Available applications and services are subject to change at any time.
# Table of Contents

Introduction .................................................................................................................. 1  
About the User Guide ................................................................................................. 1  
Access Instructions on Phone ...................................................................................... 1  
  Launch the Guide ...................................................................................................... 1  
  Using the Phone Guide ............................................................................................ 2  
  Check Basic Operations .......................................................................................... 2  
  Screen Use for First-Time Users .............................................................................. 2  
Get Started .................................................................................................................. 3  
Parts and Functions .................................................................................................... 3  
SIM Card ...................................................................................................................... 4  
SD Card ....................................................................................................................... 6  
  Insert SD Card ......................................................................................................... 6  
  Unmount the SD Card .............................................................................................. 7  
  Format SD Card ....................................................................................................... 8  
  Remove SD Card ..................................................................................................... 8  
Charge the Battery ...................................................................................................... 9  
Turn Your Phone On and Off ..................................................................................... 10  
Use the Touchscreen .................................................................................................. 12  
Activate Your Phone .................................................................................................. 17  
Complete the Setup Screens ...................................................................................... 18  
Transfer Content to Your New Phone ........................................................................ 20  
  Transfer Content from an Android Phone ............................................................... 20  
  Transfer Content from an iPhone .......................................................................... 21  
  Transfer Content Between Your Phone and Computer ......................................... 21  
Ways of Transferring Contacts and Other Content into Your Phone ...................... 22  
Basic Operations ....................................................................................................... 23  
Basics ......................................................................................................................... 23  
  Home Screen and Applications (Apps) List ............................................................ 23  
  Onscreen Navigation Keys ...................................................................................... 24  
Phone Settings Menu ................................................................................................. 24  
  Using Quick Settings .............................................................................................. 25  
Capture Screenshots ................................................................................................. 25  
Portrait and Landscape Screen Orientation .............................................................. 26
<table>
<thead>
<tr>
<th>Applications</th>
<th>26</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apps List</td>
<td>26</td>
</tr>
<tr>
<td>Launch an App</td>
<td>29</td>
</tr>
<tr>
<td>Phone Number</td>
<td>31</td>
</tr>
<tr>
<td>Silent Mode</td>
<td>32</td>
</tr>
<tr>
<td>Do Not Disturb Mode</td>
<td>32</td>
</tr>
<tr>
<td>Airplane Mode</td>
<td>33</td>
</tr>
<tr>
<td>Enter Text</td>
<td>33</td>
</tr>
<tr>
<td>HTC Sense Keyboard</td>
<td>33</td>
</tr>
<tr>
<td>Enter Text by Typing on the HTC Sense Keyboard</td>
<td>34</td>
</tr>
<tr>
<td>Enter Text with Word Prediction on the HTC Sense Keyboard</td>
<td>35</td>
</tr>
<tr>
<td>Enter Text with the HTC Sense Keyboard Using the Trace Keyboard</td>
<td>36</td>
</tr>
<tr>
<td>Enter Text by Speaking on the HTC Sense Keyboard</td>
<td>37</td>
</tr>
<tr>
<td>Calibrate the Keyboard</td>
<td>38</td>
</tr>
<tr>
<td>Edit Text</td>
<td>38</td>
</tr>
<tr>
<td>Google Account</td>
<td>39</td>
</tr>
<tr>
<td>Create a Google Account</td>
<td>39</td>
</tr>
<tr>
<td>Sign In to Your Google Account</td>
<td>40</td>
</tr>
<tr>
<td>Google Play Store</td>
<td>40</td>
</tr>
<tr>
<td>Find and Install an App</td>
<td>41</td>
</tr>
<tr>
<td>Request a Refund for a Paid App</td>
<td>42</td>
</tr>
<tr>
<td>Update an App</td>
<td>42</td>
</tr>
<tr>
<td>Uninstall an App</td>
<td>42</td>
</tr>
<tr>
<td>Get Help with Google Play</td>
<td>43</td>
</tr>
<tr>
<td>Android Pay</td>
<td>43</td>
</tr>
<tr>
<td>Add a Payment Card</td>
<td>43</td>
</tr>
<tr>
<td>Pay with Android Pay</td>
<td>44</td>
</tr>
<tr>
<td>Fingerprint Sensor</td>
<td>44</td>
</tr>
<tr>
<td>Add a Fingerprint the First Time</td>
<td>44</td>
</tr>
<tr>
<td>Add, Remove, or Edit Fingerprints</td>
<td>45</td>
</tr>
<tr>
<td>Lock and Unlock Your Screen</td>
<td>46</td>
</tr>
<tr>
<td>Update Your Phone</td>
<td>47</td>
</tr>
<tr>
<td>Update Your Phone Software</td>
<td>47</td>
</tr>
<tr>
<td>Update Your Profile</td>
<td>48</td>
</tr>
<tr>
<td>Update Your PRL</td>
<td>49</td>
</tr>
<tr>
<td>Your Phone Interface</td>
<td>50</td>
</tr>
<tr>
<td>Home Screen Basics</td>
<td>50</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Status Bar</td>
<td>51</td>
</tr>
<tr>
<td>Notification Panel</td>
<td>52</td>
</tr>
<tr>
<td>Manage App Notifications</td>
<td>53</td>
</tr>
<tr>
<td>Front Indicator Light (LED)</td>
<td>54</td>
</tr>
<tr>
<td>Change LED Notification Settings</td>
<td>54</td>
</tr>
<tr>
<td>HTC BlinkFeed - Your Dynamic Home Screen</td>
<td>54</td>
</tr>
<tr>
<td>Customize the Home Screen</td>
<td>59</td>
</tr>
<tr>
<td>Change the Wallpaper</td>
<td>59</td>
</tr>
<tr>
<td>Customize the Launch Bar</td>
<td>60</td>
</tr>
<tr>
<td>Change Your Main Home Screen</td>
<td>60</td>
</tr>
<tr>
<td>Organize Your Widget Panels</td>
<td>61</td>
</tr>
<tr>
<td>Work with Widgets and App Shortcuts</td>
<td>61</td>
</tr>
<tr>
<td>HTC Sense Home Widget</td>
<td>63</td>
</tr>
<tr>
<td>Customize the Lock Screen</td>
<td>66</td>
</tr>
<tr>
<td>Lock Screen Notifications</td>
<td>67</td>
</tr>
<tr>
<td>Themes</td>
<td>68</td>
</tr>
<tr>
<td>Download Themes</td>
<td>68</td>
</tr>
<tr>
<td>Bookmark Themes</td>
<td>69</td>
</tr>
<tr>
<td>Create Themes</td>
<td>69</td>
</tr>
<tr>
<td>Mix and Match Themes</td>
<td>70</td>
</tr>
<tr>
<td>Find Your Themes</td>
<td>71</td>
</tr>
<tr>
<td>Share Themes</td>
<td>71</td>
</tr>
<tr>
<td>Delete a Theme</td>
<td>71</td>
</tr>
<tr>
<td>Motion Launch</td>
<td>71</td>
</tr>
<tr>
<td>Turn Motion Launch On or Off</td>
<td>72</td>
</tr>
<tr>
<td>Wake Up to the Lock Screen</td>
<td>73</td>
</tr>
<tr>
<td>Wake Up and Unlock</td>
<td>73</td>
</tr>
<tr>
<td>Wake to the Home Widget Panel</td>
<td>74</td>
</tr>
<tr>
<td>Wake to HTC BlinkFeed</td>
<td>74</td>
</tr>
<tr>
<td>Auto Launch the Camera with Motion Launch Snap</td>
<td>75</td>
</tr>
<tr>
<td>Motion Launch Troubleshooting</td>
<td>75</td>
</tr>
<tr>
<td>Phone App</td>
<td>77</td>
</tr>
<tr>
<td>Place and Answer Calls</td>
<td>77</td>
</tr>
<tr>
<td>Call Using the Phone Dialer</td>
<td>77</td>
</tr>
<tr>
<td>Set Up Speed Dial</td>
<td>81</td>
</tr>
<tr>
<td>Return a Missed Call</td>
<td>81</td>
</tr>
<tr>
<td>Answer Phone Calls</td>
<td>82</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Prevent Notifications from Unsecured Wi-Fi Networks</td>
<td>184</td>
</tr>
<tr>
<td>Connect to a Wi-Fi Network via WPS</td>
<td>185</td>
</tr>
<tr>
<td>Disconnect from a Wireless Network</td>
<td>185</td>
</tr>
<tr>
<td>Wi-Fi Direct</td>
<td>185</td>
</tr>
<tr>
<td>Virtual Private Networks (VPN)</td>
<td>186</td>
</tr>
<tr>
<td>Add a VPN Connection</td>
<td>186</td>
</tr>
<tr>
<td>Connect to a VPN</td>
<td>186</td>
</tr>
<tr>
<td>Disconnect From a VPN</td>
<td>187</td>
</tr>
<tr>
<td>Mobile Hotspot</td>
<td>187</td>
</tr>
<tr>
<td>Share Internet Connection via USB Tethering</td>
<td>187</td>
</tr>
<tr>
<td>Bluetooth</td>
<td>188</td>
</tr>
<tr>
<td>Bluetooth Information</td>
<td>188</td>
</tr>
<tr>
<td>Connect a Bluetooth Headset or Car Kit</td>
<td>188</td>
</tr>
<tr>
<td>Reconnect a Headset or Car Kit</td>
<td>189</td>
</tr>
<tr>
<td>Disconnect From a Bluetooth Device</td>
<td>189</td>
</tr>
<tr>
<td>Send Information Using Bluetooth</td>
<td>190</td>
</tr>
<tr>
<td>Where Sent Information is Saved</td>
<td>190</td>
</tr>
<tr>
<td>Receive Files Using Bluetooth</td>
<td>191</td>
</tr>
<tr>
<td>HTC Connect</td>
<td>191</td>
</tr>
<tr>
<td>Share Media Using HTC Connect</td>
<td>192</td>
</tr>
<tr>
<td>Stream Music to Speakers Powered by Qualcomm AllPlay Media Platform</td>
<td>194</td>
</tr>
<tr>
<td>Stream Music to Blackfire Compliant Speakers</td>
<td>194</td>
</tr>
<tr>
<td>Global Services</td>
<td>197</td>
</tr>
<tr>
<td>Set the Communications Method for Global Use</td>
<td>197</td>
</tr>
<tr>
<td>Activate Sprint Worldwide Service on Your Account</td>
<td>197</td>
</tr>
<tr>
<td>Your Phone’s SIM Card for International GSM Roaming</td>
<td>197</td>
</tr>
<tr>
<td>Enable Global Roaming Mode</td>
<td>198</td>
</tr>
<tr>
<td>Make and Receive Worldwide Calls</td>
<td>198</td>
</tr>
<tr>
<td>Sprint International Voicemail Service</td>
<td>199</td>
</tr>
<tr>
<td>Set Up Your Voicemail Access Number for International Use</td>
<td>199</td>
</tr>
<tr>
<td>Access Your Voicemail Internationally</td>
<td>200</td>
</tr>
<tr>
<td>International Data Roaming</td>
<td>200</td>
</tr>
<tr>
<td>Access Email and Data Services Internationally</td>
<td>201</td>
</tr>
<tr>
<td>Contact Sprint for Assistance with International Service</td>
<td>201</td>
</tr>
<tr>
<td>Settings</td>
<td>203</td>
</tr>
<tr>
<td>Basic Settings</td>
<td>203</td>
</tr>
<tr>
<td>Airplane Mode Settings</td>
<td>204</td>
</tr>
</tbody>
</table>
Wi-Fi Settings ................................................................................................................. 204
Bluetooth Settings ................................................................................................. 204
Mobile Data Settings ............................................................................................. 204
HTC Connect Settings ........................................................................................... 205
More Wireless & Network Settings ........................................................................ 205
Personalize Settings ................................................................................................. 205
  Customize the Home and Lock Screen Settings .................................................... 205
  Ringtone .................................................................................................................. 205
  Notification Sound .................................................................................................. 206
  Alarm ....................................................................................................................... 206
  Font ......................................................................................................................... 206
  Keyboard and Dialer Color .................................................................................... 206
Fingerprint Scanner Settings .................................................................................. 207
Accounts & Sync Settings ....................................................................................... 207
  Add Your Social Networks, Email Accounts, and More ......................................... 207
  Add One or More Google Accounts ........................................................................ 207
  Manage Your Online Accounts ............................................................................... 208
Location Settings ........................................................................................................ 209
  Location Setting ..................................................................................................... 209
  Google Location History ......................................................................................... 209
  HTC Location Services ........................................................................................... 210
Security Settings ......................................................................................................... 210
  Screen Lock Settings .............................................................................................. 210
  Lock Screen and Password Settings ...................................................................... 212
  Allow Installation of Third-Party Programs ............................................................ 212
  Work with Certificates ........................................................................................... 212
Accessibility Settings ................................................................................................ 213
  Navigate Your Phone with TalkBack ...................................................................... 214
Backup and Reset ...................................................................................................... 216
  Backup .................................................................................................................... 216
  Reset Your Phone ................................................................................................... 218
Get Content From Another Phone ........................................................................ 219
Google ....................................................................................................................... 219
Display & Gestures Settings ...................................................................................... 219
  Glove Mode ............................................................................................................ 219
  Auto-rotate Screen ................................................................................................. 219
  Font Size ............................................................................................................... 220
Brightness ................................................................. 220
Color Profile ............................................................... 220
Screen Timeout (Sleep) .................................................. 221
Daydream ................................................................. 221
Media Gesture ............................................................ 221
Motion Launch Gestures ............................................... 221
HTC BoomSound with Dolby Audio ................................. 222
Sound & Notification Settings ......................................... 222
  Sound Profile and Vibrate ............................................. 222
  Volumes ................................................................ 222
  Notification and Alarm Sound ...................................... 222
  Do Not Disturb .......................................................... 223
  Incoming Calls - Ringtone ............................................. 224
  Incoming Calls - Other Options ..................................... 224
System Sound Settings ................................................. 224
  Notification - Flash Notifications ................................ 225
  Notification - App Light Notifications .......................... 225
  Notification - Lock Screen Notifications ...................... 225
Call Settings ............................................................... 226
  Call Features ................................................................ 226
  Voicemail Settings ...................................................... 226
  Hearing Aids ............................................................. 226
CDMA Call Settings ...................................................... 227
  Internet Call Settings .................................................. 228
Apps Settings .................................................................. 228
  Uninstall Third-party Apps ......................................... 228
  Clear Application Cache and Data ................................. 228
  Disable Apps ............................................................ 229
Storage & USB Settings ................................................ 229
  Types of Storage .......................................................... 229
  SD Card Storage Settings ............................................. 229
  Copy Files To or From Your Phone ............................... 232
  Make More Storage Space ........................................... 233
Power Settings ............................................................ 233
  Battery Optimization for Apps ..................................... 233
  Use Power Saver Mode ................................................ 234
  Use Extreme Power Saving Mode ................................. 234
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 and will introduce the basics of using your phone’s touchscreen if you are a new user.

