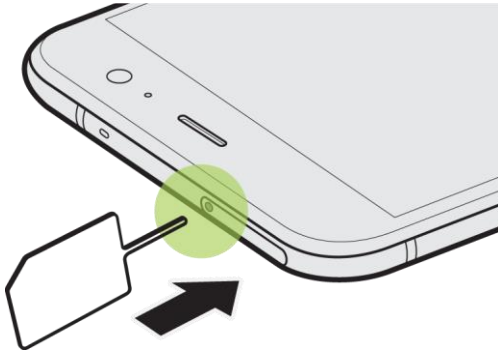
Handling SD Card: Use/store SD cards away from the reach of infants. May cause choking if swallowed.

Insert SD Card

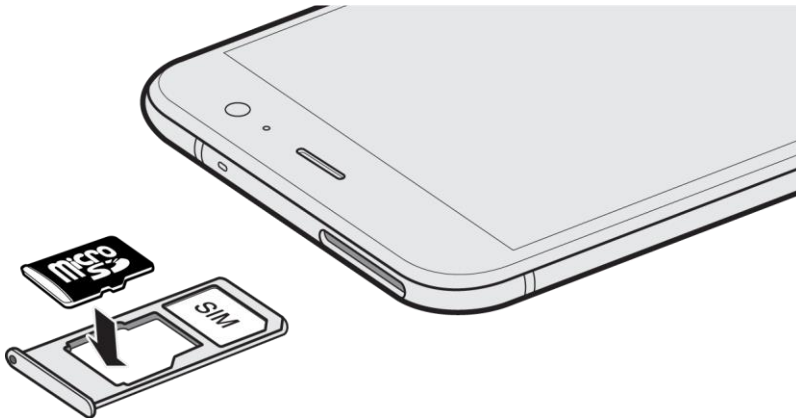
Follow these steps to insert an optional SD card (not included).

1. Hold the phone face up.

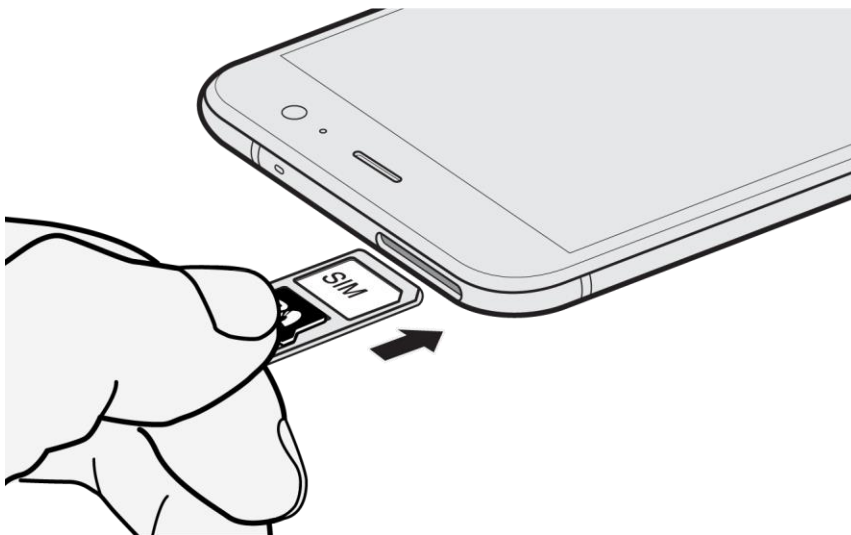
2. Insert the tip of the tray eject tool (included in the box) into the tray eject hole.



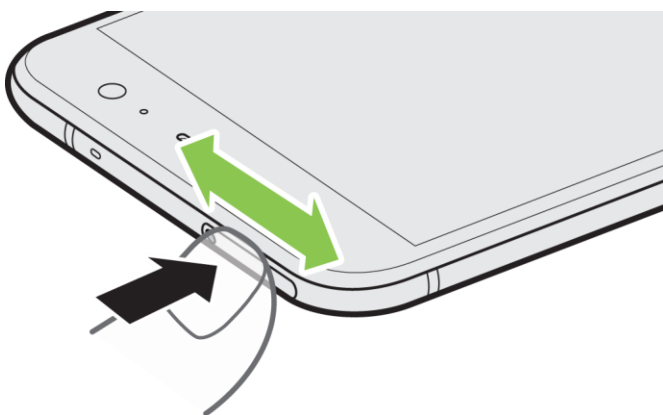
3. Push the tip all the way into the hole until the tray ejects, and then pull the tray out.
4. Place your microSD card—gold contacts facing down and narrow side facing in—into the microSD holder of the tray.



5. When reinserting the tray, make sure it is facing up so that the nano SIM and microSD cards don't fall out. Hold the tray with the outer card holder between your fingers, and then steadily slide the tray all the way into the slot.



6. Make sure the tray is fully inserted and doesn't protrude from the slot.



7. Turn on the phone.

❖ If it's the first time you inserted the SD card, you'll be prompted to set it up.

Unmount and Remove the SD Card

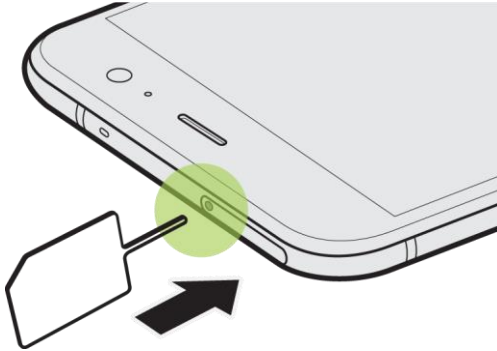
Follow these instructions to unmount and remove an SD card. Always unmount an SD card before removing it from your phone, and always power the phone off before inserting or removing an SD card.

1. Tap > > **Settings**.
 2. Tap **Storage**.
 3. If the SD card appears under Removable storage, tap next to the card name, and then tap **Eject**.
- or –

If your SD card appears under Internal storage, tap the card name, and then tap  > **Eject**.

Important: If the SD 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.

4. Power the phone off.
5. Hold the phone face up.
6. Insert the tip of the tray eject tool (included in the box) into the tray eject hole.



7. Push the tip all the way into the hole until the tray ejects, and then pull the tray out.
8. Gently pull the SD card out of the slot.
9. Replace the SD card and tray.
10. Make sure the tray is fully inserted and doesn't protrude from the slot.

Format SD Card

When you want to change the storage setting of the SD card from removable storage to internal storage, you will be prompted to format it first.

Note: When you format or erase the SD card, the files CANNOT be retrieved. To help prevent the loss of important data, please check the contents before you erase the card.

Important: Formatting or erasing the SD card may not permanently erase all data from the card, including personal information.

1. Tap  >  >  **Settings**.
2. Tap **Storage**.
3. Do one of the following:
 - If the SD card appears under Removable storage, tap  next to the SD card name, and then tap **Format as internal** > **Erase & format** > **Format**. After format is completed, you can choose to move photos, files, and apps to the SD card.

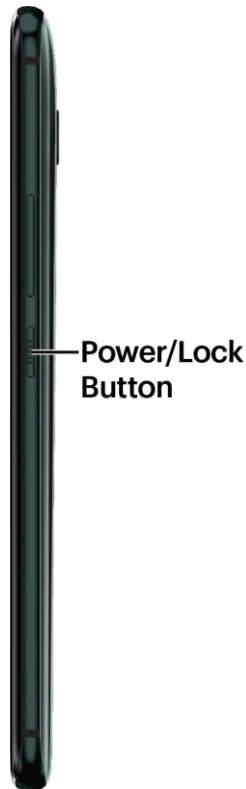
- If your SD card appears under Internal storage, tap the SD card name, and then tap  > **Format as portable** > **Format**. After format is completed, tap **Done**.

Turn Your Phone On and Off

The instructions below explain how to turn your phone on and off.

Turn Your Phone On

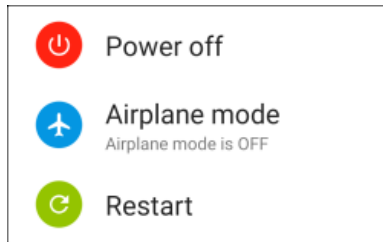
- Press and hold the **Power/Lock** button on the right panel of the phone.



- ❖ Your phone will power on. You will feel or hear the phone vibrate when it has been turned on. Depending on the settings, you may see the lock screen.
 - See [Lock and Unlock Your Screen](#) for information about using the screen lock.
 - The first time you turn on your phone, it will search for Sprint service, and begin the setup application. See [Complete the Setup Screens](#).
 - If your phone is not yet activated, see [Activate Your Phone](#) for more information.

Turn Your Phone Off

1. Press and hold the **Power/Lock** button to open the Phone options menu.



Note: When the screen is locked and you press the **Power/Lock** button it will only turn off the screen and not the phone. You will need to turn the screen on before you press and hold the **Power/Lock** button to turn the phone off. See [Lock and Unlock Your Screen](#) for details.

2. Tap **Power off** to turn the phone off.

❖ Your phone will power off.

Restart Your Phone

If HTC U11 is running slower than normal, is unresponsive, or has an app that is not performing properly, try rebooting and see if that helps solve the problem. Restarting the phone will close all running apps and will clear all temporary files in the phone's memory. Make sure to save your work before restarting the phone.

1. If the display is off, press the **Power/Lock** button to turn it back on.
2. Press and hold the **Power/Lock** button for about two seconds.
3. Tap **Restart**.

Note: If the phone or touchscreen becomes unresponsive, press and hold the **Power/Lock** and **Volume** down buttons for at least 12 to 15 seconds to restart the phone.

Sleep Mode

Sleep mode saves battery power by putting HTC U11 into a low power state while the display is off. It also stops accidental button presses when HTC U11 is in your bag.

Switch to Sleep mode

To turn off the display and switch to Sleep mode, briefly press the **Power/Lock** button. You can also double-tap the lock screen.

Note: HTC U11 also automatically goes into Sleep mode when it's left idle for a while. You can change the time before HTC U sleeps by setting the screen timeout. For details, see [Screen Timeout \(Sleep\)](#).

Wake Up From Sleep Mode

- Press the **Power/Lock** button.

- Use Motion Launch™ to wake up and unlock your phone directly to an app or screen. For details, see [Motion Launch](#).

Use the Touchscreen

Your phone's touchscreen lets you control actions through a variety of touch gestures.

Important: When the **TalkBack** option in the Accessibility settings is turned on and the Explore by touch setting is selected, the regular touch gestures are replaced by the TalkBack gestures. For details, see [Accessibility Settings](#).

Tap or Touch

When you want to type using the onscreen keyboard, select items onscreen such as application and settings icons, or press onscreen buttons, simply tap or touch them with your finger.

Touch and Hold

To open the available options for an item (for example, a contact or link in a Web page), touch and hold the item.

Swipe or Slide

Quickly swipe your finger vertically or horizontally across the screen to go to other widget panels, scroll through documents, and more.

Drag

To drag, touch and hold your finger with some pressure before you start to drag. While dragging, do not release your finger until you have reached the target position.

Flick

Flicking the screen is similar to swiping, except that you need to swipe your finger in light, quick strokes. This finger gesture is always in a vertical direction, such as when flicking the contacts or message list.

Touch and Flick

On the Home screen, you can easily move a widget or icon from one screen to another. Touch and hold the widget or icon with one finger, and flick the screen to the new location with another finger.

Pinch and Spread

"Pinch" the screen using your thumb and forefinger to zoom out or "spread" the screen to zoom in when viewing a picture or a Web page. (Move fingers inward to zoom out and outward to zoom in.)

Slide two fingers together to zoom out of the picture or text.

Two-finger Swipe

Swipe down from the status bar with two fingers to open Quick Settings.

Three-finger Gesture

- Swipe up the screen with three fingers and HTC Connect™ streams music or video from HTC U to your speakers or TV respectively. You can also share streaming media from apps such as YouTube®.
- Swipe down to disconnect from your speakers or TV.

Notes:

- Media gesture is turned on in Settings by default, which makes the three-finger gesture work for sharing media.
- The 3-finger gesture may not be available when TalkBack gestures are enabled. For details, see [Navigate Your Phone with TalkBack](#).

Activate Your Phone

Follow the instructions below to activate your phone if it has not already been activated. Depending on your account or how and where you purchased your phone, it may be ready to use or you may need to activate it on your Sprint account.

- If you purchased your phone at a Sprint Store, it should be activated and ready to use.
- If you received your phone in the mail, and it is for a new Sprint account or a new line of service, it will activate automatically when you first turn it on.
- If you're swapping phones for a number already on your Sprint account, go to sprint.com/activate and follow the instructions

To confirm activation, make a phone call. If your phone is still not activated, visit sprint.com/support for assistance. If you do not have access to the Internet, call Sprint Customer Service at **1-888-211-4727** from another phone.

Tip: Do not press the **Power/Lock** key while the phone is being activated. Pressing the **Power/Lock** key cancels the activation process.

Note: If you are having any difficulty with activation, visit sprint.com/support.

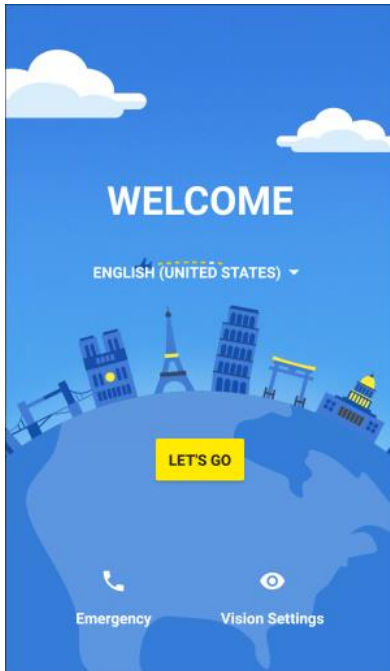
Complete the Setup Screens

When you switch on the HTC U11 for the first time, or after you've done a factory reset, you'll need to set it up. The setup screens help you set up certain features and preferences on your phone.

Before you do the setup, first back up your old phone using Android Backup Service if you want to restore your apps and settings to HTC U11. To find out how to do the backup, see Using Android Backup Service see [Android Backup Service](#).

Note: You may be able to complete the setup screens before your phone has been activated on your account.

1. If you need to navigate by voice feedback, turn on TalkBack by pressing and holding two fingers on the first screen until you hear a message and then a beep. Or if you accidentally enabled TalkBack, follow the onscreen tutorial to turn it off.
2. From the Welcome screen, select a language and tap **Let's go**.



- To skip any section, tap **Next** or **Skip**.

Note: If you are visually impaired or hard of hearing, touch and hold the screen with two fingers to enable TalkBack. Tap **Accessibility settings** to change accessibility options.

3. Follow the onscreen instructions to complete each section. For each topic, you will have the option to skip it and continue to the next screen.
 - **Terms of use** – Read any applicable End User License Agreements or Terms of use for using your phone, and tap **Next** to continue.
 - **Set up Internet access** – Select **Mobile data** or select a Wi-Fi[®] network to connect to. For secured Wi-Fi networks, you will need to enter a password.
 - **Hands Free Activation** – See [Activate Your Phone](#).
 - **Sign in with your Google Account** – Enter your Google Account email or phone number and tap **Next**. If you don't have a Google Account, tap **More options** > **Create account**.
 - **Welcome** – Enter your Google Account password, tap **Next** > **I agree**.

Note: You do not need to sign up for a Google Account to use your phone. However, to download apps from the Google Play[™] Store, you must link your phone to a Google Account.

- **Which device?** – If you have backed up your old phone's data to your Google Account, you can easily restore that backup on your new phone using Android Backup Service.
 - If you backed up your old phone using Android Backup Service, tap the phone name. Tap  to select the apps to install, and then tap **Restore**.
 - If you want to start fresh, tap **Don't restore**.
- **Google services** – Read information about Google's location services and ways to improve your Android experience.
- **Google Assistant** – Set up Google Assistant on your phone. Tap **Continue**, give permission to the Google Assistant app, and then tap **Yes, I'm in**. To further customize Google Assistant, follow the instructions on the next screen, or tap **Do it later** to set it up some other time.
- **Accelerated Location** – Select **Location Consent** if you agree to share your location.
- **HTC Account** – Sign in to your HTC Account to use the same login credentials for HTC services such as Themes and HTC Sense Companion.
- **Edge Sense** – Set up Edge Sense so you can instantly take camera shots or perform other actions by simply squeezing your phone.
- **Protect your phone** – Register a fingerprint to help secure your phone. Tap **Skip for now** to do this later in **Settings > Fingerprint scanner**.

4. Tap **Finish**.

- ❖ Your phone is now set up for use. If you skipped any part of the setup, you can access additional options through the Apps screen or through Settings.

Note: 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.

Water and Dust Resistant

HTC U11 is water and dust resistant and has an IP57 rating as defined in the International Standard IEC 60529. With the nano SIM/microSD slot cover closed tightly, this phone is water resistant if it is briefly submerged by accident in fresh water less than 1 meter (3.28 feet) deep and no longer than 30 minutes at room temperature.

HTC U11 must not be exposed to non-fresh water, high water pressure, strong or fast-moving water, or sand since these may cause overheating, electric shock, or damage to the phone. Do not attempt to charge or otherwise use the USB port when HTC U11 is wet. Normal wear and tear may decrease the water and dust resistance over time.

Warranty will be void if the phone is not used in accordance with the instructions and precautions addressed in this user guide, including, but not limited to, using the phone in environments or situations that exceed the limitations of the IP57 rating. For usage precautions and tips on care and maintenance, see [Care and Maintenance Tips](#) and [Cleaning and Drying](#). Also make sure to read the Important Information Booklet that comes with the phone.

Care and Maintenance Tips

Follow these tips and precautions to help maintain water and dust resistance for your phone.

- Never attempt to insert or remove the nano SIM and microSD cards with gloves, wet hands, or when the phone is wet.
- Do not intentionally submerge HTC U11. If the phone accidentally gets immersed in water, avoid pressing the controls—such as the **Power/Lock** and **Volume** buttons—and do not operate the phone.
- Do not expose the phone to fast or strong-moving water such as shower spray, running taps or faucets, waterfalls, or ocean waves.
- Do not expose the phone to or let the USB port come in contact with the following:
 - Water containing soap, detergent, or shower gel
 - Sea water, swimming pools, spas, hot water, and hot springs
 - Any liquid besides tap water such as alcohol, juices, and condiments
 - Sand



- If the phone is exposed to fresh water, make sure to dry it thoroughly. To avoid damaging the phone, do not charge when contaminants are present or the USB port is not completely dry. In these circumstances, do not connect any external device.
- Never use a hair dryer to dry wet parts of the phone.
- The power adapter and accessories are not water resistant. Never use them in wet areas such as in the bathroom or kitchen since contact with water may cause malfunction, electric shock, or other hazards.
- Avoid leaving the phone in humid places such as the bathroom or kitchen for too long since it is not moisture-proof.

Cleaning and Drying

If HTC U11 has had contact with salt water, liquid chemicals, dust, or other contaminants, immediately rinse the phone. When the phone is wet, make sure to dry it thoroughly.

To avoid damaging HTC U11, don't charge the phone when contaminants are present or the USB port is not completely dry. In these circumstances, do not connect any external device.

The sound volume of the earpiece, speakers, and microphone may be less audible if these parts are not dried well.

Rinsing

- Before rinsing, make sure the nano SIM and microSD slot covers are closed tightly. See [SIM Card](#) and [SD Card](#) for details.
- Rinse the phone using fresh water. Rinse by hand only. Don't use a brush or sponge.
- While rinsing, do not press on the card slot covers to avoid having gaps around the covers which may allow water to seep through the gaps.

Drying

- Gently wipe off the water from the phone with a clean, dry cloth. Don't use cotton swabs to wipe the earpiece, speakers, microphone, and connection port.
- The display may not respond accurately to touch gestures when it's wet. For the touch screen and lenses, wipe with a soft dry cloth such as a microfiber cloth that will not scratch the surface.
- Leave the phone at room temperature for 3 hours or so to let it dry completely. If buttons and any connection port such as the USB port are still wet, make sure to let them dry completely before you use the phone.
- If condensation forms inside the display such as when there's a drastic change in temperature, place the phone at room temperature until condensation disappears.

Basic Operations

The following topics outline basic features and operations of your phone.

Basics

The following topics offer an overview of your phone's basic operations.

HTC Sense Home and Applications (Apps) List

After you've turned on or set up your phone for the first time, you'll see the home screen. Most of your phone's operations originate from the home screen or the apps list.

1. From any screen, tap  to display the home screen.



- Swipe right and you'll find HTC BlinkFeed. You can customize HTC BlinkFeed to show posts from your social networks, headlines from your favorite news media, and more. For details, see [HTC BlinkFeed - Your Dynamic Home Screen](#).
- Swipe left and you'll discover widget panels for adding your favorite widgets, apps, and more so they're just a tap away. You can also add panels. For details, see [Customize the Home Screen](#).
- You can change the apps on the launch bar at the bottom of the home screen. See [Work with Widgets and Shortcuts](#).

2. Tap  to see all apps installed on your phone.

Tip: While you're in another screen or app, tap  to return to the last Home screen you visited.

Onscreen Navigation Keys

Your phone has onscreen navigation keys at the bottom of the screen which rotate when you change the orientation. The onscreen navigation keys do not show up when the screen is off, when you're on the Camera viewfinder screen, or when you chose to hide it.

Standard Navigation Keys

Key	Description
Back key 	Go to the previous screen.
Home key 	Go to the Home screen. Touch and hold to launch Google Assistant. For details about Google Assistant, go to assistant.google.com .
Recent apps key 	Show the thumbnails of the most recently used apps and Google Chrome tabs.

Phone Settings Menu

You can customize your phone's settings and options through the Settings menu.

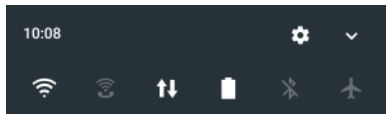
1. Open Settings from the Apps screen or notification panel.
 - Swipe down from the status bar, and then tap .
 - Tap  >  >  **Settings**.
2. Here are some of the basic settings you can change:
 - Tap the On/Off switch next to an item such as **Wi-Fi** to turn it on or off. Tap the item itself to configure 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, theme, ringtone, 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 your phone, for example with a screen lock.
3. Tap an item under Suggestions to check out new or recommended settings to customize.
4. You can also swipe right on the Settings screen to see the list of main settings and quickly jump from one setting to another. Or, tap  to easily find options and settings.

For more information, see [Basic Settings](#).

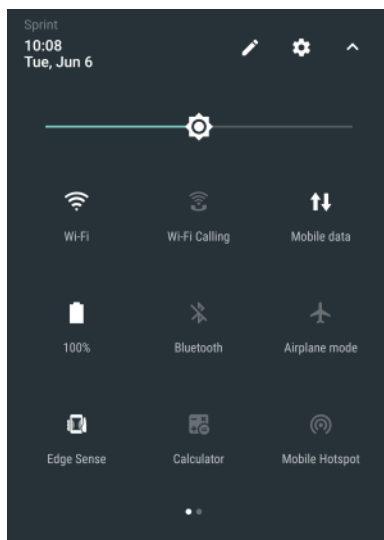
Using Quick Settings

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

1. Swipe down from the top of the screen to open the notification panel.
 - ❖ Right below the Settings button, you'll see the first six Quick Settings tiles.



2. To see all of the Quick Settings tiles:
 - With two fingers, swipe down from the status bar.
 - or –
 - Swipe down twice from the status bar.



3. To turn a setting on or off, just tap its tile.

Customize Quick Settings

You can remove, replace, or rearrange the tiles in Quick Settings.

1. With two fingers, swipe down from the top of the screen to open Quick Settings.
2. Tap  and do one of the following:
 - Touch and hold a tile, and then drag it to your desired position.

- Touch and hold a tile, and then drag it down under the Drag to add tiles section to hide it from the Quick Settings panel.
- Under the Drag to add tiles section, drag a tile up to show it in the Quick Settings panel.

3. Tap .

Note: There is a limit to the number of tiles that can be shown in the first panel of Quick Settings. You may need to swipe left on the Quick Settings panel to see more Quick Settings tiles.

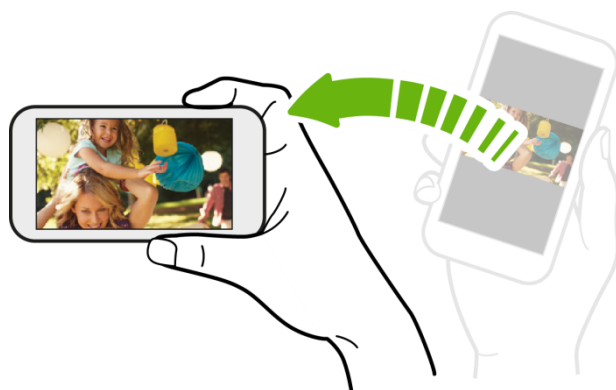
Capture Your Phone's Screen

Capture the phone screen to show off your high game score, write a blog post about your phone's features, or post a status update about a song you're playing.

1. Press and hold the **Power/Lock** button and the **Volume** down button at the same time.
2. Open the notification panel, and then slide two fingers apart on the Screenshot captured notification.
3. Tap **Share**.

Portrait and Landscape Screen Orientation

The default orientation for your phone's screen is portrait (vertical), but many apps will change to landscape orientation (widescreen) when you rotate the phone sideways.



Note: Not all screens will adjust for landscape orientation.

Turn Screen Rotation On or Off

1. Swipe down from the status bar with two fingers to open the Quick Settings panel.
2. Tap **Auto rotate** to turn the option on or off.

Note: You can also set the rotation option from the main settings menu. From home, tap  >  **Settings > Display, gestures & buttons**, and then select or clear the **Auto rotate screen** option.

Applications

The following topics describe how to access the applications (apps) list and launch apps on your phone.

Apps List

The Apps screen includes any apps you download and install on your phone. The following table outlines the primary apps that have been preinstalled on your phone.

App	Function/Service
 AAA	Get maps and directions, roadside assistance, and AAA member discounts nearby.
 Boost+	Optimize your phone's performance, maximize your storage capacity, and add a level of privacy to some of your apps.
 Calculator	Perform basic and advanced mathematical operations. See Calculator .
 Calendar	View, create and send events. See Calendar .
 Camera	Take photos and capture videos. See Camera and Video .
 Chrome	Browse the Internet. See Chrome Browser .
 Clock	Check the time, set an alarm, or use the World Clock, Stopwatch and Timer. See Clock .
 Docs	Create, edit, and share documents.
 Downloads	View all your downloaded files here.
 Drive	Manage your Google Drive online storage. See Google Drive .
 Duo	Start a one-to-one video call with people that matters to you.
 Facebook	Check what's new with your social network. See Facebook .
 Flashlight	Use your phone's dual flash as a handy flashlight.
 Gmail	Create, send, and receive emails. See Gmail .

 Google	Open the Google app. See Perform Searches on the Web and Your Phone and Get Instant Information with the Google App .
 Help	Find useful content on how to use your phone, view troubleshooting information, and more. See HTC Help .
 HTC Mobile Guide	View your phone's online user guide.
 HTC Sense Companion	Sign up to HTC Sense Companion and manage your information preferences. See Set Up HTC Sense Companion .
 Instagram	Edit and share your favorite photos with this photo-sharing app.
 Keep	Jot down notes, reminders, and ideas, or record a voice memo with this handy app.
 KeyVPN	Securely connect to your corporate intranet sites. Ask your network administrator for details.
 Maps	View maps and get detailed turn-by-turn navigation to your destination. See Google Maps .
 Messages	Create and send text and multimedia messages. See Text and Multimedia Messaging .
 Messenger	Chat with your Facebook buddies with this app.
 My Sprint	Monitor your data usage, view or pay bills, update your account preferences, and more with the My Sprint app.
 News Republic	Find out the latest headlines in news, entertainment, sports, and more.
 People	Add, manage, and get in touch with people that matter to you most. See Contacts .
 Phone	Call friends, check out your call history, manage your contacts list, and more. See Phone Calls and Voicemail .
 Photos	View and edit photos and videos you've captured using the phone's camera or those you've stored online.
 Play Movies & TV	Search, buy, and watch movies and shows on your phone.
 Play Music	Search, buy, and listen to music on your phone.

 Play Store	Search, buy, and install apps to your phone. See Google Play Store .
 Record	Track your activities, sleep, and workouts by connecting your fitness device to your phone.
 Settings	Change your phone settings. See Basic Settings .
 Sheets	Create, edit, and collaborate on spreadsheets from your phone.
 Slides	Create, edit, and collaborate on presentations from your phone.
 Themes	Personalize your phone with themes. See Themes .
 TouchPal	Choose from a variety of keyboard themes and more.
 Viveport	Visit the app store for virtual reality content, where you can explore, create, connect, and experience VR.
 Voice Recorder	Record and share your voice or create a voice memo. See Voice Recorder .
 Voice Search	Search the Web using your voice. See Search the Web with Your Voice .
 Weather	Check the weather in your location and in other cities around the world. See Weather .
 Wi-Fi Calling	Make and receive calls over Wi-Fi. See Wi-Fi Calling .
 YouTube	Watch or upload videos online. See YouTube .

Note: Available apps are subject to change without prior notice.

Launch an App

There are several options for opening an app from the Home screen.

- Tap an app on the launch bar at the bottom of the Home screen.
- Tap  to go to the Apps screen, and then tap the app you want to use.
- On the Apps screen, tap , then enter the name of the app you're looking for.

Open an App or Folder from the Lock Screen

- On the lock screen, drag an app or folder icon up to unlock the screen and directly go to the app or folder.

If you've set up a screen lock, you'll be asked to provide your credentials first before your phone opens the app or folder.

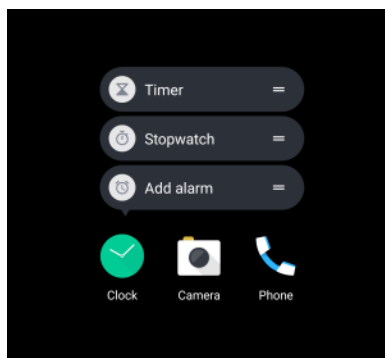
Tip: The shortcuts on the lock screen are the same ones on your Home screen's launch bar. To change the lock screen shortcuts, you'll have to replace the apps or folders on the launch bar.

App Shortcuts

Starting from Android 7.1, touch and hold an app icon on a widget panel or the Apps screen to display a menu that lets you quickly access common app functions.

Note: Not all apps support the app shortcuts feature.

1. Touch and hold an app icon, for example **Clock**.
2. From the displayed menu, tap the function you want to launch in the app.



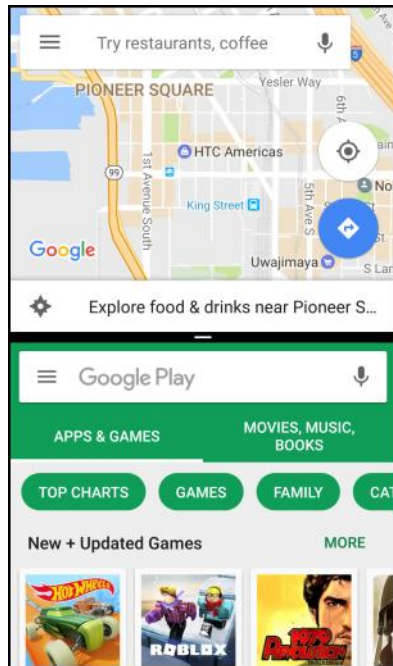
Work with Two Apps at the Same Time

Use the split-screen view to display two running apps side by side.

Note: Some apps may not support this feature.

1. Open the first app you want to use, and then touch and hold .

- ❖ A screen divider will appear onscreen.



- If the app you want to use is in the recent apps list, tap it to make it the second active app.

– or –

Tap , and then open the app you want to use as the second active app.

- To turn off the split-screen view, drag the screen divider up or down the screen. Or, touch and hold .

Switch Between Recently Opened Apps

When you're multitasking and using different apps on your phone or opened multiple Web pages from the Web browser, you can easily switch between the apps or Web pages you've recently opened.

- Tap  to see recently-opened apps.
 - To switch back to an app, just tap it.
 - To remove an app from the list, drag it left or right.
 - To clear the recent apps list, tap **Clear all**.

Arrange Apps on the Apps Screen

Personalize the Apps screen to your liking. You can rearrange the apps and change the layout.

- Tap  > .

2. Tap  and then choose how to arrange apps, such as alphabetically.
3. Select **Custom** if you want to rearrange or group apps into folders.

Move Apps and Folders

1. Tap  > .
2. Tap  > **Custom**.
3. Tap  > **Rearrange apps**.
4. Touch and hold an app or folder, and then do one of the following:
 - Drag the app to another position on the same page. Wait until you see the occupying icon move away before releasing your finger.
 - Drag the app to the  or  arrow to move it to another page.
5. When you're done, tap .

Group Apps into Folders

1. Tap  > .
2. Tap  > **Custom**.
3. Tap  > **Rearrange apps**.
4. Touch and hold an app, and then drag it over to another app to automatically create a folder.
5. To add more apps, drag each app over to the folder.
6. To name the folder, open the folder, tap its title bar, and then enter a folder name.
7. When you're done, tap .

Remove Apps from a Folder

1. Tap  > .
2. Tap  > **Custom**.
3. Tap  > **Rearrange apps**.
4. Tap the folder to open it.
5. Touch and hold an app, and then drag it out to the Apps screen. Wait until you see the occupying icon move away before releasing your finger.

6. When you're done, tap .

Hide or Show Apps on the Apps Screen

1. Tap  > .
2. Tap  > **Show/Hide apps**.
3. Select the apps you want to hide, or clear their check boxes to unhide them.
4. Tap **Done**.

Control App Permissions

When you open apps the first time, you'll be prompted to grant them permissions to access certain data or features, such as contacts or the microphone. This gives you more control over which apps have authorized access.

- If you suspect a certain app of being malicious or requesting unnecessary permissions, you should choose **Deny** to protect your phone.
- If you choose **Deny** in a trusted app, you may not be able to use the app or access its full functionality. When this happens, go to Settings to change the app permissions.

1. Tap  >  >  **Settings**.
2. Tap **Apps**.
3. Tap the app you want to configure, and then tap **Permissions**.
4. Choose which permissions you want to turn on.

Set Default Apps

In Settings, you can choose default apps for Web browsing, text messaging, and more.

1. Tap  >  >  **Settings**.
2. Tap **Apps**.
3. Tap **Configure apps**.
4. Under Default, choose your default launcher, Web browser, phone, text messaging apps, and more.

Set Up App Links

If there's more than one app that can be opened when you tap a link—such as a shared social post or media link—you may be prompted to choose the app you want to use. When you're prompted after you've tapped a link, select an app, and then tap **Always** to set that app as the default app to use.

You can also go to Settings to see how app links have been set up for different apps and change them.

1. Tap  >  >  **Settings**.
2. Tap **Apps**.
3. Tap **Configure apps** > **Opening links**.
4. Tap the app you want to configure, and then tap **Open supported links**.
5. Select **Open in this app** to always open the app without being prompted when you tap a link.
 - You can also choose whether to always be prompted to choose the app or never use the app for opening links.

Phone Number

Follow the instructions below to display your phone's wireless phone number.

1. Tap  >  >  **Settings**.
2. Tap **About** > **Phone identity**.
 - ❖ You will see the number listed under **Phone number**.

Silent Mode

Silent mode sets your phone's ringtone, operation sounds, notifications, etc., not to sound to avoid disturbing others around you.

Note: Camera shutter, video start/stop tones, and certain other sounds may still be active during silent mode.

To set to silent mode:

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification** > **Sound profile**.
3. Select **Silent**.

Tip: You can also set the phone to silent mode using Quick Settings. See [Using Quick Settings](#) for details.

To restore the sound to normal mode:

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification** > **Sound profile**.
3. Select **Normal**.
 - ❖ Your phone's sound settings are now restored.

Tip: You can also restore the phone sound using Quick Settings. See [Using Quick Settings](#) for details.

Airplane Mode

When you enable Airplane (flight) mode, all wireless radios on your phone are turned off, including the call function, data services, Bluetooth, and Wi-Fi. You can still use many of your phone's features, such as Camera when you are on an airplane or in any other area where making or receiving calls or data is prohibited.

When you disable Airplane mode, the call function is turned back on and the previous state of Bluetooth and Wi-Fi is restored.

Notes:

- You can manually turn Bluetooth and Wi-Fi back on after enabling Airplane mode.
- If USB tethering is turned on, enabling Airplane mode turns it off. You need to manually turn USB tethering on after you disable Airplane mode.
- To turn Airplane mode on or off:
 - Press and hold the **Power/Lock** button, and then tap **Airplane mode**.
 - or –
 - Swipe down from the status bar to open Quick Settings and then tap .

When enabled, the Airplane mode icon  is displayed in the status bar.

Working with Text

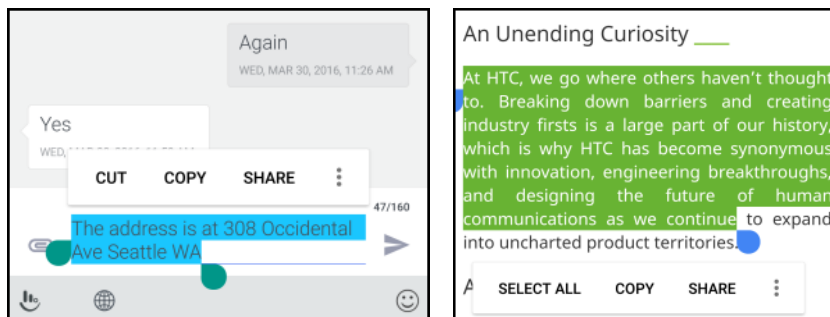
Enter, select, edit, and share text from apps that allow text input.

Edit Text

You can select and copy text, and then paste or share it.

Select, Copy, and Paste Text

1. Touch and hold on a word.
2. Drag the start and end anchors to highlight the surrounding text you want to select.



3. After you have selected the text you want to copy, tap **Copy** or . The selected text is then copied to the clipboard.
4. In a text entry field (for example while composing an email), touch and hold at the point where you want to paste the text.
5. Tap **Paste** or .

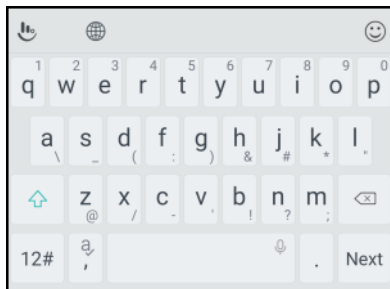
Tip: To copy the address of a link on a webpage, touch and hold the link, and then tap **Copy link address**.

Share Text

1. After you have selected the text you want to share, tap **Share** or .
2. Choose where to paste and share the selected text, such as in an email message or social network status update.

Enter Text by Typing

The keyboard becomes available when you tap a text field in an app. Enter letters and numbers, change the keyboard layout or language, and more.



- Tap the keys on the onscreen keyboard to enter letters and numbers, as well as punctuation marks and symbols.
- Tap  to enter an uppercase letter. Tap  twice to turn on caps lock.
- Touch and hold keys with gray characters at the top to enter numbers, symbols, or accented letters. Some keys have multiple characters or accents associated with them.
- To delete your text entry one letter at a time, tap . To quickly delete words, touch and hold .

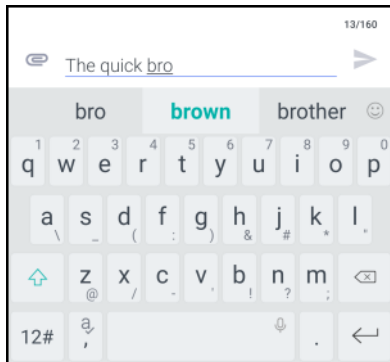
- Tap **12#** to show number and symbol keys. Tap **abc** to return to the main keyboard.



- Tap  to choose from a wide selection of emojis.
- Tap  to check out more features, options, and settings. You can resize the keyboard space, change the layout and design, download dictionaries, and more.
- Tap  to close the onscreen keyboard.

Enter Text with Word Prediction

The onscreen keyboard has predictive text to help you type quickly and accurately. Predictive text input is enabled by default, and word suggestions are displayed as you type.



To enter a word in predictive mode, do any of the following:

- Tap the space bar to insert the highlighted word in the suggestion list.
- Tap a word from the suggestion list.

To turn word prediction on or off:

- Touch and hold  on the keyboard, and then tap the **Prediction** switch to turn word prediction on or off.

Enter Text by Voice

Try speaking the words to enter them in most text fields that let you use the touch input keyboard.

1. Tap an area where you want to enter text.

2. On the onscreen keyboard, touch and hold .
3. When you see the microphone button and the words "Speak now", say the words you want to enter.

Tip: To set the voice input language, tap  > **Languages**. You can choose one or more languages. Available languages depend on the voice input languages supported by Google.

4. If a word doesn't match what you've spoken and it's underlined, tap the underlined word to delete it or to see more choices.
5. Enter punctuation marks by saying the name (for example, say "comma").

Adjust the Keyboard Settings

You can change the keyboard language and layout based on your preference.

Enabling Smart Keyboard Options

Turn on the keyboard's advanced features to help you type faster, such as contextual prediction, auto-correction, and more.

1. Tap  >  >  **Settings**.
2. Tap **Language & keyboard**.
3. Tap **Virtual keyboard > TouchPal - HTC Sense Version > Smart input**.
4. Select the options to enable.

Change the Keyboard Language

If multiple keyboard languages are available on your phone, you can choose which languages to enable in the onscreen keyboard.

1. Tap  >  >  **Settings**.
2. Tap **Language & keyboard > Languages > Add a language**.
3. Choose the languages you want.
4. To change the keyboard language, do any of the following while entering text:
 - Swipe the space bar key () left or right.
 - Tap  and then choose the language you want to use.