Launch the Guide

A mobile user guide is available online and is easily accessible from the Apps screen.

- Tap 🏡 > 📁 > 📝 HTC Mobile Guide.
Using the Phone Guide
The mobile user guide contains all information found here. In addition, 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.

Check Basic Operations
To help you learn how to use your phone faster, check the following sections.

- Get Started
- Basic Operations
- Your Phone Interface

Screen Use for First-Time Users
These topics will get you up and running with using the phone’s touchscreen.

- Use the Touchscreen
- Onscreen Navigation Keys
Get Started

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.

<table>
<thead>
<tr>
<th>Part</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED</td>
<td>Displays a phone notification, charging status, or alert.</td>
</tr>
<tr>
<td>Earpiece</td>
<td>Lets you hear the caller and automated prompts.</td>
</tr>
<tr>
<td>Front camera</td>
<td>Takes pictures and records videos while facing the screen, and allows you to video conference.</td>
</tr>
<tr>
<td>Part</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Volume button</td>
<td>Allows you to adjust the ringtone or media volume or adjust the voice volume during a call.</td>
</tr>
<tr>
<td>Power/Lock button</td>
<td>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.</td>
</tr>
<tr>
<td>Touchscreen</td>
<td>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.</td>
</tr>
<tr>
<td>Fingerprint sensor</td>
<td>Quickly wake up and unlock your phone with your fingerprint. You can register up to 5 fingerprints. See Fingerprint Sensor.</td>
</tr>
<tr>
<td>microSD card tray and eject hole</td>
<td>Allows installation of a microSD card for additional storage. The microSD card is sold separately. See SD Card.</td>
</tr>
<tr>
<td>Nano SIM card tray and eject hole</td>
<td>Holds the preinstalled Sprint 4G LTE™ nano SIM card. See SIM Card.</td>
</tr>
<tr>
<td>Proximity sensor</td>
<td>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.</td>
</tr>
<tr>
<td>Dual flash</td>
<td>Helps illuminate subjects in low-light environments when the camera is focusing and capturing a picture or video.</td>
</tr>
<tr>
<td>Speaker</td>
<td>Lets you hear the different ringtones and sounds. This speaker also lets you hear the caller’s voice and automated prompts.</td>
</tr>
<tr>
<td>Charger/Accessory jack</td>
<td>Allows you to connect the phone charger or the USB cable (included).</td>
</tr>
<tr>
<td>Microphone</td>
<td>Transmits your voice for phone calls or records your voice or ambient sounds for voice recordings and videos.</td>
</tr>
<tr>
<td>3.5 mm headset jack</td>
<td>Allows you to plug in either a stereo headset or an optional headset for convenient, hands-free conversations.</td>
</tr>
<tr>
<td>Camera</td>
<td>Lets you take pictures and videos.</td>
</tr>
</tbody>
</table>

**CAUTION!** Inserting an accessory into the incorrect jack may damage the phone.

**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.
- Customer is responsible for any damage caused by inserting 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 SIM card for handling.

- SIM card is the property of Sprint.

- SIM card is replaceable (at cost) in case of loss/damage.

- Return 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 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.

- Always power off phone before inserting/removing SIM card.

**Insert SIM Card**

Follow these instructions to insert a SIM card. Remember to power off your phone before inserting a SIM card.

**Note:** Your phone’s SIM card is preinstalled. These instructions are for reference only.

1. Hold the phone face down.

2. Fully insert the tray eject pin (included in the box) into the small hole next to the nano SIM card tray slot until the tray ejects.
3. Pull the tray out and place the nano SIM card into the tray. Make sure that the nano SIM card’s gold contacts are facing up.

4. Insert the tray back into the slot.

SD Card

Your phone supports the use of an optional SD card (not included) to expand its storage capacity. It supports cards up to 128 GB. Some cards may not operate properly with your phone.

⚠️ SD Card Cautions

Data: Information stored on SD Card can become lost or changed accidently or 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 or remove Battery 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). Make sure to power your phone off before inserting or removing an SD card.

1. Turn off the phone.

2. Hold the phone face up.

3. Fully insert the tray eject pin (included in the box) into the small hole next to the microSD card tray slot until the tray ejects.
4. Pull the microSD card tray out, and place the microSD card into the tray.

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

6. Turn on the phone.

**Unmount the SD Card**

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

1. Tap 🏛️ > 📦 > ✎ Settings.

2. Tap **Storage & USB**.

3. Do one of the following:
   - If the SD card appears under Removable storage, tap 🔼 next to the card name.
   - If your storage 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.
**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 microSD card may not permanently erase all data from the card, including personal information.

1. Tap 🏛️ > ☰️ > Settings.
2. Tap Storage & USB.
3. Do one of the following:
   - If the SD card appears under Removable storage, tap the card name, and then tap ➜ Settings > Format as internal. Tap Erase & format, tap OK, and then choose whether you want to move data to the SD card.
   - If your storage card appears under Internal storage, tap the card name, and then tap ➜ Format as portable. Tap Format, and then tap Done.