Change the Keyboard Layout

You can change the keyboard layout depending on your typing preference.

1. While entering text, tap .
2. Under the current keyboard language, tap the keyboard layout you want to use. Depending on the selected language, you can select **Phonepad**, **Full**, or **T+**.

Typing Faster and More Accurate

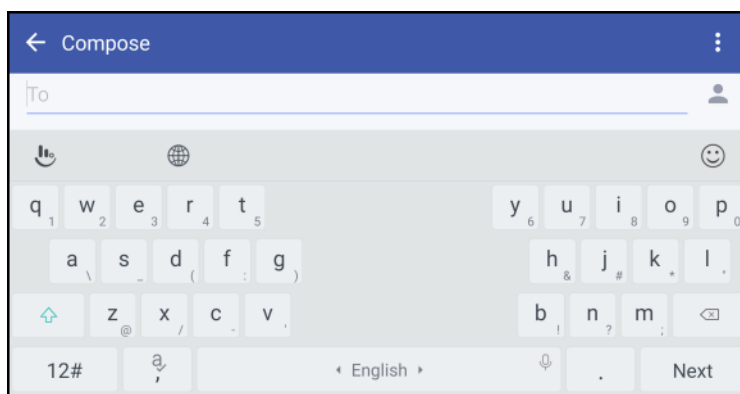
The onscreen keyboard of your phone is highly customizable. You can modify its settings and options to enhance your typing experience. Here are some tips that you could try.

Turn On Contextual Prediction

1. Tap  >  >  **Settings**.
2. Tap **Language & keyboard**.
3. Tap **Virtual keyboard > TouchPal - HTC Sense Version > Smart input**.
4. Select **Contextual prediction**.
 - ❖ This option enables next word prediction and will also allow the keyboard to learn from the usual word patterns you type for better word suggestions.

Switch to Landscape Mode

1. With two fingers, swipe down from the status bar and check if **Auto rotate** is turned on.
2. Open the app you need, and then tap a text field to show the keyboard.
3. Turn your phone sideways to bring up a bigger keyboard.
4. You can then tap  > **Split**.



5. To return to the normal keyboard, tap  > **Normal**.

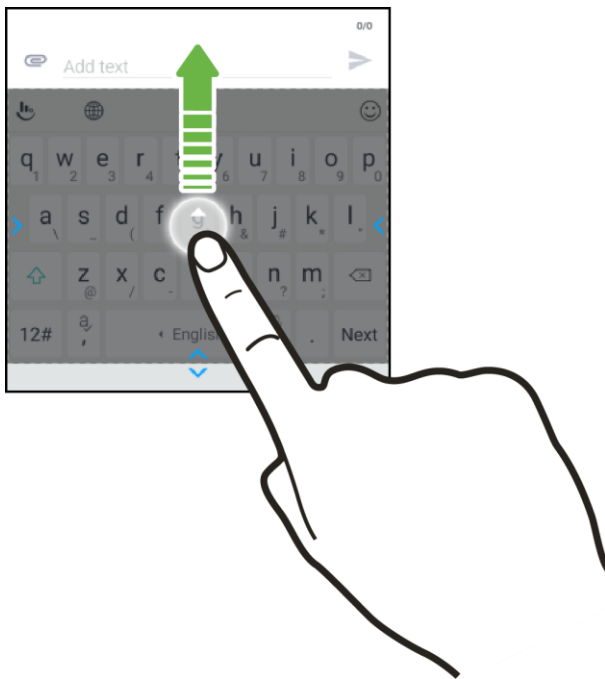
Resize or Reposition the Keyboard

1. Open the app you need, and then tap a text field to show the keyboard.

2. Tap , and then tap **Resize**.



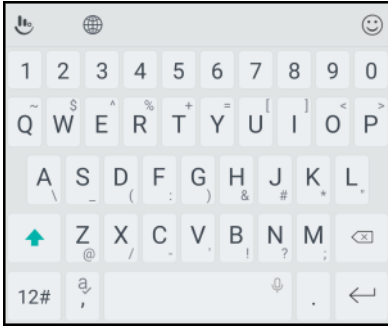
3. Drag any of the border arrows to resize your keyboard.
4. To move the keyboard up, drag the center button up.



Show Numeric Keys on the Top Row of the Keyboard

1. Open the app you need, and then tap a text field to show the keyboard.
2. Tap , swipe to the left, and then tap **Settings**.

3. Tap **General settings** and select **Number Row**.



Google Account

You will need a Google Account to access several phone features such as Gmail, Google Maps, and the Google Play applications. Before you are able to access Google applications, you must enter your account information. These applications sync between your phone and your online Google Account.

Google Account Cautions

Be sure not to forget your Google Account ID or password.

Create a Google Account

If you do not already have a Google Account, you can create one online or using your phone.

Notes:

- You can also create and sign into your Google/Gmail account through your phone's Setup application.
- Although you need a Gmail account to use certain features of your phone, such as Google Play, you do not need to use Gmail as the default account for your phone.

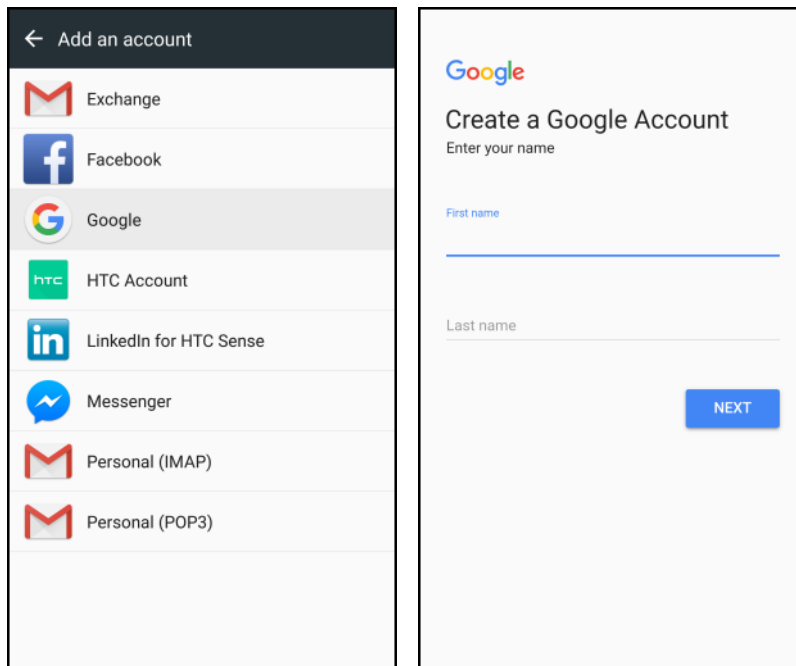
Create a Google Account Online

1. From a computer, launch a Web browser and navigate to google.com.
2. On the main page, click **Sign in > Add account > Create account**.
3. Follow the onscreen prompts to create your free account.
4. Navigate to your Gmail inbox.

Create a Google Account Using Your Phone

1. Tap  >  >  **Settings > Accounts & sync**.
2. Tap .

3. Tap **Google**, and then tap **More options > Create a new account**.



4. Follow the prompts to set up your account. Tap **Next** to proceed between steps, which may include:
 - Enter your **First name** and **Last name**.
 - Enter a desired **Username**.
 - Enter and reenter a password.
 - Create a security question and answer.
 - Enter a secondary email address to help you recover your password if you ever lose it.
 - On the Finish account screen, select your Web history and additional Google Play options.
 - Enter the letters from the Authenticating screen.
 - After your phone connects with the Google servers, select the items you would like to sync with your phone and then tap **Sync now**.

5. Tap **Finish setup**.

- ❖ You are signed in to your Google Account, and your phone will synchronize the selected items.

Note: When setting up a new Google Account, either on your phone or online, you will be prompted to add a secondary email address. Enter a second Gmail address or any other email address from which you currently send and receive email. This address is used to authenticate your account should you ever encounter problems or forget your password. It is strongly encouraged for Android users so you can regain access to Google services and purchases on your phone.

Sign In to Your Google Account

If you have a Google Account but have not yet signed in with your phone, follow these instructions to sign in to your Google Account.

1. Tap  >  >  **Settings** > **Accounts & sync**.
2. Tap  > **Google**.
3. Tap **Enter your email**.
4. Enter your Gmail address, and then tap **Next**.
5. Complete any additional screens if prompted.

❖ You are signed in to your Google Account, and your phone will synchronize the selected items.

Factory Reset Protection

When you sign in to a Google Account on your device, Factory Reset Protection is turned on. Factory Reset Protection (FRP) prevents other people from using your device if it is reset to factory settings without your permission. For example, if your device is lost or stolen and a factory data reset is performed, only someone with your Google Account username and password can use the device.

You will not be able to access the device after a factory data reset if you do not have your Google Account username and password. For more information, see [Factory Data Reset](#).

Caution: You should remove your Google Account before shipping your device to any service provider for service and before resetting the device to factory settings.

Enable Factory Reset Protection

Adding a Google Account to your device automatically turns on the Factory Reset Protection (FRP) security feature. No further action is necessary to turn on FRP.

Disable Factory Reset Protection

To disable FRP, remove all Google Accounts from the device.

1. Tap  >  >  **Settings**.
2. Tap **Accounts & sync**.
3. Tap the account that you want to remove.
4. Tap  or  > **Remove**.
5. Tap **Remove account** to confirm.

Important: Some personal data may be retained by the third-party app after you have removed the account from your phone.

Google Play Store

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

Note: To purchase apps and other content on Google Play, you can use the payment methods from your Google account. When you make your first purchase, your selected payment method will be added to our Google account. To learn more about accepted payment methods, see support.google.com.

! Installing Applications

Many different kinds of applications can be installed on your phone from Google Play (provided by Google Inc.). Sprint is not responsible in any way for user-installed applications (quality, reliability, legality, fitness for a purpose, credibility, accuracy, etc.) or resulting malfunctions (viruses, etc.).

Important: Our policies often do not apply to third-party applications. Third-party applications may access your personal information or require us to disclose your customer information to the third-party application provider. To find out how a third-party application will collect, access, use, or disclose your personal information, check the application provider's policies, which can usually be found on their website. If you aren't comfortable with the third-party application's policies, don't use the application.

Find and Install an App

When you install apps from Google Play app and use them on your phone, they may require access to your personal information (such as your location, contact data, and more) or access to certain functions or settings on your phone. Download and install only apps that you trust.

1. Tap  >  >  **Play Store**.
2. Browse or search for an app.
3. When you find the app you like, tap it and read its description and user reviews.
4. To install a free app, tap **Install**. To install a paid app, tap the price button, and then tap **Buy**. If you have not added a payment method to your Google account, tap  to select the payment method, and then tap **Continue**.
- ❖ The selected app is downloaded and installed on your phone.

Warning: Read the notification carefully! Be especially cautious with applications that have access to many functions or a significant amount of your data. Once you installed an app, you are responsible for the results of using this item on your phone.

5. To open the app, tap **Open** after installing or go to the Apps screen and tap the app.

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

! Purchasing Applications

Purchase apps at your own risk. Sprint is not responsible for any harm to you or third parties resulting from the use of purchased applications.

Request a Refund for a Paid App

If you are not satisfied with an app, you can ask for a refund within 15 minutes of the purchase. Your credit card is not charged and the app is uninstalled from your phone.

If you change your mind, you can install the app again, but you can't request a refund a second time.

1. Tap  >  >  **Play Store**.
2. Tap , and then tap **My apps & games**.
3. Tap the app to uninstall for a refund. The details screen for the app opens.
4. Tap **Refund**, and then tap **Yes** to confirm. Your app is uninstalled and the charge is cancelled.

Restore Apps

When you're upgrading to a new phone, replacing a lost one, or performing a factory reset, you can restore apps that you previously downloaded.

1. Tap  >  >  **Play Store**.
2. Tap , and then tap **My apps & games**.
3. Swipe to the Library tab.
4. Tap **Install** next to the app you want to restore.
 - For more details, refer to the Google Play help.

Update an App

Depending on your settings, many apps will update automatically, or you can update apps directly from the Play Store app.

Update an App Directly

1. Tap  >  >  **Play Store**.
2. Tap  > **My apps & games**.
3. Swipe to the Updates tab, and then tap **Update** next to the app.
 - ❖ The app update is downloaded and installed.

Set Automatic Updates

1. Tap  >  >  **Play Store**.
2. Tap  > **Settings** > **Auto-update apps**.

3. Tap an auto-update option, such as auto-update apps over Wi-Fi only.

Note: Automatic updates are unavailable for some apps.

Uninstall an App

You can uninstall any app that you have downloaded and installed from Google Play.

1. Tap  >  >  **Play Store**.
2. Tap  > **My apps & games**.
3. On the **Installed** tab, tap the app you want to uninstall, and then tap **Uninstall** > **OK**.
 - ❖ The app is uninstalled and removed from your phone.

Get Help with Google Play

The Google Play Store app offers an online help option if you have questions or want to know more about the app.

1. Tap  >  >  **Play Store**.
2. Tap  > **Help & feedback**.
 - ❖ The Web browser will take you to the Google Play Help Web page, where you will find comprehensive, categorized information about Google Play.

Edge Sense

Edge Sense provides an intuitive way to interact with HTC U11 by simply squeezing its lower sides. Customize Edge Sense to quickly access your favorite app or shortcut, such as launching the Camera app, typing with your voice, capturing screenshots, and more.

Set Up Edge Sense

If you didn't set up Edge Sense when you first set up your phone, you can do it in Settings.

1. Tap  >  >  **Settings**.
2. Tap **Edge Sense**.
3. Follow the onscreen instructions to complete the process.
 - To turn it on or off, tap the **Edge Sense** On/Off switch in Settings.

After you've finished setting up Edge Sense, it works in **Basic mode** which, by default, allows you to launch the Camera app and take shots with a squeeze of your phone. See [Take Camera Shots Using Edge Sense](#). If you want to assign another action or app to the squeeze gesture, see [Change the Action When You Squeeze the Phone](#).

Edge Sense also has an **Advanced mode** that gives you two types of squeeze gestures: a short squeeze and a squeeze and hold. For details, see [Enable Advanced Mode](#).

Turning Edge Sense On or Off

You can turn Edge Sense on or off in Settings.

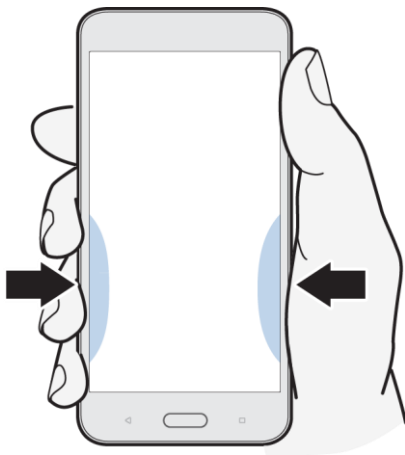
1. Tap  >  >  **Settings**.
2. Tap the **Edge Sense** On/Off switch to turn it on or off.

You can also turn Edge Sense on or off in Quick Settings. For details, see [Using Quick Settings](#).

Take Camera Shots Using Edge Sense

Instantly launch the camera and begin taking shots.

1. Squeeze the lower sides of HTC U11 to open the Camera app.
2. Squeeze again to take a photo.



Note: Squeezing your phone will open the Camera app in the last capture mode you were using. When you squeeze again, the camera takes a photo, video, or selfie, depending on the capture mode.

If you turn on **Advanced mode** in the Edge Sense settings, you can squeeze and hold the lower sides of your phone to switch between the main and front cameras while you're in the Camera app. For details, see [Enable Advanced Mode](#).

Change the Action When You Squeeze the Phone

By default, the Camera app opens when you squeeze your phone. You can assign the squeeze gesture to do a different action or launch a different app.

1. Tap  >  >  **Settings**.
2. Tap **Edge Sense**.
3. Tap **Customize squeeze action**, and then choose your preferred option.

Note: If you want your phone to detect your squeeze only when the display is on, clear the **Enable gesture when screen is off** option.

4. Tap  to save your setting.

Tip: You can also assign one more action for Edge Sense. For details, see [Enable Advanced Mode](#).

Enable Advanced Mode

Turning on advanced mode activates the squeeze and hold gesture.

In this mode, you'll be able to do the following with Edge Sense:

- While you're using the Camera app, squeeze and hold the lower sides of your phone to switch between the main and front cameras. You can do this only if the squeeze gesture—whether it's the short squeeze or squeeze and hold—is set to **Launch Camera app**.
- Do two different actions when squeezing, depending on how long you squeeze. By default, short squeeze opens the Camera app while squeeze and hold launches Google voice assistant. You can assign these two squeeze gestures to other actions.

1. Tap  >  >  **Settings**.
2. Tap **Edge Sense**.
3. Select the **Enable advanced mode** check box.
4. Follow the onscreen instructions to set the squeeze force levels.
5. To change the action the phone takes when you squeeze it, tap **Customize short squeeze action**, and then choose your preferred option.
6. To change the action the phone takes when you squeeze and hold it, tap **Customize squeeze & hold action**, and then choose your preferred option.
7. Tap  to save your setting.

Enter Text with Your Voice Using Edge Sense

Enter text using your voice instead of the onscreen keyboard. To use the Voice-to-Text feature, Google voice assistant needs to be assigned to a squeeze gesture. If you turned on **Advanced mode**, by default, the squeeze and hold gesture is set to **Launch Google voice assistant**. See [Enable Advanced Mode](#).

1. Open an app where you want to enter text.
2. With the onscreen keyboard showing, squeeze the lower sides of your phone, and then speak the words you want typed.

Note: If you paused speaking, you may need to tap the microphone icon on the screen to resume voice typing.

Aside from entering text, you can also use Edge Sense to launch Google voice assistant to do a web search, ask questions such as about the weather, and more. While you're not in the Camera app or onscreen keyboard, squeeze and hold the lower sides of your phone to use Google voice assistant.

Adjust the Squeeze Force Level

Make your phone detect the strength of your squeeze more effectively when using Edge Sense.

1. Tap  >  >  **Settings**.
2. Tap **Edge Sense**.
3. Tap **Adjust your squeeze force level**.
4. Tap **Test your squeeze force**.
5. Follow the onscreen instructions to complete the process.

HTC Sense Companion

HTC Sense Companion is a personal companion that's always learning from you, and the things you do every day. It reminds you when you have evening engagements in your calendar and battery power may not be enough, informs about weather conditions that might affect your weekend plans, tracks your steps to provide you a weekly fitness report with details such as step count and distance traveled, and more. HTC Sense Companion is made to evolve and get to know you better over time.

Notes:

- The help content here is based on the following app version: 1.00.91.
- HTC Sense Companion retrieves information from third party websites and databases. HTC is not responsible for the accuracy of such third party content.
- More features will be added through an HTC system update or app update.

Set Up HTC Sense Companion

When setting up HTC Sense Companion for the first time, sign in to your HTC Account so that HTC Sense Companion can link to all HTC apps and services. This allows you to get better recommendations and information tailored to your needs.

1. Tap  >  >  **HTC Sense Companion**.
2. Tap **Continue**.
3. When prompted to choose permissions, select all the options to get better recommendations, and then tap **Next**.
4. Tap **Sign in** or **Yes** to link HTC Sense Companion to your HTC Account.
5. When you're all set, tap **Continue**.

Note: To change HTC Sense Companion settings, open the app again, and then tap .

View the Detail Cards

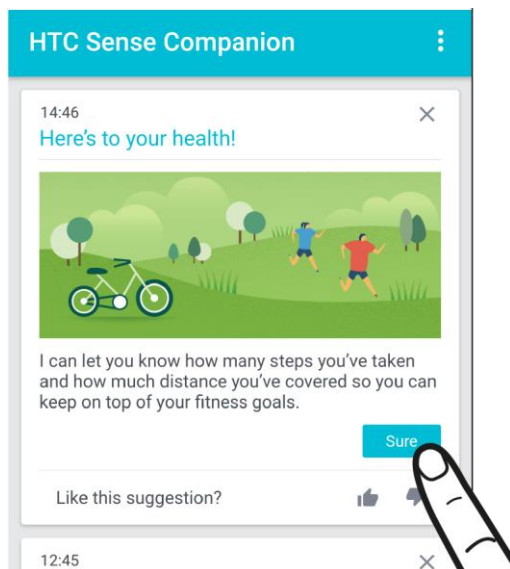
After you've set up HTC Sense Companion, it needs some time to learn from your daily phone usage and activities before it can provide suggestions and information. When it starts to display them as detail cards, here are ways you can view the cards.

- Tap the edge bubble when you see it on the right side of the screen. It only appears for a few seconds.



- Slide the notification panel open, and then tap the HTC Sense Companion notification. You may need to scroll down the panel to see it, if you have several app notifications.
- Open the HTC Sense Companion app to view all detail cards.

Make sure to respond to the detail cards so that HTC Sense Companion can continuously learn from you and provide suggestions and information.



Notes:

- HTC Sense Companion checks your calendar data, such as evening and weekend events, to display reminders. You'll need to enter your events with their respective dates and locations first to your calendar.
- For HTC Sense Companion to learn and provide helpful information based on your location and activities, tap **> Permissions** and grant the app access to your data, if you haven't done so. Also, make sure location services are enabled. See [Location Setting](#) for details.

Fingerprint Scanner

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

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

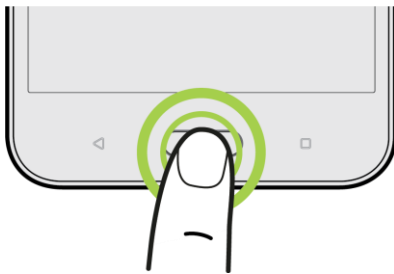
- Make sure your finger and the fingerprint scanner are dry and clean.
- Use the entire pad of your finger, including the sides and tip.
- When recording your fingerprint, touch the scanner until it vibrates.
- The fingerprint scanner has 360° readability—you can touch a recorded finger at any angle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

Note: You may not be able to set the fingerprint scanner to unlock the 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.

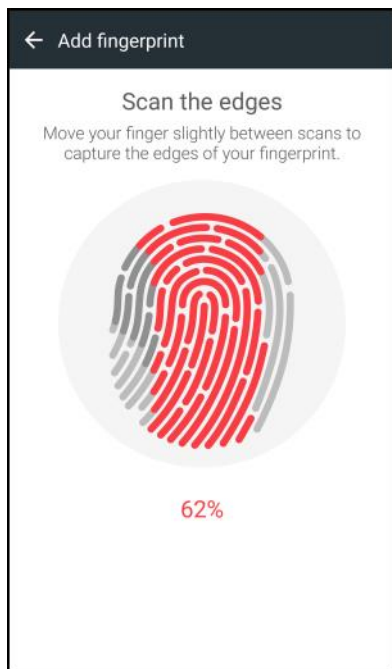
Add a Fingerprint the First Time

It's quick and easy to add a fingerprint.

1. Tap  >  >  **Settings > Fingerprint scanner.**
2. Tap **Add fingerprint.**
 - If you haven't already set up a lock screen pattern, PIN, or password, you'll be asked to set one up.
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**. Otherwise, tap **Add another fingerprint** to register another one.

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

Important: 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 attempts before your data is deleted from your phone.

Add, Remove, or Edit Fingerprints

Follow these steps to manage your fingerprints on your phone.

1. 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 **Wake up screen** if you want to be able to tap the fingerprint scanner to wake up the screen.

Lock and Unlock Your Screen

Your phone allows you to quickly turn the screen off when not in use and to turn it back on and unlock it when you need it.

Turn the Screen Off When Not in Use

- To quickly turn the screen off, press the **Power/Lock** button. Pressing the **Power/Lock** button again or receiving an incoming call will turn on your phone screen and show the lock screen.

To save battery power, the phone automatically turns off the screen after a certain period of time when you leave it idle. You will still be able to receive messages and calls while the phone's screen is off.

Note: For information on how to adjust the time before the screen turns off, see [Display, Gestures & Buttons Settings](#).

Unlock the Screen

Unlock the screen to access your phone.

1. Do any of the following:
 - Swipe up to unlock the screen.
 - Touch and hold the fingerprint sensor.
2. If you've set up a screen lock, you'll be asked to provide your credentials before your phone unlocks.

Tip: If you've set an alarm, you can snooze or dismiss the alarm right from the lock screen. Just drag  or  up.

Update Your Phone

From time to time, updates may become available for your phone. You can download and apply updates through the **Settings > System updates** menu. Download and install software updates for the latest performance enhancements, bug fixes, and security improvements. HTC U11 can check and notify you if there's a new update available.

Some app updates are available from HTC or Sprint, and you'll receive notifications on your phone when there are new updates. Or you can install app updates from Google Play. Some HTC apps that are not preloaded in certain phones can also be downloaded from Google Play.

Note: The information in this guide may not be most up-to-date if there are more recent software or app updates available.

Software Update Cautions

During update: The phone cannot be used until the software update is complete. It may take time to update your phone's software.

Signal during update: Update your phone where signal reception is good, and do not change location during the update process. Make sure the battery is adequately charged before beginning an update. A weak signal or low battery during an update may cause the update to fail. An update failure may disable the phone.

Other functions during update: Other phone functions cannot be used during a software update.

Before Updating Your Phone

Updating your phone may result in a loss of saved data depending on the condition of your phone (malfunctioning, damaged, water seepage, etc.). You must back up all critical information before updating your phone firmware.

Note: Updating your phone firmware may not permanently erase all data from your phone, including personal information.

Confirm Your Phone Software Version

Before installing a system software update, you can check first what Android version you have on your phone.

1. Tap  >  >  **Settings > About.**
 2. Tap **Software information.**
- ❖ The Android and software version are displayed.

Back Up All Data Prior to Update

To back up your Gmail information:

1. Tap  >  >  **Settings > Accounts & sync.**
2. Do any of the following:
 - Turn on the **Auto sync** option. When auto sync is on, Gmail email, Calendar, and Contacts automatically synchronize whenever a change is made.
 - Tap **Google**, select the Google Account you want to back up, and then select the items you want to synchronize. Tap  > **Sync now** to sync your Google Account information.

To back up your Google applications:

Applications you've purchased from Google Play are reloaded remotely and can be re-installed after the update is applied. After the update, make sure that you add your Google Account on the phone.

1. 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. Follow the onscreen instructions.

As an added precaution, to preserve any data on your microSD card, please unmount it from your phone prior to starting the update process. See [Storage Settings](#) for details.

Enable Automatic Updates

You can choose to automatically download and install software updates.

1. Tap  >  >  **Settings** > **System updates**.
2. Tap **HTC software update**.
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.

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

Update Your Phone Software

You can update your phone's operating system (OS) via an over-the-air connection.

1. Tap  >  >  **Settings** > **System updates**.
2. Tap **HTC software update** > **Check now**.

Note: If you want to conserve data usage, you can select the **Update over Wi-Fi only** option before you tap **Check now**.

3. Follow onscreen instructions to download and install any available updates.
 - ❖ Your phone automatically downloads and installs any available updates. You may be required to power your phone off and back on to complete the software upgrade.

Update Your Profile

This option allows you to automatically update your online user profile information. If you choose to change your user name and select a new one online, you must then update the user name on your phone.

1. Tap  >  >  **Settings** > **System updates**.
2. Tap **Update profile** and follow onscreen instructions.
 - ❖ The phone will download and install the profile update and you will see a confirmation when complete.

Note: If your data services or account syncing ever seems to go out unexpectedly, use this feature to reconnect with the network.

Update Your PRL

This option allows you to automatically download and update the PRL (preferred roaming list).

1. Tap  >  >  **Settings** > **System updates**.
2. Tap **Update PRL** and follow onscreen instructions.
 - ❖ The phone will download and install the PRL update and you will see a confirmation when complete.

Your Phone's Home Screen

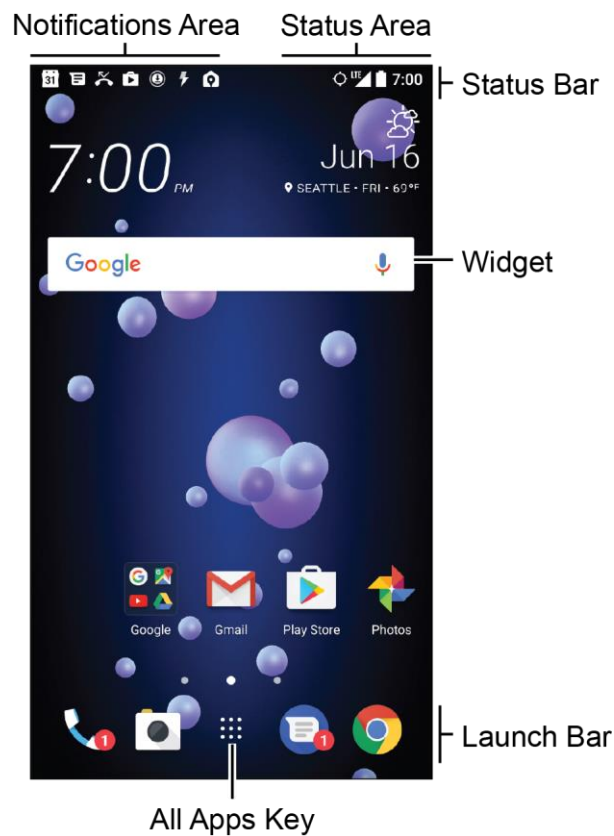
The following topics describe how to use and customize your phone's home screen, understand the status bar, and use the notification panel.

Home Screen Basics

The home screen is the starting point for your phone's applications, functions, and menus. You can customize your home screen by adding application icons, shortcuts, folders, widgets, and more.

Home Screen Layout

Your home screen extends beyond the initial screen. Swipe the screen left or right to display additional screens.



Item	Description
Notifications Area	The notification area of the status bar (on the left) displays notifications for incoming messages, missed calls, application updates, and more.

Status Area	The status area of the status bar (on the right) displays phone and service status information such as signal strength, battery status, Wi-Fi and data connectivity, ringer status, and time.
Status Bar	The status bar displays icons to notify you of your phone's status (on the right side) and notifications (on the left side).
Widgets	Widgets are self-contained onscreen apps that reside on your phone's home screen.
Launch Bar	Primary shortcuts are application shortcuts that appear in the same location on all of your phone's home screens. These are customizable except for the All Apps Key, which remains static.
All Apps Key 	Tap to open the applications (apps) list. The All Apps Key is a primary shortcut available from all home screens.

Tip: Tap **Home**  to return to the main home screen from any other screen.

Status Bar and Notification Panel

Your phone's status and notifications are available at a glance at the top of the screen.

Status Bar

The status bar at the top of the home screen provides phone and service status information on the right side and notification alerts on the left. To view the notifications window or access the quick settings menu, tap the status bar and drag it down.

Status Bar Layout



Main Notification Icons

Icon	Notification
	Mobile Hotspot is on
	New text or MMS message
	New voicemail
	New Gmail message

	Screen captured
	General notification (for example, sync error)
	More notifications available (tap to view)
	Missed call
	Call in progress
	Downloading
	Uploading
	USB connection

Main Status Icons

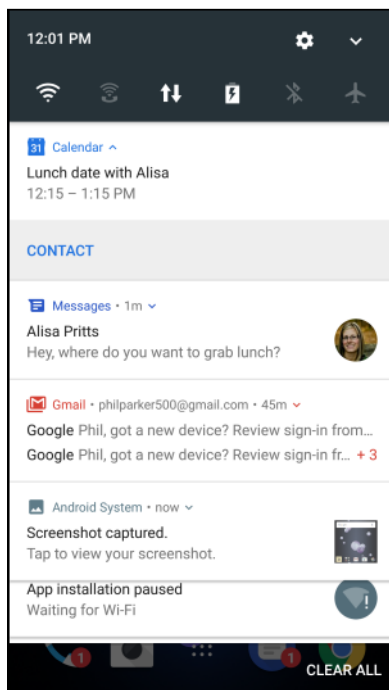
Icon	Status
	Bluetooth active
	Headset connected
	Location service (GPS) is on
	Location service (GPS) is off
	Wi-Fi active
	Vibrate
	Speakerphone active
	Network (full signal)
	Sprint 4G LTE data service
	Sprint 3G data service
	Roaming

	Airplane mode
	Data synchronizing – connected to HTC Sync
	Alarm set
	Battery (charging)
	Battery (full charge)

Notification Panel

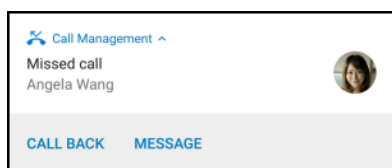
When you see notification icons, open the notification panel to check out details of the notifications that you've received. You can also quickly access settings from the notification panel.

1. Slide down from the top of the screen to open the notification panel.



2. On the notification panel:
 - Tap the notification to open the corresponding app.
 - To dismiss just one notification in the list, drag it left or right.
 - Slide two fingers apart on the notification to expand it and see more details or see if there are more notifications bundled inside it. Slide two fingers together on the notification to minimize it again.

- Some notifications allow you to take immediate action. For example, tap **Reply** to reply directly to a received text message or tap **Call back** to return a missed call. Tap **✓** on a notification to show all actions that you can immediately take without opening the related app.



- If you have several notifications, scroll through the list screen to see them all.
- To dismiss all non-persistent notifications, tap **Clear all**.
- Touch and hold a notification to customize the corresponding app's notification settings. You can change what app notifications you want to receive. See [Manage App Notifications](#).

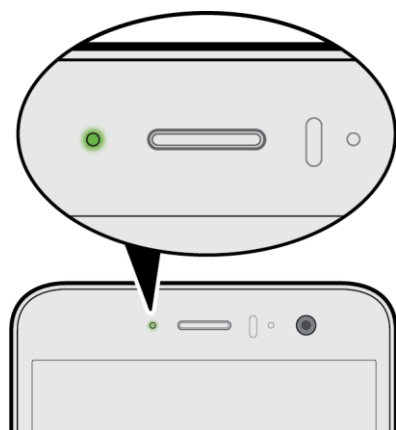
Manage App Notifications

You can set the priority of app notifications or completely block notifications for apps you don't want to be notified about.

- Tap  >  >  **Settings** > **Sound & notification**.
 - Tap **Notifications**, and then tap the app to set. You can also touch and hold a notification in the notification panel or the lock screen to see the notification settings you can customize.
 - Tap the On/Off switch next to the option you want to toggle.
- ❖ Settings for app notifications are applied to notifications in the notification panel and the lock screen.

Front Indicator Light (LED)

The Front Indicator Light (LED) provides phone information at a glance.



The indicator shows:

- Solid green light when your phone is connected to the power adapter or a computer and the battery is fully charged.
- Flashing green light when you have a pending notification (for example, a new message or a missed call).
- Solid orange light when the battery is being charged.
- Flashing orange light when the battery level reaches very low. (Power is below 14%.)

Change LED Notification Settings

You can change when to flash and which apps will flash the LED when there are new notifications.

1. Tap  >  >  **Settings** > **Sound & notification**.
2. Under Notifications, tap **Flash LED for notifications** and choose whether to always flash the LED or flash it only when the screen is off.
3. Tap **Manage LED notifications** and choose which app notifications you want the LED to flash for.

Tip: In other apps, check their settings to find out if they have an option for flashing the LED.

HTC BlinkFeed - Your Dynamic Home Screen

Get the latest news about your interests or status updates from your right on HTC BlinkFeed. Set up which social networks, news sources, and more will appear. To go to HTC BlinkFeed, swipe right from the Home screen.

- Swipe up or down to browse stories on HTC BlinkFeed.
- Tap a tile to view the content. If it's a video tile, you can watch the video in full screen, hear the audio, and control the playback.
- While viewing a news article, swipe left or right to see more stories.
- While in HTC BlinkFeed, you can tap either  or  to scroll to the top.
- Swipe right on HTC BlinkFeed to open the slideout menu to choose the type or add your custom topics to display.

Tips:

- You'll see the clock widget on HTC BlinkFeed if you've set HTC BlinkFeed as the main Home screen.
- HTC BlinkFeed is a part of the HTC Sense Home app. To get the latest features of HTC BlinkFeed, make sure you've downloaded the newest version of HTC Sense Home.

Turn HTC BlinkFeed On or Off

You can turn HTC BlinkFeed on or off.

1. On the Home screen, slide two fingers together.



2. Tap .
3. Do one of the following:
 - To turn on HTC BlinkFeed, swipe right until you see  **BlinkFeed**, then tap it.
 - To turn off HTC BlinkFeed, swipe to the thumbnail and then tap **Remove**.

Get Restaurant Recommendations

If you're having a hard time thinking where to eat, get recommendations for nearby restaurants in HTC BlinkFeed.

Before you get restaurant recommendations, make sure you've added personalized content to HTC BlinkFeed. See [HTC BlinkFeed - Your Dynamic Home Screen](#).

1. On HTC BlinkFeed, swipe right to open the slideout menu.
2. Tap  and make sure **Meatime recommendations** is selected. If prompted, give HTC Sense Home permission to access your location and personal usage data.

To get restaurant recommendations, you'll need to actively use HTC BlinkFeed daily. Restaurant recommendations will show up as a tile in HTC BlinkFeed and also on your lock screen.

View Restaurant Recommendations

View photos of the restaurant, get directions to the restaurant, and more. When you see a restaurant recommendation tile, tap it to view more information.

You can do the following:

- Tap the photo tile or **View Photos** to browse photos of the restaurant.
- Tap the map icon or address to see the location in Google Maps. From there, you can get directions.
- If you see a phone number, tap the phone number to call the restaurant.
- Tap the dots at the bottom for more options or swipe left to see more options.

Notifications on the Lock Screen

From time to time, you'll see HTC BlinkFeed notifications, such as a suggestion for a nearby restaurant or a recommended article.

1. Double-tap the notification to see the full notification. For restaurant recommendations, tap  or the notification text.
2. Tap the notification again to get more information about the restaurant recommendation or to read the article in HTC BlinkFeed.

Tip: If you don't want to see restaurant recommendations on your lock screen, go to HTC BlinkFeed, and then tap  >  and clear the **Mealttime recommendations** option.

Add Sources to HTC BlinkFeed

Add news sources such as News Republic™ to select from a wide variety of news services. Discover stories and articles on HTC BlinkFeed based on your interests, favorite categories, and popular news channels or websites.

1. Tap  or swipe right to go to HTC BlinkFeed.
2. Swipe right to open the slideout menu.
3. Tap , and then select the sources you want to add.

Select Feeds

Discover stories and articles on HTC BlinkFeed.

Note: You need to add a news source before you can select feeds.

1. Tap  or swipe right to go to HTC BlinkFeed.
2. Swipe right to open the slideout menu.
3. Next to **News Republic**, tap  > **Add topics**.
4. Swipe across the screen to browse the categories.
5. Select one or more feeds.

Show Content From Your Apps and Social Networks

See your friends' posts in social networks or show content from your HTC apps right on HTC BlinkFeed.

Notes:

- You need to sign in to your social networks to see their feeds on HTC BlinkFeed.
- When adding a social network to HTC BlinkFeed, you need to give HTC Sense permission to access it.

1. Tap  or swipe right to go to HTC BlinkFeed.
2. Swipe right to open the slideout menu.
3. Tap , and then select the apps and social networks you like.

Search and Add Topics of Interest

You can search for and select topics of interest to display them on HTC BlinkFeed.

1. Tap  or swipe right to go to HTC BlinkFeed.
2. Swipe right to open the slideout menu.
3. Next to **News Republic**, tap  > **Add topics**.
4. Tap , and enter keywords of what you're looking for.
5. Tap a result to add it to My topics in the News Republic app.

Read with Convenience

Make reading HTC BlinkFeed content more convenient with resizable fonts.

1. Tap  or swipe right to go to HTC BlinkFeed.
2. Swipe right to open the slideout menu.
3. Tap an article to open it in News Republic.
4. Tap  > **Font size**, and then select a font size.

Customize the Highlights Feed

Go to the Highlights feed to see a mix of top trending articles and status updates from the feed sources you added. You can also set the Highlights feed to only show items from your favorite news sources, categories, and apps.

Note: You cannot add custom topics to the Highlights feed.

1. Tap  or swipe right to go to HTC BlinkFeed.
2. Swipe right to open the slideout menu.
3. Tap  > **Settings** > **Choose Highlights topics**.
4. Select the feed sources you want to appear in Highlights.

Play Videos on HTC BlinkFeed

If you're connected to Wi-Fi and there's a news or social media post that contains a video, the video plays automatically on the tile.

- Tap a video tile to play it in full screen. Tap the title of the video tile to open its article page.
- While the video is playing, tap the screen to see the playback controls.
- To turn off autoplay or if you want to autoplay videos while on mobile data, tap  to open the slideout menu, and then tap  > **Settings > Videos play automatically**. Tap the option you want.

Post to Your Social Networks

You can easily post a status update from HTC BlinkFeed.

Notes:

- You need to sign in to your social networks to see their feeds on HTC BlinkFeed.
 - When adding a social network to HTC BlinkFeed, you need to give HTC Sense permission to access it.
1. Tap  or swipe right to go to HTC BlinkFeed.
 2. Swipe right to open the slideout menu.
 3. Tap  > **Compose**, and then choose a social network.
 4. Compose your status update and post it on your social network.

Remove Content From HTC BlinkFeed

Whether it's a tile or an entire feed, you can remove content you don't want to see on HTC BlinkFeed.

- To remove a tile, touch and hold the tile you want to remove, and then tap **Remove**.
- To remove a feed source, in the slideout menu next to **News Republic**, tap  > **Add topics**, then tap any tile marked with  to remove it.
- To remove social networks or apps from HTC BlinkFeed, in the slideout menu, tap . Then uncheck the social networks or apps you want to hide from HTC BlinkFeed.

Customize the Home Screen

Learn how to set the wallpaper and add, move, or remove shortcuts, widgets, and folders from the home screen. Your phone allows you to change the wallpaper, add or remove widget panels, change your main Home screen, and add shortcuts, folders, and widgets at any time.

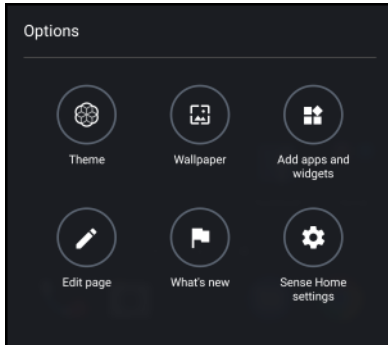
Set the Home Wallpaper

Choose from the available wallpapers, or use any photo you've taken with the camera.

Note: You can only change the wallpaper while in Classic home screen layout.

1. Tap and hold an empty space on a widget panel.

2. Tap **Wallpaper**.



3. Choose from where you want to select a wallpaper.
 - To use a wallpaper stored on your phone, tap **HTC wallpapers** or **Live wallpapers**.
 - Tap **Themes store** to use a wallpaper from the Theme app. See [Themes](#) for details.
 - To use a photo you captured with the camera, tap **Photos**.
 - Tap **Sprint ID** to select a wallpaper from a downloaded Sprint ID pack.
4. Tap **Apply** or **Set wallpaper**.
5. When prompted, tap **Home screen**. Or, if you want to use the same wallpaper for the lock screen, tap **Home screen and lock screen**.

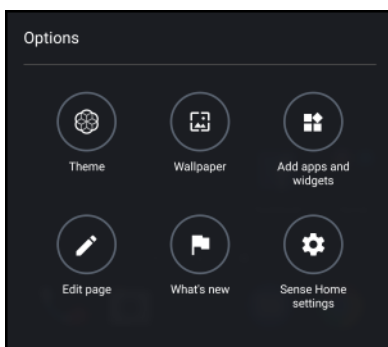
Organize Your Widget Panels

Organize your widget panels depending on your needs.

Change Your Main Home Screen

Set HTC BlinkFeed or a widget panel as your main Home screen.

1. Touch and hold an empty space on a widget panel.
2. Tap **Edit page**.



3. Swipe left or right until you see the panel that you want to use as your main Home screen.

4. Tap **Set as home**.

5. Tap .

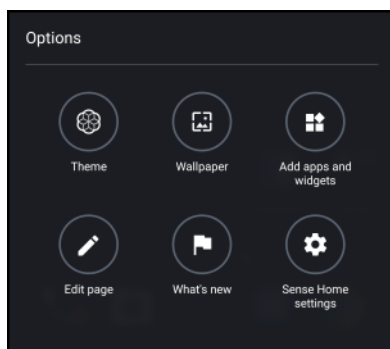
Note: Tapping  from an app will first return you to the last panel you were in. Just tap  again to go to your main Home screen.

Add or Remove a Widget Panel

Notes:

- You won't be able to add a new widget panel if you've already reached the maximum limit.
- If it's not removed, HTC BlinkFeed always appears as the first panel. A widget panel cannot be inserted before HTC BlinkFeed.

1. Touch and hold an empty space on a widget panel.
2. Tap **Edit page**.



3. To add a new widget panel, swipe until you see the  icon, and then tap it.
4. To remove a widget panel, swipe left or right until you see the panel, and then tap **Remove**.
5. Tap .

Arrange Widget Panels

Note: A widget panel cannot be moved or inserted before HTC BlinkFeed.

1. On HTC BlinkFeed or any widget panel, slide two fingers together to customize the Home screen.
2. Touch and hold a widget panel thumbnail, and then drag it left or right to the position you want.
3. Tap .

Work with Widgets and Shortcuts

Customize the launch bar, widgets, and app shortcuts to the Home screen.

Customize the Launch Bar

The launch bar gives you one-tap access to commonly used apps and other shortcuts. You can replace the apps on the launch bar with other apps that you often use.

Notes:

- You can only customize the launch bar while in Classic layout.
- If you're using the Freestyle layout, you will only see the launch bar on the lock screen. Icons displayed will be the same ones you have in the Classic layout.

1. Touch and hold the app you want to replace, and then drag it out to .



2. Tap  to go to the Apps screen.
3. Touch and hold an app, and then drag it to the empty slot on the launch bar.

Tips:

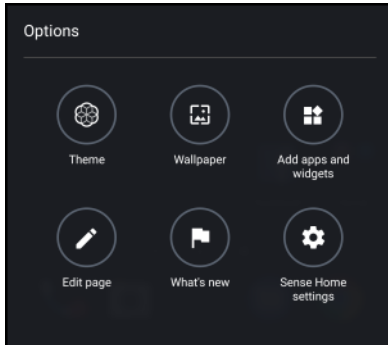
- You can also group apps on the launch bar into a folder.
- The apps or shortcuts you see on the lock screen are the same as the ones in the launch bar.

Add Widgets on Your Home Screen

Widgets make at-a-glance important information and media content readily available.

1. Touch and hold an empty space on a widget panel.

2. In the pop-up menu, tap **Add apps and widgets**.



3. Tap  > **Widgets**.
4. Scroll through the widgets or tap  to search for specific widgets.
5. Touch and hold a widget, and then drag it to a widget panel you want to add it to.

Change the Widget Settings

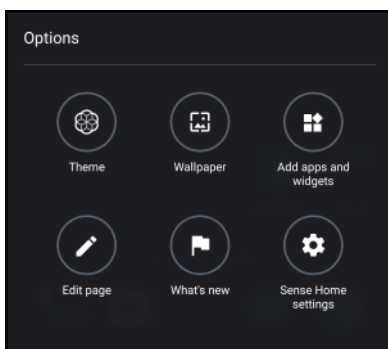
You can modify basic settings of some widgets.

1. Touch and hold the widget on your Home screen, and then drag it to .
2. Customize the widget settings.
 - To resize a widget, touch and hold the widget and then release your finger. If a border appears around the widget, drag the sides of the border to enlarge or shrink the widget size.

Add Apps and Other Shortcuts on Your Home Screen

Place apps you often use on your Home screen. You can also add shortcuts to frequently used settings, bookmarked Web pages, and more.

1. Touch and hold an empty space on a widget panel.
2. In the pop-up menu, tap **Add apps and widgets**.



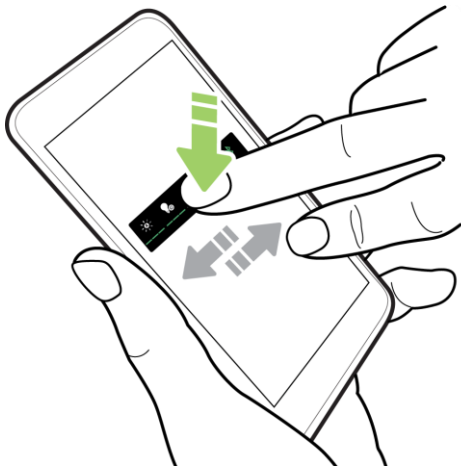
3. Tap  > **Apps** or **Shortcuts**.
4. Scroll through the apps or shortcuts, or tap  to search for one.
5. Touch and hold an app or shortcut icon, and then drag it to a widget panel where you want to add it.

Note: To add an app from the Apps screen, touch and hold an app and drag it to a widget panel.

Move Items on Your Home Screen

You can easily move a widget, icon, or sticker from one widget panel to another.

1. Touch and hold the Home screen item with one finger.
2. With another finger, flick left or right to go to another widget panel.



3. Release the item where you want to move it.

Remove Items on Your Home Screen

1. Touch and hold the Home screen item you want to remove, and then drag it to .
2. When the item turns red, lift your finger.

Customize the Lock Screen

Customize the lock screen and interact with lock screen icons and notifications.

- Swipe up on the lock screen to unlock the screen. Or, press and hold the fingerprint sensor.
- Tap twice on a notification to go directly to the related app.
- Swipe left or right on the notification to remove it.
- Press and hold a notification to mute or block notifications from the related app. Tap **More settings** to customize the notification settings.

If you don't want notification content to appear on the lock screen, go to **Settings > Sound & notification > On the lock screen**, and then tap **Don't show notifications at all**.

- If you want to set up a screen lock or Smart lock, see [Set a Screen Lock](#) or [Set up Smart Lock](#).

Set a Screen Lock

Help protect your personal information and help prevent others from using HTC U11 without your permission. Choose to set a screen lock pattern, numeric PIN, or other means of securing your phone. You'll be asked to unlock the screen every time HTC U11 is turned on or when it's idle for a certain period of time.

1. Tap  >  >  **Settings > Security**.
2. Tap **Screen lock** and select a screen lock option.
3. On the secure startup screen, select whether you want the phone to require the PIN after restarting, and tap **Continue**.
4. Set up the screen lock.
5. Select which notifications to show in the lock screen, and then tap **Done**.
6. Tap  next to Screen lock, and then tap **Automatically lock phone**.
7. Specify the idle time before the screen is locked.

You can also clear **Make pattern visible** or **Make passwords visible** if you don't want your screen lock to display as you enter it onscreen.

Set up Smart Lock

Set up your phone to detect your face or another trusted device before you can unlock the screen.

1. Tap  >  >  **Settings > Security**.
2. Tap **Screen lock**, and then select and set up a screen lock.
 - ❖ This will be your backup screen lock method to use in case the phone doesn't recognize you or a trusted device.
3. On the Security screen, tap **Smart Lock**.
4. Confirm your screen lock.
5. Tap **Trusted face** and follow the onscreen instructions.
6. Tap **Lock phone after** then specify the idle time before the screen is locked.

To help make Smart Lock more reliable and more secure, you can train HTC U11 to recognize your face in different situations, such as when you're wearing glasses or sporting a beard.

- Tap **Smart Lock**, confirm your screen lock, and then tap **Trusted face > Improve face matching**. Follow the onscreen instructions.

HTC Themes

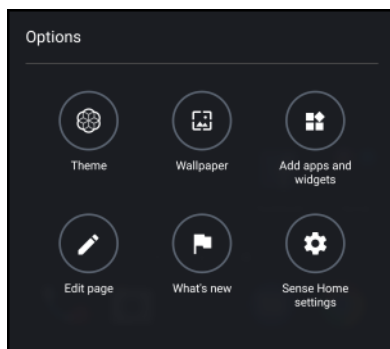
Themes brings a quick and easy way for you to customize your phone with elements such as wallpapers, sounds, and icons. You need to log in with your preferred account to download themes, icons, fonts, and more from the Themes store.

Note: Themes is a part of the HTC Sense Home app. To get the latest features of Themes, make sure you've downloaded the newest version of HTC Sense Home

Download Themes and Individual Elements

Find and download themes and elements that make it easy for you to personalize your phone.

1. Touch and hold an empty space on your Home screen.
2. Tap **Theme**.



3. If it's your first time to use Themes, tap **Get Started**, and then sign in with your preferred account.
4. On the Recommended screen, swipe up and down to see different themes and theme elements, and tap ●●● next to each category to browse recommended items.
5. Tap a thumbnail to see the details screen.
6. Tap **Download**.

Tip: If you don't want to download the theme or any element right away, you can tap  to bookmark it first.

- ❖ To apply the theme after it has finished downloading, tap **Apply**. If your theme has custom sounds, all of your ringtones and alert tones will also change.

Create Themes

You can create and customize your own theme and even share it for others to download.

1. Touch and hold an empty space on your Home screen.
2. Tap **Theme**.

3. Tap  > **Change wallpaper** to set the main wallpaper for your theme.
4. Select an image from your phone, or take a photo with Camera.
5. Move or enlarge the crop box to the area of the image you want to include.
6. Crop and save the image.
7. Tap **Next**.
8. Swipe up or down to select a style for your theme.
9. Do any of the following:
 - If you don't want to customize your theme further, tap **Next** to save your theme.
 - Tap **Edit** to customize the style elements such as colors and icons.
10. After you've finished customizing your theme, tap **Preview** to see what your theme will look like.
11. Tap **Finish**, name your theme, and then tap **OK** to save your theme.
 - ❖ To apply the theme after saving it, make sure you select the **Apply this theme now** option.

Find Your Themes

Themes you created or downloaded can be found in your theme collection. You'll also find the theme you bookmarked.

1. Touch and hold an empty space on your Home screen.
2. Tap **Theme**.
3. Tap  > **My themes** or **My designs**.

Edit Your Theme

After selecting a theme, you can mix and match parts from other themes such as sounds, icons, wallpapers, and more.

Note: To mix and match themes, you need to first download theme components from the catalog.

1. Touch and hold an empty space on your Home screen.
2. Tap **Theme**.
3. Tap  > **Edit current theme**.
4. Tap any of the other categories you want to change.
5. Tap any of the theme elements you want to change. If the theme element list is empty, tap  beside the theme element name and choose one of the collections to select from.
6. Do any of the following:

- Tap an item in the theme element list to apply the change directly.
 - Tap **Download** to get the content if necessary, and then tap **Apply** to apply the change to your current theme.
7. Tap  until you see the Edit current theme screen. Continue making changes until you're satisfied with the result.
 8. Tap **Save copy** to save your new theme, or if you're editing a theme that you copied, tap **Save** to save the changes.

Delete a Theme

You can delete a theme if you no longer want to keep it on your phone.

1. Touch and hold an empty space on your Home screen.
2. Tap **Theme**.
3. Tap  > **My themes** or **My designs**.
4. Find and tap an item to delete.
5. Tap  > **Remove**.

Note: If the theme is currently applied, it will still be applied to your phone until another theme is applied.

Choose a Home Screen Layout

You can choose between two Home screen layouts.

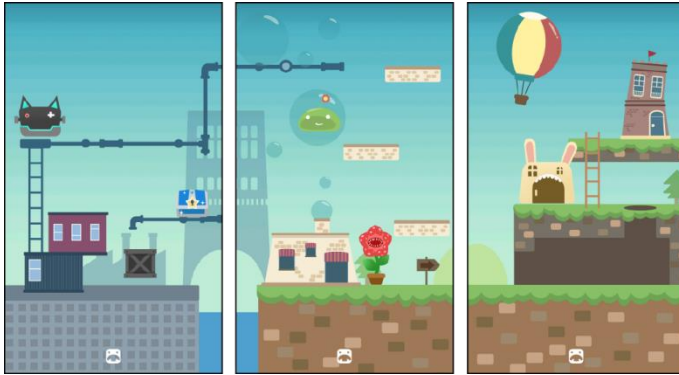
Classic Layout

The Classic layout allows you to add traditional app shortcuts and widgets on your Home screen. By design, this layout will follow and fit what you've added on the Home screen according to an invisible grid.



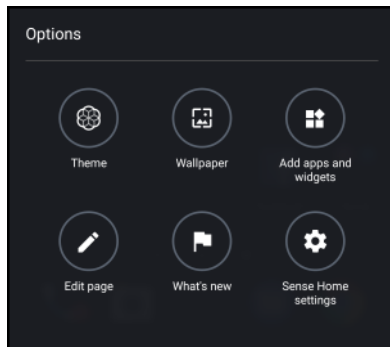
Freestyle Layout

The Freestyle Home screen layout frees you from grid constraints and allows you to place your icons and widgets anywhere you want them on the Home screen. You can use custom stickers as app icons, too.



Select a Home Screen Layout

1. Touch and hold an empty space on your Home screen.
2. Tap **Theme**.



3. Tap  > **Classic layout themes** or **Freestyle layout themes**.

Use Stickers as App Icons

Replace the usual app icons with stickers to blend with your home wallpaper design. You can link individual stickers to different apps.

1. Switch to Freestyle layout. To find out how, see [Choose a Home Screen Layout](#).
2. Touch and hold an empty space on your Home screen.
3. Tap **Add stickers**.
4. Tap  > **Stickers**.
5. Scroll through the stickers, and then drag a sticker to a widget panel you want to add it to.
6. Tap the newly added sticker, and then tap an app to link to the sticker.

Tip: If you need to link the sticker to a different app, touch and hold it on the widget panel, and then drag it to **Relink**.

7. To show or hide the name of the app it's linked to, touch and hold the sticker on the widget panel, and then drag it to **Show label** or **Hide label**.

Tip: You can choose to show or hide labels for all stickers on the Home screen. Touch and hold an empty space on a widget panel, and then tap **Show/hide label**.

Set Multiple Wallpapers

You can split a panorama photo into three parts so that it extends to three Home screen panels as one photo. Or, you can choose to set three different wallpapers for each widget panel.

Notes:

- You can only apply Multiple wallpapers while in Classic home screen layout.
- You can only set the Multiple wallpapers for three widget panels. The right-most photo will be used as the wallpaper for any additional panels.

1. Touch and hold an empty space on your Home screen.
2. Tap **Theme**.
3. Tap  > **Edit current theme**.
4. Tap **Home wallpaper**.
5. Tap  > **Multiple**.
 - ❖ You'll then see three page thumbnails.
6. Tap **Change wallpaper** under the first page thumbnail.
7. Select from the preset wallpapers or tap  to choose from your photos.
 - If you've selected a panorama photo, you need to crop it starting from the area that will fit the left widget panel of the Home screen.
8. Repeat steps 4 and 5 to change the wallpaper for the second and third widget panels.
9. Tap .

Set a Time-based Wallpaper

Set your home wallpaper to automatically change during the day and night.

Note: You can only use a Time-based wallpaper while in Classic home screen layout.

1. Touch and hold an empty space on your Home screen.
2. Tap **Theme**.
3. Tap  > **Edit current theme**.

4. Tap **Home wallpaper**.
5. Tap  > **Time-based**.
 - ❖ You'll then see two page thumbnails.
6. Tap **Change wallpaper** under the Day thumbnail to choose the wallpaper you want to display during the day.
7. Select from the preset wallpapers or tap  to choose from your photos.
8. Tap **Change wallpaper** under the Night thumbnail to choose the wallpaper you want to display during the night.
9. Tap .

Motion Launch

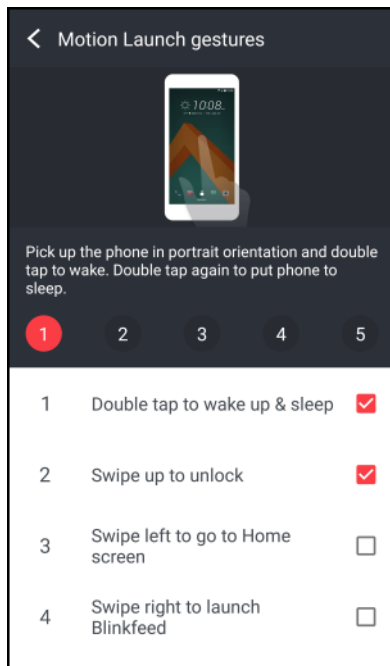
Motion Launch is a combination of a motion gesture followed by a finger gesture. Using a combination of simple gestures, you can wake up to your Home screen, HTC BlinkFeed, and more.

Turn Motion Launch On or Off

Motion Launch is on by default. You can turn it off in Settings.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Motion Launch gestures**.

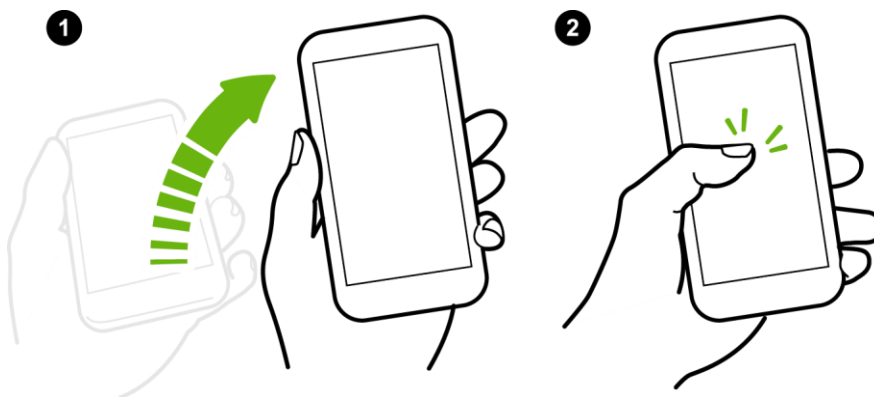
4. Select the Motion Launch gestures you want.



Wake Up to the Lock Screen

Go from sleep mode to the lock screen without pressing the **Power/Lock** button.

1. Lift the phone in portrait orientation.
2. Immediately double-tap the screen.



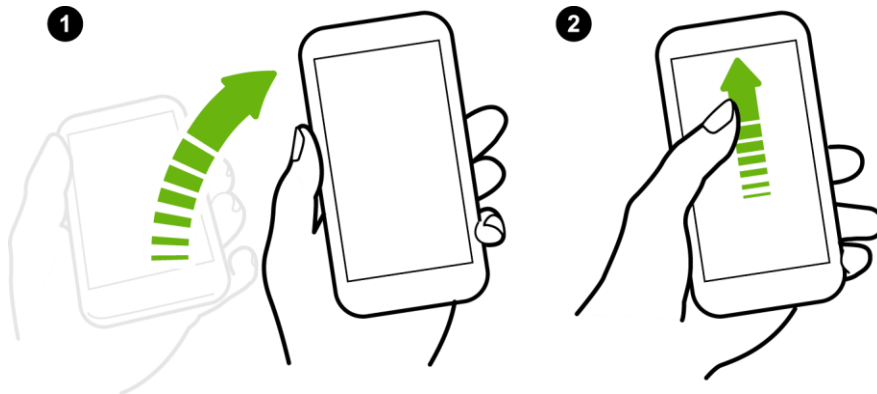
Make sure you're not touching the screen when the phone vibrates.

Wake Up and Unlock

Go from sleep mode and unlock HTC U11 to the last screen you were using without pressing the **Power/Lock** button.

Note: If you've set up a screen lock with credentials, you'll be asked to provide your credentials first before HTC U11 unlocks.

1. Lift the phone in portrait orientation.
2. Immediately swipe up from the bottom half of the screen.



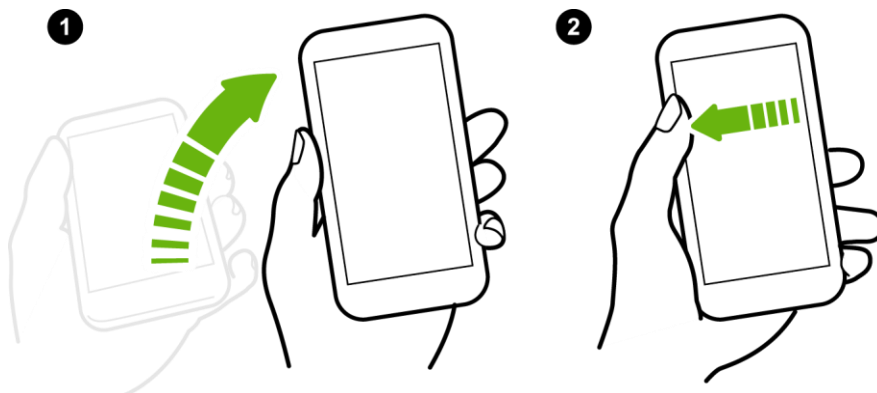
Make sure you're not touching the screen when the phone vibrates.

Wake to the Home Widget Panel

Go from sleep mode to the Home widget panel without pressing the **Power/Lock** button.

Note: If you've set up a screen lock with credentials, you'll be asked to provide your credentials first before HTC U11 unlocks.

1. Lift the phone in portrait orientation.
2. Immediately swipe left from the right side of the screen.



Make sure you're not touching the screen when the phone vibrates.

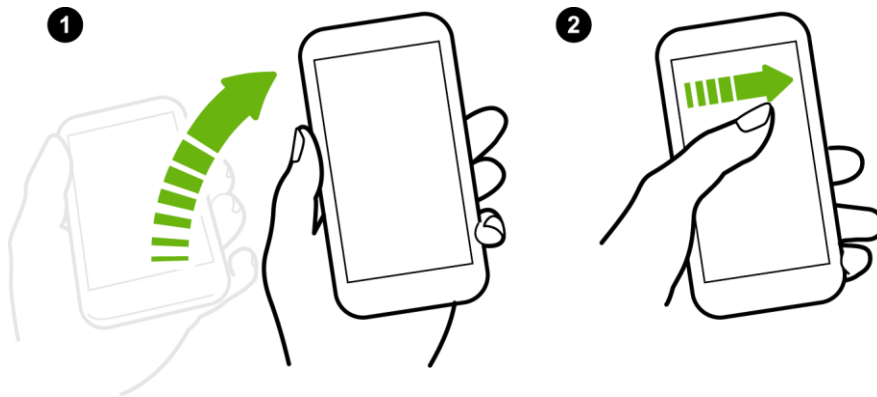
Wake to HTC BlinkFeed

Go from sleep mode to HTC BlinkFeed without pressing the **Power/Lock** button.

Note: If you've set up a screen lock with credentials, you'll be asked to provide your credentials first before HTC U11 unlocks.

1. Lift the phone in portrait orientation.

2. Immediately swipe right from the right side of the screen.



Make sure you're not touching the screen when the phone vibrates.

Launch the Camera

Go from sleep mode to the Camera app without pressing the **Power/Lock** button.

1. Lift the phone in portrait orientation.
2. Immediately swipe down twice on the screen.



Note: If you've set up a screen lock with credentials, you'll be asked to provide your credentials when you exit the Camera app.

Motion Launch Troubleshooting

In **Settings > Display, gestures & buttons**, tap **Motion Launch gestures** and make sure that the Motion Launch gestures you want to use are selected. If Motion Launch is already on but your phone is not responding to your gestures, see the possible causes below.

- There was no motion gesture before the finger gesture. Make sure to lift the phone first before doing the finger gesture.
- Length of swiping was too short. Swipe a longer distance across your screen.

- When swiping up to unlock the screen, you didn't swipe from the bottom half of the screen.
- You may have covered the proximity sensor while holding the phone.
- The duration of swiping may be too long. Release your finger when the phone vibrates.

Making Connections

The following set of topics will cover your phone's ability to help you make connections, from phone calls and maintaining contacts, to text messages, email, Internet, and international services.

Phone Calls and Voicemail

The following topics outline the use of your device's phone app to place and receive calls, use voicemail, set up and manage contacts, and more.

Place and Answer Calls

The following topics describe how to directly dial calls, how to answer incoming calls, and how to use the in-call screen options.

Adjust In-Call Volume

- **Adjusting Call Volume:** Press the **Volume** up or down button during the call.

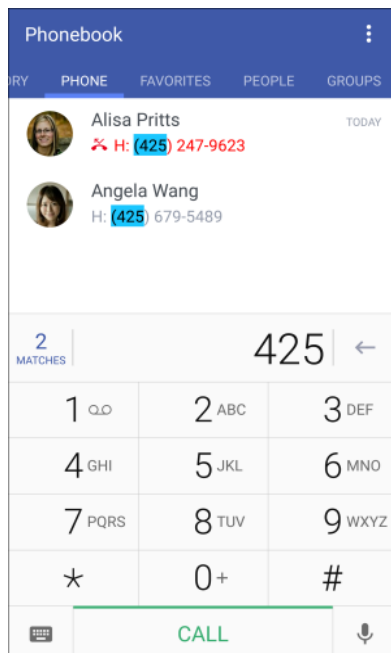
🚨 Emergency Call Caution

Emergency calls are restricted in Airplane mode.

Call Using Smart Dial

You can either dial a number directly, or use Smart dial to quickly place a call. Smart dial searches and calls a stored/synced contact or a number from your call history.

1. Tap  >  to display the phone's dialer screen.
2. Enter the phone number or first few letters of the contact's name to see the top matching contact.
3. If there are a number of matches found (for example, 3 Matches), tap the number to see all the matches.



4. Tap the contact you want to call.
 - To check other phone numbers associated with the contact, tap the contact photo.
 - If the phone number has an extension, tap  after connecting to the main line and then dial the extension number.
5. To hang up, tap **End call**.

Change the Phone Dialer Layout

Switch between a large or standard dial keypad.

1. Tap  >  to display the phone's dialer screen.
2. Tap  > **Large dial pad** or **Standard dial pad**.

Troubleshooting

Problem: Call does not connect.

Answer 1: Was the number dialed using the area code? Try dialing the number starting with "0."

Answer 2: Are you in an area with poor wireless coverage? Try calling again from another area.

Dial an Extension Number

To skip voice prompts when dialing an extension number, do one of the following.

- After dialing the main number, touch and hold . A comma (,) is added to the number you are dialing. Enter the extension number, and then tap . You will be connected to the mainline and then to the extension number.

– or –

After dialing the main number, touch and hold . A semicolon (;) is added to the number you are dialing. Enter the extension number, and then tap . After connecting to the main line, tap **Send** to dial the extension number.

Tip: You can save phone numbers with an extension in the People app. See [Add Contacts](#).

Voice Dialing

Call a contact hands-free using your voice.

1. Tap  > .
2. Tap .
3. Say the name of contact you want to call. For example, say "Call [person's name in phonebook]."

4. Follow screen instructions to make the call.

Call Using a Speed Dial Number

Speed dial numbers let you dial numbers by touching and holding a single number on the Phone keypad.

1. Tap  >  to display the phone dialer's screen.
2. Touch and hold the speed dial key on the Phone keypad. The display confirms that you have dialed the number when it shows "Dialing" on the upper right side of the screen.

Set Up Speed Dial

Your phone can store up to eight phone numbers in speed dial locations. (The number 1 is reserved for Sprint voicemail access.)

To assign a speed dial number to a contact:

1. Tap  >  >  **People**, and then tap a contact.
2. Tap  > **Set speed dial**.
3. Tap **Not assigned** under Number to select the contact's number that you want to assign to the speed dial key.
4. Tap **Not assigned** under Location and then select a speed dial location.
5. Tap **Save**.

Note: If you assign a number to an already assigned speed dial location, the new phone number will automatically replace the previous speed dial assignment.

Call Emergency Numbers

You can place calls to 9-1-1 even if the phone's screen is locked or your account is restricted.

Important: You won't be able to make an emergency call if you don't have a network signal.

1. Unlock the screen. For more information, see [Lock and Unlock Your Screen](#).
2. Tap  > .
3. Tap    .

❖ As long as you are in an area covered by wireless service, the emergency call is placed.

Note: When your account is restricted or if you've enabled but forgotten your lock password or lock pattern, you can still make emergency calls by tapping **Emergency** on the screen.

Enhanced 9-1-1 (E9-1-1) Information

This phone features an embedded Global Positioning System (GPS) chip necessary for utilizing E 9-1-1 emergency location services where available.

When you place an emergency 9-1-1 call, the GPS feature of your phone seeks information to calculate your approximate location. Depending on several variables, including availability and access to satellite signals, it may take up to 30 seconds or more to determine and report your approximate location.

Important: Always report your location to the 9-1-1 operator when placing an emergency call. Some designated emergency call takers, known as Public Safety Answering Points (PSAPs), may not be equipped to receive GPS location information from your phone.

Call a Number in a Text Message, Email Message, or Calendar Event

While viewing a text message, email, or a Calendar event that has a phone number in it, you can just tap the phone number to place a call.

- For additional information, see [Text and Multimedia Messaging](#), [Gmail](#), and [Calendar](#).

Make International Calls

When placing international calls, plus code dialing automatically adds the international dialing code for your location (for example, 011 for international calls made from the U.S.).

Notes:

- Make sure the **North American dialing** option is enabled under **Settings > Call > CDMA call settings > Plus code dialing**.
- To call someone in your contacts list, the stored phone number needs to have a "+" sign followed by the country code, area code, and phone number.

1. Tap  > .
2. Enter the first few letters of a contact name, and then tap a contact to call. If you don't have the number stored, touch and hold the  until a "+" sign appears. Then enter the country code, area code, and phone number, and tap .

- ❖ The Phone dialer automatically adds your international dialing code to the number.

Note: The Phone dialer dials as is and doesn't automatically add your international access code when you dial a phone number that has a "+1" in front or when there's no plus sign in front of the number.

Important: International calls may incur additional fees. Contact Sprint customer service for details.

Change the International Dialing Code

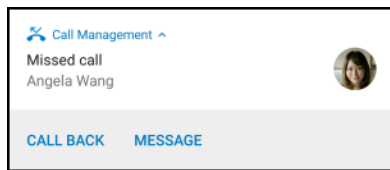
By default, the international dialing code is set to 011. When you're traveling in another country, you can set the international dialing code to your current location.

1. Tap  >  >  **Settings**.
2. Tap **Call** > **CDMA call settings** > **Plus code dialing** > **International dialing**.
3. Enter the dialing code of the country where you're located, and then tap **OK**.

Return a Missed Call

You'll see the missed call icon  in the status bar when you miss a call.

1. Slide the notification panel open to check who the caller is.
2. To return the call, tap  on the missed call notification to expand it, and then tap **Call back**.



Tips:

- You can also tap the notification to display call history and then tap the entry to call it.
- If you have multiple missed calls, tap the missed calls notification to open the **Call history** tab.

Answer Phone Calls

The following information lets you know how to answer incoming calls, mute the ringer on incoming calls, reject incoming calls, and more.

Notes:

- Your phone will automatically adjust the ringtone volume when you use the polite ringer and pocket mode features.
- If your phone is turned off, all calls automatically go to voicemail.

Answer or Reject an Incoming Call

- If the display is on when you get a call, tap **Answer** or **Decline**.
- If the display is locked when you get a call, drag  or  upwards.

Tip: After declining a call, you can send a text message to the caller. All declined calls go to your voicemail.

Mute the Ringing Sound without Rejecting the Call

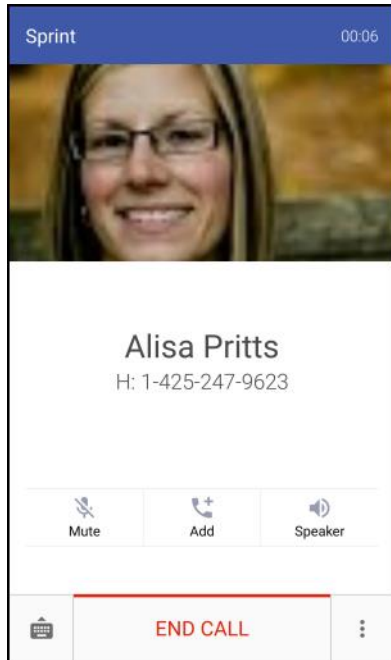
- Press the **Volume** button.
- Briefly press the **Power/Lock** button.

- Place the phone face down on a level surface. (You can do this even on the lock screen.)

Note: If **Flip to mute** option in Sound & notification settings is set to **Mute once**, HTC U11 will still ring when there are subsequent incoming calls

In-Call Screen Layout and Operations

While you're on a call, you will see a number of onscreen options.



- **Mute** : Mute the microphone during an active call. Tap again to unmute the microphone.

Note: If **Mute** is activated, the speaker mode is deactivated.

- **Add** : Tap to add a call and initiate a conference call (3-way call).
- **Speaker** : Route the phone's audio through the speaker (On) or through the earpiece (Off).
 - Activate **Speaker** to route the phone's audio through the speaker. (You can adjust the speaker volume using the **Volume** button.)
 - Deactivate **Speaker** to use the phone's earpiece.

Warning: Because of higher volume levels, do not place the phone near your ear during speakerphone use.

- **Dialpad** : Use the onscreen dialpad to enter additional numbers, for example, an extension or access code.
 - For example: When you call your bank's 800 number, use your dialpad to enter your account number and PIN.

- Tap  to view more in-call options.
 - **People:** Display your contacts list.
 - **Open contact card:** Display the caller's contact information.

End a Call

There are a couple of options for ending a phone call.

- On the call screen, tap **End call**.
- Slide the notification panel open, and then tap **Hang up** on the call notification.

Tip: If the phone number of the person who called is not in your contacts list, you can choose to save the number to your contacts list after you hang up.

Place Calls from History/People

You can also place calls directly from your contacts list or from the Call history screen.

Call From Call History

You can directly call numbers stored in your Call history.

1. Tap  > .
2. Swipe right to display the **Call history** tab.
3. Tap an entry to place a call.

Note: You cannot make calls from Call history to entries identified as **No ID** or **Restricted**.

Tip: Touch and hold an entry in the Call history list to open the options menu where you can select to view the contact information (if number is stored in People), edit the number before you call, send a text message, or delete the entry from the Call history list and more.

Call From People

Call your contacts from the People application.

1. Tap  > .
2. Swipe left to display the **People** tab.
3. Tap the contact you want to call to open the contact details screen.
4. Tap a phone number to place a call.

For additional information, see [Contacts](#).

Call History

Call history lists all recent incoming, outgoing, and missed calls. Call history makes redialing a number fast and easy. It is continually updated as your phone automatically adds new numbers to the beginning of the list.

Note: Call history records only calls that occur while the phone is turned on. If a call is received while your phone is turned off, it will not be included in History.

Open Call History

Access your Call history to quickly call someone back or see who you have talked to recently.

1. Tap  > .
2. Swipe right to display the **Call history** tab.
 - ❖ Each entry contains the phone number (if it is available) and the contact name (if the number is in People).
3. Do any of the following:
 - Tap a name or number in the list to call. See [Call From Call History](#).
 - Touch and hold a name or number in the list to display the options menu.
 - Tap a contact photo to find more ways of getting in touch with the contact.
 - Tap  to display only a particular type of call such as missed calls or outgoing calls.

Save a Number From Call History

If the phone number of a person who called is not in People, you can choose to save the number after you hang up.

1. Tap  > .
2. Swipe right to display the **Call history** tab.
3. Tap  next to the new number and choose whether to create a new contact or save the number to an existing contact.

Note: You cannot save phone numbers already in People or from calls identified as **No ID** or **Restricted**.

Prepend a Number From Call History

If you need to make a call from the Call history and you are outside your local area code, you can add the appropriate prefix by prepending the number.

1. Tap  > .
2. Swipe right to display the **Call history** tab.

3. Touch and hold the entry you want to call and tap **Edit number before calling**.
4. Enter the prefix and tap  to call the number.

Block a Caller

When you block a phone number or a contact, all calls from the phone number or contact will be declined automatically.

1. Tap  > .
2. Swipe right to display the **Call history** tab.
3. Touch and hold the contact or phone number you want to block, and then tap **Block contact** > **OK**.

Note: To remove a caller from your blocked list, on the **Call history** tab, tap  > **Blocked contacts**. Touch and hold a contact, and then tap **Unblock contacts**.

Erase Call History

If the Call history becomes long, you can delete an entry or the entire Call history list.

1. Tap  > .
2. Swipe right to display the **Call history** tab.
3. Do either of the following:
 - To delete a Call history entry, touch and hold the entry, and then tap **Delete from call history**.
 - To erase the entire Call history list, tap  > **Remove call history**. Tap  > **Select all**, and then tap **Delete**.

Voicemail

Follow the instructions below to set up voicemail on your phone. You should set up your voicemail and personal greeting as soon as your phone is activated. Always use a passcode to protect against unauthorized access. Your phone automatically transfers all unanswered calls to your voicemail, even if your phone is in use or turned off.

1. Tap  > .
2. Touch and hold  to dial your voicemail number.
 - ❖ Your phone dials the voicemail access number.
3. Follow the system prompts to:
 - Create your passcode.

- Record your name announcement.
- Record your greeting.

Important: Voicemail Passcode – Sprint strongly recommends that you create a passcode when setting up your voicemail to help protect against unauthorized access. Without a passcode, anyone who has access to your phone is able to access your voicemail messages.

Optional Calling Services

The following topics outline additional voice-related services available with your phone.

Wi-Fi Calling

Wi-Fi Calling is a free service that allows you to make and receive phone calls over a Wi-Fi network, even when your wireless signal is low. If you have a limited Talk plan, Wi-Fi Calling doesn't count against your minutes. Once connected, you place and receive calls just like normal.

Set Up Wi-Fi Calling

1. Tap  >  >  **Settings**.
2. Tap **Wi-Fi Calling**, and then tap the switch to turn Wi-Fi Calling on.
3. Follow the screen prompts to set up Wi-Fi Calling.

- ❖ Wi-Fi Calling is set up. You will see  in the status bar when Wi-Fi Calling is active, or  if Wi-Fi Calling is set up but you are not currently connected to a Wi-Fi network.

Tip: For more information about Wi-Fi Calling, visit support.sprint.com.

Enable or Disable Wi-Fi Calling

1. Tap  >  >  **Settings**.
2. Tap the **Wi-Fi Calling** On/Off switch.

Tip: You can also turn Wi-Fi Calling on or off through the Quick Settings panel. Swipe down the screen from the status bar to display the minimized Quick Settings panel and tap  to enable or disable the feature.

Conference Calling

With conference calling, also known as 3-way calling, you can talk to two people at the same time. When using this feature, the normal airtime rates will be charged for each of the two calls.

1. Tap  > .
2. Dial a number and tap **Call**.

3. Once you have established the connection, tap **Add**, and dial the second number. (This puts the first caller on hold and dials the second number.)

Tip: You can add a call even if the first call was an incoming call.

4. When you're connected to the second party, tap .

If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all callers are disconnected.

- To end the three-way call, tap **End call**.

Caller ID Blocking

Caller ID identifies a caller before you answer the phone by displaying the number of the incoming call. If you do not want your number displayed when you make a call, follow these steps.

1. Tap  > .
2. Tap   .
3. Enter a phone number.
4. Tap **Call**.

To permanently block your number, call Sprint Customer Service.

Call Waiting

When you're on a call, Call Waiting alerts you to incoming calls by sounding two beeps. Your phone's screen informs you that another call is coming in and displays the caller's phone number (if it is available and you are in digital mode).