**Remove SD Card**

Follow these instructions to remove an SD card. Always power the phone off before inserting or removing an SD card.

1. Turn off the phone.
2. Hold the phone face up.
3. Fully insert the tray eject pin (included in the box) into the small hole next to the microSD card tray slot until the tray ejects.

4. Gently pull the microSD card out of the slot.
5. Replace the microSD card and tray.
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.

**Note:**

- Use only the adapter and the USB cable that came with your phone to charge the battery. When the battery power is too low, make sure to use the power adapter to charge, not the USB cable connection with your computer.
- As a safety precaution, the battery may stop charging to avoid overheating.
- When you’re using the Internet 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 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 illuminates when charging starts. The light turns green when the battery is fully charged. Fully charging a battery may take up to three hours.
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 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.

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.

![Power/Lock button]

Your phone will power on. Depending on the settings, you may see the lock screen.

You will feel or hear the phone vibrate when it has been turned on. The first time you turn on your phone, it will search for Sprint service, and begin the setup application.

- 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.

   ![Phone options](image)

   **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 unlock the screen first 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

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. Press and hold the **Power/Lock** button for about two seconds.

2. On the Phone options menu, tap **Restart**.

3. In the Restart phone confirmation box, tap **Restart**.

   **Note:** If the phone or touchscreen becomes unresponsive, press and hold the **Power/Lock** button for about 12 seconds to restart the phone.
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.

![Swipe or Slide](image)

**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.

![Drag](image)
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.

![Two-finger Swipe Diagram](image)

**Three-finger Gesture**

- Swipe up using three fingers to share content such as photos, videos, and music from your phone. You can also share streaming media from apps such as YouTube™.
- Swipe down to disconnect from the device.

![Three-finger Gesture Diagram](image)

**Note**: Media gesture is turned on in Settings by default, which makes the three-finger gesture work only when sharing content or using HTC apps.
Note: The 3-finger gesture may not be available when TalkBack gestures are enabled. For details, see Navigate Your Phone with TalkBack.

Three-finger Tap
While using the HTC Car app, tap the screen with three fingers to activate the voice command mode.

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 is probably 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 is designed to activate automatically.
  - When you turn the phone on for the first time, you should see a Hands Free Activation screen, which may be followed by a PRL Update screen and a Firmware Update screen. Follow the onscreen instructions to continue.
- If you received your phone in the mail and you are activating a new phone for an existing number on your account (you’re swapping phones), you can activate on your computer online or directly on your phone.
  - Activate on your computer:
    - Go to sprint.com/activate and complete the online instructions to activate your phone.
  - Activate on your phone:
• Turn on your new phone. (Make sure the old one is turned off.) Your phone will automatically attempt Hands-Free Activation.

• Tap **Activate** to override auto-activation and start the manual activation wizard.

• Follow the onscreen prompts to complete the activation process.

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** button while the phone is being activated. Pressing the **Power/Lock** button cancels the activation process.

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

### Complete the Setup Screens

The setup screens help you set up certain features and preferences on your phone. Once your phone has been turned on, you will see a Welcome message. You can then complete the setup process.

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

1. From the Welcome screen, select a language and tap **Start** to get started.

   ![Welcome Screen](image)

   • 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.

2. 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.

- **Connect to Wi-Fi** – If prompted, follow the prompts to sign in to an available Wi-Fi® network. For secured Wi-Fi networks, you will need to enter a password. See **Turn Wi-Fi On and Connect to a Wireless Network**.

- **Hands Free Activation** – See **Activate This Device**.

- **Add your account** – Enter your Google Account and password. If you don’t have a Google Account, tap **Or create a new account**. See **Add a Gmail Account** for details.

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 or chat in Google+™, you must link your phone to a Google Account.

- **Google services** – Choose whether to use Google's location service or to automatically send diagnostics and data to Google. For more information, see **Location Setting** and **Google Location History**.

- **Get your apps & data** – If you have backed up your old phone’s data to your Google Account, you can easily restore that backup on your new phone.
  - If you want to restore a previous device backup, tap ▼ next to the backed up device name, select the backup you want to restore, and then tap **Done**. Tap ▼ next to **All apps**, select which apps you want restored on your new phone, and then tap **Done**. Tap **Next**.
  - If you don’t want to restore any backup, tap ▼ next to the backed up device name, select **Set up as new device**, and then tap **Done**. Tap **Next**.

- **Protect your phone** – Register a fingerprint to help secure your phone. Tap **Skip for now** to do this later in **Settings > Fingerprint scanner**. See **Fingerprint Sensor** for details.

- **Personalize your phone** – Give your new phone a name and share your location and personal usage data for relevant apps and information recommendations on the HTC Sense® Home.

3. 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.
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 One A9. 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 One A9.

- 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 One A9. 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 One A9. 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 One A9, 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.

---

**Transfer Content Between Your Phone and Computer**

There are two 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 One A9, and other mobile devices.**

### 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® 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.
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.

Home Screen and Applications (Apps) List

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 left and you’ll discover widget panels for adding your favorite widgets, apps, and more so they’re just a tap away. And if you need more room for your stuff, you can add more widget panels. For details, see Customize the Home Screen.

- Swipe right for 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.

- You can change the apps on the launch bar at the bottom of the Home screen. See Customize the Launch Bar.

- You can add an onscreen navigation key. See Onscreen Navigation Keys for details.
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**

<table>
<thead>
<tr>
<th>Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back</td>
<td>Go to the previous screen.</td>
</tr>
<tr>
<td>Home</td>
<td>Go to the Home screen. Touch and hold to launch Now on Tap. See Now on Tap for details.</td>
</tr>
<tr>
<td>Recent apps</td>
<td>Show the thumbnails of the most recently used apps and Google Chrome tabs.</td>
</tr>
</tbody>
</table>

**Phone Settings Menu**

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

1. Open Settings either from the Quick Settings panel or Apps screen.
   - 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, add widgets and shortcuts to the widget panel, 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.

For more information, see Settings.
Using Quick Settings

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

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

Capture Screenshots

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.

- Press and hold the **Power/Lock** button and the **Volume** down button at the same time.
The image is saved in the Screenshots album in Gallery.

Tip: To share the image immediately after capturing, wait until you see the icon 📸 in the status bar. Open the Notification panel, and tap ⬅️ under the Screenshot notification. If you don’t see ⬅️, slide two fingers apart on the screenshot notification.

**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.

![Portrait and Landscape Screen Orientation](image)

**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, 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.

<table>
<thead>
<tr>
<th>App</th>
<th>Function/Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌧️1Weather</td>
<td>Check out the latest in weather news and forecast.</td>
</tr>
<tr>
<td>🌞Amazon</td>
<td>Shop the Internet using the Amazon app.</td>
</tr>
<tr>
<td><strong>App</strong></td>
<td><strong>Function/Service</strong></td>
</tr>
<tr>
<td>---------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Android Pay</td>
<td>Pay for goods and services using your phone. See <a href="#">Android Pay</a>.</td>
</tr>
<tr>
<td>App Spotlight</td>
<td>Gain access to hundreds of top paid apps using a single subscription.</td>
</tr>
<tr>
<td>Calculator</td>
<td>Perform basic and advanced mathematical operations. See <a href="#">Calculator</a>.</td>
</tr>
<tr>
<td>Calendar</td>
<td>Create and sync events using the Google Calendar. See <a href="#">Google Calendar</a>.</td>
</tr>
<tr>
<td>Camera</td>
<td>Take photos and capture videos. See <a href="#">Camera and Video</a>.</td>
</tr>
<tr>
<td>Chrome</td>
<td>Browse the Internet. See <a href="#">Chrome Browser</a>.</td>
</tr>
<tr>
<td>Clock</td>
<td>Check the time, set an alarm, or use the World Clock, Stopwatch and Timer. See <a href="#">Clock</a>.</td>
</tr>
<tr>
<td>Downloads</td>
<td>View all your downloaded files here.</td>
</tr>
<tr>
<td>Drive</td>
<td>Manage your Google Drive online storage. See <a href="#">Google Drive</a>.</td>
</tr>
<tr>
<td>Emergency Alerts</td>
<td>View emergency alerts.</td>
</tr>
<tr>
<td>Facebook</td>
<td>Check what’s new with your social network. See <a href="#">Facebook</a>.</td>
</tr>
<tr>
<td>File Manager</td>
<td>Organize files and folders on your phone and SD card. See <a href="#">File Manager</a>.</td>
</tr>
<tr>
<td>Gallery</td>
<td>View your photos and videos. See <a href="#">View Pictures and Videos Using Gallery</a>.</td>
</tr>
<tr>
<td>Gmail</td>
<td>Create, send, and receive emails. See <a href="#">Create and Send Gmail</a>.</td>
</tr>
<tr>
<td>Google</td>
<td>Open Google Search or Google Now. See <a href="#">Perform Searches on the Web and Your Phone</a> and <a href="#">Get Instant Information with Google Now</a>.</td>
</tr>
<tr>
<td>Hangouts</td>
<td>Send SMS, MMS, or start a video chat. See <a href="#">Hangouts</a>.</td>
</tr>
<tr>
<td>Help</td>
<td>Find useful content on how to use your phone, view troubleshooting information, and more. See <a href="#">HTC Help</a>.</td>
</tr>
<tr>
<td>HTC DotView</td>
<td>Personalize your phone with the optional HTC DotView case. See <a href="#">HTC Dot View</a>.</td>
</tr>
<tr>
<td>HTC Mobile Guide</td>
<td>View your phone’s online user guide.</td>
</tr>
<tr>
<td>Instagram</td>
<td>Edit and share your favorite photos with this photo-sharing app.</td>
</tr>
<tr>
<td>KeyVPN</td>
<td>Connect to your company’s intranet via VPN.</td>
</tr>
<tr>
<td>Lookout</td>
<td>Help protect your phone from viruses and other threats.</td>
</tr>
<tr>
<td>Maps</td>
<td>View maps and get detailed turn-by-turn navigation to your destination. See <a href="#">Google Maps</a>.</td>
</tr>
<tr>
<td>App</td>
<td>Function/Service</td>
</tr>
<tr>
<td>---------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Messages</td>
<td>Create and send text and multimedia messages. See Text and Multimedia Messaging.</td>
</tr>
<tr>
<td>Messaging+</td>
<td>Create and send text and multimedia messages and more.</td>
</tr>
<tr>
<td>NASCAR Mobile 2014</td>
<td>Check out the latest happenings and events in NASCAR.</td>
</tr>
<tr>
<td>News &amp; Weather</td>
<td>View news and weather in using this app.</td>
</tr>
<tr>
<td>News Republic</td>
<td>Find out the latest headlines in news, entertainment, sports, and more.</td>
</tr>
<tr>
<td>NextRadio</td>
<td>Stream radio stations from all over the world.</td>
</tr>
<tr>
<td>People</td>
<td>Add, manage, and get in touch with people that matter to you most. See Contacts.</td>
</tr>
<tr>
<td>Phone</td>
<td>Call friends and access your voicemail. See Phone App.</td>
</tr>
<tr>
<td>Photo Editor</td>
<td>Add effects to your photos. See Photo Editor.</td>
</tr>
<tr>
<td>Photos</td>
<td>View photos and videos you’ve saved online.</td>
</tr>
<tr>
<td>Play Movies &amp; TV</td>
<td>Search, buy, and watch movies and shows on your phone.</td>
</tr>
<tr>
<td>Play Music</td>
<td>Search, buy, and listen to music on your phone.</td>
</tr>
<tr>
<td>Play Store</td>
<td>Search, buy, and install apps to your phone. See Google Play Store.</td>
</tr>
<tr>
<td>Settings</td>
<td>Change your phone settings. See Settings.</td>
</tr>
<tr>
<td>Setup</td>
<td>Run the setup wizard and complete the setup screens. See Complete the Setup Screens.</td>
</tr>
<tr>
<td>Sprint Family Locator</td>
<td>Locate your family member’s whereabouts with this essential app.</td>
</tr>
<tr>
<td>Sprint Music Plus</td>
<td>Search, download, and listen to music tracks on your phone.</td>
</tr>
<tr>
<td>Sprint TV &amp; Movies</td>
<td>Search, download, and watch movies and shows on your phone.</td>
</tr>
<tr>
<td>Sprint Zone</td>
<td>Manage your Sprint account from your phone.</td>
</tr>
<tr>
<td>Themes</td>
<td>Personalize your phone with themes. See Themes.</td>
</tr>
<tr>
<td>Uber</td>
<td>Use this app if you need a ride to your destination where Uber service is available.</td>
</tr>
<tr>
<td>Voice Recorder</td>
<td>Record and share your voice or create a voice memo. See Voice Recorder.</td>
</tr>
<tr>
<td>Voice Search</td>
<td>Search the Web using your voice. See Search the Web with Your Voice.</td>
</tr>
<tr>
<td>Voicemail</td>
<td>Check and read your voicemail messages. See Visual Voicemail.</td>
</tr>
</tbody>
</table>
### 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 \( \text{Apps} \) to go to the Apps screen, and then tap the app you want to use.
- On the Apps screen, tap \( \text{Search} \), 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.