To respond to an incoming call while you're on a call:

1. Tap **Answer**.
 - ❖ This puts the first caller on hold and answers the second call.
2. To switch back to the first caller, tap the contact on the screen.

Note: For those calls where you don't want to be interrupted, you can temporarily disable Call Waiting by tapping    before placing your call. Call Waiting is automatically reactivated once you end the call.

Call Forwarding

Call Forwarding lets you forward all your incoming calls to another phone number – even when your phone is turned off. You can continue to make calls from your phone when you have activated Call Forwarding.

Note: Depending on your plan, you may be charged a higher rate for calls you have forwarded.

To activate Call Forwarding:

1. Tap  > .
2. Tap   .
3. Enter the area code and phone number to which you want your calls forwarded.
4. Tap **Call**. (You will hear a tone to confirm the activation of Call Forwarding.)
 - ❖ You will hear a tone to confirm the activation of Call Forwarding. All calls to your wireless number will be forwarded to the designated phone number.

To deactivate Call Forwarding:

1. Tap  > .
2. Tap    .
3. Tap **Call**. (You will see a message and hear a tone to confirm the deactivation.)
 - ❖ You will hear a tone to confirm the deactivation.

Internet Calls

When you're connected to a Wi-Fi network, you can make and receive calls through an Internet calling account.

Note: Before you add an Internet calling account, make sure that you've registered with an Internet calling service that supports voice calls over Session Initiation Protocol (SIP). Internet calls to phone numbers may incur additional fees.

Add an Internet Calling Account

You must add an Internet calling account before you can make Internet calls.

1. Tap  >  >  **Settings** > **Call**.
2. Under Other call settings, tap **Calling accounts**.
3. Tap **Internet calling (SIP) accounts** and tap .
4. Enter your account details.
5. Tap  > **Save**.
6. To set your phone to receive Internet calls on your added account, select the **Receive incoming calls** option.

Make an Internet Call

Make an Internet call to either your contact's Internet calling account or phone number.

- **Internet calling account**
 - In People, tap a contact who has an Internet calling account, and then tap **Internet call**.
 - In Call History, tap an Internet call log.
- **Phone number.** First, enable Internet calling for your outgoing calls. Tap  >  >  **Settings** > **Call** > **Calling accounts**. Tap **Use Internet calling**, and then select either **For all calls** or **Only for Internet calls**.

Ringtone Settings

You can change how your phone alerts you when you receive calls.

Switch Between Silent, Vibrate, and Normal Modes

- To change from silent to normal mode, press the **Volume** up button.
- To change from vibrate to normal mode, press the **Volume** up button twice.
- Swipe down from the status bar, and then tap  > **Sound & notification** > **Sound profile**.

Lower the Ring Volume Automatically

Your phone has a quiet ring feature that automatically lowers the ring volume when you move it.

1. Swipe down from the status bar, and then tap  > **Sound & notification**.
2. Select the **Quiet ring on pickup** option.

Make Your Phone Ring Louder in Your Pocket or Bag

To help avoid missing incoming calls when your phone is in your pocket or bag, the pocket mode feature gradually increases the ring volume and vibrates when you receive a call.

1. Swipe down from the status bar, and then tap  > **Sound & notification**.
2. Select the **Pocket mode** option.

Call Settings

Your phone's Call settings menu lets you configure your voicemail options and a number of accessibility options such as hearing-aid amplification and teletypewriter.

1. Tap  >  >  **Setting**.
2. Tap **Call**.

- ❖ The call settings menu appears.
- 3. Configure your options.
 - Tap a menu item to display its options.
 - Select your options and follow the prompts to set them.
- ❖ Your call settings options are set.

Call Features

Use these options to set various call features.

1. Tap  >  >  **Settings**.
2. Tap **Call**.
3. Set the following:
 - **Auto answer calls:** Select this option to automatically answer incoming calls just by lifting the phone to your ear.
 - **Show declined call options:** Select to enable text message and reminder options for declined calls.
 - **Save to People:** Select to add unknown numbers to the People list after the call.

Voicemail Settings

Use this menu to check your voicemail settings such as the voicemail service provider and voicemail number.

1. Tap  >  >  **Settings**.
2. Tap **Call**.
3. Tap **Voicemail service** or **Voicemail settings**.

Hearing Aids

Select the **Hearing aids** option to enable hearing aid compatibility that amplifies your phone's in-call volume.

1. Tap  >  >  **Settings**.
2. Tap **Call**.
3. Select the **Hearing aids** option.
4. Select **Sidetone** to get voice feedback in a hearing aid.

CDMA Call Settings

Use these options to enable hearing aid compatibility, and adjust several call settings, such as teletypewriter (TTY) mode.

1. Tap  >  >  **Settings**.
2. Tap **Call**.
3. Tap **CDMA call settings**.

TTY (Teletypewriter) Mode

TTY mode allows people who have hearing or speech impediments to communicate by telephone. HTC U11 is compatible with select TTY phones. Contact your TTY phone manufacturer to see if the phone supports digital wireless transmission. HTC U11 and the TTY phone connect using a special cable that may come with the TTY phone. If this cable was not provided with your TTY phone, contact your TTY phone manufacturer to purchase the connector cable. Most TTY phones connect via a 2.5 mm headset jack adapter. HTC provides a 2.5 mm headset jack adapter that connects to the USB Type-C port on HTC U11. To request this adapter, contact HTC by chat or email at htc.com/us/support.

When establishing your Sprint service, please call Sprint Customer Service using the state

Telecommunications Relay Service (TRS) by first dialing    . Then provide the state TRS with this number: **866-727-4889**.

To turn TTY Mode on or off:

1. Tap  >  >  **Settings**.
2. Tap **Call**.
3. Tap **CDMA call settings > TTY mode**.
4. Tap **TTY Full**, **TTY HCO**, or **TTY VCO**. Tap **TTY Off** to turn TTY mode off.

Note: When enabled, TTY mode may impair the audio quality of non-TTY phones connected to the headset jack.

Warning: 9-1-1 Emergency Calling

Sprint recommends that TTY users make emergency calls by other means, including Telecommunications Relay Services (TRS), analog cellular, and landline communications. Wireless TTY calls to 9-1-1 may be corrupted when received by public safety answering points (PSAPs), rendering some communications unintelligible. The problem encountered appears related to TTY equipment or software used by PSAPs. This matter has been brought to the attention of the FCC, and the wireless industry and the PSAP community are currently working to resolve this.

Other CDMA Call Settings

Select these options to enhance voice privacy, prepend numbers automatically, or use plus code dialing.

1. Tap  >  >  **Settings**.

2. Tap **Call**.
3. Tap **CDMA call settings** and select or customize these options.
 - **Automatic prepend:** Select to automatically add "1" for long distance calls.
 - **Plus code dialing:** Tap to set plus code dialing. See [Place and Answer Calls](#) for details.

Contacts

The Contacts application lets you store and manage contacts from a variety of sources, including contacts you enter and save directly in your phone as well as contacts synchronized with your Google Account, your PC, compatible email programs (including Exchange Server), and your Facebook friends.

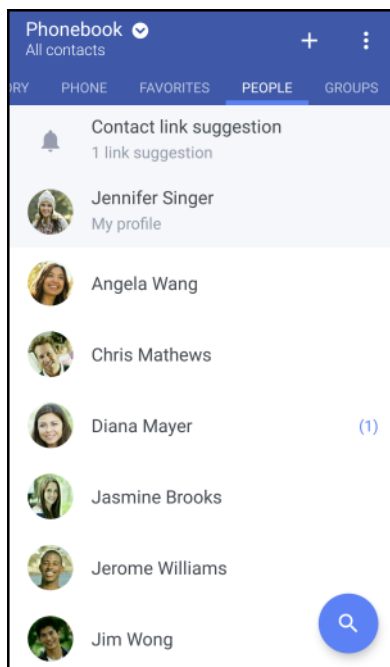
Contacts Cautions

Information saved in Contacts may be lost or changed if the battery is removed for a long period or left uncharged. Accident or malfunction may also cause loss or change to information. It is recommended that you keep a separate copy of contacts and other important information. Sprint is not responsible for any damages from lost or changed contacts.

Add Contacts

You can add contacts from your phone's Contacts application. Enter details such as name, phone numbers, email addresses, mailing addresses, and more.

1. Tap  >  >  **People**.



- ❖ You will see the Contacts list.
2. Tap .
 - ❖ The Add Contact screen appears.
3. If you have multiple account types associated with your phone, select a contact type.

- Select **Google** if you want to save contacts to your Google Account; these will be synced automatically with your Google Account online.
 - Select **Phone** as the sync account if you want your contacts on your phone only; they will not be synced with your Google Account.
4. Use the keyboard to enter as much information as you want.
 - : Tap the picture icon to assign a picture to the contact.
 - Name
 - Phone
 - Email
 - Group
 - Add more information: Tap **Add another field** to include additional information such as IM address, Postal address, Nickname, Website, etc.

Notes:

- To select a type (label) for a phone number, email address, or postal address (such as Mobile, Home, Work, etc.), tap the type next to the field and select the appropriate type.
 - To add more phone numbers, email addresses, etc., tap  next to the entry field.
5. When you have finished adding information, tap .
- ❖ The contact is added.

Add an Extension Number to a Contact Number

While creating a new contact in People, you can add an extension number to their number so you can skip the voice prompts when calling.

1. After entering the number of the main line, do one of the following:
 - Tap **P** to insert a pause (,) before the extension number is dialed automatically. To make the pause longer, tap **P** again.
 - Tap **W** to insert a wait (;) and be prompted to confirm the extension number.
2. Enter the extension number.
3. Tap .

Save a Phone Number

You can save a phone number to Contacts directly from the phone keypad.

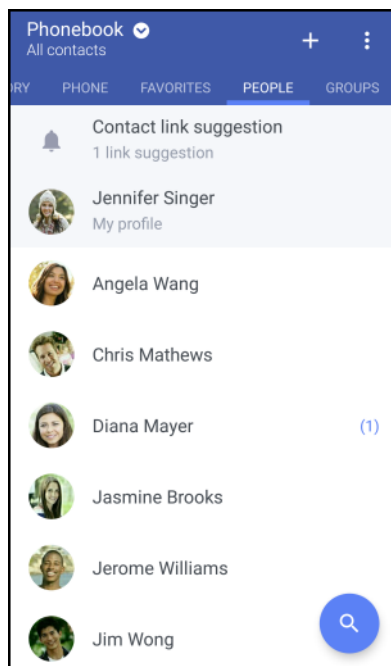
1. Tap  > .

2. Enter a phone number and tap **Save to People**.
3. To add the number to an existing contact, tap **Save to existing contact**. To add a new contact, tap **Create new contact**.
 - For an existing contact, tap the contact name and select a number type for the new number.
 - For a new contact, enter the name and any additional information.
4. Tap ✓ or **Save**.
 - ❖ The contact is added.

Contacts Screen Layout

The following illustration shows your Contacts app layout and describes its features.

- Tap  >  >  **People**.
- ❖ The following illustration shows your Contacts app layout and describes its features.



Item	Description
Groups tab	Show contact groups.
Favorites tab	Show all contacts.
People tab	Show favorite contacts.

Contact name	Tap to show contact's details. This also shows when a contact has sent you new messages.
Contact image	Tap to find ways to quickly connect with the contact.
Contact link suggestion	Tap to manage contacts from your social network and Web-based email accounts.
My profile	View your profile and edit your contact information.
Menu ⋮	Tap to manage your contacts list.
Search 🔍	Search contacts.
Add new +	Add a new contact.

Tips:

- You can also access People through the Phone app. Tap  >  and then swipe left until you reach the **People** tab.
- To sort your contacts by their first or last name, tap ⋮ > **Settings** > **Sort contacts by**.

Filter Your Contacts List

When your contacts list gets long, you can choose which contact accounts to show.

1. Tap  >  >  **People**.
2. On the **People** tab, tap **Phonebook**.
3. Choose the accounts that contain the contacts you want to display.
4. Tap .

Find Contacts

Search for contacts stored on your phone, your company directory if you have an Exchange ActiveSync account, or social networks you've signed into.

1. Tap  >  >  **People**.
2. On the **People** tab, you can:
 - Find people in your contacts list. Tap , and then enter the first few letters of the contact name in the **Search people** box.

- Find people on your company directory (Microsoft Exchange ActiveSync account required). Tap , enter the first few letters of the contact name in the **Search people** box, and then tap **Search contacts in your Company Directory**.

Tip: Aside from searching for a contact by name, you can search using a contact's email address or company name. On the **People** tab, tap  > **Settings** > **Search contacts by**, and then choose a search criteria.

Why can't I see newly added contacts in the People app?

Check if you've created the contact under a specific account type. On the People app, tap **Phonebook**, and then select the accounts or sources you want your contacts to show from.

Set Up Your Profile

Your profile stores your personal contact information in an easy-to-access location.

- Tap  >  >  **People** > **My profile**.
- Tap **Edit my contact card**.
- Enter or edit your name and contact details.
- Tap  or the current photo to change your contact photo.
- Tap .

Aside from your contact details, your profile also shows updates you've posted on your social networks.

Emergency Information

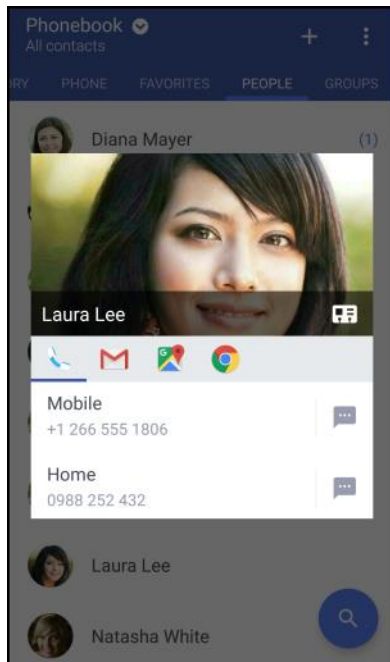
To make it easier for emergency personnel to identify important contacts and personal information, you can select your emergency contacts and enter your emergency information right in your profile. These information will show on the emergency calling screen.

- Tap  >  >  **People** > **My profile**.
- Tap **Emergency Information** under the Information section.
- Tap **Select emergency contacts**.
 -  You will be redirected to your Emergency contacts group.
- Add contacts to your Emergency contacts group, and then tap .
- Tap **Emergency medical information**, and then enter your emergency information.
- Tap .

Get in Touch with a Contact

Choose the best way to connect with your contacts.

1. Tap  >  >  **People**.
2. Tap a contact's photo (not the name), and then choose how you want to get in touch with that contact.



Tip: For more ways of getting in touch with your contact, tap an icon below the contact photo.

Edit Contacts

Once you've added a contact, you can add or edit any of the information in the entry, assign a caller ID picture, customize with a unique ringtone, and more.

Note: Facebook and Twitter contacts cannot be edited.

1. Tap  >  >  **People**.
2. On the **People** tab, touch and hold the contact, and then tap **Edit contact**.
3. Enter the new information.

Notes:

- To select a type (label) for a phone number, email address, or postal address (such as Mobile, Home, Work, etc.), tap the type next to the field and select the appropriate type.
- To add more phone numbers, email addresses, etc., tap  next to the entry field.

4. Tap  .

❖ Your changes are saved to the contact entry.

Delete Contacts

Follow these steps to delete an entry in your contacts list.

1. Tap  >  >  **People**.
2. On the **People** tab, touch and hold the contact, and then tap **Delete contact**.
3. Tap **OK** to confirm.

Delete Multiple Contacts

Clean up your contacts list by deleting entries that you no longer need.

1. Tap  >  >  **People**.
2. On the **People** tab, tap  > **Delete contacts**.
3. Select the entries you want to delete, and then tap **Delete**.

Import or Copy Contacts

It's easy to import or copy contacts to your phone.

Import a Contact from an Exchange ActiveSync Account

1. Tap  >  >  **People**.
2. On the **People** tab, tap  and enter the contact's name or email address in the search box.
3. Tap **Search contacts in your Company Directory**.
4. Tap the name of the contact you want copied to your phone.
5. Tap  to save the contact to your phone.

Copy Contacts from One Account to Another

1. Tap  >  >  **People**.
2. On the **People** tab, tap  > **Manage contacts**.
3. Tap **Copy contacts**, and then choose a contact type or online account to copy from.
4. Select a contact type or account you want to save to.

Note: Contacts from your social network accounts may not be copied.

Merge Contact Information

If you have the same contacts on your phone, Google Account, and social network accounts such as Facebook and Twitter, your phone will try to combine them automatically or let you decide which contacts to combine. Combining the same contacts avoids duplicated entries in your contacts list.

Accept Contact Link Suggestions

When your phone finds contacts that can be merged, you'll see a link notification when you open the People app.

1. Tap  >  >  **People**.
2. On the **People** tab, tap the **Contact link suggestion** notification when available. You'll see a list of suggested contacts to merge.
3. Navigate to the contact you want to merge.
4. Tap  to merge. Otherwise, tap  to dismiss the link suggestion.

Note: If you don't want to receive contact link suggestions, on the **People** tab, tap  > **Settings**. Clear the **Suggest contact link** option.

Manually Merge Contacts

You can merge your entries manually and choose the accounts to link the contact.

1. Tap  >  >  **People**.
2. On the **People** tab, tap the name of the contact (not the icon or photo) you want to link.
3. Tap  > **Link**.
4. You can:
 - Under Suggest links, tap  to link the contact to an account.
 - Under Add contact, tap one of the options to link to another contact.
5. Tap **Done** to save the change.

Break the Link

When contact information has changed, you can choose to break the contact's link from another account.

1. Tap  >  >  **People**.
2. On the **People** tab, tap the name of the contact (not the icon or photo) whose link you want to break.
3. Tap  > **Link**.

4. Under the Linked contacts section, tap  beside an account to break the link.
5. Tap **Done** to save the change.

Send Contact Information

Quickly share your contact cards on your phone.

1. Tap  >  >  **People**.
2. Do any of the following:
 - To send someone's contact information, touch and hold the name of the contact (not the icon or photo), and then tap **Send contact as vCard**.
 - To send your contact information, touch and hold **My profile**, and then tap **Send my profile**.
3. Tap **Send contact via** and choose how you want to send the vCard.
4. Select the type of information you want to send.
5. Tap **Send**.

Send Multiple Contact Cards

1. Tap  >  >  **People**.
2. Tap  > **Send contacts**.
3. Select the contacts whose contact information you want to share.
4. Tap **Send**.
5. Choose how you want to send the contact cards.
6. Follow screen instructions to proceed.

Share All Visible Contacts

You can share all entries that appear in your contacts list, regardless of the online account that your contacts sync with.

1. Tap  >  >  **People**.
2. Tap  > **Manage contacts** > **Import/Export contacts** > **Share visible contacts**.
3. Choose how you want to send your contacts.

Contact Groups

Organize your friends, family, and colleagues into groups so you can quickly send a message or email to everyone in the group. We've also set up the Frequent group to automatically add the contacts you dial or get calls from the most.

Your phone also syncs with groups you've created in your Google Account.

Create a Group

Create a group for your sporting buddies or family members so you can easily send them a message or email.

1. Tap  >  >  **People**.
2. On the **Groups** tab, tap .
3. Enter a name for the group.
4. Tap  > **Add contact to group**.
5. Select the contacts you want to add, and then tap **Save**.

Send a Message or Email to a Group

Easily send a message or email to all members of the group.

1. Tap  >  >  **People**.
2. On the **Groups** tab, tap the group you want to send a message or email to.
3. Go to the **Group action** tab.
4. Choose if you want to send a text message or email.
5. Follow the prompts to complete and send the group message or group mail. See [Send a Text Message \(SMS\)](#) or [Create and Send Gmail](#).

Edit a Contact Group

You have full control of your groups. Change the group name or add and remove group members from the People app.

1. Tap  >  >  **People**.
2. On the **Groups** tab, touch and hold the group, and then tap **Edit group**.
3. You can:
 - Tap the group name to change the name. You can only change the name for groups that you have created.

- Tap  > **Add contact to group** to add more members.
- To rearrange the group members, drag  at the end of the contact's name to its new position.
- Select the check box next to any contacts you want to remove from the group.

4. Tap **Save**.

Manage Your Contact Groups

Put your favorite group at the top of the groups' list or delete groups that you don't need.

1. Tap  >  >  **People**.
2. On the **Groups** tab, tap  > **Edit groups**.
3. You can:
 - Rearrange the contact groups. Drag  at the end of the group name to its new position.
 - Select the contact groups you want to remove.
4. Tap **Save**.

Back Up and Restore Contacts

Make sure you don't lose your contacts by backing them up to your phone's storage or microSD card (if you inserted one).

Back Up Contacts

1. Tap  >  >  **People**.
2. Tap  > **Manage contacts**.
3. Tap **Import/Export contacts** > **Export to phone storage** or **Export to SD card**.
4. Select an account or type of contacts to export.
5. To help protect your data, tap **Yes**, and then set a password for this backup. Be sure to remember this password. You'll need to enter it again when importing contacts. If you don't need a password, tap **No**.
6. Tap **OK**.

Restore Contacts

Note: You can only restore contacts that were backed up using the **Export to phone storage** feature.

1. Tap  >  >  **People**.
2. Tap  > **Manage contacts**.
3. Tap **Import/Export contacts** > **Import from phone storage** or **Import from SD card**.
4. If you have more than one account set up, tap the type for the imported contacts.
5. If you have multiple backups available, select the backup you want to import, and then tap **OK**.
6. Enter the password you've set for this backup, and then tap **OK**.

Private Contacts

If you don't want to show a contact's name and photo on the lock screen when you have an incoming call, add the contact to your private contacts list.

Note: Contacts must have a phone number before they can be added to the private contacts list.

Add a Contact to the Private Contacts List

1. Tap  >  >  **People**.
2. Touch and hold the contact, and then tap **Add to private contacts**.
 - To view your private contacts list, on the **People** tab, tap  > **Manage contacts** > **Private contacts**.

Organize Your Private Contacts

1. Tap  >  >  **People**.
2. On the **People** tab, tap  > **Manage contacts** > **Private contacts**.
3. To add contacts to the private contacts list, tap , select the contacts you want to add, and then tap **Save**.
 - To remove private contacts from the list, tap  > **Remove private contact**, select the contacts you want to remove, and then tap **Remove**.

Messaging

With wireless service and your phone's messaging and data capabilities, you have the opportunity to share information through many different channels and accounts, including Gmail (Google), personal and corporate email, and text and multimedia messaging.

Text and Multimedia Messaging

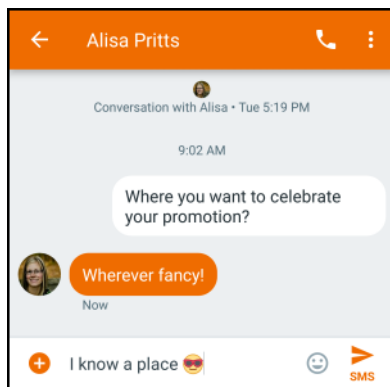
With Android Messages, you can send and receive instant text (SMS) and multimedia (MMS) messages between your wireless phone and another messaging-ready phone.

MMS can contain text and pictures, recorded voice, audio or video files, or contact cards (vCard). See your service plan for applicable charges for messaging.

Send a Text Message (SMS)

Quickly compose and send text messages on your phone.

1. Tap  >  **Messages**.
2. Tap .
3. Enter a contact name or mobile number in the "To" field. Or select a contact from the list.
4. Tap the "Type an SMS message" box and then start composing your message.



Notes:

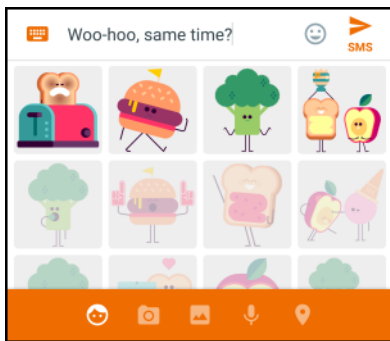
- There is a limit on the number of characters for a single text message. Once you go over the character limit, a new message is created but automatically joined into one when received. As you near the limit, a character count will appear above .
- Your text message automatically becomes a multimedia message if you select two or more recipients, attach an item, or compose a very long message.

5. Tap ➤ to send, or tap ◀ to save the message as a draft.

Send a Multimedia Message (MMS)

When you need to add a little more to a text message, you can send a multimedia message (MMS) with pictures, voice recordings, audio or video files.

1. Tap [Home] > [App Drawer] > **Messages**.
2. Tap **+**.
3. Enter a contact name or mobile number in the "To" field. Or select a contact from the list.
4. Tap **+** and then select an attachment type. You can attach a sticker, a photo or video that you capture using the camera, a saved photo or video, a voice recording, or your location information.



5. Tap the "Add text" box then start composing your message.
6. Tap ➤ to send, or tap ◀ to save the message as a draft.

Note: Depending on the resolution of your photo or video attachments, they may be displayed as cropped thumbnails in your multimedia message.

Send a Group Message

Group messaging makes it easy to send a message to multiple contacts all at once. You can choose to send a group SMS or group MMS.

1. Tap [Home] > [App Drawer] > **Messages**.
2. Tap **+** > **Start group conversation**.
3. Enter a contact name or mobile number in the "To" field. Or tap the contact's name (not the photo) from the list.
4. When you're done, tap ➤.
5. Tap the "Type an MMS message" box then start composing your message.

6. Tap  to send, or tap  to save the message as a draft.

Group MMS FAQs

Question: Why can't my recipients see or join the group MMS I sent them?

Answer: Check whether your recipients have enabled group messaging on their mobile devices. Some devices or mobile operators may not support this feature.

Save and Resume Composing a Draft Message

While composing a text or multimedia message, tap  to automatically save your message as a draft. You can resume composing a draft message.

1. Tap  >  >  **Messages**.
2. Tap the draft message, edit the message, and then tap .

Read and Reply to a Message

Depending on your notification settings, the phone plays a ringtone, vibrates, or displays the message briefly in the status bar when you receive a new text or multimedia message. To change the notification for new text and multimedia messages, see [Messages Options](#). A new message icon () also appears in the status bar.

1. To open and read the message, you can:
 - Open the notification panel, and then tap the new message.
 - Tap  >  >  **Messages**, and then tap the message.
2. While reading the message, you can:
 - **Reply with a text message.** Tap the "Type an SMS message" box, enter your reply message, and then tap .
 - **Reply with a multimedia message.** Tap the "Type an MMS message" box, enter your reply message, tap  to choose an attachment for your message, and then tap .
 - **Call or save a phone number contained in the message.** Tap the phone number, and then choose whether to call the number or add it to your contacts.
 - **Open a link in the message.** Tap the link to open it in the Web browser.
 - **Send to an email address contained in the message.** Tap the email address to send an email.
 - **Check message details.** Touch and hold the message (do not tap a link or a phone number) and then tap .

Forward a Message

1. Tap  >  >  **Messages**.
2. Tap a contact (or phone number) to display the exchange of messages with that contact.
3. Touch and hold the message, and then tap .
4. Select the recipient from the pop-up window, or tap **New message** to select another contact.
5. Tap  to send.

View and Save an Attachment from a Multimedia Message

When you receive a multimedia message, you can view and save files that are attached to it.

- If there's a media attachment such as a photo or video in a received message, tap it to view the content and tap  to save.
- If the attachment is a contact (vCard), tap it to view the contact information, and then tap  to add to your contacts.

Note: If you are concerned about the size of your data downloads, you can choose to check the size and subject first before you download a multimedia message. On the Messages main screen, tap  > **Settings** > **Advanced**. Turn off the **Auto-download MMS** option.

Block Unwanted Messages

Declutter your **Messages** screen by moving spam messages from contacts to the block box. If you have blocked a contact, that contact's messages will also be in the block box.

1. Tap  >  >  **Messages**.
2. Touch and hold a contact (or phone number) and tap .
 - ❖ When the contact sends you messages, you will not see them in the messages screen or receive notifications and calls.
3. To read messages from a blocked contact or number, on the Messages main screen, tap  > **Archived**.
4. To see all contacts and numbers you blocked, tap  > **Blocked contacts**.

Note: To read messages from a blocked contact or number, on the Messages screen, tap  > **Archived**.

Unblock a Contact or Number

1. Tap  >  >  **Messages**.

2. Tap  > **Archived** and tap the blocked contact (or phone number).
3. Tap  > **People & options**, and tap **Unblock**.
 - ❖ The contact or phone number is unblocked and the conversation is moved back to the messages screen.

Delete Messages and Conversations

Tidy up your messages list by deleting old messages and conversations.

1. Tap  >  >  **Messages**.
2. To delete a single conversation, touch and hold the contact (or phone number), and then tap .
3. To delete a message within a conversation, tap the contact (or phone number) to open the conversation thread, touch and hold the message you want to delete, and then tap .

Messages Options

You can set how your phone receives a multimedia message, or set other messaging options.

1. Tap  >  >  **Messages**.
2. Tap  > **Settings**. You can set the following options:
 - **Default SMS app:** Select which app to use to send and receive text and multimedia messages.
 - **Get notifications:** Enable this option to display a notification in the notification panel when you receive a text or multimedia message.
 - **Notification sound:** Select the outgoing message and notification sound.
 - **Hear outgoing message sounds:** Enable this option to hear a sound when your text or multimedia message is sent.
 - **Vibrate:** Enable this option if you want the phone to vibrate when you receive a text or multimedia message.
 - **Your current country:** Auto-detects your current location.
 - **Advanced**
 - **Enhanced features:** Tap to select options such as using data for messaging, sending read receipts, showing typing indicator, and automatic resending if message gets undelivered.
 - **Group messaging:** Select whether to send individual SMS messages or a single MMS to all recipients in a group message.

- **Auto-download MMS:** Select this option to automatically retrieve all your multimedia messages completely. When selected, the multimedia message header plus the message body and attachments will automatically download to your phone. If you turn this off, only the multimedia message header will be retrieved and shown in the messages screen.
- **Auto-download MMS when roaming:** Select this option to automatically retrieve all your multimedia messages completely while roaming. Data roaming charges will apply.
- **Use simple characters:** Enable this option to convert special characters in SMS messages you send.
- **Wireless alerts:** Tap to see emergency alerts and cell broadcasts.
- **SIM card messages:** Displays the messages stored on your nano SIM card.
- **Phone number:** Enable or change the callback number for MMS.

Gmail

Use Google's Gmail service and your Google Account to send, receive, and manage your Gmail messages. Before using Gmail, you must register a Google (Gmail) Account on your phone. See [Google Account](#) for details.

Gmail Cautions

Gmail is handled as email from a PC. Restricting email from PCs on your phone prevents your phone from receiving Gmail.

Create and Send Gmail

Create and send an email message from your Gmail account.

1. Tap  >  >  **Gmail**.
 - ❖ The Gmail inbox opens.
2. In the inbox of the Gmail account you want to use, tap .
 - ❖ The Gmail composition window opens.
3. Enter the message recipient(s), subject, and message, and then tap .
 - ❖ The Gmail message is sent.

Gmail Composition Options

- **Adding Cc/Bcc:** In the mail composition window, tap  next to the "To" field.
- **Attaching Pictures or Videos:** In the mail composition window, tap  > **Attach file**, select the source of the attachment, and then select the file to attach.

- **Save as a Draft (Send Later):** In the mail composition window, tap  > **Save draft** to save it as a draft.
- **Delete Mail Being Composed:** In the mail composition window, tap  > **Discard**.

Notes:

- To view your draft email messages, in the inbox, tap  > **Drafts**.
- To view your sent messages, in the inbox, tap  > **Sent**.

Open Gmail Messages

Your phone allows you to access, read, and reply to all your Gmail messages.

Open Gmail Messages from Notifications

When new Gmail arrives, you will see  in the status bar.

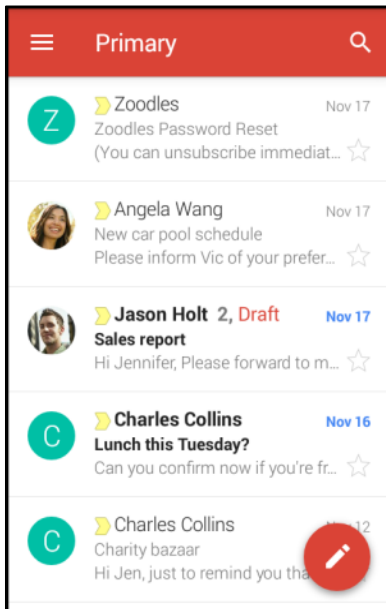
1. Pull down the status bar to display the notification panel.
2. Tap the new message from the notification panel.
 - ❖ The new Gmail message opens.
 - If you have two or more new Gmail messages, tapping the notification opens the Gmail inbox.

Open Gmail Messages from the Inbox

You can also read and reply to all your Gmail messages from the Gmail inbox.

1. Tap  >  >  **Gmail**.
 - ❖ The Gmail inbox opens.

2. Tap the message thread you want to view.



- ❖ The message thread opens, with the newest message displayed.

Options when Reviewing Gmail Messages

- **Replying to Gmail Messages:** With the Gmail message open, tap , compose your reply message, and tap .
 - To reply to all, tap and choose **Reply all**.
- **Forwarding Gmail Messages:** With the Gmail message open, tap > **Forward**, enter a recipient and an additional message, and tap **Send** .

Manage Gmail Messages

Your phone gives you control over how you manage your Gmail messages with labels, thread management, search capabilities, adding multiple Google Accounts, and more.

Reply To or Forward an Email Message

Use your Gmail Account to reply to or forward email messages.

1. Tap > > **Gmail**.
 - ❖ The inbox opens.
2. Tap the email message or conversation.
3. To reply to the sender, tap . Or, tap and choose whether to **Reply all** or **Forward**.

4. Do one of the following:

- If you are replying to the sender or you selected **Reply all**, enter your reply message.
- If you selected **Forward**, specify the message recipients.

Note: Tap **⋮** if you want to interleave your new message with the received email. However, this removes any attachments or formatting in the original email message.

5. Tap **➤** to send.

Use Gmail Labels

Gmail saves all mail in one box, but you can add labels that allow you to sort your Gmail conversation threads. For example, when a new thread starts with a received mail, the label "Inbox" is automatically added to the thread. By then adding the label "travel," all threads with "travel" are shown in a list.

1. Tap **☰** > **⋮** > **✉ Gmail**.

❖ The inbox opens.

2. Touch and hold a conversation thread to add a checkmark to it, and then tap **⋮** > **Move to**.

3. Tap a label for the thread, and then tap **OK**.

❖ The thread is added to the selected label.

Mute Gmail Threads

If registered on a mailing list, there will be threads with always-continuing conversations. For long threads that are not important, mute the threads and they will no longer appear in the inbox. When mail arrives that includes user's address as a recipient or in Cc, mail will again appear in the inbox.

1. Tap **☰** > **⋮** > **✉ Gmail**.

❖ The inbox opens.

2. Touch and hold a conversation thread to add a checkmark to it, and then tap **⋮** > **Mute**.

❖ The thread is now hidden.

Archive Gmail Threads

Remove sent and received Gmail threads so they do not appear in the inbox. When replies arrive for archived threads, they appear in the inbox again.

1. Tap **☰** > **⋮** > **✉ Gmail**.

❖ The inbox opens.

2. Swipe the conversation you want to archive left or right.

- ❖ The thread is now archived.

Delete Gmail Threads

If you no longer wish to keep a Gmail conversation thread, you can simply delete it from the inbox.

1. Tap  >  >  **Gmail**.

- ❖ The inbox opens.

2. Touch and hold a conversation thread to add a checkmark to it, and then tap .

- ❖ The thread is deleted.

Search Gmail Messages

If you need to find a specific message or message thread, you can search Gmail from the inbox.

1. Tap  >  >  **Gmail**.

- ❖ The inbox opens.

2. Tap , enter what you want to search for and tap **Search** on the keyboard.

- ❖ The search results appear. Tap a message or thread from the list to display it.

Report Spam Gmail

You can report spam Gmail messages from your phone's Gmail inbox.

1. Tap  >  >  **Gmail**.

- ❖ The inbox opens.

2. Touch and hold a conversation thread to add a checkmark to it, and then tap  > **Report spam**.

- ❖ The selected message is reported as spam Gmail.

Add Another Google (Gmail) Account

If you have two or more Gmail accounts, you can add them on your phone and easily switch between accounts in Gmail.

- To add another Gmail account, see [Create a Google Account](#).

Switch between Gmail Accounts

If you have more than one Gmail account or another email account set up, you can switch between them in the Gmail app.

1. Tap  >  >  **Gmail**.

- ❖ The inbox opens.

2. Tap  and select the account you want to access.

❖ The selected account inbox is displayed.

Gmail Settings

You can access settings for the Gmail app and for your individual Gmail accounts from the Gmail Settings menu.

1. Tap  >  >  **Gmail**.

❖ The Primary inbox opens.

2. Tap  > **Settings**.

3. Tap **General settings** to access settings for all accounts, or tap an **account name** to configure settings for a specific Gmail account.
 - **General settings:** Gmail default action, Conversation view, Swipe actions, Sender image, Reply all, Auto-fit messages, Auto-advance, Confirm before deleting, Confirm before archiving, and Confirm before sending.
 - **Account settings:** Inbox type, Inbox categories, Notifications, Inbox sound & vibrate, Signature, Vacation responder, Sync Gmail, Days of mail to sync, Manage labels, Download attachments, and Images.

Note: Available settings are subject to change.

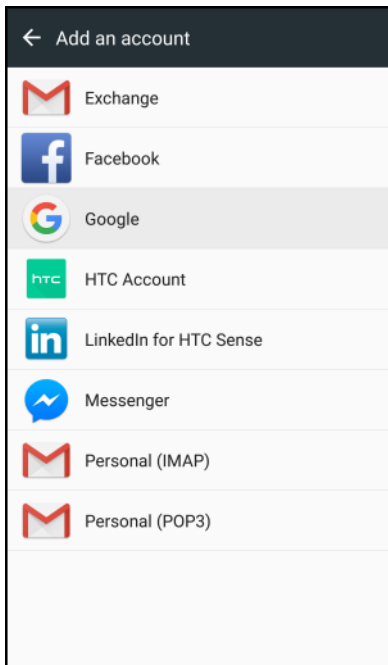
Add an Exchange ActiveSync Account in Gmail

If you synchronize your phone with your Exchange ActiveSync account, you can read, manage, and send email in the same easy way as with a Gmail account.

Important: Ask your network administrator or email service provider for additional email settings that you may need such as the server address and client certificate.

1. Tap  >  >  **Settings** > **Accounts & sync**.

2. Tap **+** > **Exchange**.



3. Enter the email address and password for your email account, and then tap **Next**.
4. In the Incoming server settings screen, you can set the following options:
 - **Client certificate:** Tap **Select** and choose the client certification, if required.
 - **Server:** Enter the server address.
 - **Port:** Enter the port number.
 - **Security type:** Tap to select the security type if your system requires SSL encryption.
5. Tap **Finish**.
 - ❖ Your corporate email account is set up and you will begin receiving email for the account in Gmail.

Get Help with Gmail

Find out more about how to use Gmail.

- In the Gmail inbox, tap **≡** > **Help & feedback**.

Internet and Social Networking

Understand your phone's data connection and start your social networking with handy apps that are readily available on your phone.

Data Services General Information (4G LTE and 3G Networks)

The following topics will help you learn the basics of using your data services, including managing your user name, launching a data connection, and navigating the Web with your phone.

Important: Certain data services requests may require additional time to process. While your phone is loading the requested service, the touchscreen may appear unresponsive when in fact they are functioning properly. Allow the phone some time to process your data usage request.

4G LTE

The Sprint 4G LTE network provides your phone with wireless Internet access over greater distances than Wi-Fi and delivers data transfer rates of up to 60 Mbps. To connect your phone to the 4G LTE network, you must be in an area covered by the 4G LTE network.

For more information about the availability of Sprint 4G LTE service in your location, visit Sprintmobile.com.

Note: The availability and range of the network depends on a number of factors including your distance to the base station, and infrastructure and other objects through which the signal passes.

Set Your Network Options

1. Tap  >  >  **Settings**.
 2. Under Wireless & networks, tap **Mobile data** > **Network mode**.
 3. Select **LTE/CDMA** or **Automatic**.
- ❖ The phone will scan for the best available Sprint network and will automatically connect to it.

When your phone is connected via 4G LTE, **LTE** appears above the signal strength indicator  in the status bar.

Note: The network is self-discoverable, which means no additional steps are required for your phone to connect to it.

Data Connection Status and Indicators

Your phone displays the current status of your data connection through indicators at the top of the screen. The following symbols are used:

Icon	Status
	Network (full signal): The icon indicates the strength of the signal.
	4G LTE data service: Your phone is connected to a 4G LTE network.
	3G data service: Your phone is connected to the 3G data network.

Turn the Data Connection On or Off

Turn your data connection off to optimize the phone's battery life and your data usage.

1. Swipe down from the status bar with two fingers to open Quick Settings.
2. Tap **Mobile data** to turn data connection on or off.

Note: If you don't have the data connection turned on and you're also not connected to a Wi-Fi network, you won't receive automatic updates to your email, social network accounts, and other synced information.

Manage Your Data Usage

If you're on a limited data allowance, it's important to keep track of the activities and apps that usually send and receive data, such as browsing the Web, syncing online accounts, and sending email or sharing status updates.

Here are some other examples:

- Streaming Web videos and music
- Tuning in to Internet radio
- Playing online games
- Downloading apps, maps, and files
- Refreshing apps to update info and feeds
- Uploading and backing up your files to your online storage account
- Using your phone as a Mobile Hotspot
- Sharing your mobile data connection by USB tethering

To help you save on data usage, connect to a Wi-Fi network whenever possible and set your online accounts and emails to sync less frequently.