### 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 \( \text{Recent} \) 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 📱.

Refresh Content of an App

In some apps, you can easily refresh content that’s synced or downloaded from the Web with a simple finger gesture.

1. While viewing content such as weather or Google Now, scroll to the top of the screen.
2. Pull down the screen with your finger, and then release to refresh.

Arrange Apps on the Apps Screen

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

1. Tap 🏡 > 🌟.
2. Tap 💡 and then choose how to arrange apps, such as alphabetically. If you want to group apps into folders or rearrange them, select Custom.

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 moving apps and folders, 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 grouping apps and folders, 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 removing apps, tap ✔.

Hide or Show Apps on the Apps Screen
1. Tap ➕ ➔.
2. Tap ■ ➔ Hide/Unhide apps.
3. Select the apps you want to hide, or clear their check boxes to unhide them.
4. Tap Done.

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**.

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.

**Do Not Disturb Mode**

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 🔔.
3. Tap **Total silence, Alarms only**, or **Priority only** depending on if you want to allow exceptions.
4. When **Priority only** is selected, you can receive messages or calls from contacts in your exceptions list.

**Note:** See o set your reminder, events, and call priorities.

5. 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.
6. Tap **Done** to activate it.
7. The Do not disturb icon off will appear in the status bar.
8. When the screen is on, press the **Volume** key and then tap **End now** to turn off Do not disturb mode quickly.

**Note**: When Do not disturb is on, the notification LED will not flash.

### 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 Gallery, Camera, and Music, 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.

**Note**: You can manually turn Bluetooth and Wi-Fi back on after enabling Airplane mode.

**Note**: 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.

- Do any of the following to turn Airplane mode on or off:
  - Press and hold the **Power/Lock** button, and then tap **Airplane mode**.
  - Swipe down from the status bar with two fingers to open Quick Settings. Tap **Airplane mode** to turn airplane mode on or off.

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

### Enter Text

You can type on your phone using one of the available touchscreen keyboards or Google voice typing.

### HTC Sense Keyboard

Typing is fast and accurate with the HTC Sense keyboard.

- Word prediction also saves typing time. As you type, you’ll see word suggestions that you can choose from. You can even add words to the word prediction dictionary. For details, see **Enter Text with Word Prediction** on the HTC Sense Keyboard.

- You can type words by just speaking. For details, see **Enter Text by Speaking** on the HTC Sense Keyboard.

- Turn on the **Trace keyboard** so you can type words by just sliding your finger from one letter to another. For details, see **Enter Text with the HTC Sense Keyboard Using the Trace Keyboard**.

- Just swipe right to access the numeric and symbol keyboard. Or swipe left to switch between languages.
The keys have secondary numbers, punctuation symbols, or other characters that you can quickly insert without having to switch to the numeric and symbol keyboard. For example, just touch and hold a key on the first row to insert a number.

Choose from a wide selection of emojis.

Show or hide navigational arrow keys on the keyboard. If you enable the arrow keys in Settings, they’ll only appear on the portrait keyboard.

And since everyone has their own typing style, you can calibrate the keyboard in so it learns how you type. See Calibrate the Keyboard.

Enter Text by Typing on the HTC Sense Keyboard

The onscreen 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.
  - Tap 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.
  - Swipe right to show number and symbol keys. To return to the main keyboard, swipe left.
  - If you selected multiple keyboard language, swipe left from the main keyboard to switch to the other keyboard language.
  - On supported apps, turn the phone sideways to show a larger Standard keyboard that lets you type easily using two thumbs.
  - Tap √ to close the onscreen keyboard.

Tip: To open the keyboard settings, touch and hold the comma key until you see ☰ above the key. Or go to Settings > Language & keyboard > HTC Sense Input.

Change the HTC Sense 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 > HTC Sense Input > Keyboard selection.
3. Choose the languages you want and tap ⬅️.
4. To change the keyboard language, do any of the following while entering text:
   - Swipe left on the onscreen keyboard (not available if you’re using trace keyboard).
   - Tap the language key 🇺🇸 until you see the language you want to use.
   - Touch and hold the language key, and then drag your finger to the keyboard language you want to use.

![HTC Sense Keyboard]

**Enter Text with Word Prediction on the HTC Sense Keyboard**

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.

![Predictive Text Example]

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.
- Tap the arrow next to the suggestion list to see more choices.
Tip: If you've accidentally chosen a wrong word from the suggestion list, you can always go back and change it by tapping the word and selecting another suggestion.

Set a Second Language for Word Prediction
You can set the word prediction to be bilingual. As you type, you’ll get word suggestions in the languages that you’ve selected.

Note: Bilingual prediction is available only when you’re using a Latin-based keyboard.

1. Tap > > Settings.
2. Tap Language & keyboard > HTC Sense Input > Keyboard selection.
3. Tap Bilingual prediction, and then choose the language you want.

Add Words to the Word Prediction Dictionary
Add frequently-used names and acronyms to the word prediction dictionary to easily find them in the suggestion list.

1. Tap > > Settings.
2. Tap Language & keyboard > HTC Sense Input.
3. Tap Personal dictionary > +.
4. Enter a word and tap OK.

While you’re entering text using the Standard keyboard layout, tapping an underlined word lets you store it in the dictionary or replace it with a suggested word.

Edit or Delete Words in the Word Prediction Dictionary

1. Tap > > Settings.
2. Tap Language & keyboard > HTC Sense Input.
3. Tap Personal dictionary.
   - To edit a word, tap the item in the list.
   - To delete items from the dictionary, tap > Delete. Select the words you want to remove, and then tap Delete.

Enter Text with the HTC Sense Keyboard Using the Trace Keyboard
Instead of tapping the keys on the onscreen keyboard, you can "trace" to type words.
Turn On Trace Keyboard
1. Tap 🏛 > 💬 > 🌐 Settings.
2. Tap Language & keyboard > HTC Sense Input.
3. Select the Trace keyboard option.
4. Tap ↵.

Enter Text Using Trace Keyboard
1. Tap an area where you want to enter text.
2. Slide your finger from one letter to the next to enter a word.
3. Lift your finger when the word is completed.
4. If the word that appears after you traced isn’t the one you want, you can:
   - Tap a word from the suggestion list.
   - Tap the arrow next to the suggestion list to see more choices.

Enter Text by Speaking on the HTC Sense Keyboard
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 image, speak out the words you want to type.

Tip: To set the voice input language, tap 🌐 > Settings > Language. 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").

**Calibrate the Keyboard**

You can calibrate the keyboard to suit your typing style.

1. Tap 🏛️ > ⌁️ > 🌐 Settings.
2. Tap Language & keyboard > HTC Sense Input.
3. Tap Advanced > Calibration tool.
4. Follow screen instructions to calibrate the keyboard.

**Edit Text**

In HTC apps, such as Messages, 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 📋 or **Paste**.