Data Saver

Use Data Saver to reduce mobile data by restricting background data usage of selected apps. You can also set Data Saver to ignore those apps you want to always have access to data—such as your email app.

1. Tap  >  >  **Settings**.
2. Under Wireless & networks, tap **More** > **Data usage**.
3. Tap **Data saver** and then tap the switch to turn it on.
4. Tap **Unrestricted data access**, and then select those apps that you want ignored by Data Saver.
 - ❖ The apps you select will not have their data usage restricted.

Keep Track of Your Data Usage

Note: Data usage measured by your phone may differ from, and be less than, your actual data usage.

1. Tap  >  >  **Settings**.
2. Under Wireless & networks, tap **More** > **Data usage**.
 - ❖ At the top you'll see a bar that displays the data usage to date, and the data usage cycle, alert, and limit.
3. Tap **Mobile data usage** and then tap .
4. Tap **Reset data usage**, set the day of the month when your usage cycle resets, and then tap **Set**. This date is usually the start of your monthly billing cycle.
5. Tap **Set data warning** to enable, and then tap **Data warning**.
6. Enter the amount of data usage at which you'll be alerted before you reach your monthly data limit and tap **Set**. Tap  to select between gigabytes and megabytes of data.
7. Enable **Set data limit** to automatically disable your data connection when you reach the set limit.
8. Tap **Data limit** and enter the set data usage at which your data connection will automatically be disabled.

View the Data Usage of Apps

1. Tap  >  >  **Settings**.
2. Under Wireless & networks, tap **More** > **Data usage**.
3. Tap **Mobile data usage**.
4. Drag the lines left and right to display the usage at a specific duration within your usage cycle.

5. Scroll down the screen to see a list of apps and their data usage info.
6. Tap an app to see more details.

Chrome Browser

You can use the Chrome mobile Web browser to browse the Web on your phone. If you are signed in with a Google Account, the Chrome browser will import all your bookmarks and other Web preferences for use on your phone.

Go to a Website

1. Tap  >  **Chrome**.
 - ❖ Chrome opens.
2. Tap the address bar at the top and enter search words (for a Google search) or a Web address (URL).
 - ❖ The search results appear or a Web page opens.

Chrome Support

- To find on-phone help with Chrome, from Chrome, tap  > **Help & feedback**.
 - ❖ A Web page will open displaying Google help for Chrome.

Tip: For more information, from your computer, visit: google.com/intl/en/chrome/browser/mobile/.

Facebook

Post updates, read what your friends are up to, upload pictures and check-ins, and more with on-the-go Facebook access.

Update the Facebook App on Your Phone

Before you use Facebook on your phone, you must download and install the app update from the Google Play store app. See [Find and Install an App](#) for details.

1. Tap  >  >  **Play Store**.
2. Tap the search bar and search for "facebook".
3. Tap **Facebook** from the results list.
4. Tap **Update**.
 - ❖ The app update will be downloaded and installed on your phone.
5. When the download has completed, tap **Open**.

- To open the app from the home screen, tap  >  >  **Facebook**.

Use Facebook

Once you've downloaded the Facebook app and signed in, you can post and read updates, upload pictures, tag locations, and more, all from your phone.

1. Tap  >  >  **Facebook**
 - ❖ The Facebook app launches.
 - If this is the first time you've used Facebook on your phone, enter your Facebook ID and password and tap **Log in** to sign in to an existing account, or tap **Sign Up for Facebook** to set up a new Facebook account.
2. Tap **Status** and type an update, tap **Photo** and upload a picture from the gallery, tap **Check In** to share your location, "Like" and comment on friends' posts, and more.

Twitter

Tweet (post messages) and view other people's tweets on Twitter. Login may be required to use Twitter. For details on Twitter, visit twitter.com.

Install the Twitter App on Your Phone

Before you can use Twitter on your phone, you have to download and install the app from Google Play. See [Find and Install an App](#) for details.

1. Tap  >  >  **Play Store**.
2. Tap  and search for "twitter."
3. Tap **Twitter** from the results list.
4. Tap **Install**, and then tap **Accept**.
5. When the download has completed, tap **Open**. To open the app from the Home screen, tap  >  **Twitter**.

Tweet on Twitter

Read Twitter feeds, follow your friends, and tweet your own updates right from your phone.

1. Tap  >  >  **Twitter**.
 - ❖ The Twitter app launches.
 - If this is the first time you've used Twitter on your phone, tap **Log in** to sign in to an existing account, or tap **Sign up** to set up a new Twitter account.

2. Tap the "What's happening?" text box, type a tweet, and tap **Tweet**.

❖ The tweet is sent and appears on your Twitter feed.

Connectivity

The following topics address your phone's connectivity options, including USB file transfer and tethering, Wi-Fi, Bluetooth, and more.

Wi-Fi

Wi-Fi provides wireless Internet access over distances of up to 300 feet. To use your phone's Wi-Fi, you need access to a wireless access point or "hotspot."

Note: The availability and range of the Wi-Fi signal depends on a number of factors, including infrastructure and other objects through which the signal passes.

Turn Wi-Fi On and Connect to a Wireless Network

It's quick and easy to turn Wi-Fi on and connect to a wireless network.

1. Tap  >  >  **Settings**
2. Tap the **Wi-Fi** On/Off switch to turn Wi-Fi on or off.
3. Tap **Wi-Fi** to see a list of detected Wi-Fi networks.

Note: To manually scan for Wi-Fi networks, tap  > **Scan**. Tap  to view saved networks, enable a notification when public Wi-Fi is available, and set Wi-Fi status during sleep mode.

4. Tap the Wi-Fi network you want to connect to.
5. If you selected a secured network, you'll be asked to enter the network key or password.
6. Tap **Connect**. You'll see the Wi-Fi icon () in the status bar when connected.

Connect to a Wi-Fi Network via WPS

If you're using a Wi-Fi router with Wi-Fi Protected Setup (WPS), you can connect your phone easily.

1. Tap  >  >  **Settings**
2. Tap the **Wi-Fi** On/Off switch to turn Wi-Fi on.
3. Tap **Wi-Fi**.
4. Tap  > **WPS Push**, and then press the WPS button on your Wi-Fi router.

Note: To use the Wi-Fi Protected Setup (WPS) PIN method, tap  > **WPS Pin Entry**.

Disconnect from a Wireless Network

Quickly disconnect from a wireless network your phone is connected to.

1. Tap  >  >  **Settings**
2. Tap the **Wi-Fi** On/Off switch to turn Wi-Fi on.
3. Tap **Wi-Fi**.
4. Tap the wireless network that the phone is connected to, and then tap **Disconnect**.
5. If you want to remove the settings for this network, touch and hold the network name, and then tap **Forget network**.

Wi-Fi Direct

Use Wi-Fi Direct to connect directly to other Wi-Fi Direct devices simply via Wi-Fi, without an access point or via the Internet.

1. Tap  >  >  **Settings**.
2. Tap the **Wi-Fi** On/Off switch to turn Wi-Fi on.
3. Tap **Wi-Fi**.
4. Tap  > **Wi-Fi Direct**.

❖ The Wi-Fi Direct settings menu appears.

Note: Wi-Fi Direct and Wi-Fi are unavailable at the same time.

5. Tap a device with which to connect. If connected via Wi-Fi, you will see a confirmation. Follow the onscreen instructions.
6. Accept the connection on the other device.

❖ The phone is connected via Wi-Fi Direct.
 - If a connection is not accepted after a certain period, the connection request is cancelled.
7. To stop a connection, tap **End connection** > **OK**.

Bluetooth

Bluetooth is a short-range communications technology that allows you to connect wirelessly to a number of Bluetooth devices, such as headsets and hands-free car kits, and Bluetooth-enabled handhelds, computers, printers, and wireless phones. The Bluetooth communication range is usually approximately 30 feet.

Bluetooth Function Cautions

Information may not appear correctly on connected devices depending on the transferred data.

Bluetooth Information

Bluetooth is a technology that enables wireless connection with PCs, Bluetooth devices with hands-free features, etc.

Function	Description
Audio output	Listen to music, etc., wirelessly.
Hands-free calls	Call hands-free, using Bluetooth-capable hands-free devices and headsets.
Data exchange	Exchange data with Bluetooth devices.

Enable the Bluetooth Feature

Use the settings menu to enable or disable your phone's Bluetooth capabilities.

- Wireless connection to all Bluetooth® functions is not guaranteed for the phone.
- The phone may not connect properly depending on the other device.
- Noise may be experienced with wireless calls and hands-free calls depending on the conditions.

To enable Bluetooth:

1. Tap  >  >  **Settings**.
2. Tap the **Bluetooth** On/Off switch to turn the Bluetooth connection on and off.
3. Tap **Bluetooth** to see a list of available devices.

Tip: You can also turn Bluetooth on or off with the toggle menu in the notification panel. Pull down the status bar to display the notification panel and then tap **Bluetooth** to turn Bluetooth on or off.

Note: Turn off Bluetooth when not in use to conserve battery power, or in places where using a wireless phone is prohibited, such as aboard an aircraft and in hospitals.

Pair Bluetooth Devices

Search for and pair nearby Bluetooth devices. Registered Bluetooth® devices can be connected simply.

- Enable the Bluetooth function on the Bluetooth devices being paired beforehand.

Important: For you to listen to music with your headset, the headset must support the A2DP Bluetooth profile.

Note: Before you connect your headset, make it discoverable so your phone can find it. Refer to your headset manual for details.

1. Swipe down from the status bar with two fingers to open Quick Settings.

2. Tap **Bluetooth** to turn Bluetooth on. You'll also see a list of paired devices.
3. Tap **More settings**.
 - ❖ The Bluetooth settings open.
 - Nearby devices appear in the “Available devices” list.
 - If a target device is not detected, tap **Scan for devices** to search again.
4. Tap a device from the “Available devices” list, and follow the onscreen instructions to pair with the device.
 - ❖ The Bluetooth device is paired to your phone.
 - Methods to accept a Bluetooth connection differ depending on the devices used.

Unpairing from a Bluetooth Device

1. Tap  >  >  **Settings**.
2. Tap the **Bluetooth** On/Off switch to turn Bluetooth on.
3. In the Paired devices section, tap  next to the device to unpair.
4. Tap **Unpair**.
 - ❖ The device is unpaired from your phone. To make another connection with the device, you will need to pair again.

Connect to a Paired Bluetooth Device

You can listen to music over a Bluetooth stereo headset, or have hands-free conversations using a compatible Bluetooth headset or car kit. It's the same procedure to set up stereo audio and hands-free devices.

Important: Make sure that the headset is discoverable. Refer to the headset manual for details.

1. Turn Bluetooth on and check the list of available devices. See [Enable the Bluetooth Feature](#).
2. If you don't see your headset listed, tap **Scan for devices** to refresh the list.
3. Tap the name of your headset in the Available Devices section. HTC U11 pairs with the headset and the headset connection status is displayed in the Paired Devices section.
4. If prompted to enter a passcode, try 0000 or 1234, or consult the headset documentation to find the passcode.
 - ❖ When the Bluetooth headset is connected, you'll see  in the status bar.

Note: Due to different specifications and features of other Bluetooth-compatible devices, display and operations may be different, and functions such as transfer or exchange may not be possible with all Bluetooth-compatible devices.

Reconnect a Bluetooth Headset

Normally, you can easily reconnect your headset by switching on Bluetooth on HTC U11, and then turning on the headset.

However, you might have to connect manually if your headset has been used with another Bluetooth device.

1. Tap  >  >  **Settings**.
2. Tap the **Bluetooth** On/Off switch to turn Bluetooth on.
3. Tap the headset's name in the Paired Devices section.
4. If prompted to enter a passcode, try 0000 or 1234, or consult the headset documentation to find the passcode.

Send Information Using Bluetooth

You can use Bluetooth to transfer information between your phone and another Bluetooth-enabled device such as a phone or notebook computer.

Types of Data You Can Send via Bluetooth

You can send the following types of information, depending on the device you are sending to:

- Images and videos
- Calendar events
- Contacts
- Audio files

In the instructions below, Contacts data is being used as an example.

Sending Contacts Data via Bluetooth

1. Tap  >  >  **People**.
2. Do any of the following:
 - To send someone's contact information, touch and hold the name of the contact (not the icon or photo), and then tap **Send contact as vCard**.
 - To send your contact information, touch and hold **My profile**, and then tap **Send my profile**.
3. Tap **Send contact via** and choose **Bluetooth**.
4. Select the type of information you want to send.
5. Tap **Send**.

6. Tap a paired device to receive the data.
- ❖ The contact information is sent.
 - If you see a message to confirm, follow the onscreen instructions.

Receive Information via Bluetooth

Your phone lets you receive various files with Bluetooth, including photos, contact info, and documents such as PDFs.

Important: Refer to the other device's documentation for instructions on sending information over Bluetooth.

1. Tap  >  >  **Settings**.
2. Tap the **Bluetooth** On/Off switch to turn Bluetooth on.
3. On the sending device, send one or more files to your phone.
4. If asked, accept the pairing request on your phone and on the sending device. You may also be prompted to enter the same passcode or confirm the auto-generated passcode on both devices.
 - ❖ You'll then get a Bluetooth authorization request.
5. Tap **Pair**.
6. When your phone receives a file transfer request notification, slide the notification panel down, tap the incoming file notification, and then tap **Accept**.
7. When a file is transferred, a notification is displayed. Slide the notification panel down, and then tap the relevant notification to view the file.

Bluetooth Tethering

Use Tethering to share your device's Internet connection with a computer that connects to your device via Bluetooth.

Notes:

- To make sure that the USB drivers for your phone are up-to-date, install the latest version of HTC Sync Manager on your computer.
 - You may need to have tethering added to your data plan. Contact Sprint for details.
 - Make sure that mobile data is turned on.
1. Swipe down from the status bar, and then tap .
 2. Under Wireless & networks, tap **More**.
 3. Tap **Mobile network sharing** > **Bluetooth tethering**.
 4. Tap **Next**.

- ❖ Tethering is turned on, and your phone's Internet connection can be shared with a connected device.
 - For Bluetooth tethering, pair your phone with the other device via Bluetooth. See [Pair Bluetooth Devices](#) for details.
- 5. Launch the Web browser on the other device to confirm you have an Internet connection.

Virtual Private Networks (VPN)

Add virtual private networks (VPNs) so you can connect and access resources inside a local network, such as your corporate network.

Before you can connect to your organization's local network, you may be asked to:

- Install security certificates
- Enter your login credentials
- Download and install a required VPN app if you're connecting to a secured enterprise network. Contact your network administrator for details.

Also, your phone must first establish a Wi-Fi or data connection before you can start a VPN connection. For information about setting up and using these connections on your phone, see [Data Services General Information \(4G LTE and 3G Networks\)](#).

Add a VPN Connection

You must first set a lock screen PIN or password before you can use credential storage and set up the VPN.

1. Tap  >  >  **Settings**.
2. Under Wireless & networks, tap **More** > **VPN**.
3. Tap .
4. Enter the VPN settings and set them up according to the security details your network administrator gave you.
5. Tap **Save**.

Connect to a VPN

After you've added a VPN connection, you are now ready to connect and access that network.

1. Tap  >  >  **Settings**.
2. Under Wireless & networks, tap **More** > **VPN**.
3. Tap the VPN that you want to connect to.

4. Enter your login credentials, and then tap **Connect**. When you are connected, the VPN connected icon  appears in the notification area of the status bar.

You can then open the Web browser to access resources such as your corporate network intranet. For more information, see [Chrome Browser](#).

Disconnect From a VPN

Disconnect from the VPN when you're done accessing your intranet sites.

1. Slide the notification panel open.
2. Tap the VPN connection, and then tap **Disconnect**.

Mobile Hotspot

Hotspot allows you to turn your phone into a Wi-Fi hotspot. When this feature is turned on, you can share your phone's mobile data services via Wi-Fi with other Wi-Fi enabled devices. The feature works best when used in conjunction with 4G data services (although 3G service can also be used).

Important: Use of the Hotspot feature requires an additional subscription. Access your account via My Sprint (tap  >  >  **My Sprint**) to learn more.

Notes:

- Turning on Hotspot on will disable your phone's connection to other Wi-Fi networks.
- The best way to keep using the phone as a hotspot is to have it connected to a power supply.

Set Up Hotspot

1. Swipe down from the status bar, and then tap .
2. Under Wireless & networks, tap **More**.
3. Tap **Mobile network sharing** > **Mobile Hotspot** > **OK**.
4. Enter a router name or use the default router name.
5. Set the password (key) for your wireless router or use the default password.

Important: To help minimize security risks, use the default settings and set a secure and unique password.

Important: Write down the passkey (password) for this communication (shown onscreen).

Note: The password is the key other people need to enter on their device so they can connect and use your phone as a wireless router.

6. Tap the **Mobile Hotspot** switch to turn on the wireless router.

Your phone is ready to be used as a wireless router when you see  on the status bar.

Connect to Hotspot

1. Enable Wi-Fi (wireless) functionality on your target device (laptop, media device, etc.).
 2. Scan for Wi-Fi networks from the device and select your phone hotspot from the network list.
 3. Follow the onscreen instructions to enter the passkey.
- ❖ The device is connected via your phone's Hotspot.

Transfer Content to Your New Phone

You can easily transfer content, contacts, messages, calendar events, music, photos, videos, and more from other phones or your computer to your new phone using the HTC Transfer Tool, Bluetooth[®], or direct USB connection.

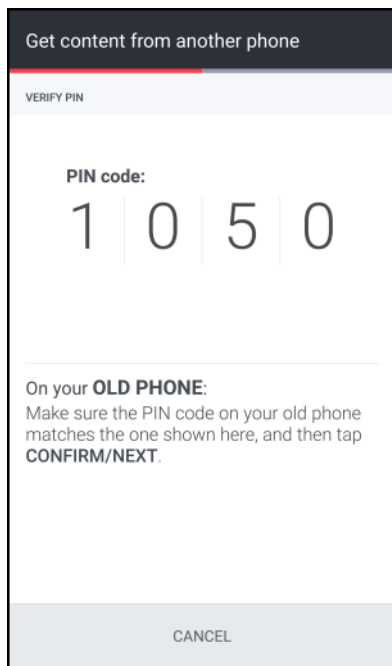
Transfer Content from an Android Phone

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

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

1. Tap  >  >  **Settings > Get content from another phone.**
2. Choose whether to transfer from an old HTC Android phone or other Android phone.
3. On the Get content from another phone screen, tap **Next**.
4. Follow the steps shown on your new phone to download and install 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 your new phone before you continue.



Note: 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 U11. 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.

Transfer Content from an iPhone

If you have an iPhone®, there are easy ways to transfer your contacts, messages, and other content to your HTC U11.

- Back up and restore iPhone content through iCloud®. For details, see [Transfer iPhone Content Through iCloud](#).
- Back up iPhone content using iTunes® on your computer, and then use HTC Sync Manager to transfer the content to HTC U11. For details, see [HTC Sync Manager](#).

Transfer iPhone Content Through iCloud

If you have an iCloud account, sync iPhone content to your iCloud storage, and then transfer the content to HTC U11. You can transfer the following types of content from iCloud: contacts, bookmarks, text messages, messages from iMessage®, calendar events, and photos.

1. 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, and then tap **Sign in**.
4. Choose the iPhone backup that you want to transfer to HTC U11, and then tap **Next**.
5. Choose the types of content you want to transfer, and then tap **Import**.
6. Wait for the transfer to finish, and then tap **Done**.

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

Ways of Transferring Contacts and Other Content into Your Phone

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

- **Sync with your computer.** Use HTC Sync Manager to sync contacts, documents, playlists, and more between your phone and a computer running a Windows® or Mac OS X® operating system. You can also use it to transfer iTunes backup that contains contacts, messages, and other content from an iPhone to your computer, and then to your HTC phone. For details, see [HTC Sync Manager](#).
- **Google Account.** Google contacts are imported to your phone after you sign in to your Google Account. You can also create more Google contacts right from your phone.
- **Social network accounts.** Log in to your favorite social networks to sync contact information from them.
- **Microsoft® Exchange ActiveSync®.** Your 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 your phone, if you don't prefer to store them on your online accounts.

Transfer Files Between Your Phone and a Computer

You can use the supplied USB/charging cable to connect your phone directly to your computer and transfer music, pictures, and other content files.

For example, if you have a music album stored on your computer that you want to listen to on your phone with any of the music apps, just attach your phone to the computer and copy the files to the music folder.

Transfer Content Between Your Phone and Computer

These are ways you can transfer content to or from your computer.

- **Connect your phone to your computer.** Your computer will recognize it just like any removable USB drive, and you can copy your media between them.

- **Download and use the HTC Sync Manager software on your computer.** You can set it up to automatically get music, photos, and videos off your phone to your computer. You can also sync playlists from your computer to the phone.

If you have an iPhone, you can even connect it and transfer the camera roll (photos and videos) to your computer. Then reconnect your phone and copy them over. For details, see [HTC Sync Manager](#).

- Use cloud storage services to put your media in one place so you can manage them anywhere—on your computer, HTC U11, and other mobile devices.

USB Type-C

Check out some frequently asked questions about the USB Type-C Accessory/charging port on the HTC U11.

Am I required to use the provided USB Type-C cable or can I use a third-party cable?

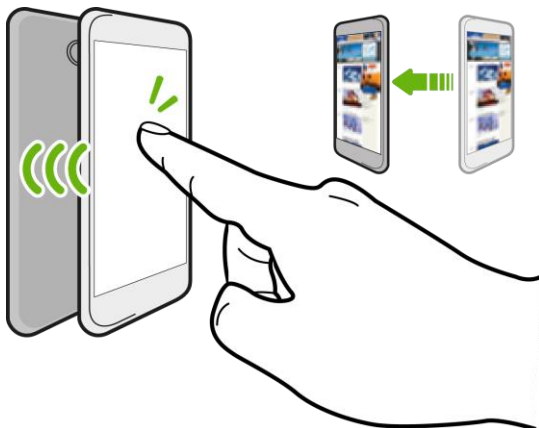
HTC recommends that you use the USB cable that was provided with your phone for optimal performance and compatibility. While third-party cables should work, there may be variances in power output and this may cause performance degradation or other power-related issues. If you want to purchase another USB cable for your phone, please visit htc.com/accessories. If you decide to buy a USB cable elsewhere, look for the USB-IF certified logo. Please visit usb.org/kcompliance/view to see if your USB cable received a USB-IF certification.

How does the USB Type-C connector differ from the micro USB connector on my old phone?

The main difference is that USB Type-C is reversible and you can insert the connector to the USB/charger port of the phone in any horizontal orientation and it will still work.

Share Content with NFC

With built-in NFC (near field communication) on your phone, you can share content to someone's mobile phone in an instant. Beam a webpage you're viewing, contact information, and more by just holding your phone and the other phone back to back.



Turn NFC On

Before you can beam content to another NFC-capable device, you need to enable NFC on your phone.

1. Tap  >  >  **Settings**.
2. Under Wireless & networks, tap **More**.
3. Tap the **NFC** On/Off switch to turn it on and off.

Beam Content

Make sure that both devices are unlocked and have NFC turned on. If the other device has an Android Beam™ option, make sure it is also turned on.

1. While viewing the content that you want to share, hold your phone and the other phone back to back.
 - Make sure that the NFC area (shaded part) of your phone and the other phone's NFC area are close to one another. Experiment by slightly moving the phones until a connection is made.



2. When your phone vibrates, tap the screen to send the content to the other device.

The shared content appears on the other screen. For some items that you've shared (such as contact information), additional instructions on how to save the item will appear on the receiving device.

HTC Connect

With HTC Connect®, wirelessly stream music or video from HTC U11 to your speakers or TV by just swiping up the screen with 3 fingers.

You can stream media to any of the following types of devices:

- Airplay® speakers or Apple TV®

- Multi-room speakers that support Qualcomm® AllPlay™ smart media platform
- Blackfire® compliant multi-room speakers
- DLNA® compatible speakers and TV
- Miracast™ compatible display devices
- Chromecast™ compatible display devices
- Bluetooth speakers
- HTC certified consumer electronic devices or accessories that have the HTC Connect logo.

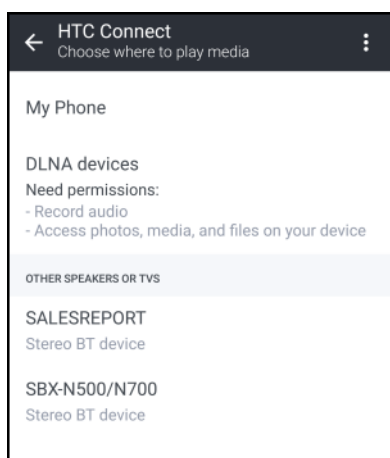


Note: Some devices may need to be paired before you can share to them.

Share Media Using HTC Connect

Before you start, make sure you have set up your speakers, TV, or appliance to connect to your Wi-Fi network. Refer to its documentation on how to set it up.

1. Open and play any music or other media content that you want to share from your phone.
2. Swipe up with three fingers on the screen.
3. Choose the device you want to connect to.



4. Once connected, use your phone to control the volume, pause or resume playback, and more.

5. To stop wireless media sharing and disconnect from the device, swipe down with three fingers on the screen.

Stream Music to Speakers Powered by Qualcomm AllPlay Media Platform

Before you start, make sure your AllPlay speakers are connected to your Wi-Fi network. Refer to the documentation that comes with your speakers to set up and connect them to your Wi-Fi network.

1. After connecting your AllPlay speakers to your Wi-Fi network, open a music app on your phone.
2. Swipe up with three fingers on the screen.
 - ❖ Your phone then turns Wi-Fi on automatically and scans for media devices on your Wi-Fi network. You'll then see the available speakers listed.
3. Tap the speaker you want to connect to.
4. In the music app that you're using, start playing music. You'll then hear the music play from the speaker you've selected.
5. To switch between speakers or to group them, swipe up the screen again with three fingers.
 - Just tap another speaker to stream music to it.
 - To group speakers so that music plays through them at the same time, tap the **Group** button next to a speaker name, select the other speakers you want to group it with, and then tap **OK**.

Stream Music to AirPlay Speakers or Apple TV

Before you start, make sure your device is connected to your Wi-Fi network. Refer to the documentation that comes with your AirPlay speakers or Apple TV for details.

1. After connecting your AirPlay speakers or Apple TV to your Wi-Fi network, open a music app on your phone.
2. Swipe up with three fingers on the screen.
 - ❖ Your phone turns Wi-Fi on automatically and scans for media devices on your Wi-Fi network. You'll then see the available devices listed.
3. Tap the device you want to connect to.
4. In the music app that you're using, start playing music. You'll then hear the music play from the device you've selected.

Stream Music to Blackfire Compliant Speakers

Play music simultaneously to multiple Blackfire compliant speakers from your phone.



Before you start, make sure your speakers are connected to your Wi-Fi network. Refer to the documentation that comes with your speakers to set up and connect them to your Wi-Fi network.

1. After connecting your speakers to your Wi-Fi network, open a music app on your phone.
2. Swipe up with three fingers on the screen.
 - ❖ Your phone then turns Wi-Fi on automatically and scans for media devices on your Wi-Fi network. You'll then see the available speakers listed.
3. Tap the speaker you want to connect to.
4. In the music app that you're using, start playing music.
 - ❖ You'll then hear the music play from the speaker you've selected.
5. To switch between speakers or to group them, swipe up the screen again with three fingers.
 - To stream music to another speaker, just tap it.
 - To group speakers so that music plays through them at the same time, tap the **Group** button next to a speaker name, select the other speakers you want to group it with, and then tap **OK**.

Rename the Speakers

You can rename your Blackfire compliant speakers in Settings.

1. Make sure the speakers are connected to your Wi-Fi network.
2. Tap  >  >  **Settings** > **HTC Connect**.
 - ❖ Your phone then turns Wi-Fi on automatically and scans for media devices on your Wi-Fi network. You'll then see the available Blackfire speakers listed.
3. Tap  next to a speaker name.
4. Enter the new speaker name, and then tap **Done**.

Apps and Entertainment

The following set of topics will explore the features that make your phone so much more than a phone, from the camera and productivity apps to music, entertainment, and more.

Camera and Video

Take great photos and videos and make them more memorable by applying a variety of effects and scenes.

You can use the front and main cameras to take and share pictures and videos.

Capturing Pictures/Videos

- **File Format for Pictures:** File format for pictures is JPEG or DNG for RAW photos.
- **File Format for Videos:** File format for videos is MPEG4.

! Camera Cautions

If Lens Becomes Dirty: Fingerprints/smudges on lens prevent capturing of clear still images/videos. Wipe lens with a soft cloth beforehand.

Avoid Exposure to Direct Sunlight: Be careful not to expose lens to direct sunlight for long periods. May discolor color filter and affect color of images.

Open the Camera and Adjust the Settings

For your convenience, there's more than one way you can do to launch the Camera app.

- If you've already set up Edge Sense, just squeeze the lower sides of the phone. For details, see [Edge Sense](#).
- On the Home screen, tap the Camera icon  to open the Camera app.
- Press the **Power/Lock** button twice while the display is off.

Tip: Make sure **Press power button twice for camera** is selected in **Settings > Display, gestures & buttons**.

- ❖ You'll see **Photo** mode, which is the default capture mode.

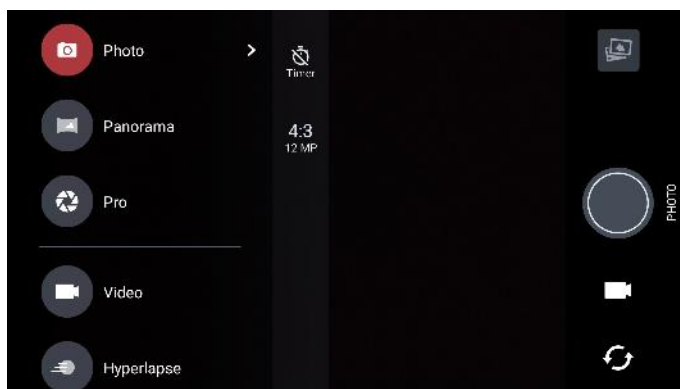


Icon	Function
	Switch between flash modes.
	Open the slideout menu to select a capture mode and choose camera settings.
	Toggle photo HDR between auto, on, and off.
	Switch between the front camera and main camera.
	Switch between Video and Photo modes.
	Capture a photo.
	View the last photo or video taken.

Choose a Capture Mode

Switch to a capture mode to use for taking photos or videos. The camera on HTC U11 separates capture modes into categories so that you can quickly find which mode you want.

- On the Viewfinder screen, tap  to open the slideout menu.
 - You can also swipe right from the left edge in landscape orientation or swipe down from the top edge in portrait orientation.
- Scroll through the menu to see the available capture modes.

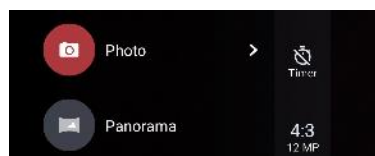


- Tap the capture mode you want to use.
- To quickly switch between the front and main camera, tap  on the Viewfinder screen.

- You can quickly switch back to either Photo or Video mode when you're in other capture modes without opening the slideout menu. Right below the main shutter button, just tap  to switch back to Photo mode or  to switch back to Video mode.

Capture Mode Settings

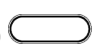
You can change the settings for some of the capture modes such as Photo or Video mode. To change settings, select a mode and then tap  to view and choose the available settings for the mode.



Mode	Setting	Description
Photo Selfie Photo Pro		Toggle between the time settings to set the self-timer or turn off the self-timer. See Selfies and People Shots .
	4:3	Set the photo quality and aspect ratio. See Set the Photo Quality and Size .
		Set the video quality. See Set the Video Resolution .
Video Selfie Video		Tap this icon to toggle between high resolution audio and 3D audio. See Turn on High Resolution Audio and Record Video Using Acoustic Focus .
Video		Tap Acoustic Focus to turn Acoustic Focus on and off. See Record Video Using Acoustic Focus .
Pro		Choose RAW or JPG format for photos. See Manually Adjust Camera Settings .
Selfie Photo Selfie Panorama		Turn Live Makeup on and off. See Selfies and People Shots .

Set the Photo Quality and Size

Before you capture, select the photo quality and size.

- Tap  >  **Camera**.
- Switch to **Photo** or **Selfie Photo** mode. Or, select **Pro** mode.

3. Tap  to open the slideout menu.
4. Tap the current setting—for example **4:3** — to change the photo quality and size, or aspect ratio.

Touch Autoexposure

Turn **Touch autoexposure** on in Camera settings if you want the main camera to automatically adjust the exposure levels when you tap a darker area on the Viewfinder screen.

1. Tap  >  **Camera**.
2. Tap  to open the slideout menu.
3. Tap **Settings**.
4. Select or clear the **Touch autoexposure** option.

Zooming

Before taking a photo or video, slide two fingers apart to zoom in or together to zoom out. You can also freely zoom in or out while recording.

Turn the Camera Flash On or Off

On the Viewfinder screen, tap the flash icon to choose a flash setting.

- When using Flash on  or Auto flash mode , the camera intelligently sets the best flash brightness for your photo.
- In Selfie Photo mode, you can also tap the flash icon to turn the screen flash on or off.

Use the Volume Button for Taking Photos and Videos

If you feel much comfortable with using push-buttons when taking photos and videos, you can set your phone to use the **Volume** button as the Camera app's shutter release or zoom control.

1. Tap  >  **Camera**.
2. On the Viewfinder screen, tap  to open the slideout menu.
3. Tap **Settings > Volume button options**.
4. Choose how you want to use the **Volume** button when you're in the Camera app.

Close the Camera App

Tap  or  to close the Camera app and return to the Home screen or the previous screen.

Take a Picture

Whether it's moving or not, clearly capture any moment with your phone's camera.

Note: If you have an SD card installed, you can choose to save pictures and videos to the SD card. If no card is installed, pictures and videos are saved to your phone's memory.

1. Tap  >  **Camera**.
2. Switch to **Photo** mode, if you're not in this mode. See [Choose a Capture Mode](#).
3. Point the camera at what you want to capture. The camera adjusts the focus automatically as you move it. You can also tap the screen to change the focus to a different subject.
4. To manually adjust the exposure, tap the screen, and then drag your finger up and down.



5. When you're ready to take the shot, tap .

Tip: In Photo mode's settings, tap **Camera options**, and then turn on **Auto smile capture** to set the camera to take a photo automatically when your subject smiles.

Capture Better Photos

To get better captures with the Camera app, here are some tips on what to do while taking your shots.

Before Capturing

If you find that your shots are coming out a little blurry, try these tips.

- Make sure that the camera lens and dual flash are clean and without fingerprints. Use a soft, clean, microfiber cloth to wipe them.
- Hold the phone so that your fingers aren't blocking the camera lens or flash lenses.

Take Clear, Sharp Shots

- Tap the screen to focus and dynamically readjust the image contrast, which is sometimes desirable if you wish to take a macro to get an off-center bokeh effect or take photos while you're moving. Adjust the exposure to brighten the subject or make the subject look darker and richer. For details, see [Touch Autoexposure](#).

- If the subject is moving, on the Viewfinder, touch and hold the subject to lock the focus.
- If there are parts of the image that are in shadows and others are in highlights, use HDR to capture multiple shots of different exposures and combine them into one shot. Keep HTC U11 steady or place it on a level surface when using HDR. For details, see [Use HDR Boost](#).
- When taking a panoramic photo, consider the whole scene and focus on an object that has a neutral tone to help keep the exposure balanced in the composite image.
- Make sure you're not moving the camera when taking a photo, especially in low light conditions. Hold the phone steady and don't move the camera while taking RAW photos in Pro mode.
- You can control image noise by adjusting the ISO, shutter, and exposure settings of your camera. Use Pro mode to tweak these, and save up to three different manual photography settings. For details, see [Manually Adjust Camera Settings](#).

It also captures in RAW format, which is suitable for post processing photos.

Other Tips

- In Camera settings, tap **Grid** to help frame the subject better or improve the composition.
- After capturing the photo, you can enhance the photo in the Google Photos app.

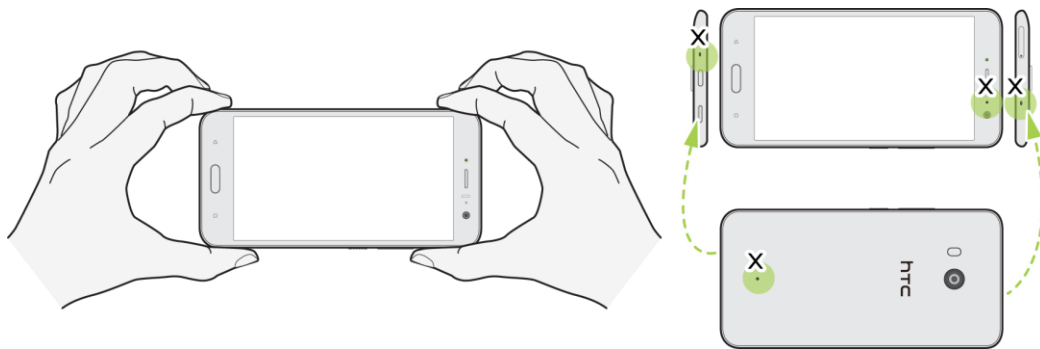
Record Video in 3D Audio or High Resolution Audio

Choose to record videos, including selfie videos, with high resolution audio or 3D Audio.

Notes:

- High resolution audio is only available when the video quality is set to HD (720p) or higher.
- You can't pause video recording when using high resolution audio.

1. Tap  >  **Camera**.
2. Switch to **Video** mode, if you're not in this mode. See [Choose a Capture Mode](#).
 - ❖ By default, video is recorded using 3D Audio. You'll see  on the Viewfinder.
3. To record using hi-res audio, tap  to open the slideout menu, and then tap **High-res audio**.
4. When you're ready to start recording, tap .
 - When recording using 3D Audio, make sure not to cover the microphones when holding the phone.



5. Change focus to a different subject or area by just tapping it on the Viewfinder screen. You can also change the exposure after tapping by dragging up and down on the screen.
6. Tap  to pause the recording, and then tap  to resume.
7. Tap  to stop recording.

❖ Videos recorded with high resolution audio are saved in MKV (Matroska video) file format.

Tip: Videos recorded in 3D Audio are marked with  **3D** in Google Photos. Use earphones when playing back the video to enjoy immersive sound.

Set the Video Resolution

Select the resolution of the video you're about to record.

1. Tap  >  **Camera**.
2. Switch to **Video** mode, if you're not in this mode. See [Choose a Capture Mode](#).
3. Tap  to open the slideout menu.
4. Tap **Quality** to change the video resolution.

Turn on High Resolution Audio

Record videos, including selfie videos, with high resolution audio.

Notes:

- High resolution audio is only available when the video quality is set to HD (720p) or higher.
- You can't pause video recording when using high resolution audio.

1. Tap  >  **Camera**.
2. Switch to **Video** mode, if you're not in this mode. See [Choose a Capture Mode](#).
3. Tap  to open the slideout menu.

4. Tap **High-res audio** to turn on high resolution audio.

5. When you're ready to start recording, tap .

6. To stop recording, tap .

❖ Videos recorded with high resolution audio are saved in MKV (Matroska video) file format.

Take a Photo While Recording a Video—VideoPic®

It's easy to capture a photo while recording a video.

1. Tap  >  **Camera**.
2. Switch to **Video** mode, if you're not in this mode. See [Choose a Capture Mode](#).
3. Tap  to start recording.
4. While recording, tap  whenever you want to capture a still shot.
5. Tap  to stop recording.

Record Video Using Acoustic Focus

While recording video, you can zoom in to focus on your subject and capture their audio loud and clear using Acoustic Focus.

Notes:

- The Acoustic Focus feature only works while you're in Video capture mode.
- Acoustic Focus is only available when recording using the main camera and 3D Audio. See [Record Video in 3D Audio or High Resolution Audio](#).

1. Tap  >  **Camera**.
2. Switch to **Video** mode, if you're not in this mode. See [Choose a Capture Mode](#).
3. By default, Acoustic Focus is already enabled. If you need to turn it on, tap  to open the slideout menu, and then tap **Acoustic Focus**.
4. Frame the shot then tap  to start recording.
5. While recording, you can slide two fingers apart to zoom in on your subject. The green mic level indicates how amplified your subject's audio becomes as you zoom.



- When recording, make sure not to cover the microphones when holding the phone.
6. Tap to pause the recording, and then tap to resume.
 7. Tap to stop recording.

Tip: Videos recorded in 3D Audio are marked with 3D in Google Photos. Use earphones when playing back the video to enjoy immersive sound.

Camera Features

The HTC U11 camera is packed with several features that will make capturing photos and videos more enjoyable and memorable.

Selfies

Take high-quality selfies with the front camera.

Apply Skin Touch-ups with Live Makeup

Touch up your skin before taking your selfie. Live Makeup smoothens your skin in real time.

1. Tap > **Camera**.
2. Switch to **Selfie Photo** mode. See [Choose a Capture Mode](#).
 - If you don't see the Live Makeup adjustment bar on the Viewfinder screen, tap to open the slideout menu, and then tap .
 - To change the skin smoothing level, drag the adjustment bar slider.

Tip: Next time you want to take selfies without using Live Makeup, tap to open the slideout menu, and then tap to turn Live Makeup off.

Using Auto Selfie

Keep still to take an auto selfie—or just smile! You just need to turn this feature on in the camera settings.

1. Tap  >  **Camera**.
2. Switch to **Selfie Photo** mode. See [Choose a Capture Mode](#).
3. Tap  to open the slideout menu.
4. Tap **Settings** > **Camera options**.
5. Select the **Auto Selfie** option, and then tap outside the slideout menu to close it.
6. Pose and frame yourself on the Viewfinder screen.
7. To take your selfie automatically, look at the front camera, and then:
 - Stay still until the white box turns green on the Viewfinder screen.
 - Or smile at the camera. Hold your smile for a few seconds until your shot is taken.