**Tip:** To copy the address of a linked 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.

Google Account

You will need a Google Account to access several phone features such as Gmail, Google Maps, Hangouts, 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.

**Note:** You can also create and sign into your Google/Gmail account through your phone’s Setup application.

**Note:** 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 > Create an account.
3. Follow the onscreen prompts to create your free account.
4. Navigate to your the Gmail inbox.

Create a Google Account Using Your Phone

1. Tap > Settings > Accounts & sync.
2. Tap > Google.
3. Tap Or create a new account.
4. Enter your first name and last name, and then tap Next.
5. Enter your desired email address, and then tap Next.
6. When prompted, enter and re-enter a password, and then tap Next.
7. In the Rescue info screen, enter the phone number to use to recover your account password in case you forgot.
   - If you’ve entered a phone number, a security code will be sent to that phone and you will be asked to enter the code in the Verify phone number screen.

8. Tap I agree to agree to the Terms of Service and Privacy Policy.

9. In Your Google Account screen, tap Next.

10. Select your preferences in the Google services screen and then tap Next.

11. Set up your payment information or select Remind me later and then tap Next.
   - To go to your Gmail inbox, tap > > Gmail.

### 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. Enter your email address and tap Next.

4. Enter your password and tap Next.
   - You are signed in to your Google Account, and your phone will synchronize the selected items.

5. To go to your Gmail inbox, tap > > Gmail.

### Google Play Store

Google Play is the place to go to find new Android apps, books, movies, and music for your phone. Choose from a wide variety of free and paid content ranging from productivity apps and games to bestselling books and blockbuster movies and music. When you find what you want, you can easily download and install it on your phone.

To access the Google Play store app, you must first connect to the Internet using your phone’s Wi-Fi or mobile data connection and sign in to your Google Account. See Sign In to Your Google Account for details.

#### 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. When you open the Google Play Store app for the first time, the Terms of Service window will appear. Tap Accept to continue.
3. Browse through the categories (Apps, Games, Movies & TV, Music, Books, or Newsstand), find an item you’re interested in, and tap the name.
   - Browse through featured apps. Scroll through the list of featured apps when you open Google Play.
   - Browse apps recommended by Sprint. Tap Apps > Sprint, and then scroll through the list.
   - Search for an app. Tap 📦 on the Google Play home screen, enter the name or type of app you’re looking for, and then tap ☰ on the keyboard.
4. Tap an app to read a description about the app and user reviews.
5. Tap Install (for free applications) or the price (for paid applications).

Note: You need a Google Wallet account to purchase items on Google Play. See Google Wallet to set up a Google Wallet account if you do not have one.

6. The subsequent screen notifies you whether the app will require access to your personal information or access to certain functions or settings of your phone. If you agree to the conditions, tap Accept (for free apps) or Accept and then Buy (for paid apps) to begin downloading and installing the app.
   - If you selected a paid application, after tapping OK, you’re redirected to the Google Wallet screen to pay for the application before it’s downloaded to your phone.
   - 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 tap OK on this screen, you are responsible for the results of using this item on your phone.
Tip: Apps sometimes get updated with improvements or bug fixes. To automatically download updates, after installing, tap \( \text{Auto-update} \).

Purchasing Applications
Purchase apps at your own risk. Sprint is not responsible for any disadvantage resulting from use of third party apps.

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 \( \text{Play Store} \).
2. Tap \( \text{My apps} \).
3. Tap the app to uninstall for a refund. The details screen for the app opens.
4. Tap \( \text{Refund} \), and then tap \( \text{Yes} \) to confirm. Your app is uninstalled and the charge is cancelled.

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 \( \text{Play Store} \).
2. Tap \( \text{My apps} \).
3. Tap the app you want to update, and then tap \( \text{Update} \) > \( \text{Accept} \).
   ❖ The app update is downloaded and installed.

Set Automatic Updates
1. Tap \( \text{Play Store} \).
2. Tap \( \text{Settings} \) > \( \text{Auto-update apps} \).
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.

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.

**Android Pay**

Make your phone a convenient mobile wallet with Android Pay. Just add your payment cards to Android Pay™ and pay for goods and services instantly using HTC One A9. Look for the Android Pay logo at stores and establishments in your location.

For more information about Android Pay, visit android.com/pay.

**Add a Payment Card**

Add your payment cards to your HTC One A9 to start using Android Pay.

**Important:** You'll be required to set up a screen lock before you can use Android Pay. For details, see Lock and Unlock Your Screen.

1. Tap ☐️ > ✉️ > Android Pay.

2. Tap ‼️.

3. Scan your credit or debit card number or tap Add manually.

4. Confirm the payment card details and tap Save.
5. Read the payment card terms and conditions, and tap **Accept**.

6. To add another card, tap + and follow the onscreen instructions.

**Note:** If you are already signed in to your Google Account, you may have a credit or debit card already associated with it. If so, follow the screen prompts to verify some details.

**Pay with Android Pay**

Before you use Android Pay, make sure that NFC is enabled. Go to **Settings > More** and check if NFC is on.

1. When you’re ready to pay for your goods or services, unlock your HTC One A9.
2. Place your HTC One A9 next to the payment terminal.
   - You’ll hear a beep when the transaction is successful.

**Fingerprint Sensor**

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.

For more details about the fingerprint sensor, see **Fingerprint Scanner**.

**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** > **Next**.
3. If you haven’t already set up a lock screen pattern, PIN, or password, you’ll be asked to set one up.
4. Tap **Start**.
5. Choose which finger or thumb to use, touch the scanner until it vibrates, then lift your finger or thumb.

6. 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.

7. After you’ve successfully recorded your fingerprint, tap **Done**.

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

**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 Settings.*

**Unlock the Screen**

Unlock the screen to access your phone.

- You can either:
  - Press and hold the fingerprint sensor.
  - Swipe up to unlock the screen.

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 event reminder or an alarm, you can snooze or dismiss the event or alarm right from the lock screen. Just drag \(\text{Clock} \) or \(\text{X} \) 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.

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.

Update Your Phone Software

You can update your phone’s software using the System updates option.

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.

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, 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 & USB Settings for details.

**Update the Operating System**
This option allows you to update the 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.

**Confirm Your Current Phone Firmware**

- Tap 🏠 > 📱 > 🎁 Settings > About > Software information.
  - The software version is displayed.

**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 Interface

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.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Bar</td>
<td>The status bar displays icons to notify you of your phone’s status (on the right side) and notifications (on the left side).</td>
</tr>
<tr>
<td>Notifications Area</td>
<td>The notification area of the status bar (on the left) displays notifications for incoming messages, missed calls, application updates, and more.</td>
</tr>
<tr>
<td>Item</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Status Area</td>
<td>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.</td>
</tr>
<tr>
<td>Widgets</td>
<td>Widgets are self-contained onscreen apps that reside on your phone’s home screen.</td>
</tr>
<tr>
<td>Launch Bar</td>
<td>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.</td>
</tr>
<tr>
<td>All Apps Key</td>
<td>Tap to open the applications (apps) list. The apps list key is a primary shortcut available from all home screens.</td>
</tr>
<tr>
<td>Back Key</td>
<td>Tap to open a context-specific options menu.</td>
</tr>
<tr>
<td>Home Key</td>
<td>Tap to display the main home screen.</td>
</tr>
<tr>
<td>Recent Apps Key</td>
<td>Tap to return to the previous screen.</td>
</tr>
</tbody>
</table>

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

![Status Bar Layout](image)

**Main Notification Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Signal" /></td>
<td>Mobile Hotspot is on</td>
</tr>
<tr>
<td><img src="image" alt="New" /></td>
<td>New text or MMS message</td>
</tr>
<tr>
<td><img src="image" alt="Voice" /></td>
<td>New voicemail</td>
</tr>
<tr>
<td><img src="image" alt="Gmail" /></td>
<td>New Gmail message</td>
</tr>
<tr>
<td><img src="image" alt="Power" /></td>
<td>Power saver mode is on</td>
</tr>
<tr>
<td><img src="image" alt="Screen" /></td>
<td>Screen captured</td>
</tr>
<tr>
<td>Icon</td>
<td>Notification</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>🔄</td>
<td>General notification (for example, sync error)</td>
</tr>
<tr>
<td>🔄+</td>
<td>More notifications available (tap to view)</td>
</tr>
<tr>
<td>🔄-</td>
<td>Missed call</td>
</tr>
<tr>
<td>📞</td>
<td>Call in progress</td>
</tr>
<tr>
<td>🔽</td>
<td>Downloading</td>
</tr>
<tr>
<td>🔽+</td>
<td>Uploading</td>
</tr>
<tr>
<td>🌩️</td>
<td>USB connection</td>
</tr>
</tbody>
</table>

**Main Status Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔍</td>
<td>Bluetooth active</td>
</tr>
<tr>
<td>🌍</td>
<td>GPS active</td>
</tr>
<tr>
<td>🔴</td>
<td>Wi-Fi active</td>
</tr>
<tr>
<td>⚡️</td>
<td>Vibrate</td>
</tr>
<tr>
<td>📞📞</td>
<td>Speakerphone active</td>
</tr>
<tr>
<td>🔜</td>
<td>Network (full signal)</td>
</tr>
<tr>
<td>🌟LTE</td>
<td>Sprint 4G LTE data service</td>
</tr>
<tr>
<td>🌟3G</td>
<td>Sprint 3G data service</td>
</tr>
<tr>
<td>🛩️</td>
<td>Airplane mode</td>
</tr>
<tr>
<td>🔁</td>
<td>Data synchronizing – connected to HTC Sync</td>
</tr>
<tr>
<td>⏰</td>
<td>Alarm set</td>
</tr>
<tr>
<td>⌚️</td>
<td>Battery (charging)</td>
</tr>
<tr>
<td>🌋</td>
<td>Battery (full charge)</td>
</tr>
</tbody>
</table>

**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:

   - Some notifications allow you to take immediate action. For example, tap a missed call notification to return the call or reply with a text message.
   - Tap the notification icon on the left to open the corresponding app.
   - To dismiss just one notification in the list, drag it left or right. To dismiss all notifications and close the Notification panel, tap **Clear**.