Take Selfies with Your Voice

You can easily take photo or video selfies using simple voice commands. You just need to turn this feature on in the camera settings.

Note: This feature may not be available in all languages.

1. Tap  >  **Camera**.
2. Switch to **Selfie Photo** or **Selfie Video** mode. See [Choose a Capture Mode](#).
3. Tap  to open the slideout menu.
4. Tap **Settings** > **Camera options**.
5. Select the **Voice capture** option, and then tap outside the slideout menu to close it.
6. Pose and frame yourself on the Viewfinder screen.
7. To take your selfie automatically, look at the front camera, and then:
 - Say **Cheese** or **Capture** to take a photo selfie.
 - Say **Action** or **Rolling** to record a video selfie.

Tip: You can also use voice capture with the main camera. Switch to **Photo** mode, and then select the **Voice capture** option in the camera settings.

Take Photos with the Self-timer

When you use the self-timer, the Camera app counts down before taking the shot. You can set the countdown time.

1. Tap  >  **Camera**.
2. Choose the capture mode you want to use. See [Choose a Capture Mode](#).
3. Tap  to open the slideout menu.
4. Tap **Timer** to set the countdown time.
5. To start the timer, tap . The camera takes the photo after the countdown.

Angle of Selfies

You can set the angle of your shots to look exactly the same as how you see yourself on the Viewfinder screen.

1. Tap  >  **Camera**.
2. Switch to **Selfie Photo** mode. See [Choose a Capture Mode](#).
3. Tap  to open the slideout menu.
4. Tap **Settings** > **Camera options**.
5. Make sure the **Save mirrored selfies** option is selected.

Take Continuous Camera Shots

Take photos of moving subjects. Whether it's your kid's football game or a car race, you can capture the action. Use the Auto scene when you want to take continuous camera shots.

1. Tap  >  **Camera**.
 2. Switch to **Photo** mode, if you're not in this mode. See [Choose a Capture Mode](#).
 3. Touch and hold the onscreen shutter button .
- ❖ The camera takes consecutive shots of your subject.

Use HDR Boost

When shooting portraits against a bright background, use HDR Boost, short for High Dynamic Range, to capture your subjects clearly. HDR Boost brings out the details of both the highlights and shadows, even in high contrast lighting.

Note: HDR Boost works best when your subject is steady. The camera takes multiple shots at different exposure levels and combines them into one enhanced photo.

1. Tap  >  **Camera**.
2. Switch to **Photo** mode, if you're not in this mode. See [Choose a Capture Mode](#).
3. Make sure that **HDR** or **AUTO** is selected. If not, tap  to change it. HDR auto is also available in Selfie photo mode, and is enabled by default.
4. Frame the scene or subject you want to capture.
5. Tap .

Selfie Panorama

Include more people to your selfie with the Selfie Panorama mode.

Note: Some camera features are not available when you're in Selfie panorama mode, such as zooming.

Take a Panoramic Selfie

1. Tap  >  **Camera**.
2. Switch to **Selfie Panorama** mode. See [Choose a Capture Mode](#).
3. Tap  to open the slideout menu.
4. Make sure that  is selected.
5. Hold the phone at face level and in portrait orientation.
6. When you're ready to take the center shot, tap .
7. While holding your phone steadily, slowly swivel left or right on the phone's axis until you see the white capture box move to the side panel of the panorama overlay.

- ❖ The capture box turns green and you'll hear a shutter sound as the photo is taken.



8. Slowly swivel to the opposite side until you see the white capture box move to the other side of the panorama overlay.

- ❖ The capture box turns green and you'll hear a shutter sound as the photo is taken. The camera stitches the frames into a single photo.

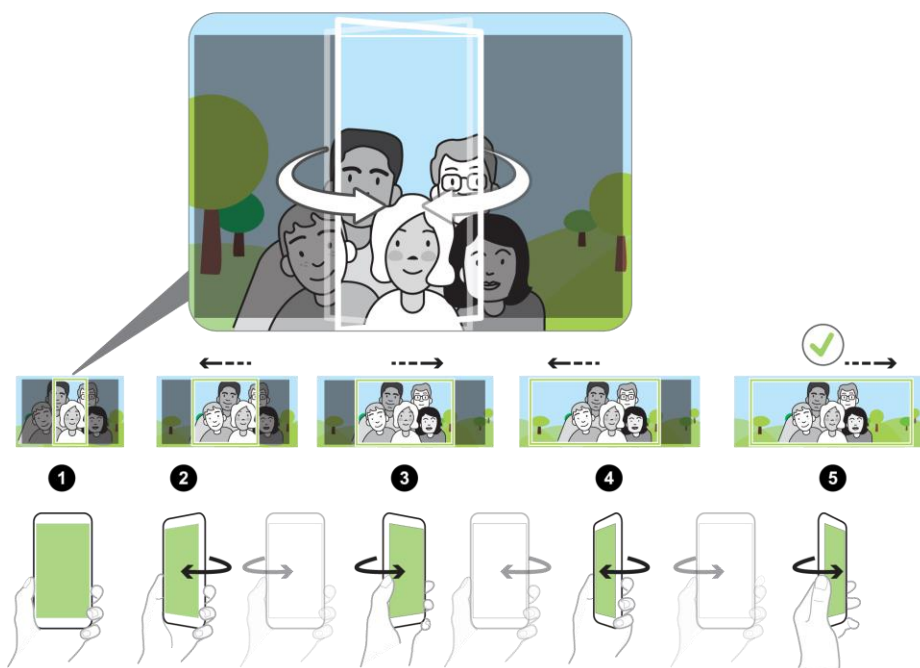


Tip: For best results, closely follow the straight and linear path of the capture box on the panorama overlay. Try to not tilt the phone up or down or move the capture box away from its path.

Take a Super-Wide Angle Panoramic Selfie

If you have more friends or scenery to capture, set the Selfie Panorama mode to Widest to stitch five photos instead of three.

1. Tap  >  **Camera**.
2. Switch to **Selfie Panorama** mode. See [Choose a Capture Mode](#).
3. Tap  to open the slideout menu.
4. Tap  to switch to .
5. Hold the phone at face level and in portrait orientation.
6. When you're ready to take the center shot, tap .
7. While holding your phone steadily, slowly swivel left or right on the phone's axis until you see the white capture box move to the side panel of the panorama overlay.
 - ❖ The capture box turns green and you'll hear a shutter sound as the photo is taken. When the second photo is taken, you'll see that the panorama overlay becomes wider.
8. Continue to slowly swivel your phone left and right to fill the entire panorama overlay with your photos.
 - For best results, follow the capture sequence indicated in the illustration below.



- ❖ The camera stitches the frames into a single photo.

Panoramic Shots

Get a wider shot of landscapes in one sweep.

Note: Some camera features are not available when you're in this mode, such as zooming.

1. Tap  >  **Camera**.
2. Switch to **Panorama** mode. See [Choose a Capture Mode](#).
3. When you're ready to take the shot, tap .
4. Pan left or right in either landscape or portrait view. Hold your phone as smoothly as you can to automatically capture frames.
5. Tap  to stop capturing anytime.

- ❖ The camera stitches the frames into a single photo.

Advanced Camera Features

Use the phone's camera to capture slow motion videos, hyperlapse, or RAW photos.

Record Slow Motion Videos

Relive high speed action bit by bit and add a touch of suspense to your videos.

Note: Audio is recorded when you're in this mode, but will be turned on only when video is played in normal speed.

1. Tap  >  **Camera**.
2. Switch to **Slow motion** mode. See [Choose a Capture Mode](#).
3. Tap  to start recording.
4. To stop recording, tap .

Hyperlapse

Apply a fast motion effect in your videos. Use Hyperlapse mode to speed videos up to 12 times.

1. Tap  >  **Camera**.
2. Switch to **Hyperlapse** mode. See [Choose a Capture Mode](#).
3. When you're ready to start recording, tap .
4. Change focus to a different subject or area by tapping it on the Viewfinder screen.

5. Tap the flash icon to turn the flash on or off.
6. To stop recording, tap .

Scenes

Instead of manually adjusting the camera settings, you can select a scene with predefined settings that best matches the environment you're capturing.

1. Tap  >  **Camera**.
2. Switch to **Pro** mode. See [Choose a Capture Mode](#).
3. Tap  and then choose a preset scene:
 -  Capture nightscapes such as a city skyline or street with city lights. Keep the camera steady when taking the shot for best results.
 -  Capture a moving subject such as your kid playing sports or a moving car.
 -  Capture a close-up shot of a subject such as a bird or a flower.
4. When you're ready to take the photo, tap .

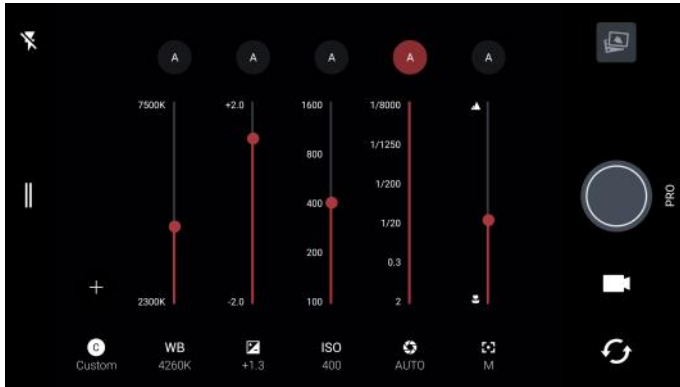
If you need to manually adjust a scene and save it as a new preset, see [Manually Adjust Camera Settings](#).

Manually Adjust Camera Settings

If you want to have expert command of your camera settings for different environments or lighting conditions, manually adjust the values for settings like white balance, exposure, ISO, and more. You can save the adjustments for reuse.

1. Tap  >  **Camera**.
2. Switch to **Pro** mode. See [Choose a Capture Mode](#).

3. Tap a setting, and then drag its slider to make adjustments.



4. Tap a setting again to hide the slider.
5. To save the adjustment as a custom setting, tap **+**, select Custom 1, 2, or 3, and then tap **Save**.
 - To use one of your custom settings, tap **A** or **C**, and then select the custom setting (**C1**, **C2**, or **C3**).
6. To change a setting back to auto, tap **A**.
7. When you're ready to take a photo, tap the shutter button.

Take a RAW Photo

Keep more detail in your shots, or fix the lighting in post processing. With Pro mode, you can take photos that will be saved as RAW image files in DNG format, along with a JPG compressed version.

Note: RAW image files take up a lot of storage space. It's recommended to use a SD card as the default storage for photos and videos.

1. Tap > **Camera**.
2. Switch to **Pro** mode. See [Choose a Capture Mode](#).
3. Tap to open the slideout menu.
4. Make sure **RAW** is selected. If not, tap **JPG** to change it.
 – or –
 Tap **RAW** to switch to **JPG** if you only want to save a JPG compressed version.
5. Tap the shutter button.

RAW Photos

The Camera app captures a photo in both the DNG RAW format and JPG format.

Digital Negative (DNG) is an open-standard lossless RAW image format. Since a RAW file is typically 2 to 6 times larger than a JPEG file and is not viewable in most photo viewer apps, a photo is captured in both DNG and JPG formats. When you use the Google Photos app, you'll see the JPG copy of the photo, with a  icon to indicate that there is a DNG RAW format of that photo.

RAW photos are not processed when captured to preserve most of the original image data—such as dynamic range—so you can adjust lighting or make professional adjustments using advanced editing tools. After making adjustments, save the RAW photo as a JPG file if you want to print or share it.

Google Photos

Here are some of the things you can do when using Google Photos on your phone.

- View, edit, and share the photos and videos you've taken on your phone. You can also access the media files previously backed up to your Google Account.
- To select photos and videos, touch and hold a thumbnail to select one. Tap a date to select all the media files under it. Or, touch and hold a thumbnail as your first selection, and then drag your finger to the last item you want to select.
- Enhance RAW photos taken using the HTC Camera app.
- Add Hyperlapse effect to your videos.
- Change the speed of your slow motion videos.

Tip: To learn more about Google Photos, tap  > **Help**. Or, you can visit support.google.com/photos.

View Photos and Videos

When you open Google Photos for the first time, sign in to your Google Account, if prompted, and choose whether to turn backup and sync on or off.

1. Tap  >  >  **Photos**.
 - ❖ You'll see your local and synced photos and videos organized by date.
2. To switch to another view, tap  > **Layout**, and then choose how you want to view your media files.
3. Tap a thumbnail to view it in full screen.

Tip: Videos recorded in 3D Audio are marked with  in Google Photos. Use earphones when playing back the video to enjoy immersive sound.

4. To view only the photos and videos saved on the phone storage and SD card, tap  to open the slideout menu, and then tap **Device folders**.

Edit Your Photos

Edit your photos, enhance RAW captures, trim videos and more.

Basic Photo Editing

1. Tap  >  >  **Photos**.
2. Tap a photo thumbnail to view it in full screen.
3. Tap , and then do any of the following:
 - Tap  to adjust the brightness, color, and more.
 - Tap  to apply a filter to the photo.
 - Tap  to rotate or crop the photo.
4. While you're editing, touch and hold the photo to compare your changes to the original.
5. After making your adjustment, tap **Save**.

Enhance RAW Photos

After capturing RAW photos, you can improve its contrast and detail from the Photos app.

1. Tap  >  >  **Photos**.
2. Find and tap the RAW photo you want to enhance. RAW photos are marked with the  icon on the thumbnail.
3. Tap , and then tap **RAW Enhancement**.
4. Tap  to toggle between before and after photos.
5. Tap  when done.

Trim a Video

1. Tap  >  >  **Photos**.
2. Tap a video thumbnail to view it in full screen.

Note: Videos captured using hi-res audio cannot be trimmed. See [Record Video in 3D Audio or High Resolution Audio](#).

3. Tap , and then drag the trim sliders to the part where you want the video to begin and end.
4. Tap  to preview your trimmed video.
5. Tap **Save**.

❖ The trimmed video is saved as a copy. The original video remains unedited.

Change the Playback Speed of a Slow Motion Video

Adjust the playback speed of a selected section of a slow motion video.

Note: You can only change the video playback speed of videos captured using slow motion in the Camera app.

1. Tap  >  >  **Photos**.
2. Find and tap the thumbnail of slow motion video to view it in full screen. Slow motion videos are marked with the  icon on the thumbnail.
3. Tap the screen to see the onscreen controls.
4. Frame the sequence you want to slow down by moving the left and right sliders.
5. Tap  to watch the result.
6. You can still adjust the playback speed while previewing.

Editing a Hyperlapse video

If you captured a video in Hyperlapse mode, you can apply varying speeds to different sections of the video.

1. Tap  >  >  **Photos**.
2. Find and tap the Hyperlapse video to view it in full screen. Hyperlapse videos are marked with the  icon on the thumbnail.
3. Tap .

4. Move the left and right sliders to divide your video into sections.



5. Tap a section that you want to adjust, and then tap a dot that corresponds to particular playback speed to modify the selected section.
6. Repeat the previous step for the remaining sections.
7. Tap ✓.

❖ The edited video is saved as a copy. The original video remains unedited.

To add a Hyperlapse effect on a regular video:

1. Tap [App Store icon] > [App Store icon] > **Photos**.
2. Find and tap the thumbnail of a video to view it in full screen.

Note: You cannot add a Hyperlapse effect on a video that was captured using hi-res audio. See [Record Video in 3D Audio or High Resolution Audio](#).

3. Tap [More icon] > **Edit in** > **Zoe Video Editor**.
4. Tap **Create a Hyperlapse video**.
5. Move the left and right sliders to divide your video into sections.
6. Tap a section that you want to adjust, and then tap a dot that corresponds to particular playback speed to modify the selected section.
7. Repeat the previous step for the remaining sections.
8. Tap ✓.

❖ The edited video is saved as a copy. The original video remains unedited.

Productivity

The following topics detail many of your phone's productivity apps and features including how to search for information, use maps and navigation, and use essential apps such as the calculator, calendar, and clock.

Calendar

Use Google Calendar™ to create and manage events, meetings, and appointments. Google Calendar helps organize your time and reminds you of important events. Depending on your synchronization settings, your phone's calendar stays in sync with your Google Calendar on the Web.

In order to sync with your Google Calendar, you must sign in to your Google Account on your phone. See [Google Account](#).

Calendar Operations

- **View Today's Calendar:** Tap  >  >  **Calendar** and then tap .
- **Change Calendar View:** Tap  >  >  **Calendar**. Tap  and then tap **Schedule, Day, 3 Day, Week, Month** to change the current view.
- **View Next/Previous Month:** In Month view, flick the screen left or right.
- **View Next/Previous Week:** In Week view, flick the screen left or right.
- **View Next/Previous Day:** In Day view, flick the screen left or right.

Select a Calendar

1. Tap  >  >  **Calendar**.
2. Tap .
3. If you have more than one calendar, select a calendar in which to add events:
 - Select your Google Account to create a Google Calendar event. If you have several Google Calendars on the Web, select one in which to add your event.
 - You can create multiple Google Calendars only in Google Calendar on the Web. After creating them in Google Calendar on the Web, you'll be able to see them in the Calendar application on your phone. For more information about creating and managing multiple Google Calendars, visit the Google website: calendar.google.com.
 - If you have synchronized your phone with an Exchange ActiveSync account or Outlook on your computer, you can also select these calendars.
 - Select **PC Sync** to create an Outlook Calendar event to sync with your computer.

- Select **Exchange** to create an Exchange ActiveSync calendar event.

Schedule or Edit an Event

You can create or edit events on your phone, and also sync events with your Google or Exchange ActiveSync calendars.

Note: Editing events is not supported for all accounts.

1. Tap  >  >  **Calendar**.
2. On any Calendar view, do one of the following:
 - **Create an event.** Tap . Tap , and then tap **Events** to select the calendar you will add the event to.
 - **Edit an event.** View an event, and then tap .
3. Enter and set the event details.
4. To invite from your Google or Exchange ActiveSync account, tap **Invite people**.
5. Tap **Save**.

Choose Which Calendar to Show

You have the option to show only the calendars that you frequently use. You can also show or hide tasks that you've created in your phone.

1. Tap  >  >  **Calendar**.
2. Tap .
3. Select or clear an account you wish to show or hide.

Note: Calendars are synced on your phone, even if they are hidden.

Dismiss or Snooze Reminders

If you have set at least one reminder for an event, the upcoming event icon  will appear in the notifications area of the status bar to remind you.

1. Open the notification panel and tap the calendar notification.
2. If the notification shows that there are multiple reminders, tap it to see all the reminders. You can then choose to snooze or dismiss them.
3. If you don't want to dismiss or snooze the calendar notifications, tap  from the notification panel to keep them pending in the notifications area of the status bar.

Google Drive

Store your photos, documents, and other files on Google Drive to access them on your phone, your computer, and your other mobile devices. On your phone, just use your Google Account to sign in to your Google Drive storage.

You can then:

- Share a link to your Google Drive files by email.
- Check your available storage space in Google Drive app's settings.
- Back up your phone to Google Drive, so you can easily restore your backup to another HTC phone next time.
- Use the Google Drive app to manage your online storage.

Activate Your Free Google Drive Storage

In addition to the default storage that you get from Google Drive, you may be eligible to receive additional storage for free. Sign in to your Google Account on HTC U11 (and not from your computer or other non-HTC phones) to claim this offer.

1. Tap  >  >  **Drive**.
2. If this is your first time to open the Drive app, walk through the product tour until you see the additional storage offer.
3. On the screen that shows the additional storage offer, tap **Redeem**. Or to claim the offer at a later time, tap **Offer Details** and check up to when you can redeem the offer.
 - ❖ The additional storage will then be added to your account.
4. Follow the onscreen prompts to learn the things you can do with Google Drive.

Notes:

- Additional terms and requirements may apply (including a subscription fee) after your two-year trial expires. For details, refer to the terms and conditions on the Google Drive support site support.google.com.
- The Drive app is owned by Google and is not provided by or associated with HTC Corporation.
- Uploading files requires you have the Drive app installed on your phone. If this app is not preloaded, you can download and install it from Google Play.

Check Your Google Drive Storage Space

Check your available storage space right in the Google Drive app.

1. Tap  >  >  **Drive**.

2. Tap  and check the storage space under **Upgrade storage** on the slideout menu.

From time to time, check back on how much online storage space you still have before you upload more content.

Google Maps

Use the Google Maps app to determine your location, find directions, browse local businesses and attractions, rate and review places, and more.

Notes:

- Before using any location-based services, you must enable your phone's location feature. For information about setting your phone's location options, see [Location Settings](#).
- The Google Maps application does not cover every country or city.

Get Around Maps

When you open Google Maps, you can easily find your location on the map or check out nearby places by panning and zooming in and out on the map.

1. Tap  >  >  **Maps**.
2. Tap  to show your current location. The blue marker  or  shows your location on the map.
3. Tap  to turn Compass mode on. In Compass mode, the map orients itself depending on the direction you're facing. To exit Compass mode, tap .
4. If you want to see more information overlaid on the map, tap , and then tap a map view such as **Traffic** or **Satellite** to toggle the view on and off.

Navigate the Map

Navigate the map using finger gestures.

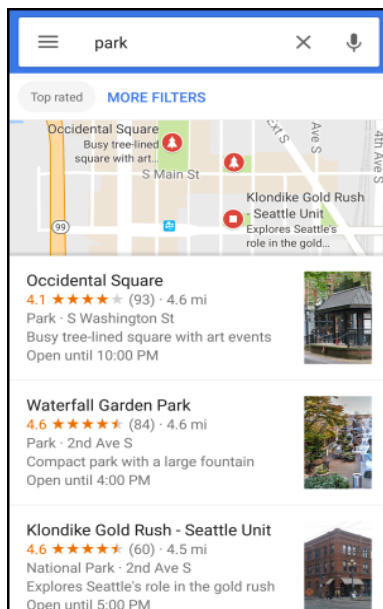
- Slide your finger on any direction to pan.
- Double-tap the map or slide two fingers apart over an area to zoom in. To zoom in while holding the phone with one hand, double-tap with your thumb and hold the second tap, and then drag your thumb down.
- Double-tap the map with two fingers or slide two fingers together over an area to zoom out. To zoom out while holding the phone with one hand, double-tap with your thumb and hold the second tap, and then drag your thumb up.
- Touch and hold an area with two fingers and then drag your fingers in a circular motion to rotate the map.

- Touch and hold an area with two fingers and then swipe up to see an angled view of the map. Swipe down to return to overhead view.

Search for a Location

In Google Maps, you can search for a location, such as an address or a type of business or establishment (for example, museums).

1. Tap  >  >  **Maps**.
2. Tap "Search here" and then enter the place you want to search for.
3. Tap **Search** on the keyboard or tap a suggested search item.



4. If there are multiple search results, they will be indicated by red dots or smart map icons. Scroll down the screen to see all of the search results. If the list collapses and shows only the map, tap **Show list** to display the search results again.
5. Tap an item from the search results to check the address, get directions, see the location in Street View (if available), and more.

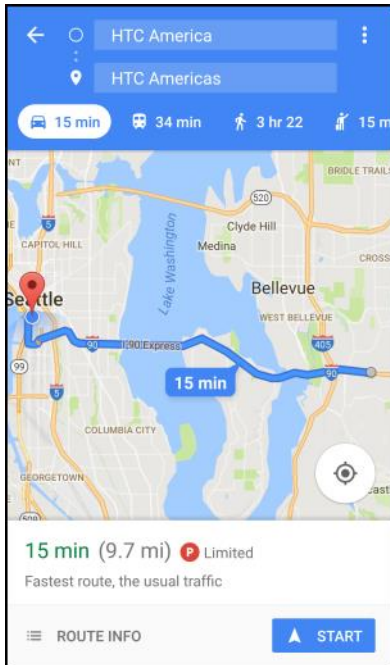
Note: To clear the map and search another location, tap .

Get Directions

Get detailed directions to your destination. Google Maps provides travel directions by car, public transit, bike, or foot.

1. Tap  >  >  **Maps**.
2. Tap **Go** .

3. Choose how you want to get to your destination.
4. Use your current location as starting point, or tap **Your location** to enter your starting point or select a location from your search history.
5. Tap **Choose destination**, and then enter or select your destination.



Note: If you're taking public transit, tap  to set the date and time of travel, or tap **Options** to set your route preferences.

6. Tap a route or transit option to view the directions on the map. You'll also see the travel duration for each travel option.
 7. Tap the info sheet to view the directions in a list.
 8. When you're finished viewing or following the directions, tap  to reset the map.
- ❖ Your destination is automatically saved in the Google Maps history.

Get Help with Google Maps

Get help and more information about Maps.

- In Google Maps, tap  > **Help**. The Web browser opens and takes you to the Google Maps help site.

Web Search

Start your search by entering a keyword or by using Google Voice Search™.

Note: Some apps, such as People or Mail, have their own search function, which you can use to search only within those apps.

Perform Searches on the Web and Your Phone

You can search for information on your phone and on the Web.

1. Tap  >  >  **Google**. Or tap the Google Search bar widget if available.

Tip: If you've already set up a Google Account on your phone, you will be given the option to sign in to access other features of the Google app.

2. In the search box, enter what you want to search for. As you type, matching items on your phone and suggestions from Google search are shown.
 - To search for the information exclusively on your phone, swipe your finger up the screen, and then tap **Search phone**.
3. If what you're searching for is in the list of suggestions, tap the item to open it in its compatible app.

Search the Web with Your Voice

Use Google Voice Search to find information on the Web just by speaking to your phone.

Note: Searching with your voice is not supported on all languages.

1. Tap  >  >  **Google**. Or tap the Google Search bar widget if available.
2. Tap  and then say what you want to search for. After speaking, matching items from Google web search are shown.
3. If what you're searching for is in the list, tap the item to open it in its compatible app. Otherwise, tap  to search again.

Set Search Options

You can select or customize your search preferences.

1. Tap  >  >  **Settings**.
2. Tap **Google**.
3. Tap **Search & Now** and tap the options you want to change.

Tip: To get help or provide feedback, tap  > **Help & feedback** on the Google Settings screen.

Get Instant Information with the Google App

The Google app delivers quick and up-to-date information that matters to you — all without the search.

Depending on your location, time of day, and previous Google searches, the Google app displays information cards that include:

- The day's weather and the weather forecast for upcoming days.
- The traffic conditions on your way to work or your commute back home.
- The directions and travel time to your next appointment.
- The next train or bus arriving at your platform or bus stop.
- Your favorite team's score and stats while you enjoy the game.
- Time or location based reminders that you can set.

To open the Google app:

- From the Home screen, tap  >  >  **Google**. Or tap the Google search bar widget when available.

Set Up the Google App

Before setting up the Google app, make sure that you're signed in to your Google Account, you've turned on location services, and have an Internet connection. For more information on Location services, see [Location Settings](#).

1. Tap  >  >  **Google**.
2. Tap **Get started**. Or if you've previously set up the Google app on HTC U11 and turned it off, tap **Get started** > **Set up**.
3. Read the information screen and then tap **Yes, I'm in**. Google app's information cards will start to appear on the Google search screen.
4. Swipe up the screen to see all available information cards.
5. To dismiss a card, swipe it left or right.

Note: Depending on the information that you've allowed to share, more information cards will appear on the Google search screen as you use your phone to search the Web, create appointments, set reminders, and more.

Change Card Settings

You can easily customize the settings of the Google app cards to suit your information needs. For example, you can change the weather units in the Weather card or your transportation mode in the Traffic card.

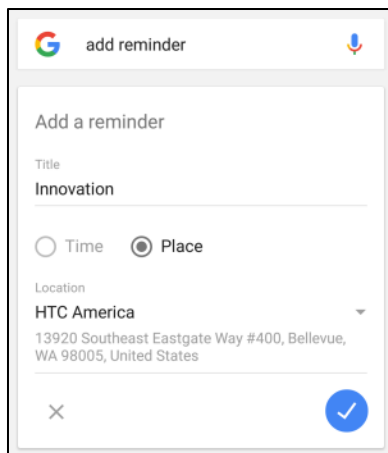
1. Tap  >  >  **Google**.
2. Do any of the following:

- To change the settings of a specific card, tap  and then tap an action.
- To change specific information such as your work address, sports teams, or stocks you follow, tap , and then tap **Customize the feed**. Choose the information you want to change.

Set Reminders in the Google App

Setting reminders in Google app is an easy way to keep tab of things to do. You can set time or location-based reminders. When the reminder time is up or when you've arrived at the specified location, the Google app displays the Reminder card in the Google search screen and sounds a notification to alert you.

1. Tap  >  >  **Google**.
2. Tap  > **Reminders** > .
3. Enter the reminder title, such as the task you want to be reminded of.
4. Select **Time** to set a time-based reminder or **Place** to set a location-based reminder.
5. Set the reminder time or location details.



6. Tap .
- ❖ When the reminder time is due or when you've arrived at the location, the Reminder card will appear in the Google search screen. You can then dismiss or snooze the reminder.

Tip: To see a list of all your reminders, tap  > **Reminders**.

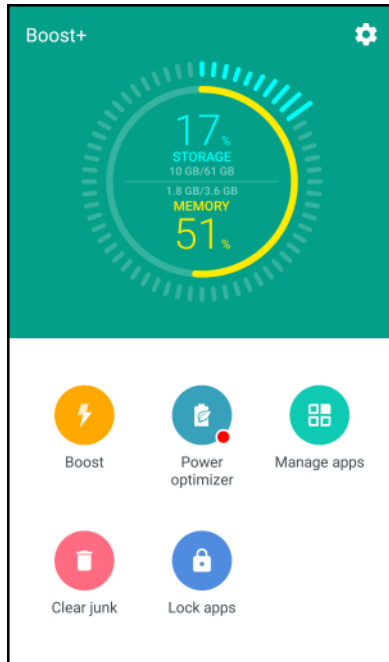
Turn Off Google App's Card Feed

1. Tap  >  >  **Settings**.
2. Tap **Google** > **Search** > **Your feed**.

3. Tap the switch next to **Feed**, and then tap **Turn off**.

Boost+

Optimize your phone's performance, maximize your phone storage capacity, and even lock some apps for an added level of privacy.



Here are some of the things you can do when using Boost+ app:

- Monitor your phone storage space and memory usage.
- Delete cache, app installers, temporary files, and ad files on your phone.
- Optimize system resources to extend battery life while you're playing your favorite games.
- Manage irregular app activities, stop unused apps from running in the background, lock apps with sensitive content, or uninstall apps you don't use.

Turn Smart Boost On or Off

The Smart Boost feature allows the Boost+ app to automatically free up memory space on your phone.

1. Tap  >  >  **Boost+**.
2. Tap , and then select or clear the **Smart Boost** option.
3. When prompted to set up the system permission for Boost+, tap **Continue** > **Boost+**.
4. Tap the **Permit usage access** On/Off switch.

Add Apps to Smart Boost Exception List

You can set the Boost+ app to skip apps when it runs its Smart Boost checks.

1. Tap  >  >  **Boost+**.
2. Tap **Smart Boost**.
3. Tap  > **Manage skipped apps**.
4. Tap , and then select the apps to skip.
5. Tap **Add**.

Clear Junk Files Manually

Regularly remove junk files that clutter your storage space or slow down the phone's performance.

1. Tap  >  >  **Boost+**.
2. Tap **Clear junk**.
 - ❖ The Boost+ app will show you how much storage space is being used up by different junk files, such as cache files, ad files, temporary files, and app installers.
3. Select or clear the junk file types you want to delete.
4. You can tap  next to a category to view the files under it.
5. Tap  to clear junk files.

Tip: In the Boost+ app settings, you can also choose to get notified when your junk files exceed a set limit or when an app is unused over a period of time.

Use Power Optimizer for Apps

Optimize the performance of installed apps and help extend your phone's battery power using Power optimizer.

1. Tap  >  >  **Boost+**.
2. Tap **Power optimizer**.
3. On the Power optimizer screen, tap an app under Not optimized to see the available optimizing options:
 - Tap **Background optimizer** to stop the app from running in the background when it's unused.
 - Tap **Foreground optimizer** to optimize your phone's screen resolution while using the app.

- Tap **Cloud optimizer** to optimize your app's CPU and GPU usage based on its available data in the cloud.

Note: Available optimizers may vary per app.

Manage Apps Using Background Optimizer

After enabling Background optimizer on an app, you can set the Boost+ app to automatically stop unused apps from running in the background. To enable this, see [Use Power Optimizer for Apps](#).

1. Under Optimizing, tap the app where Background optimizer is applied, and then tap ▼.
2. Choose any of the following options:
 - Tap **Always stop** to always stop the app from running in the background when it's not in use.
 - By default, you can tap **Stop it after 3 days of no use** to stop the app from running in the background when it's unused for a certain period of time.
3. To change the auto stop period for Background optimizer, tap ⋮ > **Schedule auto stop**, and then choose how long an app can be left unused before it's automatically stopped from running in the background.

Check Activities of Downloaded Apps

The Boost+ app can check for irregular activities of a downloaded app that may affect your phone's performance. When an irregular activity is detected, you can choose to stop the activity. Or, you can also uninstall the downloaded app via the Boost+ app.

Note: You can only uninstall the apps you've downloaded.

1. Tap  >  >  **Boost+**.
2. Tap **Manage apps**.
3. Do any of the following:
 - To uninstall apps you don't need, select one or more apps under the **Apps** tab, and then tap .
 - Go to the **Irregular Activities** tab to see if there are irregular activities detected. If there's one, tap it and choose an action.

Create an Unlock Pattern for Some Apps

Add a security pattern to some installed apps that you treat as private. Lock these apps to require an unlock pattern whenever the app is opened, avoiding others to access it without your permission.

1. Tap  >  >  **Boost+**.
2. Tap **Lock apps**.
3. Draw your desired lock pattern.

4. You can sign in to your Google Account or answer a security question. This will only serve as your authentication method to reset the unlock pattern.
5. Tap the On/Off switch next to an app to require a lock pattern to open it.
6. Tap .

Tips:

- To change the app unlock pattern, tap **Lock apps**, and then draw your unlock pattern. Tap  > **Change pattern**.
- To use your fingerprint to unlock apps, tap **Lock apps**. When you're prompted to draw the unlock pattern, tap  and select the **Use fingerprint to unlock** option.

Calculator

Your phone's convenient built-in calculator lets you perform basic and advanced mathematical equations.

1. Tap  >  >  **Calculator**.
 - ❖ The calculator app launches.
2. Tap onscreen keys for calculations.
 - ❖ Calculation results appear.

Tip: To use the scientific calculator, make sure **Auto rotate** is turned on, and then rotate the screen to the landscape orientation.

Clock

Your phone has a clock app that lets you set alarms, view time in time zones around the world, use a stopwatch, set a timer, and use your phone as a desk clock.

Check the Time

You can check the phone any time on your phone. The current time displays in the upper right corner of the status bar. Many widgets and lock screens also display the time and provide options for how time is displayed.

Set the Date and Time Manually

You can change your date and time.

1. Tap the clock on your Home screen panel, if available. Or tap  >  >  **Clock**.
2. On the **World clock** tab, tap  > **Local time settings**.

3. Clear **Automatic date & time** and **Automatic time zone**, and then set the time zone, date, and time as required.

Tip: To display military time, choose the **Use 24-hour format** option.

Set Alarms

You can set up one or more alarms.

1. Tap the clock on your Home screen panel, if available. Or tap  >  >  **Clock**.
2. On the **Alarms** tab, select the check button of an alarm and then tap that alarm.
3. Under Set alarm, use the scroll wheels to set the alarm time.
4. If you want the alarm for multiple days, tap **Repeat**.
5. Tap **Done**.
6. If you need to set more than three alarms, tap .

Tip: To turn off an alarm, clear the check box of that alarm.

Phone at Alarm Time

- At the set alarm time, the phone sounds the alarm and/or vibrates.
- Stopping an alarm: When the alarm sounds, drag  up to dismiss it.

Additional Clock Features

Your phone's clock app provides additional useful features including world clock, stopwatch, and timer functions.

World Clock

The world clock lets you keep track of the current time in multiple cities around the globe.

1. Tap the clock on your Home screen panel, if available. Or tap  >  >  **Clock**.
2. Tap the **World clock** tab.
3. Tap  and select a city.
4. Repeat to add multiple cities.

Stopwatch

The stopwatch lets you time events down to the hundredth of a second.

1. Tap the clock on your Home screen panel, if available. Or tap  >  >  **Clock**.

2. Tap the **Stopwatch** tab.
3. Tap **Start** to begin timing.
4. Tap **Stop** to stop timing.
 - Additional options include **Lap** to keep track of laps and **Reset** to continue timing.

Timer

The timer provides a countdown timer for up to 99 hours, 59 minutes, and 59 seconds.

1. Tap the clock on your Home screen panel, if available. Or tap  >  >  **Clock**.
2. Tap the **Timer** tab.
3. Use the scroll wheels to set the length of the time.
4. Tap **Start** to begin the timer.

Weather

Use the Weather app and widget to check the current weather and weather forecasts for the next few days. In addition to your current location, you can view weather forecasts for other cities around the globe.

1. Tap  >  >  **Weather**.
 - ❖ You'll see the weather from different cities, including where you are.
2. Tap a city to view weather information.
3. Tap the **Hourly** and **Forecast** tabs to view the forecasts in your selected location.
4. To check the weather in other cities, tap , and then select the city you want.
5. To add more cities, tap  and then enter the location.

Note: Your settings in the Weather app also control the weather information that is shown in the Clock and Calendar apps.

Voice Recorder

Use Voice Recorder to capture information during lectures, interviews, or even to create your own audio log.

Record Voice Clips

Start creating voice memos on your phone.

1. Tap  >  >  **Voice Recorder**.

2. Hold the microphone near the sound source.
3. Tap  to start recording a voice clip.

Note: Voice Recorder can run in the background while you do other things on your phone, except when you open other applications that also use audio functions.

4. Tap  to stop recording.
5. To play back the voice clip, tap .

Tip: To see your recorded voice clips, tap . Touch and hold a voice clip to see options for sharing, setting it as a ringtone, and more.

Enable High Resolution Audio Recording

Make crystal clear recordings by capturing sounds in high resolution audio.

1. Tap  >  >  **Voice Recorder**
2. Tap  > **Settings** > **Encoding format**, and select **High res quality (FLAC)**.

HTC Sync Manager

With HTC Sync Manager, enjoy the same media whether you're at your computer or on the move. Use it also to store your same contacts, important documents, and other data on both your phone and your computer.

HTC Sync Manager supports a computer running Windows or Mac OS.

Here are the things you can do with HTC Sync Manager.

- **View and manage media on your computer**
 - Browse and manage music, photos, and videos that are on your computer and your phone.
 - Import iTunes and Windows Media® Player playlists from your computer to HTC Sync Manager.
 - Create playlists from music on your computer or your phone and then sync these to your other device.
 - Play music, videos, and playlists using the built-in player.
- **Transfer content**
 - Transfer iPhone photos, text messages, contacts, and more to your HTC phone. You can also find and install the same apps that you were using on your iPhone.
 - Import all music, photos, and videos from your HTC phone to your computer.

- Copy selected music, photos, or videos from your computer to your phone.
- Import documents from your computer to your phone.
- **Back up and restore.** Back up your HTC phone to your computer so you can easily restore your backup to the same phone or to another HTC phone.
- **Sync data.** Sync data such as contacts between your phone and your computer.

Install HTC Sync Manager on a Windows Computer

Follow the steps below to install HTC Sync Manager on your computer.

Note: You can install HTC Sync Manager on Windows XP or later versions. To install it on a Mac computer, you need Mac OS 10.6 or later versions.

Important: If you have problem with installing HTC Sync Manager, close all your running programs and reinstall. If the problem persists, temporarily disable your anti-virus program and try installing again.

1. Download the HTC Sync Manager installer from htc.com/hsm.
2. Launch the installer and follow the onscreen instructions.
3. Connect your phone to your computer using the supplied USB cable. HTC Sync Manager opens.

Important: If you disabled your anti-virus program, make sure to turn it back on after installing HTC Sync Manager.

Transfer iPhone Content to Your HTC Phone

With HTC Sync Manager, easily transfer iPhone content such as contacts, messages, wallpaper, camera photos, and more to your HTC phone. If you're using an HTC phone that has HTC Sense 6, HTC Sync Manager also enables your phone to find and install the same apps that you were using on your iPhone.

Note: You need to use iTunes 9.0 or later to back up your iPhone content first to your computer.

1. Connect your iPhone and your HTC phone to your computer.
2. In HTC Sync Manager, click **Home > Transfer & Backup**.
3. Click the **Get Started** button.
4. If you haven't used iTunes to back up your iPhone content to your computer, please do so before proceeding.
5. Select your iPhone backup file, and then click **OK**.
6. Select the types of content you want to transfer to your HTC phone.
 - You can choose whether to replace the content on your HTC phone with the iPhone content.
7. Click **Start**. Wait for HTC Sync Manager to finish transferring content.

8. When done, slide open the notification panel on your HTC phone, and then tap .
9. Choose which apps you were using on iPhone you want to find in Google Play and download to your HTC phone.

Get Help

To find out more about using HTC Sync Manager, download the user guide PDF from the HTC support site (htc.com/hsm). Or open the Help that comes with the software.

Tip: On Windows, click  in HTC Sync Manager, and then click **Help**.

HTC Help

Before calling for support, you can first use the Help app to troubleshoot or perform diagnostics on your phone. This helps you in finding the problem cause, and in determining whether you can resolve the problem or you need to call for support.

1. Tap  >  >  **Help**.
2. On the Help screen, tap  and then tap **Troubleshooting** or **Diagnostics tools** to use a troubleshooting wizard to check the basic hardware functions.
3. You can also tap **Software updates** to check for new software updates if available. Software updates may contain bug fixes and feature improvements.

Note: If HTC Help is not preinstalled on your phone, you can download it from the Google Play Store app.

Entertainment and Activities

Your phone lets you discover, download, and listen to your favorite music through a variety of music apps. Your phone is also equipped with fun apps that will keep you entertained anytime, anywhere.

Google Play Music App

The Google Play Music app lets you browse, shop, and play back songs purchased from Google Play as well as songs you have loaded from your own music library. The music you choose is automatically stored in your Google Play Music library and instantly ready to play via streaming or download.

For more information about Google Play Music, visit play.google.com/about/music.

Note: For information about loading music onto your phone, see [Copy Files To or From Your Phone](#).

Play Music with Google Play

Use the Google Play Music app to listen to all your music on your phone. Check the Google Play Music help for compatible music file formats.

1. Tap  >  >  **Play Music**.
2. Tap  > **Music library**.
3. Flick the screen left or right to select a library category such as **Artists** or **Albums**.
4. Tap an item from the category window and then tap a song.
 - ❖ The song begins playing.

Google Play Music Screen Layout

The following diagram outlines the main features of the Play Music app player screen.



Create Playlists in Google Play Music

Organize music into playlists to fit every occasion.

1. Tap > > **Play Music**.
2. Tap > **Music library**.
3. Flick the screen left or right to select a library category such as **Artists** or **Albums**.
4. Tap an item from the category window and then tap a song.
 - ❖ The song begins playing.
5. Tap > **Add to playlist**.
6. Select whether you want to add the song to a new playlist or to an existing playlist.
7. Follow screen instructions to proceed.

Adding Currently Playing Music to a Playlist

- While playing music, tap > **Add to playlist**, and then select the playlist.
 - ❖ The music is added to the playlist.

YouTube

View videos uploaded to YouTube and upload your own videos to your YouTube account.

Watch YouTube Videos

You can use the YouTube app to view videos on YouTube even if you aren't signed in to a YouTube account.

1. Tap  >  >  **YouTube**.
2. Browse or search for a video.
3. Tap the one you want to watch.
4. While watching a video, you can:
 - Turn the phone sideways to watch the video in full screen.
 - Tap the video screen to pause, resume playback, or drag the slider to jump to a different part of the video.
 - Tap  to see the video description or comments from other viewers, or scroll down to see related videos.
 - Browse other videos by minimizing the video screen. Tap  or drag the video screen down to minimize. To close the video thumbnail, swipe it left or right.

Tip: If you want to watch the video at a later time, tap  next to the video title, and then tap **Add to Watch Later**. You can access the video again from your account profile's Watch Later list.

Post a Video to YouTube

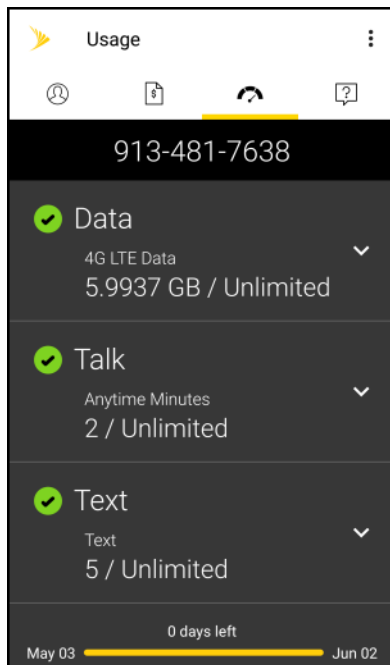
You can post videos to your YouTube account from your phone. Before posting, you must set up a YouTube account and sign in to it on your phone.

1. Tap  >  >  **YouTube**.
 - ❖ The YouTube app launches.
2. Tap the Account () tab, and then tap .
3. Record a video or select a recorded video to upload.
4. Enter a title, description, and tags, and select a privacy setting.
5. Tap .
- ❖ The video is uploaded to your YouTube channel.

My Sprint

Use My Sprint to access your Sprint Mobile account, check your usage and billing, and get phone information and help.

- Tap  >  >  **My Sprint.**



- Tap the **Account** tab to check and manage your Sprint Mobile account.
- Tap the **Billing** tab to sign in and pay your bill.
- Tap the **Usage** tab to find out your data, talk, and text usage.
- Tap the **Support** tab get help with your device or service.

Note: My Sprint categories and options are subject to change. Check back frequently for new content and updates.

HTC BoomSound for Speakers

Immerse yourself in surround sound whether you're listening to music or enjoying movies and games.

1. From the Home screen, tap , and then find and tap Settings.
2. Tap HTC BoomSound for built-in speakers to toggle between Theater mode and Music mode.

Note: HTC BoomSound is not available over HDMI, Bluetooth, Miracast, or USB audio out.

Tune Your HTC USonic Earphones

Experience music tuned to your ears when you use your HTC USonic earphones with HTC U11. The earphones will scan your ears to determine the output level that best suits you.

Note: The HTC USonic earphones can only be used with HTC U11 and other compatible HTC phones supporting HTC USonic.

1. Plug your HTC USonic earphones into the phone, and then put the ear buds into your ears.
2. If this is your first time to plug in the earphones and you're prompted to set up a personal audio profile, tap **Start**.

– or –

Go to Settings and then tap **HTC USonic with Active Noise Cancellation**.

3. Tap **Start scanning now** and then wait for the phone to finish setting up your audio profile.
4. Tap **Done**.

Notes:

- You can add another profile for the same or another set of HTC USonic earphones. Go to Settings and then tap **HTC USonic with Active Noise Cancellation** > **+**.
- To turn your personal audio profile that's tuned for your earphones on or off, just tap the HTC USonic with Active Noise Cancellation On/Off switch in Settings or in the notification panel when you're listening to music, watching movies, or playing games.
- HTC BoomSound is not available over HDMI, Bluetooth, Miracast, or USB audio out.

Turn Active Noise Cancellation On or Off

Active Noise Cancellation tunes out distracting and annoying background noise. It is turned on by default after you've created your personal audio profile for the first time.

With the HTC USonic earphones plugged in, hear music, videos, or games clearly without needing to turn up the volume in loud environments. When you don't need Active Noise Cancellation, you can turn it off.

Note: In some regions, you may need to download and install the latest system update to turn Active Noise Cancellation on or off separately from your personal audio profile.

- To turn Active Noise Cancellation off or back on, slide the notification panel open, and then tap  on the **HTC USonic with Active Noise Cancellation** notification.
- Turning off your personal audio profile also turns off Active Noise Cancellation. While using an app that plays audio, slide the notification panel open, and then tap **Disable HTC USonic**. Or go to Settings, and then tap the **HTC USonic with Active Noise Cancellation** On/Off switch.

Settings

The following set of topics will cover your phone's settings menus and options. For an overview of the settings menu, see [Basic Settings](#).

Connections Settings

The following topics introduce your phone's basic settings menus and cover your phone's Connections settings options.

Basic Settings

Your phone's settings menu provides access to all your phone settings, from connections, display, and sounds, to accounts, applications, and more.

Access Settings

1. Tap  >  **Settings**.
 - ❖ The settings menu opens.
2. Select categories and then select your settings options.
 - ❖ Settings are made and applied.

Tip: You can also access settings from the notification panel. Swipe down from the top of the screen to open the Notification panel, and then tap .

The table below outlines the top-level settings categories.

Category	Description
Airplane mode	Turn Airplane mode on or off.
Wi-Fi	Enable and set Wi-Fi options.
Wi-Fi Calling	Enable and set up Wi-Fi Calling.
Bluetooth	Enable Bluetooth connections.
Mobile data	Settings for your mobile network and data connection.
HTC Connect	Options where to play media.
More	Settings for data usage, NFC, Mobile network sharing, VPN, and USB connection.
Personalize	Options for customizing your phone's wallpaper, navigation bar, themes, sound, and more.
Fingerprint scanner	Options to add and manage your fingerprints and the fingerprint sensor.

Accounts & sync	Set up your email and social network accounts.
Location	Select your phone's location access options.
Security	Set up a screen lock and other security features.
Accessibility	Set accessibility options such as screen magnification, TalkBack, and more.
Backup & reset	Options for selecting the backup account, restoring a backup, and resetting the phone.
Get content from another phone	Options for transferring content from an old phone to your new HTC phone.
Google	Options for all Google apps and features on your phone.
Edge Sense	Turn Edge Sense on or off or to set it up.
Display, gestures & buttons	Change the display, motion gestures, and G-Sensor settings.
HTC BoomSound for built-in speakers	Turn HTC BoomSound for built-in speakers on or off.
HTC USonic with Active Noise Cancellation	Tune your HTC USonic earphones (included in the box) and create an audio profile that is optimized for your hearing.
Sound & notification	Set your sound profile, volumes, incoming call options, and system sounds.
Call	Options for received calls, voicemail settings, and others including hearing aids and CDMA call settings (TTY mode, DDTM mode, plus code dialing, etc).
Apps	View all downloaded or running apps, uninstall apps, search for an app and more.
Storage	View your phone and SD card storage, set the SD card mode, and more.
Power	Check your battery level, and battery usage, turn on power saver and extreme power saving mode, and more.
Memory	View your phone memory use and check which apps use the most memory.
Language & keyboard	Change the language and the onscreen keyboard settings.
Date & time	Change the date and time and date/time format.

Printing	Choose print services using Google Cloud Print.
System updates	Options for updating your profile, PRL, UICC, and phone software.
About	View your phone's hardware and software information.

Tip: You can also swipe right on the Settings screen to see the list of main settings and quickly jump from one setting to another. You can also tap  in Settings to easily find options and settings.

Airplane Mode Settings

Enable or disable Airplane mode.

- See [Airplane Mode](#) for details.

Wi-Fi Settings

Your phone lets you take advantage of Wi-Fi hotspots for high-speed data access using available computer networks.

- See [Wi-Fi](#) for details.

Wi-Fi Calling

Enable and set up Wi-Fi Calling on your phone.

- See [Wi-Fi Calling](#) for details.

Bluetooth Settings

Your phone's Bluetooth capabilities let you use wireless headsets, send and receive pictures and files, and more.

- See [Bluetooth](#) for details.

Mobile Data Settings

This menu lets you turn your data connection on or off, and more.

- See [Data Services General Information \(4G LTE and 3G Networks\)](#) for details.

HTC Connect Settings

Configure settings for HTC Connect.

- See [HTC Connect](#) for details.

More Wireless & Network Settings

Additional options that let you view your data usage and set up VPN.

1. Tap  >  >  **Settings**.
2. Under Wireless & networks, tap **More** and select an option.
 - **Data usage:** Check how much data usage have you been using or check the data usage of certain apps. See [Manage Your Data Usage](#).
 - **NFC:** Share information wirelessly with other NFC-enabled device or pay securely using your phone. See [Share Content with NFC](#).
 - **Mobile network sharing:** Use these settings to turn Mobile Hotspot on or off, or enable Bluetooth tethering. See [Bluetooth Tethering](#).
 - **VPN:** Configure your Virtual Private Network (VPN) settings so you can connect to your company's intranet sites. See [Virtual Private Networks \(VPN\)](#).
 - **USB connection:** Select the USB connection type when you connect the phone to your computer.

Device Settings

Adjust your phone's sound, display, storage, apps and battery settings.

Edge Sense

Configure settings for Edge Sense.

- See [Edge Sense](#) for details.

Display, Gestures & Buttons Settings

Adjusting your phone's display and gestures settings not only helps you see what you want, it can also help increase battery life.

Glove Mode

Turn Glove mode on to get better screen responses even when you're wearing gloves.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Select the **Glove mode** option.

❖ When Glove mode is turned on, you'll be able to see where you've tapped the touch screen.

Font Size

You can adjust the size of fonts for easier reading.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Font size**.
4. Drag the slider to the desired font size.
5. Tap .

Auto-rotate Screen

By default, the screen orientation automatically changes when the phone is rotated.

To disable automatic screen orientation:

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.

3. Clear the **Auto rotate screen** option and tap .

Notes:

- Not all application screens support automatic rotation. The screen orientation automatically changes to landscape mode when you turn the phone sideways.
- The TalkBack accessibility feature works best if you turn off auto-rotate. For details, see [Navigate Your Phone with TalkBack](#).

Display Size

You can adjust the size of texts and screen content for your viewing comfort.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Display size** and then select the size to use.

Brightness Level

By default, the screen brightness automatically adjusts depending on the surrounding lighting conditions.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Brightness level**.
4. Drag the slider to adjust the brightness.
5. Tap **OK**.

Set the Maximum Brightness Level

You can set the maximum brightness level for your phone screen.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Brightness level**.
4. Clear the **Automatic brightness** option.
5. Drag the slider to adjust the maximum brightness level.

Quickly Adjust the Brightness

1. Swipe down from the status bar with two fingers to open Quick Settings.

2. Drag the **Brightness** indicator left or right to adjust the brightness intensity.



Color Temperature

Adjust the display's color temperature.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Color temperature**, and then drag the slider to the desired color temperature.

Night Mode

Enable Night mode in the evening to filter out blue light that can strain your eyes.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Night mode**, and then tap the On/Off switch to turn it on.
4. Drag the slider to adjust the color temperature. Dragging the slider to Warmer filters out more blue light.
5. Tap **Enable Night mode automatically** to set a schedule when Night mode will be turned on.

Screen Saver

Select your phone's screensaver when it's idle or docked.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Screen saver**, and then select a screensaver.
4. Tap .

Screen Timeout (Sleep)

After a period of inactivity, the phone screen turns off to conserve battery power. You can set the idle time before the screen turns off.

Tip: To turn off and lock the screen quickly, press the **Power/Lock** button.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.

3. Tap **Screen timeout**, and then tap the time before the screen turns off.

Note: Extended screen timeout periods reduce the battery's talk and standby times.

Buttons Settings

Control the button settings on the phone.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Navigation button backlight**, and then select whether you want the navigation button backlight to automatically turn off or to always light up.
4. Select **Menu button** to use the Recent Apps key  as the menu button for certain apps.

Media Gesture

Select this option to allow other apps to recognize the 3-finger gesture.

Note: The 3-finger gesture may not be available when TalkBack gestures are enabled. For details, see [Navigate Your Phone with TalkBack](#).

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Media gesture** to select or clear this option.

Launch Camera Using the Power Button

Select this option to quickly open the Camera app by pressing the **Power/Lock** button twice.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Select the **Press power button twice for camera** option.

Motion Launch Gestures

Configure the Motion Launch gesture from this setting. See [Motion Launch](#) for details.

1. Tap  >  >  **Settings**.
2. Tap **Display, gestures & buttons**.
3. Tap **Motion Launch gestures** and enable this feature.

HTC BoomSound for Built-in Speakers

Tap this option to select a sound mode for the HTC BoomSound for the built-in speakers.

- See [HTC BoomSound for Speakers](#) for details.

HTC USonic with Active Noise Cancellation

Connect your HTC USonic headphones to your HTC U11 and then tap this option to tune your headphones based on your hearing.

- See [Tune Your HTC USonic Earphones](#) for details.

Sound & Notification Settings

The Sound & notification settings menu lets you control your phone's audio, from ringtones and alerts to touch tones and notifications.

Sound Profile and Vibrate

Use the following settings for such features as silent mode, vibrate, and overall phone volume.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification** > **Sound profile**.
3. Select **Normal**, **Vibrate**, or **Silent**.

Note: If you selected **Vibrate** as your sound profile (step 2), your phone will vibrate for all notifications and incoming calls.

4. Tap .
5. To set your phone to always vibrate for calls in addition to any ringer settings, select the **Vibrate** option below **Volumes**.

Volumes

You can separately adjust your phone's multimedia, ringtone and notifications, and alarm volumes.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification** > **Volumes**.
3. Drag the volume sliders on the screen to adjust the ringtone and notifications, music and videos, and alarm volumes.
4. Tap **Done**.

Note: You can adjust the ringer volume in standby mode (or the earpiece volume during a call) by pressing the **Volume** button.

Notification and Alarm Sound

You can set the notification and alarm sound.

1. Tap  >  >  **Settings**.

2. Tap **Sound & notification**.
3. Tap **Notification sound** or **Alarm**.
4. Select the sound you want and tap **Apply**.

Do Not Disturb

Use Do not disturb mode to reject calls, and silence audible alerts and notifications, but still keep a data connection available.

1. With two fingers, swipe down from the top of the screen to open Quick Settings.
 2. Tap **Do not disturb** . If necessary, swipe to the next screen.
 3. Tap **Total silence**, **Alarms only**, or **Priority only** depending on if you want to allow exceptions. When **Priority only** is selected, you can receive messages or calls from contacts in your exceptions list.
 4. Tap **Until you turn this off** if you want to turn off Do not disturb by yourself or tap **+** or **—** to set the number of hours before Do not disturb turns off automatically.
 5. Tap **Done** to activate it.
- ❖ The Do not disturb icon  will appear in the status bar.
6. You can also tap **More settings** and then select **Auto decline incoming calls** to decline incoming calls and have them sent to voicemail.

Tips:

- When the screen is on, press the **Volume** button and then tap **End now** to turn off Do not disturb mode quickly.
- When you press the **Volume down** button until you reach silence mode, Do not disturb **Alarms only** mode is activated.

Note: When Do not disturb is on, the notification LED will not flash.

Block Visual Disturbance

You can set Do not disturb mode to block visual disturbances such as pop up notifications.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification**.
3. Tap **Do not disturb** > **Block visual disturbances**.
4. Tap the On/Off switches to choose whether to block visual disturbances when the screen is on and off.

Allow Notifications and Contacts to Bypass Do Not Disturb Mode

Add important contacts to an exceptions list so you can still receive their calls and messages even when Do not disturb mode is on.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification** > **Do not disturb**.
3. Tap **Priority only allows**.
4. Tap the On/Off switch next to the items you wish to allow.
5. Tap **Messages from** or **Calls from** to select who can contact you.
6. Tap **Manage approved contacts**, and then tap  to add contacts to your exceptions list.
7. To remove contacts or numbers from the list, tap  > **Remove contacts**.

Set a Do Not Disturb Schedule

Schedule Do not disturb to turn on automatically and how long will it last. For example, you can set it to turn on during a weekly meeting.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification**.
3. Tap **Do not disturb** > **Automatic rules**.
4. Tap  **Add rule**.
5. Select whether to base the rule on a time or an event, enter a name for the rule, and then tap **OK**.
6. Set the rule's parameters.
 - For Time rule:
 - Set the days.
 - Set the start and end times.
 - Select a Do not disturb level.
 - Choose whether to allow the rule to stop at either the rule end time or by the next alarm you've set in the Clock app.
 - For Event rule:
 - Select a calendar you want to make the rule for.
 - Set a condition for the type of reply.

- Select a Do not disturb level.

Note: You can turn an automatic rule on or off by tapping the On/Off switch when viewing the details of the rule.

Incoming Calls - Ringtone

You can select and assign ringtones for your incoming calls. Your phone provides a variety of ringtones that you can set as the default ringtone of your phone.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification > Ringtone**.
3. Tap the ringtone you want to use, and then tap **Apply**.

❖ The ringtone briefly plays when selected.

Note: To set a sound file as ringtone, see [Ringtone](#).

Incoming Calls - Other Options

Enable **Quiet ring on pickup** so your phone lowers the ringtone volume the moment you pick it up to answer a call. When your phone is in your bag or pocket, enable **Pocket mode** so the phone rings louder when you have an incoming call. Tap the **Flip to mute** option to mute the phone just by flipping it over.

You can choose to enable or disable the **Quiet ring on pickup** or **Pocket mode** incoming call features.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification**.
3. Select or clear the **Quiet ring on pickup** or **Pocket mode** options to enable or disable the features.
4. Tap **Flip to mute** and then select the mute setting.

For more information, see [Motion Launch](#).

System Sound Settings

The System sound settings menu lets you select whether you hear tones when tapping numbers on the dialpad, selecting onscreen options, and more.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification**.
3. Select or customize options under the System menu.
 - **Keypad touch tones:** Select the short tones to use.
 - **Tap sounds:** Play sounds when making an onscreen selection.

- **Screen lock sounds:** Play sounds when locking or unlocking the screen.
- **Pull to refresh sounds:** Play sounds when pulling the screen down to refresh content.
- **Vibrate on touch:** Vibrate when tapping soft keys and during certain other instances.
- **Emergency tone:** Set behavior when an emergency call is placed.

Notifications - Flash Notifications

Tap this option to select when you want the Front Indicator Light (LED) to light up.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification**.
3. Tap **Flash LED for notifications**, and then select **Always** or **When screen is off**.

Notifications - App Light Notifications

Tap this option to select which app events you want the Front Indicator Light (LED) to light up and notify you.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification**.
3. Tap **Manage LED notifications**.
4. Tap an app for which you want to see the Front Indicator Light (LED) to light up.

Notifications - Lock Screen Notifications

These additional options let you choose how to display app notifications on the lock screen.

1. Tap  >  >  **Settings**.
2. Tap **Sound & notification**.
3. Tap **Notifications**.
4. Select an app whose notifications you want to appear on the lock screen.
5. Select whether to block or to prioritize all notifications from the selected app.
6. Tap  twice.
7. Tap **On the lock screen**, and then choose whether to show or not to show notifications.
8. Tap **Notifications access** to control HTC Ice View notifications.

Apps Settings

Use the Apps menu to control your application settings or remove apps.

Uninstall Third-party Apps

Uninstall apps that you no longer need to save storage space.

1. Tap  >  >  **Settings**.
2. Tap **Apps**.
3. Tap the application you want to uninstall.
4. On the App info screen, tap **Uninstall**.
5. Tap **OK** to confirm.

Note: You cannot uninstall programs that are preinstalled on the phone.

Clear Application Cache and Data

Free up storage space and phone memory by deleting application cache and data.

1. Tap  >  >  **Settings**.
2. Tap **Apps**.
3. Browse to the app you want to clear and then tap it.
4. Tap **Storage**.
5. Tap **Clear data** and **Clear cache**.

Disable Apps

Apps, even if not used often, may be running in the background and downloading data. If an app cannot be uninstalled, you can disable it.

1. Tap  >  >  **Settings**.
2. Tap **Apps**.
3. Tap the application you want to disable, and then tap **Disable**.

Storage Settings

The Storage settings let you view and manage the phone and SD card storages.

Types of Storage

Your phone has the following storage types for your apps, data, and files.

- **Phone storage.** This is the internal storage which contains the Android system, preinstalled apps, email, text messages, and cached data from the apps. You can also install apps that you've downloaded and capture photos, videos, and screenshots to this storage.
- **SD card (Storage card).** Use your SD card (purchased separately) as a removable storage to store and access your media and other files on HTC U11 or any Android phone, or set it up as an extension of the internal storage. See [SD Card Storage Settings](#).
- **USB storage.** When you plug in an external USB storage device (such as a USB flash drive or an SD card reader). You need a special cable to connect your phone and a USB storage device.

SD Card Storage Settings

Use your SD card as removable storage when there's already content such as your media and other files so that you don't lose that content. If you have a brand new SD card, choose whether to use it as removable storage or set it up as an extension of the internal storage.

Removable Storage

Use a new SD card as removable storage to be able to insert and use the card on HTC U11 and other Android phones.

Internal Storage

Set up a new SD card as internal storage for more privacy and secure use. This encrypts and formats the SD card to work just like the internal storage.

This also expands the storage space since:

- Captured screenshots, camera shots, media, and other files will be stored on the SD card.
- Third-party apps that you installed and their data can be moved between the on-device storage and SD card.

Important: After setting up the SD card as internal storage, the SD card can only be used on HTC U11 where it has been formatted.

Set Up Your SD Card as Internal Storage

When you insert a SD card that has not been used on HTC U11 before, the card will be mounted as removable storage by default. If the SD card is new or doesn't have content you want to keep, you can format the SD card to use it as internal storage for HTC U11.

See [SD Card Storage Settings](#) to find out the differences between using the SD card as removable storage or internal storage.

Important: If there are still files on the SD card, back up the files first before you format the card.

1. Tap  >  >  **Settings**.
2. Tap **Storage**.

3. Under Removable storage, tap  next to the SD card name, and then tap **Format as internal**.
4. Tap **Erase & format > Format**.
5. Follow the onscreen instructions to move your installed apps and their data from the phone storage to the SD card.

Tip: If you no longer want to use your SD card as internal storage, you can reformat the card as removable storage. Before you do so, make sure to move all the apps and data from the card back to the phone storage.

Move Apps and Data Between the Phone Storage and SD Card

If you've set up your SD card as internal storage, you can move third-party apps that you installed and their data such as photos, media, and downloaded files to the SD card to free up phone storage space.

If you no longer want to use your SD card as internal storage, make sure to move all the apps and data from the card back to the phone storage.

1. Tap  >  >  **Settings**.
2. Tap **Storage**.
3. Tap the name of your SD card if you're moving app data from the phone storage to the SD card, or tap **Phone storage** if you're moving data from the SD card back to the phone.
4. Tap  > **Migrate data**.
5. Tap **Move**.

Notes:

- Screenshots will also be migrated.
- When you take new photos or videos, capture new screenshots, or download new files after the migration, they will be saved to the new storage location.

Move an App

When you're running out of phone storage space, you can move a downloaded app and its data to the SD card if the card has been set up as internal storage.

If you need to reformat your SD card, make sure to move each app and its data back to the phone storage before formatting the card.

Note: Preinstalled apps cannot be moved. Some third-party apps you've downloaded and installed to the phone storage may also not allow you to move them to the SD card.

1. Tap  >  >  **Settings**.
2. Tap **Storage**.

3. Tap **Phone storage** > **Apps** if you want to move an app from the phone storage to the SD card.

– or –

Tap the name of your SD card, and then tap **Apps** if you need to move an app from the SD card back to the phone storage.

4. Tap the app you want to move.
5. Tap **Change**, and then tap where you want to move it.
6. Tap **Move**.

Copy or Move Files Between the Phone Storage and SD Card

You can go to Settings to view and manage files on the phone storage and SD card. If you're using your SD card as removable storage, you can copy or move your files between the phone storage and SD card. You can also copy or move files to or from an external USB storage device when you have it connected to HTC U11.

1. Tap  >  >  **Settings**.

2. Tap **Storage**.

3. Tap **Phone storage** > **Explore** or tap the SD card name.

– or –

Tap the external USB storage device if you have one connected.

4. Open the folder that contains the files you want to copy or move.
5. To select or deselect files:
 - Touch and hold a file to select it. To select more files, tap each file.
 - Tap a file to deselect it.
 - To select all files, touch and hold a file first, and then tap  > **Select all**.
6. Tap , and then tap **Copy to** or **Move to**.
7. In the slideout menu that opens, choose the type of storage where to copy or move to, and then open the destination folder.
8. Tap **Copy** or **Move**.

Copy Files To or From Your Phone

You can copy your music, photos, and other files to your phone.

Important: Save and close your files before copying them from your computer to HTC U11, or vice versa.

Note: If you're using your SD card as internal storage, your computer will only show SD card content.

1. Connect your phone to the computer using the supplied USB cable.
2. On your phone, unlock the screen if it's locked.
3. On the pop-up message that asks whether to use USB for file transfers, tap **Yes**. If you don't see this message, slide the notification panel open, tap the **Use USB for** notification, and then tap **Transfer files**.
 - ❖ You'll then see options for viewing or importing files on the computer screen.
4. Choose to view files.
5. Copy the files from your computer to your phone, or vice versa.
6. After copying the files, disconnect the phone from the computer.

Make More Storage Space

As you use your phone, you'll accumulate data and fill its storage capacity over time. Here are some tips on how to increase storage space.

Manage Photos and Videos

- After taking continuous camera shots, keep only the best shot and discard the rest, if you don't need them.
- After editing a photo or trimming a video, the original file is kept. Delete original files or move them to online storage or to your computer.
- If you are only sending videos through MMS, use a lower resolution. High-resolution video takes up more space.
- RAW image files take up a lot of storage space. It's recommended to use an SD card as the default storage for photos and videos. If your SD card is running low on space, consider moving RAW image files to your computer.

Remove Unused Themes

Themes can quickly consume storage space because themes can include images, sounds and icons. Remove themes you're not using. For details, see [Delete a Theme](#).

Back up Data and Files

Keep only the most recent data in your apps and files that you often need to use. You can back up your other data and files. For some tips, see [Backup](#).

Remove or Disable Apps

Uninstall apps that you've downloaded if no longer need them. See [Uninstall Third-party Apps](#). Preinstalled apps can be disabled when you're not using them. See [Disable Apps](#).

Move Apps to the SD card

Third-party apps that you've downloaded and installed can be moved to the SD card if you've set up the card as internal storage. See [SD Card Storage Settings](#).

Power Settings

Use the Power settings to check the phone's battery, enable Power saver mode, and more.

Battery Optimization for Apps

When you have connections such as Wi-Fi on while the phone is in sleep mode, some apps may still continue to use the battery. Starting from Android 6.0, battery optimization is enabled for all apps by default which helps prolong battery standby time when you're not using the phone.

The phone needs to be sitting idle for an extended period of time before battery optimization takes effect.

Turn Battery Optimization Off in Apps

If there are apps that you don't want battery optimization enabled, you can turn the feature off in those apps.

1. Tap  >  >  **Settings**.
2. Tap **Power**.
3. Tap **Battery optimization**.
4. Tap **Not optimized** > **All apps** to see the complete list of apps.
5. To turn off battery optimization in an app, tap the app name, and then tap **Don't optimize** > **Done**.
6. Repeat this process to turn off optimization in other apps.

Note: To filter the list and see which apps have battery optimization disabled, tap **Battery optimization** > **Not optimized**.

Use Power Saver Mode

Power saver mode helps to increase battery life. It reduces the usage of phone features that drain the battery such as the display and data connection.

1. Tap  >  >  **Settings**.
2. Tap **Power**.
3. Tap the **Power saver** On/Off switch to turn Power saver mode on or off.

Tip: To set when to automatically switch this mode on, tap **Power saver** > **Turn on automatically**, and then select a battery level.

Use Extreme Power Saving Mode

In times when you don't need to use much of your phone, turn Extreme power saving mode on to extend battery life longer. In this mode, standby time can last longer than usual, and you can only use the most basic functions such as phone calls, text messaging, and email.

1. Tap  >  >  **Settings**.
2. Tap **Power**.
3. Tap the **Extreme power saving mode** On/Off switch to turn Extreme power saving mode on or off.

Tip: If you want to set when to automatically switch this mode on, tap **Extreme power saving mode** and select a battery level.

Check Battery Usage

See a ranking list of apps that are using the battery. You can also see how much and how long the battery has been used for each app.

1. Tap  >  >  **Settings**.
2. Tap **Power** > **Battery usage**, and then tap an app to check how it's using the battery.
3. If you see the Adjust power use section while viewing battery use details, you can tap the option underneath it to adjust settings that affect battery usage.

Tip: Another way to check the battery usage per app is to go to **Settings** > **Apps**. Tap the app you want to check, and then tap **Battery**.

Note: If the Battery option on the App info screen is grayed out, it means the app is currently not using the battery.

Check Battery History

Check how long you've been using the phone since the last charge. You can also see a chart that shows how long the screen has been on, and how long you've been using connections like the mobile network or Wi-Fi.

1. Tap  >  >  **Settings**.
2. Tap **Power** > **History** to view battery usage time.

Display the Battery Percentage

You can check the percentage of remaining battery power right from the status bar.

1. Tap  >  >  **Settings**.
2. Tap **Power**.
3. Select **Show battery level**.

Battery Saving Tips

How long the battery can last before it needs recharging depends on how you use your phone. The power management features of your phone helps increase battery life.

Use the Power Management Features

- Turn Power saver mode and Extreme power saving mode on in Settings.
- Monitoring your battery usage helps identify what's using the most power so you can choose what to do about it. See [Check Battery Usage](#).

Manage Your Connections

- Turn off wireless connections such as mobile data, Wi-Fi, or Bluetooth when not in use.
- Turn GPS only when a precise location is needed, such as while using navigation or location-based apps. For details, see [Location Setting](#).
- Turn on Airplane mode when you don't need any wireless connections and you don't want to receive calls or messages. For details, see [Airplane Mode](#).

Manage Your Display

Lowering the brightness, letting the display sleep when not in use, and keeping it simple helps save battery power.

- Use automatic brightness (the default), or manually lower the brightness.
- Set the screen timeout to a shorter time. For more details, see [Security Settings](#).
- Don't use a live wallpaper for your Home screen. Animation effects are nice to show off to other people but they drain your battery. Changing your wallpaper to a plain, black background can also help a little. The less color is displayed, the less battery is used. For more details, see [Display, Gestures & Buttons Settings](#).

Manage Your Apps

- Battery optimization helps extend battery standby time. For details, see [Battery Optimization for Apps](#).
- Install the latest software and application updates. Updates sometimes include battery performance improvements.
- Uninstall or disable apps that you never use.
 - Many apps run processes or sync data in the background even when you're not using them. If there are apps that you don't need anymore, uninstall them. See [Uninstall Third-party Apps](#).
 - If an app came preloaded and can't be uninstalled, disabling the app can still prevent it from continuously running or syncing data. For details, see [Disable Apps](#).

Limit Background Data and Sync

Background data and sync can use a lot of battery power if you have many apps syncing data in the background. It's recommended not to let apps sync data too often. Determine which apps can be set with longer sync times, or sync manually.

- In Settings, tap **Accounts & sync** and check what types of data are being synced in your online accounts. When the battery is starting to run low, temporarily disable syncing some data.
- When you're not traveling from one place to another, sync weather updates of only your current location, rather than in all of your named cities. Open the Weather app, and then tap  to edit and remove unneeded cities.
- Choose widgets wisely. Some widgets constantly sync data. Consider removing the ones that are not important from your Home screen.
- In Play Store, tap  > **Settings**, and then clear **Add icon to Home screen** to avoid automatically adding Home screen app shortcuts whenever you've installed new apps. Also tap **Auto-update apps** > **Do not auto-update apps** if you're fine with updating apps from Play Store manually.

More Battery Saving Tips

To squeeze in a little bit more battery power, try these tips.

- Tone down the ringtone and media volume.
- Minimize the use of vibration or sound feedback. In Settings, tap **Sound & notification** and choose which ones you don't need and can disable.
- Check your apps' settings as you may find more options to optimize the battery.

Memory Settings

Use the Memory settings to check the phone's average memory use or to find out how much memory is being used by individual apps.

1. Tap  >  >  **Settings**.
2. Tap **Memory**.
 - ❖ You'll see the average memory use of your phone.
3. To change the monitoring duration, tap the duration hours and select a duration time.
4. To find out how much memory is being used by apps, tap **Memory used by apps**.

Personal Settings

Use these options to personalize your phone, set security, or manage your online accounts and apps.

Personalize Settings

Use the Personalize menu to customize your phone's display, add items to the Home screen, or change the sound settings.

Customize the Home and Lock Screen Settings

Using the phone's Personalize home screen menus, you can set the following settings.

- Customize the wallpaper of your Home screen by choosing from a collection of wallpapers or from your own photos. See [Customize the Home Screen](#).
- Add apps and widgets to the widget panels. See [Work with Widgets and Shortcuts](#).
- Manage additional home screen panels. See [Organize Your Widget Panels](#).
- Change the lock screen wallpaper. See [Customize the Lock Screen](#).
- Change the phone's theme. See [Themes](#).

Ringtone

Use the Ringtone settings menu to select a phone ringtone or to make your own music as ringtone.

1. Tap  >  >  **Settings**.
2. Tap **Personalize** > **Ringtone**.
3. Do any of the following:
 - Select a ringtone from the list and tap **Apply**.
 - Add a ringtone from your music or Themes. Tap , tap **Themes** or **Music** and then follow screen instructions.

Notification Sound

The Notification sound menu lets you select your phone's notification sound.

1. Tap  >  >  **Settings**.
2. Tap **Personalize** > **Notification sound**.
3. Select a sound and tap **Apply**.

Alarm

Tap this option to select an alarm sound. For details on how to set an alarm, see [Set Alarms](#).

1. Tap  >  >  **Settings**.
2. Tap **Personalize** > **Alarm**.
3. Select a sound and tap **Apply**.

Tip: Tap  to add an alarm sound from music on your phone or from Themes.

Font

Use these options to select a font and set the font size.

1. Tap  >  >  **Settings**.
2. Tap **Personalize** > **Font style**.
3. Select a font and tap .

Tip: To install more fonts to your phone, tap .

4. Tap **Font size**, and then select the size you want.

Keyboard and Dialer Color

Tap any of these options to change the keyboard and dialer color.

1. Tap  >  >  **Settings**.
2. Tap **Personalize** > **Keyboard color** or **Dialer color**.
3. Select a color and tap .

Fingerprint Scanner Settings

Tap this option to add and manage fingerprints or configure the fingerprint sensor.

- See [Fingerprint Scanner](#).

Accounts & Sync Settings

The Accounts & sync settings menu lets you add and manage all your email, social networking, online storage, and HTC account.

Add Your Social Networks, Email Accounts, and More

Add your favorite social networks, email accounts, and online storages on your phone so you are connected anywhere you go.

1. Tap  >  >  **Settings**.
2. Tap **Accounts & sync**.
3. Tap **+**.
4. Tap an account type. You can set up these accounts on your phone: Amazon Photos, Exchange, Facebook, Google, HTC Account, LinkedIn for HTC Sense, IMAP/POP3 email, and more.
5. Enter your account information and follow screen instructions to proceed.

Note: Depending on the account type, you may need to enter an email address or user address, password, domain name, or other information. For Exchange ActiveSync accounts, contact your server administrator to determine what information you will need.

Add One or More Google Accounts

Sign in to your Google Account to see your Gmail, contacts, and calendars, and to use Google apps on your phone.

- See [Create a Google Account](#).

Forgot Your Google Account Password?

If you have forgotten your Google Account password, you can try to recover it by going to the Google website.

1. On your phone or computer, open your Web browser.
2. Go to google.com/accounts/recovery.
3. Select **I don't know my password**.
4. Enter the email address or username that you use to sign in to your Google Account and click **Continue**.
5. Follow the instructions on the screen to reset your password.

Manage Your Online Accounts

Manage the online accounts you have associated with your phone.

Remove an Account

You can remove an account from your phone. Removing an account does not remove accounts and information from the online service itself.

1. Tap  >  >  **Settings**.
2. Tap **Accounts & sync**.
3. Tap the account that you want to remove.

4. Tap  or  > **Remove**.
5. Tap **Remove account** to confirm.

Important: Some personal data may be retained by the third-party app after you have removed the account from your phone.

Sync All Your Accounts Automatically

1. Tap  >  >  **Settings**.
2. Tap **Accounts & sync**.
3. Tap the **Auto sync** On/Off switch to turn automatic sync on or off.

Change Synced Data or Settings for an Account

1. Tap  >  >  **Settings**.
2. Tap **Accounts & sync**.
3. Tap the account that you want to update.
4. Tap the item you want to sync or edit.

Location Settings

Your Location settings menu lets you select how your phone determines its location (using the wireless network, GPS satellites, both, or neither).

Location Setting

Your phone is equipped with a Location setting for use in connection with location-based services.

The Location feature allows the network to detect your position. Turning **Location** off will hide your location from everyone except 9-1-1.

Note: Turning on **Location** will allow the network to detect your position using GPS technology, making some Sprint applications and services easier to use.

To enable your phone's Location setting feature:

1. Tap  >  >  **Settings**.
2. Tap **Location**.
3. Tap the On/Off switch to turn location services on and off.
4. Under Location sources, tap **Mode** to select the location mode you want. For example, for a better estimate of your location, choose **High accuracy**. To save battery power, choose **Battery saving**.

When you turn the Location setting feature on, the phone displays the  icon on the status bar. When you turn Location setting off, the phone displays the  icon.

Important: Turning off a location service means no applications on your phone will collect your location data through that location service. However, third party applications may collect — and your phone may continue to provide — location data through other services, including through Wi-Fi and signal triangulation.

Google Location History

Select this option if you want to allow Google to collect anonymous location data or to allow certain apps to determine your location.

1. Tap  >  >  **Settings**.
2. Tap **Location**.
3. Tap **Google Location History**.
4. Tap the On/Off switch to turn this setting on or off.

Security Settings

Use the Security settings to help increase your phone security, privacy, and more.

Screen Lock Settings

You can increase the security of your phone by creating a screen lock. When enabled, you will be asked to draw the correct unlock pattern on the screen, enter the correct PIN, or enter the correct password to unlock the phone's control keys, buttons, and touchscreen. You can also use face recognition to unlock your screen.

Enable or Disable the Lock and Security Screens

1. Tap  >  >  **Settings**.
2. Tap **Security**.
3. Tap **Screen lock** to show the lock screen and not the security screen.
4. Tap **None** to disable both the lock and security screens.

Use Face Unlock - Smart Lock

1. Tap  >  >  **Settings**.
2. Tap **Screen lock**, and then select and set up a screen lock. This will be your backup screen lock method to use in case the phone doesn't recognize you or a trusted device.
3. On the Security screen, tap **Smart Lock**.

4. Confirm your screen lock and tap **Next**.
5. Tap **Trusted face**.
6. Tap **Set up > Next** and follow the screen instructions.
7. Tap **Lock phone after**, and then specify the idle time before the screen is locked.

To help make Smart Lock more reliable and more secure, you can train HTC U11 to recognize your face in different situations, such as when you're wearing glasses or sporting a beard.

Tap **Smart Lock**, confirm your screen lock, then tap **Trusted face > Improve face matching**. Follow the onscreen instructions.