   **Tip:** If you have several notifications, scroll through the list screen to see them all.

**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.

1. Tap 🏛️ > 🛠️ > ✨ Settings > Sound & notification.
2. Tap **App notifications**, and then tap the app you want manage. You can also touch and hold a notification, and then tap 📭.
3. Tap the On/Off switch next to **Block all** or **Treat as priority** depending on what you want to do.

   - 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 Notification, tap Flash notifications. Choose whether to always flash the LED or flash it only when the screen is off.
3. Tap App light notifications. 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.
- 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.
- Scroll to the top and pull down on the screen to manually refresh the stream.
- Swipe right on HTC BlinkFeed to open the slideout menu to choose the type or add your custom topics to display.

**Tip:** You'll see the clock widget on HTC BlinkFeed if you've set HTC BlinkFeed as the main Home screen.

**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:

- To give HTC Sense Home permission to access your location. See HTC Sense Home Widget.
- 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 ➕ > Settings.

3. Tap Choose Highlights topics and make sure Mealtime recommendations is selected.

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.
If you see numbers at the bottom, tap on a number to see alternative restaurant recommendations.

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.

Note: You need to sign in to your social networks to see their feeds on HTC BlinkFeed.

Note: 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 then and then tap Search topics and providers and enter keywords of what you’re looking for.
5. Tap a result to add it to My topics in the News Republic app. You can also tap Show feeds from RSS providers to see RSS feeds related to the topic. If you don’t see the tile, scroll up.

**Subscribe to Foreign News Sources**
Keep up to date on current events outside your region. You can have news sources from different countries appear 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 next to the name of the locale or region and then select another one.
5. Select the feeds to add.

**Read with Convenience**
Make reading HTC BlinkFeed content more convenient with resizable fonts or night reading mode.

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 and do one of the following:
   - Tap Night mode to switch to night reading mode.
   - 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.

**Post to Your Social Networks**

You can easily post a status update from HTC BlinkFeed.

**Note:** You need to sign in to your social networks to see their feeds on HTC BlinkFeed.

**Note:** 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.

**Change the Wallpaper**

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

1. Tap and hold an empty space on a widget panel.
2. In the pop-up menu, tap Change Home screen wallpaper.

Your Phone Interface
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** to use a wallpaper stored in your Theme’s gallery. See **Themes** for details.
   - To use a photo you captured with the camera, tap **Gallery**, choose and crop a photo, and then tap **Done**.
   - Tap **ID wallpapers** to select a wallpaper from a downloaded Sprint ID pack.
   - Tap **Photos** to select a wallpaper from photos stored in Google Photos app.

**Customize the Launch Bar**

The launch bar on your Home screen 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.

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

![Launch Bar](image)

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.

**Tip**: You can also group apps on the launch bar into a folder.

**Tip**: The apps or shortcuts you see on the lock screen are the same as the ones in the launch bar.

**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. In the pop-up menu, tap **Manage Home screen pages**.
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.

**Organize Your Widget Panels**

Organize your widget panels depending on your needs.

**Add or Remove a Widget Panel**

**Note:** You won't be able to add a new widget panel if you've already reached the maximum limit.

**Note:** 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. In the pop-up menu, tap **Manage Home screen pages**.

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 App Shortcuts**

Add widgets and app shortcuts to the Home screen.

**Add Widgets on Your Home Screen**

Widgets make at-a-glance important information and media content easily available. Choose from a selection of widgets and add the most useful ones to your Home screen.
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. Some widgets are available in different styles and sizes.

5. Touch and hold a widget, and then drag it to a widget panel you want to add it to.

You can also add widgets that allow you to quickly switch on or off certain settings such as Bluetooth and GPS.

**Change the Widget Settings**

You can modify basic settings of some widgets (for example, the Clock widget) from the Home screen. Some widgets can also be resized after you’ve added them to your Home screen.

- Touch and hold the widget on your Home screen, and then drag it to 🔄. You can then customize the widget settings.

- To resize the widget, touch and hold the widget. 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 or Remove Items on Your Home Screen**

1. Touch and hold the widget or app shortcut you want to move or remove.

2. To move the item to another position on the same panel, just drag it to a new area and then release it.

3. To move the item to another Home screen panel, flick left or right to rotate the screen to another widget panel, and then release it.
4. To remove the item, drag it to 🗑️, and when the item turns red, release it.

**HTC Sense Home Widget**

Get quick access to apps, shortcuts and folders you use most frequently based on where you are. With the HTC Sense Home widget, HTC One A9 continually adapts to how you use it. For example, apps you use most frequently for work will show up when you’re at your office. The HTC Sense Home widget changes depending on whether you’re at home, work, or somewhere else.

**Set Up the HTC Sense Home Widget**

Setting up the HTC Sense Home widget is quick and easy.

**Tip:** If you don’t see the HTC Sense Home widget, add it to your Home screen. See Work with Widgets and App Shortcuts.

**Note:** Make sure you turn on location services in your phone settings. See Location Settings.

1. Tap **Tap to personalize**.
2. On the setup screen of the HTC Sense Home widget, tap **LET'S EXPLORE**.

3. Tap where you are to finish setting up the widget.


5. Select all the options on the screen, and then tap ⇔

**Set Your Home and Work Locations**
You can change the address for your home and work locations if you ever move to a new home or change your job.

1. On the Home screen, swipe right or left until you see the HTC Sense Home widget.

2. On the widget, tap > 📢 ➔ Set locations.

3. Tap the address area to search for the address you want to set.

4. When you've found the address on the map, tap **Done**.

**Switch Locations Manually**
The HTC Sense Home widget automatically changes locations based on where you are. You can also manually change the location in the HTC Sense Home widget.

For the HTC Sense Home widget to change locations automatically, you need to make sure that HTC Location Service is turned on. See **HTC Location Services**.

1. On your Home screen, slide right or left until you see the HTC Sense Home widget.

2. Tap 📢, and then tap the location you want.
**Pin and Unpin Apps**

Pinning apps, shortcuts, or folders to the HTC Sense Home widget ensures they stay on the widget. Items in the HTC Sense Home widget will have one of two states: pinned or unpinned. Unpinned items will be automatically changed to more frequently used items.

1. On the Home screen, swipe right or left until you see the HTC Sense Home widget.
2. Do one of the following:
   - To pin an item, touch and hold it until you see 👇.
   - To unpin an item, touch and hold it until the unpinning progress bar has completed.

**Add Apps to the HTC Sense Home Widget**

Add your favorite apps, shortcuts, or folders to the HTC Sense Home widget.

1. Tap 🏠.
2. Touch and hold the app, shortcut, or folder you want to add to the widget.
3. Drag the item to where you want in the HTC Sense Home widget.
4. The app, shortcut or folder will be added to the HTC Sense Home widget and pinned in place.

**Turn Smart Folders On and Off**

Smart folders are folders in the HTC Sense Home widget that dynamically change contents depending on the apps you download and use. If you don’t want to see recently downloaded or recommended apps, you can turn off the smart folders.

1. On the Home screen, swipe right or left until you see the HTC Sense Home widget.
2. Tap ✔️, and then tap ✎️ > **Show/Hide smart folders**.
3. Select the smart folders you want to show or hide.
4. Tap OK.
Customize the Lock Screen

Use the home wallpaper, or use any photo you’ve taken with the camera as the lock screen wallpaper.

Change the Lock Screen Wallpaper

1. Tap > Menu > Settings > Personalize.
2. Tap Change wallpaper below Lock screen.
3. Tap any of the following options:
   - Tap Use home screen wallpaper or tap Use custom wallpaper to select a photo from Gallery.
   - Tap Themes to use a wallpaper stored in your Theme’s gallery. See Themes for details.
   - Tap Photos to select a wallpaper from photos stored in Google Photos app.

Set a Screen Lock

Help protect your personal information and help prevent others from using HTC One A9 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 One A9 is turned on or when it’s idle for a certain period of time.

2. Tap Screen lock.
3. Select a screen lock option and set up the screen lock.
4. Tap Lock phone after then 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.

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.
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 to train HTC One A9 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.

### Change Lock Screen Shortcuts

To change apps (or other shortcuts) on the lock screen, change the ones on the launch bar. To find out how, see **Customize the Launch Bar**.

### Turn Off the Lock Screen

You can turn the lock screen off in Settings.

2. Tap **Screen lock > No lock screen**.

To turn the lock screen on again, in Security settings, tap **Screen lock > Lock screen**.

### Lock Screen Notifications

On the lock screen, you can see notifications such as missed calls, text messages, calendar events, and more.

### Turn Lock Screen Notifications On or Off

You can choose to turn lock screen notifications on or off.

1. Tap 🏛️ > 🛡️ > ⌚️ Settings > Sound & notification.
2. Tap **When device is locked > Don’t show notifications at all**.

If you change your mind later, you can tap **Show all notification content** to turn lock screen notifications on.

### Interact with Lock Screen Notifications

Besides seeing notifications on the lock screen, you can also interact with them.

1. Tap twice on a notification to go directly to the related app.
2. To see the entire list of notifications on the lock screen, swipe down on the lock screen. You can tap on a blank area of the screen to return to the lock screen.
3. Swipe left or right on the notification to remove it.
4. Touch and hold a notification to see more related information.

5. Tap to prioritize or block notifications from the related app.

**HTC BlinkFeed Notifications**

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 > > Settings > Choose Highlight topics. Then clear the Meal time bundle option.

**Themes**

Themes brings a quick and easy way for you to customize your phone with wallpapers, sounds, icons, and more. Log in with your HTC Account to browse from the available themes in the Themes store, or make your own.

**Download Themes**

Find and download pre-made themes that make it easy for you to personalize your phone.

1. Tap > > Themes.

2. Tap Get started.

3. Sign in with your preferred account.

4. On the Recommended screen, swipe left or right under each category to browse recommended items.
5. To see all available items for a category, swipe left and tap See all.

6. Tap an item to see the details screen.

7. Tap Download.

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.

**Bookmark Themes**

While browsing themes, you can bookmark them so you can easily find them later.

1. Tap ☐️ > ☑️ Themes.

2. Browse the categories to find something you like.

3. Tap the item and then tap ☑️. You’ll find the bookmark in My themes. See Find Your Themes.

**Tip:** You can remove the bookmark by tapping ☑️ again.

**Create Themes**

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

1. Tap ☐️ > ☑️ Themes.

2. Tap ➔ Choose Home image to set the main wallpaper for your theme.

3. Select an image from Gallery, Photos, or take a photo with Camera.

4. Move or enlarge the crop box to the area of the image you want to include and tap ✔️.

5. Tap Next.

6. Swipe up or down to the pre-defined style to select for your theme.

7. If you don’t want to customize your theme further, tap Next to save your theme.

8. Tap Edit, then tap any of the categories you want to customize, and experiment with the settings until you’re satisfied.

9. When you’re ready, tap Preview to see what your theme will look like.

10. Tap Finish, then name your theme and tap OK to save your theme.

To apply the theme right away, make sure you select the Apply this theme now option.

**Edit a Theme**

After creating a theme, you can still edit it.
1. Tap 🏘 > ☔️ > 🌈 Themes.

2. Tap ☔️ > My themes > My current theme.

3. Make the changes you want to the theme.

4. Tap Save to update the current theme.

**Mix and Match Themes**

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. Tap 🏘 > ☔️ > 🌈 Themes.

2. Tap ☔️ > Edit current theme.

3. Tap Color and select a color scheme.

4. Tap any of the other categories you want to change.

5. Tap an item in the category. If the category is empty, tap ▼ and choose one of the collections to select from.

6. Tap Download to get the content, and then tap Apply to apply the change to your current theme.

7. Tap ⬅️ until you see the mix and match 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.

**Find Your Themes**
Themes you created or downloaded can be found in your theme collection. You’ll also find the theme you bookmarked.

1. Tap 🏠 > 🍂 > 🎨 Themes.
2. Tap 🍂 > My themes.

**Share Themes**
Share themes, wallpapers, icons, and more with friends and family.

1. Tap 🏠 > 🍂 > 🎨 Themes.
2. Browse to the theme you want to share and tap it to view the details.
3. While viewing the details page of any item in the catalog, tap 📩 to share.

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

1. Tap 🏠 > 🍂 > 🎨 Themes.
2. Tap 🍂 > My themes and then swipe to the My collections tab.
3. Tap 🍂 > Remove.
4. Tap the themes you want to remove from your collection.
5. Tap Remove.

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

**Motion Launch**
Motion Launch is a combination of a motion gesture followed by a finger gesture. With Motion Launch, you don’t have to reach for the **Power/Lock** button to wake up your phone. Using a combination of simple gestures, you can wake up to your home screen, HTC BlinkFeed, and more.

- Wake up to the lock screen
- Wake up and unlock
- Wake up to the Home widget panel
- Wake up to HTC BlinkFeed
- Auto launch the camera with Motion Launch Snap

**Turn Motion Launch On or Off**
Motion Launch is on by default. You can turn it off in Settings.

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

![Image of two fingers swiping down]

2. Tap ☰ > Display & gestures.
3. Tap Motion Launch gestures.
4. Select the Motion Launch gestures you want.

![Motion Launch gestures](image)

**Wake Up to the Lock Screen**

Go from sleep mode to the lock screen without reaching for 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 One A9 to the last screen you were using without reaching for 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 One A9 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 reaching for 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 One A9 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 reaching for 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 One A9 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.

**Auto Launch the Camera with Motion Launch Snap**

When the screen is off, you can wake up the phone directly to the Camera app.

- Press and hold the **Volume** up or down button, and then lift the phone in landscape orientation.

  -- or --

- Lift the phone in landscape orientation, and then press the **Volume** up or down button right away.

**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**, 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.
Phone App

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.

Troubleshooting

Question: Difficulty during call.

Answer 1: It may not be possible to make a call properly in a noisy location.

Answer 2: When calling using Speaker, check the call volume. Raising the call volume may make calling difficult.

Question: Sound pops momentarily during a call.

Answer: Are you changing location while calling? Sound pops when signal is weak and the phone switches to a different area.

Emergency Call Cautions

Emergency calls are restricted in Airplane mode.

Call Using the Phone Dialer

The most “traditional” way to place a call is by using the phone’s dialer screen.

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 beside the contact name.
   
   - 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 to Large dial pad or Standard dial pad.

**Troubleshooting**

**Question**: 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 the * key. The letter p is added to the number you are dialing. Enter the extension number, and then tap the Call button. You will be connected to the mainline and then to the extension number.

– or –

After dialing the main number, touch and hold the # key. The letter w is added to the number you are dialing. Enter the extension number, and then tap the Call button. After connecting to the main line, tap the Send button to dial the extension number.

Tip: You can save phone numbers with an extension in the People app.

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 the Phone icon.

3. Tap the 9 key, the * key, the 1 key, the # key, and then tap the Call button.

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 call on the screen.

Enhanced 9-1-1 (E 9-1-1) Information
This phone features an embedded Global Positioning System (GPS) chip necessary for utilizing E9-1-1 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 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.

See Set Up Speed Dial for information on assigning speed dial numbers.

**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 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, Create and Send Gmail, and Google 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.).

**Note:** Make sure the North American dialing option is enabled under Settings > Call > CDMA call settings > Plus code dialing.

**Note:** 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 [0+] until a "+" sign appears. Then enter the country code, area code, and phone number, and tap CALL.
   ❗️ 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 > Call.
2. Tap CDMA call settings > Plus code dialing > International dialing.
3. Enter the dialing code of the country where you’re located, and then tap OK.

**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.

**Return a Missed Call**

You’ll see this icon 📞 in the status bar when you missed a call.

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

**Tip:** You can also tap the notification to display call history and then tap the entry to call it.

**Tip:** 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.

When you receive a phone call from a contact, the Incoming call screen appears and displays the caller ID icon, name, and phone number of the calling party. When you receive a phone call from someone who is not stored in People, only the default caller ID icon and phone number appear on the Incoming call screen.

Note: Your phone will automatically adjust the ringtone volume when you use the polite ringer and pocket mode features.

Note: 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.

You can also press the Power/Lock button twice to reject a call.

Tip: After declining a call, you can send a text message to the caller or create a task to remind you to return the call. 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 your phone is already facing down, it 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.

- **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.
  - **Add call**: Tap to initiate a conference call (3-way call).
  - **Flash**: Tap to put the current call on hold.
  - **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 📞.

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 caller > 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.

Optional Services
The following topics outline additional voice-related services available with your phone, including voicemail, call services, and more.

Voicemail (Traditional)
In addition to Visual Voicemail, your phone and Sprint service always offer traditional voicemail service accessed through the Phone application.

Voicemail Notification
There are several ways your phone alerts you to a new message.

- By sounding the assigned ringer type.
- By displaying 📡 in the Notifications area of the status bar when a single new unheard voicemail message is received.
- By flashing the front indicator light (LED), if enabled.
**Note:** Your phone accepts messages even when it is turned off. However, your phone notifies you of new messages only when it is turned on and you are in a Sprint service area.

**Set Up Voicemail**

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

1. Tap \( \text{Home} \rightarrow \text{Voicemail} \).
2. Touch and hold \( \text{1} \) \( \text{#} \) to dial your voicemail number.
3. Follow the system prompts to:
   - Create your password.
   - Record your name announcement.
   - Record your greeting.

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

**Retrieve Your Voicemail Messages**

You can review your messages directly from your wireless phone (using either traditional voicemail or Visual Voicemail) or from any other touch-tone phone.

**Use Traditional Voicemail to Access Your Messages**

1. Tap \( \text{Home} \rightarrow \text{Voicemail} \).
2. Touch and hold \( \text{1} \) \( \text{#} \) to dial your voicemail number.
3. Follow the voice prompts to listen to and manage your voicemail messages.

**Use Another Phone to Access Your Messages**

1. Dial your wireless phone number.
2. When your voicemail answers, press the pound key (\( \# \)) on the phone.
3. Enter your password.

**Tip:** When you call voicemail from another phone, you first hear the header information (date, time, and sender information) for the message. To skip directly to the message, tap \( \text{4} \) \( \text{#} \) during the header.

**Note:** Depending on your plan, you may be charged for airtime minutes when you are accessing your voicemail from your wireless phone.
Visual Voicemail

Visual Voicemail gives you a quick and easy way to access your voicemail. Now you can find exactly the message you are looking for without having to listen to every voicemail message first. This feature periodically goes out to your voicemail, and gathers the caller information from all of the current voicemails. It then populates a list with the caller name and number, along with the length of time and priority level of the voicemail message.

Set Up Visual Voicemail

Your phone automatically transfers all unanswered calls to your voicemail, even if your phone is in use or turned off. You should set up your Sprint voicemail and personal greeting as soon as your phone is activated.

**Note:** To set up your traditional voicemail box, see Voicemail (Traditional).

1. Tap 🏠 > ⏰ > 📞 Voicemail.
2. Tap Personalize now and follow the voice prompts to:
   - Create a password (part of standard voicemail).
   - Record your name announcement.
   - Record your greeting.
3. When prompted to enter information, use the onscreen dialpad to enter your numeric responses.

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

4. Once you have completed the setup process, return to the voicemail page (see step 1).

5. Tap the Welcome to Voicemail message on the screen to play a brief explanation of the voicemail services.

Review Visual Voicemail

Visual Voicemail lets you easily access and select which messages you want to review.

1. Tap 🏠 > ⏰ > 📞 Voicemail.
2. Tap a message.

3. While reviewing a voicemail message, you can:
   - Touch ⏯️ to play or ⏸️ to pause the voicemail.
   - Touch > Archive to save the message.
   - Touch and drag the timeline to scrub through the message to different points.
   - Touch ☛ to call the person who left the voicemail message.
   - Touch ⬅️ to reply to the message. You can choose to reply via a text or audio message.
   - Touch 🔊 or 🔊 to turn the speakerphone on or off during playback. If the speakerphone feature was enabled in Settings, the speakerphone will always be automatically enabled during voicemail playback.
   - Touch 🗑️ to delete the current voicemail message.
   - Touch ➤ Help to learn more about this application.