Use a Screen Unlock Pattern

1. Tap  >  >  **Settings**.
2. Tap **Security**.
3. Tap **Screen lock > Pattern**.
4. Draw the screen unlock pattern by connecting at least four dots in a vertical, horizontal, or diagonal direction. Lift your finger from the screen when finished.
5. The phone records the pattern. Tap **Continue**.
6. When prompted, draw the screen unlock pattern again, and then tap **Confirm**.

Note: If you fail to draw the correct unlock pattern on the screen after five attempts, you will be prompted to wait for 30 seconds before you can try again.

Tip: To change your unlock screen pattern, tap **Screen lock** on the **Security** screen. Draw your current screen unlock pattern and then tap **Pattern**.

Use a Screen Unlock PIN

1. Tap  >  >  **Settings**.
2. Tap **Security**.
3. Tap **Screen lock > PIN**.
4. Enter a PIN and tap **Continue**.
5. Enter your PIN again to confirm and tap **OK**.

Note: If you fail to enter the correct PIN after five attempts, you will be prompted to wait for 30 seconds before you can try again.

Use a Screen Unlock Password

1. Tap  >  >  **Settings**.
2. Tap **Security**.
3. Tap **Screen lock** > **Password**.
4. Enter a password and tap **Continue**.
5. Enter your password again to confirm and tap **OK**.

Note: If you fail to enter the correct password after five attempts, you will be prompted to wait for 30 seconds before you can try again.

Lock Screen and Password Settings

Increase your privacy by selecting what type of information you want to display on the lock screen. You can also choose to make passwords invisible as you enter them on your phone.

1. Tap  >  >  **Settings**.
2. Tap **Security**.
3. Do any of the following:
 - Select the **Incoming phone calls** option to hide the private contact's name and photo on the lock screen. See [Private Contacts](#).
 - Clear the **Make passwords visible** option (recommended) to make passwords invisible as you enter them on your phone.

Allow Installation of Third-Party Apps

By default, you can only install apps downloaded from Google Play. The Security menu lets you allow installation of non-Play Store apps on your phone.

To allow installation of non-Play Store apps on the phone:

1. Tap  >  >  **Settings**.
2. Tap **Security**.
3. Select the **Unknown sources** option.

Important: After installing the app, go back to **Settings** > **Security** and make sure to clear the **Unknown sources** option. This can help protect your phone from installing other insecure apps from the Web.

Install Digital Certificates

Use client and Certificate Authority (CA) digital certificates to enable your phone to access VPN or secured Wi-Fi networks, and also to provide authentication to online servers. You can get a certificate from your system administrator or download it from sites that require authentication.

Notes:

- You must set a lock screen PIN or password before installing a digital certificate.
 - Some apps such as your browser or email client let you install certificates directly in the app. See the app's help for details.
1. Save the certificate file in the root folder of your SD card.
 2. Tap  >  >  **Settings > Security**.
 3. Tap **Install from SD card**.
 4. Browse to the certificate and select it.
 5. Enter a name for the certificate and select how it will be used.
 6. Tap **OK**.

Backup and Reset

Find ways on how to back up your data or how to reset the phone.

Backup

Always keep important stuff on your phone. Back up your phone before you erase the storage, do a factory reset, or upgrade to a new phone.

- **Android Backup Service.** Use your Google Account to automatically back up app data and settings including Wi-Fi passwords and files stored by certain apps. For details, see [Android Backup Service](#).
- **HTC Sync Manager.** Use HTC Sync Manager to import music, photos, and videos to your computer. You can also sync locally stored contacts, calendar events, bookmarks, documents, and playlists to your computer. Likewise, HTC Sync Manager is a good alternative if you don't want to back up your accounts, settings, and other personal content to the cloud. You can use it to create backups of your phone on your computer. For details, see [HTC Sync Manager](#).
- **Other backup options.** Separately back up other data and file types if they're not supported in HTC Backup and HTC Sync Manager. In some apps, you can back up data to the storage on the phone so you can easily restore them after a factory reset.
 - **Contacts.** Save contacts and other personal data to your online accounts so you can just sync them when switching to another phone. If you have locally stored contacts in the People app, export them to the storage on the phone. See [Back Up and Restore Contacts](#).
 - **Files.** Manually copy and paste files by connecting your phone to your computer as a disk drive. You can also upload files to online storage and services.

Note: If you're backing up data to the storage, don't choose to erase the storage when you do a factory reset.

Android Backup Service

Starting from Android 6.0, use the Android Backup Service to back up your HTC phone to Google Drive. This service can back up and restore the following:

Back up	What content or settings are backed up
App data	• In HTC apps, app data includes contacts stored on HTC U11, call history, Clock and Weather city list, and email accounts. • Data from third-party apps may also be saved in the backup, depending on the app developer settings.
Settings	These include ringtones, grid size and sort order on the Apps screen, Wi-Fi networks and passwords and some device settings.

When auto backup is enabled, the Android Backup Service periodically backs up your phone to a private folder in Google Drive. Auto backup occurs every 24 hours when the phone is idle, charging, and connected to a Wi-Fi network.

Backup data will not count towards your Google Drive storage quota. Large files or files that app developers have chosen to exclude from the service will not be backed up.

Note: Restoring your wallpaper from your old phone may depend on screen resolution compatibility of both your old phone and HTC U11

Back up HTC U11

Automatically back up HTC U to Google Drive so you can restore content such as app data and settings when needed.

1. Tap  >  >  **Settings**.
2. Tap **Backup & reset**.
3. Tap **Back up my data**.
4. Tap the On/Off switch to turn it on, and then tap .
5. Make sure **Automatic restore** is turned on.
 - ❖ This allows an app's data and settings saved through the Android Backup Service to be restored when you reinstall the app on HTC U11.

Tip: To select a backup account other than your primary Google Account, tap **Backup account** and then select another Google Account. You can also tap **Add account** to add a new Google Account for your backup.

Factory Data Reset

Reset your device to factory defaults, erasing all data from your device.

This action permanently erases ALL data from the device, including Google or other account settings, system and application data and settings, downloaded applications, as well as your music, photos, videos, and other files. Any data found on an external SD card is not affected.

Note: When you sign in to a Google Account on your device, Factory Reset Protection is automatically activated. This protects your device in the event it is lost or stolen. For more information, see [Factory Reset Protection](#).

If you reset your device to factory default settings with the Factory Reset Protection (FRP) feature turned on, you must enter the user name and password for a registered Google Account used on this device to regain access to the device. You will not be able to access the device without the correct credentials.

Warning: If you reset your Google Account password, you must wait 24 hours after changing your password to perform a factory data reset on your device.

Before resetting your device:

1. Verify that the information you want to keep has transferred to your storage area.
2. Log in to your Google Account and confirm your user name and password.

Note: A factory reset may not permanently erase all data from your phone, including personal information.

Reset Your Phone via Settings

1. Tap  >  >  **Settings**.
2. Tap **Backup & reset > Factory data reset**.
3. To delete media and other data on your SD card (if you installed one), select **Erase SD card**.
4. Tap **Reset phone**.

Once the phone has reset, it will run through the Hands Free Activation and update processes again. When finished, you will see the Welcome screen and Setup application. See [Complete the Setup Screens](#) to start over.

Reset Phone Network Settings

Reset the network settings when you're having problems connecting HTC U11 to your mobile data or Wi-Fi network and Bluetooth devices.

1. Tap  >  >  **Settings**.
2. Tap **Backup & reset > Network settings reset**.
3. Tap **Reset settings > Reset settings**.

Get Content From Another Phone

These options let you transfer content from a previous device to your new phone.

- See [Transfer Content to Your New Phone](#) for details.

System Settings

Use these options to change the phone's language, keyboard, date and time, accessibility, and more.

Accessibility Settings

Use these settings when you've downloaded and installed an accessibility tool, such as a screen reader that provides voice feedback. You can turn accessibility functions or services on or off.

1. Tap  >  >  **Settings**.
2. Tap **Accessibility** and choose the settings you want. Options include:
 - **TalkBack**: Turn this option on if you want your phone to provide spoken feedback. TalkBack helps blind and low-vision users.
 - **Select to Speak**: Turn this option on to hear spoken feedback when you tap an item or drag your finger across multiple items on the screen.
 - **Switch Access**: Turn this option on if you want to control your phone using configurable key combinations.
 - **Font size**: Tap this option to select a font size for better readability.
 - **Display size**: Tap this option to select the size of screen elements.
 - **Captions**: Turn this option on and then tap it to customize captions for your phone.
 - **Magnification gesture**: Tap this option to enable magnification gestures such as zooming in or out by triple-tapping the screen.
 - **Color inversion**: Select this option to improve screen visibility.
 - **Color correction**: Turn on color correction to improve screen visibility.
 - **Unread notification reminder**: Enable this option to remind you of unread notifications.
 - **Click after pointer stops**: Enable this option to set always select the item under the pointer as soon as it stops. To set the delay before click time, tap this option.
 - **High contrast text**: Select this option to enable high-contrast text for better readability.
 - **Power button ends call**: When selected, you can press the **Power/Lock** button to end a call.
 - **Auto rotate screen**: Select this option to automatically change the screen orientation when the phone is rotated.
 - **Speak passwords**: When selected, your phone will speak the passwords you enter on your phone.

- **Large mouse pointer:** When selected, your phone will display a large mouse pointer on areas you tap.
- **Mono audio:** When selected, your phone will combine channels when playing audio.
- **Accessibility shortcut:** Tap this option to quickly turn on accessibility features on your phone.
- **Text-to-speech output:** Tap to select the text-to-speech engine, set the speech speed, or listen to a speech synthesis demo.
- **Touch & hold delay:** Set the delay when touching and holding items on the screen.
- **Sound balance:** Tap to control the left or right channel volume.
- **Mono audio:** Select this option to improve sound when listening with only one headphone.

Navigate Your Phone with TalkBack

Use TalkBack if you need to navigate your phone by spoken feedback. When you tap the screen, your phone vibrates and gives you an audible response so you know what you are tapping.

Note: Not all languages are supported.

Turn TalkBack On

1. Tap  >  >  **Settings**.
 2. Tap **Accessibility** > **TalkBack**.
 3. Tap the **TalkBack** On/Off switch.
 4. Read the TalkBack disclaimer and then tap **OK**. Your phone will enable **Explore by touch**, which provides an audible description of what you're tapping on the screen.
- ❖ A short tutorial explaining how to use TalkBack will begin playing after you turn on TalkBack.

Note: TalkBack works best if you turn off auto-rotate screen.

Turn Explore by Touch On or Off

Explore by touch allows HTC U11 to respond to shortcut gestures and screen touches with audible feedback.

Note: Explore by touch is enabled when you turn on TalkBack.

1. Tap  >  >  **Settings**.
2. Tap **Accessibility** > **TalkBack**.
3. Tap  > **Settings**.

4. Under Touch exploration, tap the On/Off switch next to **Explore by touch** to turn the feature on or off.

When Explore by touch is disabled, HTC U11 will no longer respond to shortcut gestures or speak items when you touch the screen.

Use TalkBack Gestures

When TalkBack and Explore by touch are turned on, the regular touch gestures are replaced by the TalkBack gestures.

Note: Media gestures such as 3-finger swiping may not be available when TalkBack gestures are enabled.

To open an item:

1. Drag your finger on the screen to find and select the item.
2. Double-tap anywhere on the screen to open the item.

To move an item:

1. Drag your finger on the screen to find the item.
2. Double-tap anywhere on the screen, but don't lift your finger on the second tap.
3. Drag the item to a new spot and then lift your finger.

To scroll through a screen:

- Use two fingers to swipe up, down, left or right.

To unlock the lock screen:

- Use two fingers to swipe up from the bottom of the screen.

To open the notification panel:

- Use two fingers to swipe down from the top of the screen.

Assign TalkBack Shortcuts

TalkBack has customizable gestures that you can use to open the notification panel, view recent apps, access TalkBack controls, and more.

Important: The steps below are described using the regular gestures. Use the corresponding TalkBack gestures if you already have TalkBack turned on.

1. Tap  >  >  **Settings**.
2. Tap **Accessibility** > **TalkBack**.
3. Tap  > **Settings** > **Manage gestures**.

4. Tap any of the gestures under Shortcut gestures, and then select an action.

Use TalkBack Context Menus

TalkBack has a global context menu for controlling continuous reading and TalkBack controls and a local context menu for controlling the selected text or item on the screen. These menus can be accessed using TalkBack shortcut gestures.

1. Turn TalkBack on.
2. Do one of the following:
 - To open the global context menu, use one finger to swipe down and right in one continuous movement.
 - To open the local context menu, use one finger to swipe up and right in one continuous movement.

Note: If you already changed the TalkBack shortcut gestures, check your TalkBack settings for the appropriate gesture.

3. Double-tap an item on the menu to select.

Change the TalkBack Reading Speed and Pitch

Important: The steps below are described using the regular gestures. Use the corresponding TalkBack gestures if you already have TalkBack turned on.

1. Tap  >  >  **Settings**.
2. Tap **Accessibility** > **Text-to-speech output**.
3. Drag the **Speech rate** and **Pitch** sliders to the right to increase or left to decrease.
4. Tap **Listen to an example** to hear the speech rate and pitch you've set.

Tip: Tap **Reset speech rate** or **Reset speech pitch** to revert the settings to their default values.

Change the TalkBack Language Settings

1. Tap  >  >  **Settings**.
2. Tap **Accessibility** > **Text-to-speech output**.
3. Tap  next to **Google Text-to-speech Engine**, and then do any of the following:
 - Select a different language: Tap **Language**.
 - Install a language: Tap **Install voice data**, and then tap the language. Tap  next to the voice data you want to install. When installation is completed, press  twice and tap **Language**.

Note: Not all languages are supported.

Google Settings

The Google settings let you manage your Google Account and services on your phone.

1. Tap  >  >  **Settings**.
2. Tap **Google**.
3. Tap and change the settings to your preference.

Language & Keyboard Settings

Your phone's Language & keyboard settings let you select a language for the phones screens and menus, as well as manage a personal user dictionary.

Change the Phone Language

Changing the language adjusts the keyboard layout, date and time formatting, and more.

1. Tap  >  >  **Settings**.
2. Tap **Language & keyboard > Languages**.
 - The first language in the list is the display language.
3. Tap **Add a language** to add another language to the list, and then if necessary, select the regional variant of the selected language.
4. To change the display language, touch and hold  next to the language you want, and drag it to the beginning of the list.

Tip: To remove languages from the list, tap  > **Remove**, select the languages you want to remove, and then tap .

Keyboard and Input Methods - Virtual Keyboard

Change the settings for the TouchPal keyboard.

- See [Adjust the Keyboard Settings](#).

Keyboard and Input Methods - Google Voice Typing

This option lets you choose the input language for Google voice typing, block offensive words, or download offline speech recognition.

1. Tap  >  >  **Settings**.
2. Tap **Language & keyboard > Virtual keyboard**.
3. Tap **Google voice typing**.

4. Change the settings as desired.

Speech Settings

Use these settings to adjust or select your default text-to-speech output.

1. Tap  >  >  **Settings**.
2. Tap **Language & keyboard**.
3. Tap **Text-to-speech output** to select the text-to-speech engine, set the speech speed, or listen to speech synthesis demo.

Date & Time Settings

By default, your phone automatically uses the network-provided date, time zone, and time. However, you can set the date, time zone, and time manually if you need to.

1. Tap  >  >  **Settings**.
2. Tap **Date & time**.
3. Clear the **Automatic date & time** and **Automatic time zone** options.
4. Tap **Set date**, change the date and tap **OK**.
5. Tap **Set time**, adjust the time and tap **OK**.
6. Tap **Select time zone**, and then select the time zone in the list.
7. Select the **Use 24-hour format** option to toggle between using a 12-hour or 24-hour (military) time format.
8. Tap **Choose date format**, and then select how you want dates to display on your phone. The selected date format also applies to the date displayed in the Alarm Clock.

Enable Travel Mode

If you often travel across time zones, turn on Travel mode in Settings to see a dual clock on the Home screen and lock screen that shows both your home and current time zones.

Notes:

- Make sure you turn on location services in your phone settings. See [Location Setting](#).
- Set your home time zone first in the Clock app. See [Clock](#).

1. Tap  >  >  **Settings**.
2. Tap **Date & time**.
3. Tap the **Travel mode** On/Off switch to turn travel mode on or off.

- ❖ You'll see a dual clock of your home and current locations once your phone detects a different time zone from the home time zone you've set.

Printing

Print from anywhere you are using Google Cloud Print™. For more information about Cloud Print, see google.com/cloudprint.

1. Tap  >  >  **Settings**.
2. Tap **Printing** > **Cloud Print**.

System Updates

From time to time, system software updates for your phone may be available. Your phone can automatically check and notify you if an update is available. You can download and install the update to your phone. Depending on the type of update, the update may erase all your personal data and customized settings, and it could also remove any programs you have installed. Make sure that you have backed up the information and files you want to keep.

Note: Checking and downloading system software updates require data access that will count towards your monthly data allowance.

1. Tap  >  >  **Settings**.
2. Tap **System updates**.
3. Tap any of these available settings:
 - **Update profile:** Update your online user profile information. See [Update Your Profile](#) for details.
 - **Update PRL:** Update the Preferred Roaming List (PRL). See [Update Your PRL](#) for details.
 - **UICC Unlock:** Unlock the UICC and use a UICC card from other service providers. For more information about UICC unlock, contact Sprint.
 - **HTC software update:** Update the phone's operating system. See [Update Your Phone Software](#) for details.

About Phone

The About menu lets you access important phone information and view legal and safety information.

1. Tap  >  >  **Settings**.
2. Tap **About**.
3. Scroll through the list and select options to view or customize information.
 - **Hardware and software version:** Displays the phone hardware and software version.

- **Software updates:** Check if there are is a new software update available for your phone.
- **Usage and error reporting:** Send error, preference, and usage reports to HTC.
- **Help:** Enable quick tips to appear on the screen.
- **Network:** Check the operator, signal strength, mobile network type, and more.
- **Phone identity:** Check the phone's name, model number, IMEI, SIM ID, MEID current user name, and number.
- **Software information:** View software related information such as the Android, HTC Sense, and software versions.
- **Legal information:** View HTC legal information, privacy alert, Google legal information and open source licenses.

Getting Help

The following set of topics will cover troubleshooting tips, phone specifications, and how to contact Sprint and manage your wireless service.

For Assistance

The following topics address areas of support for your phone, including troubleshooting, specifications, account information, and customer service contact information.

Troubleshooting

Check the questions and answers below for troubleshooting solutions for common phone issues.

Check Here First

Problem: Phone freezes/operation is unstable.

Answer: Turn the phone on again. See [Turn Your Phone On and Off](#). Data that was being edited is erased after your phone is powered on again.

Problem: Operation is unstable after a new application was installed.

Answer: The newly installed application may be the cause. Uninstall the application following the steps in [Uninstall Third-party Apps](#). If you're unable to uninstall the app, restart the phone in Safe mode. To turn the phone on in Safe mode:

- Press and hold the **Power/Lock** button, touch and hold **Power off**, read the disclaimer for safe mode, and then tap **OK**.
 - After turning the phone on in Safe mode, "Safe Mode" appears at lower left.
 - After restarting in Safe mode, your phone can be powered on as usual.
 - Before turning the phone on in Safe mode, it is recommended that you back up important data.
 - By powering the phone on in Safe mode, added widgets may be deleted.

Problem: Cannot use the phone, email, or Internet?

Answer 1: Check whether you are where signal is weak or out of service area.

Answer 2: Power the phone on again.

Answer 3: Is the phone in Airplane mode? To check that Airplane mode is canceled:

- Swipe down from the status bar with two fingers to open Quick Settings. Check if **Airplane mode** is turned off.

Answer 4: Is data communication disabled? To check that data communication is enabled:

- Swipe down from the status bar with two fingers to open Quick Settings. Check if **Mobile data** is turned on.

Problem: Battery level goes down quickly.

Answer: Are you where signal is weak or have been out of service area for a long period? Calling where signal is weak or being out of service area uses a lot of battery power.

Problem: Cannot install applications.

Answer: Applications cannot be installed with only a little free space on the phone or SD card. To check free space, see [SD Card Storage Settings](#). Applications not supported by your phone cannot be installed.

Problem: Cannot unlock screen.

Answer: Restart the phone. Data that was being edited is erased after the phone is powered on again.

Sprint Account Information and Help

Find out about account passwords and information about managing your account and finding help.

Sprint Account Passwords

You will need to create passwords to protect access to your personal account information, your voicemail account, and your data services account. As a Sprint customer, you enjoy unlimited access to all your information.

Account User Name and Password

If you are the account owner, you will create an account user name and password when you sign on to sprint.com/mysprint. (Click **Register** and follow the prompts to get started.) If you are not the account owner (if someone else receives the bill for your Sprint service), you can get a sub-account password at sprint.com/mysprint.

Voicemail Passcode

You'll create your voicemail passcode when you set up your voicemail. See [Voicemail](#) for more information on your voicemail passcode.

Data Services Password

With your Sprint phone, you may elect to set up an optional data services password to control access and authorize purchases.

For more information, or to change your passwords, sign on to sprint.com/mysprint.

Manage Your Account

Manage your Sprint account from your computer, your Sprint phone, or any other phone.

Online: sprint.com/mysprint

- Access your account information.

- Check your usage (depending on your Sprint service plan).
- View and pay your bill.
- Enroll in Sprint online billing and automatic payment.
- Purchase accessories.
- Shop for the latest Sprint phones.
- View available Sprint service plans and options.
- Learn more about data services and other Sprint products.

From Your Sprint Phone

1. Tap  > .
2. Do any of the following:
 - Tap    to access My Sprint Support tab. There you can find information about your account and billing, connectivity, device information, and more. See [Get Support from My Sprint](#).
 - Tap    to access the My Sprint Billing tab and make a payment.
 - Tap    to check usage and account balance.

Sprint Support Services

Sprint 411 and Sprint Operator Services let you easily access information and calling assistance from your Sprint phone.

Sprint 411

Sprint 411 gives you access to a variety of services and information, including residential, business, and government listings; movie listings or showtimes; driving directions, restaurant reservations, and major local event information. You can get up to three pieces of information per call, and the operator can automatically connect your call at no additional charge.

There is a per-call charge to use Sprint 411, and you will be billed for airtime.

- From home, tap  >  and then tap    .

Sprint Operator Services

Sprint Operator Services provides assistance when you place collect calls or when you place calls billed to a local telephone calling card or third party.

- From home, tap  >  and then tap  .

For more information or to see the latest in products and services, visit us online at sprint.com/mysprint.

Copyright Information

©2017 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are trademarks of their respective owners.

Portions of this document ©2017 HTC Corporation. All rights reserved.

HTC, the HTC logo, HTC BlinkFeed, HTC BoomSound, HTC Connect, HTC Sense, Motion Launch, VideoPic, Zoe, and all other HTC product and feature names are trademarks or registered trademarks in the U.S. and/or other countries of HTC Corporation and its affiliates.

Google, Android, Chrome, Gmail, Google+, Google Cloud Print, Google Drive, Google Maps, Google Play, Google Voice Search, and YouTube are trademarks of Google Inc.

Microsoft, Windows, ActiveSync, Outlook.com, Windows Media, and Windows Vista are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

The Bluetooth[®] word mark and logos are registered trademarks by Bluetooth SIG, Inc.

Wi-Fi[®] and Miracast are registered trademarks of the Wireless Fidelity Alliance, Inc.

Facebook is a trademark of Facebook, Inc.

Twitter is a trademark of Twitter, Inc., and is used under license.

DLNA and the DLNA disc logo are trademarks or registered trademarks of Digital Living Network Alliance. All rights reserved. Unauthorized use is strictly prohibited.

AirPlay, Apple TV, iCloud, iMessage, iPhone, iTunes, and Mac OS are trademarks of Apple Inc. registered in the U.S. and other countries.

Qualcomm is a trademark of Qualcomm Incorporated, registered in the United States, and other countries and used with permission. AllPlay and the AllPlay icon are trademarks of Qualcomm Connected Experiences, Inc., and used with permission.

BLACKFIRE RESEARCH[™] is a Registered Trademark (No. 3,898,359) of BLACKFIRE RESEARCH CORP.

LinkedIn is a registered trademark or trademark of LinkedIn Corporation and its affiliates in the United States and/or other countries.

Instagram is a trademark of Instagram, LLC.

microSD and microSDHC are registered trademarks of SD-3C, LLC.

LTE is a trademark of European Telecommunications Standards Institute (ETSI) registered for the benefit of its members.

All other trademarks and service marks mentioned herein, including company names, product names, service names and logos, are the property of their respective owners and their use herein does not

indicate an affiliation with, association with, or endorsement of or by HTC Corporation. Not all marks listed necessarily appear in this User Guide.

The HTC Sync Manager software can be used with materials that you own or are lawfully authorized to use and/or duplicate. Unauthorized use and/or duplication of copyrighted material may be a violation of copyright law in the United States and/or other countries/regions. Violation of U.S. and international copyright laws may subject you to significant civil and/or criminal penalties. HTC Corporation shall not be held responsible for any damages or losses (direct or indirect) that you may incur as a result of using this software.

Screen images contained herein are simulated. HTC shall not be liable for technical or editorial errors or omissions contained herein, nor for incidental or consequential damages resulting from furnishing this material. The information is provided “as is” without warranty of any kind and is subject to change without notice. HTC also reserves the right to revise the content of this document at any time without prior notice.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording or storing in a retrieval system, or translated into any language in any form without prior written permission of HTC.

Index

- 3-way Calling, 99
- 4G, 130
- Accessibility
 - TalkBack, 232
- Accessory Jack, 12
- Activation, 24
- Airplane Mode, 41
- Alarm, 187
- Alarm Sound, 221
- Android Backup Service, 228
- Android Beam. See NFC
- Android Market, 50
- Answer a Call, 94
- App Links, 39
- App Permissions, 39
- Applications
 - Clear App Cache, 211
 - Disable, 211
 - Install Third-Party Apps, 226
 - Uninstall, 211
- Apps
 - Find & Install, 50
 - Open, 35
 - Open from Lock Screen, 36
 - Recent Apps, 37
 - Request Refunds, 51
 - Restore, 51
 - Uninstall, 52
 - Update, 51
- Apps Screen
 - Arrange Apps, 37
 - Group Apps, 38
 - Hide/Unhide Apps, 39
 - Move Apps and Folders, 38
 - Remove Apps from Folder, 38
- Back Key, 30
- Backup, 227
- Battery
 - Charge, 12
 - Check History, 217
 - Check Usage, 217
 - Extreme Power Saving Mode, 217
 - Power Saver Mode, 216
 - Save Power, 218
 - Settings, 216
- Battery Saving Tips, 218
- Block List, 98
- Bluetooth
 - Connect, 139
 - Pair devices, 138
 - Receive Files, 141
 - Send Information, 140
 - Turn on or off, 138
- Bonus Storage, 176
- BoomSound Settings, 205, 206
- Boost+, 183
- Brightness, 203
 - Maximum Level, 203
- Burst Shots, 163
- Calculator, 186
- Calendar
 - Create Event, 175
 - Edit Event, 175
 - Make Call From, 93
 - Show or Hide, 175
 - Snooze Reminders, 175
- Call Forwarding, 100
- Call History, 96, 97
 - Block Caller, 98
 - Make Call From, 96
 - Open, 97
 - Prepend a Number, 97
 - Save a Number, 97
- Call Log, 97
- Call Services
 - Call Forwarding, 100
 - Call Waiting, 100
 - Caller ID, 100
- Call Waiting, 100
- Caller ID, 100
- Camera, 153
 - Capture Mode, 154
 - Close the App, 156
 - Edge Sense, 53
 - HDR Boost, 163
 - Launch, 153
 - RAW Photo, 169
 - Record Video, 158
 - Set Flash, 156
 - Slow Motion Video, 167

- Squeeze, 53
- Take a picture, 157
- Tips, 157
- Use Volume Buttons, 156
- Zooming, 156
- Camera Flash, 156
- Camera Mode
 - Burst, 163
- Camera Scenes
 - Hyperlapse, 167
 - Panorama, 167
- Capture Mode, 154
- Car Kit
 - Connect, 139
- Change the Language, 235
- Charge the Battery, 12
- Charger/Accessory Jack, 12
- Chrome, 133
- Classic Layout, 81
- Clear App Cache, 211
- Clock, 186
 - Check Time, 186
 - Set Date, 186
 - Stopwatch, 187
 - Timer, 188
 - World Clock, 187
- Color Profile, 204
- Conference Calling, 99
- Contacts, 106
 - Add contact, 106
 - Save a Phone Number, 107
- Contacts Screen, 108
- Data Saver, 132
- Data Services, 130
 - Data Saver, 132
 - Password, 241
 - Status indicators, 130
 - Track Usage, 131
- Data Usage, 131
- Date & Time, 236
- Daydream, 204
- Default App, 39
- Disable Apps, 211
- Display, 202
 - Auto-rotate Screen, 202
 - Font Size, 202, 203
- DLNA
 - HTC Connect, 148
- Do Not Disturb
 - Settings, 207
- Drag, 23
- Dust Resistance, 26
- Earpiece, 10
- Edge Sense, 52
 - Adjust Force, 55
 - Advanced Mode, 54
 - Camera, 53
 - Change Action, 53
 - Set Up, 52
- Email
 - Add Exchange ActiveSync Account, 128
 - Make Call From, 93
 - Send Gmail, 123
- Emergency Numbers, 92
- Enhanced 911 (E911), 93
- Event
 - Create, 175
 - Edit, 175
- Exchange ActiveSync
 - Add Account, 128
- Extreme Power Saving Mode, 217
- Facebook, 133
- Factory Data Reset, 229
- Factory Reset Protection, 49
- Feeds Panel, 68
 - Off, 68
- Files
 - Transfer between phone and computer, 146
- Filter Contacts List, 109
- Fingerprint
 - Add, 57
 - Manage, 58
- Fingerprint Scanner, 57
- Fingerprint Sensor, 57
- Flash, 12
- Flick, 23
- Font, 221
- Free Storage, 176
- Freestyle Layout, 81
- Front Indicator Light, 67
- Glove Mode, 202
- Gmail, 123
 - Add Account, 127
 - Archive threads, 126
 - Create account, 47
 - Delete threads, 127
 - Get Help, 129
 - Labels, 126

- Mute threads, 126
- New messages, 124
- Read and reply, 124
- Read messages, 124
- Reply Email, 125
- Report Spam, 127
- Search, 127
- Send Message, 123
- Switch Accounts, 127
- Google
 - Chrome, 133
 - Create account, 47
 - Sign in, 49
- Google Account
 - Add Account, 222
 - Forgot Password, 222
- Google App, 180
- Google Calendar, 174
- Google Drive, 176
 - Bonus Space, 176
 - Check Space, 176
- Google Location Service, 224
- Google Maps, 177
 - Get Around Maps, 177
 - Get Directions, 178
 - Moving in Maps, 177
 - Search Location, 178
- Google Photos, 170
 - Basic Editing, 171
 - Edit Photos, 171
 - RAW Enhancement, 171
 - Slow Motion Video, 172
 - Trim Video, 171
 - View Photos, 170
 - View Videos, 170
- Google Play
 - Find & Install Apps, 50
 - Help, 52
 - Store, 50
- Google Play Music, 192
- Google Search, 179
- Google Settings, 235
- Google Voice Search, 180
- Google Voice Typing, 43
- Google Voice Typing, 235
- Group Messaging, 119
- Group Text, 119
- HDR Boost, 163
- Headset
 - Connect, 139
- Hearing Aids, 103
- High Res Audio, 159
- History
 - Erase, 98
- Home Key, 30
- Home Screen, 63
 - Add App Shortcuts, 76
 - Add or Remove Widget Panel, 74
 - Add Stickers, 82
 - Add Widgets, 75
 - Arrange Widget Panels, 74
 - Change Main Home Screen, 73
 - Change Widget Settings, 76
 - Customize, 72
 - Feeds Panel, 68
 - Launch Bar, 75
 - Move or Remove Items, 77
 - Organize Widget Panels, 73
 - Settings, 220
 - Wallpaper, 72
 - Widgets, Shortcuts, 74
- Home Screen Layout, 81
- HTC BlinkFeed, 68
 - Customize, 70
 - Customize Highlights, 71
 - Off, 68
 - Post Status, 72
 - Remove Content, 72
 - Show and Add Topics, 71
 - Show Your Content, 70
- HTC BoomSound Adaptive Audio, 195
- HTC Connect, 148
 - AllPlay, 150
 - Blackfire, 151
 - Share Media, 149
- HTC Sense Companion, 55
 - Set Up, 55
 - View Card Details, 56
- HTC Sense Input Settings, 235
- HTC Sync Manager, 189
 - Get Help, 191
 - Install, 190
 - Transfer iPhone, 190
- iCloud, 145
- Incoming Call
 - Answer, 94
 - Mute Ringtone, 94
 - Reject, 94

- Internet, 118
- Internet Calls, 101
 - Add Account, 101
 - Make an Internet Call, 102
- iPhone, 190
- iPhone Transfer, 145
 - iCloud, 145
- Keyboard Settings, 235
- Language Settings, 235
- LED, 67
- Location Settings, 223
 - On or Off, 223
- Lock Screen
 - Customize, 77
 - Settings, 220
 - Unlock, 59
- Long Distance Calls, 93
- Maps, 177
- Media Gesture, 205
- Messages
 - Block Messages, 121
 - Delete Messages, 122
- Messaging, 118
- MMS
 - Reply, 120
 - Send, 119
 - Send messages, 119
- Mobile Hotspot, 143
- Motion Launch, 84
 - On or Off, 84
 - Troubleshooting, 87
 - Wake and Unlock, 85
 - Wake Phone, 85
 - Wake to Camera, 87
 - Wake to HTC BlinkFeed Screen, 86
 - Wake to Widget Panel, 86
- Motion Launch Settings, 205
- Multimedia Messaging, 119
- Multi-tasking, 36
- Music
 - Google Play Music, 192
- My Sprint, 195
- Nano SIM Card Tray, 12
- Navigation
 - Google Maps, 177
- NFC, 147
- Notification Icons, 64
- Notification LED, 67
- Notification Panel, 66
- Notification Sound, 220
- Notifications, 64
- Online Accounts
 - Manage, 222
- Online Storage
 - Google Drive, 176
- Onscreen Keyboard
 - Enter Text by Speaking, 43
 - Landscape, 45
 - Reposition, 45
 - Resize, 45
 - Show Numeric Keys, 46
 - Split, 45
 - Tips, 45
 - Type Faster, 45
 - Word Prediction, 43
- Onscreen Navigation, 30
- Optimize Phone Storage, 215
- People
 - Backup Contacts, 116
 - Contact Groups, 115
 - Copy, 112
 - Copy Contacts, 112
 - Delete Contacts, 112
 - Edit Contacts, 111
 - Find, 109
 - Import, 112
 - Import Contacts, 112
 - Make Call From, 96
 - Merge, 113
 - My Profile, 110
 - Private Contacts, 117
 - Send Contacts, 114
- Phone
 - Change Dialer Layout, 91
 - Dialer, 90
 - Ringtone, 102
- Phone Calls, 90
 - Answer, 94
 - Emergency Numbers, 92
 - Extension Number, 91
 - From Calendar Event, 93
 - From Call History, 96
 - From Email Messages, 93
 - From People, 96
 - From Text Messages, 93
 - International, 93
 - Missed Call, 94
 - Phone Dialpad, 90

- Smart Dial, 90
- Use Speed Dial, 92
- Phone Layout (illustration), 10
- Phone Number
 - Save to Contacts, 107
- Phone Update
 - Software, 61
- Photo Tips, 157
- Pictures
 - Take with camera, 157
- Pinch, 23
- Play Music, 192
- Play Store, 50
 - Find & Install Apps, 50
- Plus Code Dialing, 93
- Power
 - Sleep Mode, 22
- Power Button, 11
- Power Off, 22
- Power On, 21
- Power Options
 - Restart, 22
 - Turn Phone Off, 22
 - Turn Phone On, 21
- Power Saver, 216
- Predictive Text, 43
- Press and Flick, 23
- Quick Settings, 31
- RAW, 169
- RAW Photo
 - Editing, 171
 - Format and Information, 170
 - Take, 169
- Recent Apps Key, 30
- Record
 - Clips, 188
 - High Resolution Audio, 189
- Reject a Call, 94
- Reset Phone, 229
- Restart Phone, 22
- Ringtone
 - Settings, 220
- Save a Phone Number, 107
- Screen
 - Auto-rotate Screen, 202
 - Font Size, 202, 203
 - Glove Mode, 202
- Screen Timeout, 204
- Screen Unlock
 - Face Unlock, 224
 - Password, 226
 - Pattern, 225
 - PIN, 225
- Screenshots, 32
- SD Card, 17
 - Install, 17
 - Internal, 212
 - Removable, 212
 - Remove, 19
 - Set as Internal, 212
 - Storage Settings, 212
 - Unmount, 19
- Search, 179
 - By Voice, 180
 - Set Options, 180
 - Using Google, 180
 - Using Google App, 180
- Search Info, 180
- Security Settings
 - Digital Certificates, 226
 - Lock Screen, 226
 - Screen Lock, 224
- Selfie Panorama, 164
 - Take A Panoramic Selfie, 164
- Settings
 - About Your Phone, 237
 - Accessibility, 231
 - Accounts, 221
 - Airplane Mode, 200
 - Applications, 211
 - Backup, 227, 228
 - Bluetooth, 200
 - Connections, 198
 - Date & Time, 236
 - Display & gestures, 202
 - Get Content From Another Phone, 230
 - Getting To, 30
 - Google, 235
 - Hearing Aids, 103
 - HTC BoomSound Adaptive Audio, 205, 206
 - HTC Connect, 200
 - Language & Keyboard, 235
 - List of Settings, 198
 - Location Settings, 223
 - Memory, 219
 - Mobile Data, 200
 - Personalize, 220
 - Power, 216

- Printing, 237
- Quick Settings, 31
- Reset, 229
- Screen Capture, 32
- Security Settings, 221, 224, 226
- Sound & Notification, 206
- Storage, 211
- Sync Accounts, 221
- System Updates, 237
- TTY Mode, 104
- Wi-Fi, 200
- Setup Screens, 24
- Silent Mode, 40
- SIM Card, 13
 - Handle, 14
 - Install, 15
- Sleep Mode, 204
 - Switch To, 22
 - Wake From, 22
- Slide, 23
- Slow Motion Video, 167
- Slow Motion Video Editing, 172
- Smart Dial, 90
- Smart Lock, 224
- SMS
 - Reply, 120
 - Send, 118
- Social Network Account
 - Add Account, 221
- Sound
 - Incoming Calls, 209
 - Notification, Alarm, 206
 - Other Options, 209
 - Ringtones, 209
 - Sound Profile, 206
 - System Sounds, 209
 - Vibrate, 206
 - Volumes, 206
- Speaker, 12
- Speech Setting, 236
- Speed Dial, 92
- Split-screen View, 36
- Spread, 23
- Sprint 411, 242
- Sprint Account
 - Management, 241
 - Passwords, 241
- Sprint Hotspot, 143
- Sprint Operator Services, 242
- Status Bar, 64
- Status Icons, 65
- Stickers, 82
- Stopwatch, 187
- Storage
 - Copy Files, 214
 - Optimize, 215
 - Phone Storage, 211
 - Photos and Videos, 215
 - Storage Types, 211
- Super-Wide Angle Panoramic Selfie, 166
- Sweep Panorama, 167
- Swipe, 23
- TalkBack, 232
 - Assign Shortcuts, 233
 - Context Menus, 234
 - Gestures, 233
 - Language, 234
 - Reading Speed, 234
 - Turn On, 232
- Tap, 23
- Text
 - Cut and Paste, 41
 - Edit, 41
 - Share, 42
- Text Message
 - Make Call From, 93
- Text Messaging
 - Send messages, 118
- Themes, 79
 - Create, 79
 - Delete, 81
 - Download, 79
 - Search, 80
- Three-finger Gesture, 24
- Timer, 188
- Touch, 23
- Touch and Hold, 23
- Touch Autoexposure, 156
- Touchscreen, 11
 - Turn off, 59
- Transfer Content, 144, 230
 - From Android Phone, 144
 - iPhone, 145
 - Other Ways to Transfer, 146
 - To/From Your Computer, 146
 - Transfer Contacts, 146
 - Using USB Connection, 146
- Transfer Files, 214

- Travel Mode, 236
- Trim Video, 171
- TTY Mode, 104
- Turn Device Off, 22
- Turn Device On, 21
- Twitter, 134
- Two-finger Swipe, 23
- Update Phone
 - Back Up Data, 60
 - Prepare, 60
 - Update PRL, 62
 - Update Your Profile, 61
- USB Type-C, 147
- USB-C, 147
- Video
 - 3D Audio, 158
 - High Resolution Audio, 158
- Video Resolution, 159
- VideoPic, 160
- Virtual Private Networks (VPN), 142
- Visual Disturbance, 207
- Voice Dial, 91
- Voice Memos, 188
- Voice Recorder, 188
- Voice Typing, 43
- Voicemail, 98
 - Passcode, 241
- Volume
 - Button, 11
- Wallpaper
 - Multiple, 83
 - Set, 72
 - Time-based, 83
- Water Resistance, 26
- Weather, 188
- Wi-Fi, 136
 - Disconnect, 136
 - Turn On or Off, 136
 - WPS, 136
- Wi-Fi Calling, 99
- Wireless Router, 143
- World Clock, 187
- Your Phone Number, 40
- YouTube, 194
 - Post Videos, 194
- Zoom, 23
- Zooming, 156