**Note:** Not all options are available for all messages.

4. Swipe your finger left or right to display the next or previous message. The next or previous message will begin playing automatically.

**Tip:** You can navigate through voicemail messages as frequently as you’d like. You can even move to the next or previous message before you’re finished listening to the current one.
Visual Voicemail Options

Your visual voicemail options appear as icons at the bottom of the voicemail review screen.

1. Tap 🏠 > 📡 Voicemail.
2. Tap an option.
   - 🎰 Record to record a voicemail.
   - 🎬 Subscribe to Premium to subscribe to the premium Voice-to-Text transcription service. (Requires an additional monthly charge.)
   - ✅ Select to choose the voicemail messages you want to play, delete, or save to the microSD card.
   - 🎧 Play all voicemail messages in your inbox.
   - 😊 Compose a multimedia voicemail message.
   - 🌐 Other options to search, get help, or change the Visual Voicemail settings.

Configure Visual Voicemail Settings

The Visual Voicemail settings menu lets you access settings for notifications, pictures, greetings, and more.

1. Tap 🏠 > 📡 Voicemail.
2. Tap 🎧 > Settings.
   - 🎧 You will see the voicemail settings menu.
3. Select an option to change its settings.

Change Your Main Greeting via the Voicemail Menu

Your main greeting can be changed directly via the Visual Voicemail system. This direct access saves you from having to navigate within the voicemail menu.

1. Tap 🏠 > 📡 Voicemail.
2. Tap 🎧 > Settings > Preferences > Personalize voicemail.
3. Tap OK to connect to the voicemail system. Follow the prompts to change your current greeting.

Edit the Display Name via the Voicemail Menu

From your Visual Voicemail menu, you can quickly change the name or number attached to your voice messages.
1. Tap ☐ > ☐ > Voicemail.
2. Tap ☐ > Settings > Display > Display name.
3. Tap the existing identification field and enter a new identifying name or number (used to identify you to recipients of your voice messages).
4. Tap OK to save your information.

**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 call, 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 ☉ | 6 | 7
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:

- Tap > Flash. (This puts the first caller on hold and answers the second call.)

To switch back to the first caller:

- Tap > Flash again.

**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 . (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 . (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 Internet call settings, tap Accounts.
3. Tap Add account.
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. Tap **Use Internet calling**, and then select either **For all calls when data network is available**, **Only for Internet calls**, or **Ask for each call**.

### 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.

#### Call Settings Options
- See **Call Settings** for details.

### Change 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.
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 inContacts 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.

Your Contacts List

The People app lists all contacts stored on your phone and from the online accounts you’re logged into.

Contacts Screen Layout

- Tap > People.
- The following illustration show’s your Contacts app layout and describes the various features.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groups tab</td>
<td>Show contact groups.</td>
</tr>
<tr>
<td>Item</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Favorites tab</td>
<td>Show all contacts.</td>
</tr>
<tr>
<td>People tab</td>
<td>Show favorite contacts.</td>
</tr>
<tr>
<td>Contact name</td>
<td>Tap to show contact’s details. This also shows when a contact has sent you new messages.</td>
</tr>
<tr>
<td>Contact image</td>
<td>Tap to find ways to quickly connect with the contact.</td>
</tr>
<tr>
<td>Contact link suggestion</td>
<td>Tap to manage contacts from your social network and Web-based email accounts.</td>
</tr>
<tr>
<td>My profile</td>
<td>View your profile and edit your contact information.</td>
</tr>
<tr>
<td>Menu</td>
<td>Tap to manage your contacts list.</td>
</tr>
<tr>
<td>Search</td>
<td>Search contacts.</td>
</tr>
<tr>
<td>Add new</td>
<td>Add a new contact.</td>
</tr>
</tbody>
</table>

**Tip:** You can also access People through the Phone app. Tap ☐ >  and then swipe left until you reach the PEOPLE tab.

**Tip:** 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 ☐ > ☐.  
2. On the People tab, tap on the top bar.  
3. Select the online accounts that contain the contacts you want to display.  
4. Tap ↵.

**Find People**
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 ☐ > ☐.  
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. 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.

### Set Up Your Profile

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

1. Tap 🏛️ > 📏 People > My profile.
2. Tap **Edit my contact card**.
3. Enter or edit your name and contact details.
4. Tap your current profile photo or icon to change it.
5. 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. This information will show on the emergency calling screen.

1. Tap 🏛️ > 📏 People > My profile.
2. Tap **Emergency information** under the Information section.
3. Tap **Select emergency contacts**.
   - You will be redirected to your Emergency contacts group.
4. Add contacts to your Emergency contacts group, and then tap ↵.
5. Tap **Emergency medical information**, and then enter your emergency information.
6. Tap ✔.

### Add Entries to the People App

You can add new contacts to the People app or add existing ones from your social network or Exchange ActiveSync accounts.
Add a New People Entry
Start adding your contacts on your phone. If you’ve set up an email account on your phone, you can sync your new contacts with that account.

1. Tap 🏠 > ☀️ > .compose People.
2. Tap 📞.
3. Tap the "Name" field, and then enter the contact name.

**Note:** Tap 📖 to separately enter the contact's given, middle, and family, and name suffix (such as Jr.).
4. Select the Contact type. This determines which account the contact will sync with.
5. Enter the contact information in the fields provided.
6. Tap ✔️.

When you tap the added contact on your contacts list, you’ll see the contact information and your exchange of messages and calls. Depending on the information that you’ve added to the contact (such as an email address), you’ll also be able to see the contact’s social network updates, events, and photos.

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 be prompted to confirm the extension number.
2. Enter the extension number.
3. Tap ✔️.

Get in Touch with a Contact
Choose the best way to connect with your contacts.

1. Tap 🏠 > ☀️ > .compose 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.

Manage People Entries

Make sure your contacts' information are up to date. You can edit or delete an entry in People.

Edit a People Entry

You can add another phone number, email address, or assign a photo to a contact in People.

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.
4. Tap ✓.

Delete an Entry

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

1. Tap \( \text{Home} \rightarrow \text{Apps} \rightarrow \text{People}. \)
2. On the \text{PEOPLE} tab, tap \( \rightarrow \text{Delete contacts}. \)
3. Select the entries you want to delete, and then tap \text{DELETE}.

Import or Copy Contacts
It’s easy to import or copy contacts from your online accounts and save them directly to your phone.

Import a Contact from an Exchange ActiveSync Account
1. Tap \( \text{Home} \rightarrow \text{Apps} \rightarrow \text{People}. \)
2. On the \text{PEOPLE} tab, tap \( \) and enter the contact’s name or email address in the search box.
3. Tap \text{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 \( \text{Home} \rightarrow \text{Apps} \rightarrow \text{People}. \)
2. On the \text{PEOPLE} tab, tap \( \rightarrow \text{Manage contacts}. \)
3. Tap \text{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.

\text{Note: Contacts from your social network accounts may not be copied.}

Merge Entries in People
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 ignore the contact 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 Entries**

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 card or People entries 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 People Entries**
1. Tap ☐️ > ☎️ > 📰 People.

2. Tap ☎️ > Send contacts.
3. Select the contacts whose contact information you want to share.
4. Choose how you want to send the contact cards.
5. 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 a Gmail Message.

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 Your 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.
Add a Contact to the Private Contacts List

1. Tap 🏠 > ⌚️ > 📢 People.
2. Touch and hold the contact, and then tap Add to private contacts.
3. 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 and Internet

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, text and multimedia messaging, social networking accounts, and Hangouts.

Text and Multimedia Messaging

With Text Messaging (SMS), you can send and receive instant text messages between your wireless phone and another messaging-ready phone.

Multimedia messages, or MMS, can contain text and pictures, recorded voice, audio or video files, picture slideshows, contact cards (vCard), or appointments (vCalendar).

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.
4. Tap the "Add text" box and then start composing your message.

![Compose screen](image)

**Note:** A counter appears above the Send icon ✉️ to tell you how many characters you have entered and how many characters are left. Once you go over the 160-character limit, a new message is created but automatically joined into one when received.

5. Tap ✉️ to send, or tap 📄 to save the message as a draft.

**Note:** Your text message automatically becomes a multimedia message if you enter an email address as the recipient, add a message subject, attach an item, or compose a very long message.
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, contact cards (vCard), or appointments (vCalendar).

1. Tap 🔄 > Messages.
2. Tap +.
3. Enter a contact name, mobile number, or email address in the "To" field.

**Tip:** If only phone numbers are showing up when you’re entering a contact name, tap 👥, and then tap 🔄 > Show Email.
4. To add a subject line, tap 🔄 > Add subject to add a subject line to your message.
5. Tap the "Add text" box, and then start composing your message.
6. Tap 📂 and then select an attachment type.

**Tip:** Record videos with minimum resolution so you can reduce the file size of your attachments.
7. Select or browse for the attachment to attach.
8. After adding an attachment, tap ⌁ to see options for replacing, viewing or removing your attachment.
9. 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.

Create a Slideshow

You can create an MMS message with multiple slides, each containing a photo, video, or audio, and text.

1. After you’ve added either a photo, video, or audio in the multimedia message you’re composing, tap 📂 > Slide.
2. Choose where you want to insert the next slide.
3. Right after adding a slide, do one of the following:
   - Tap 📂, and then choose to add a photo or a video.
   - Tap 📂 > Audio to add music or a voice recording to a slide.
• Tap **Add text**, and then enter your caption.

• Tap **to see options for replacing, viewing, or removing your attachment.**

4. Tap **Preview**. Tap once on the preview screen to see playback controls.

5. When finished, tap **to send, or tap **to save the message as a draft.**

**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.

**Note:** You will be charged for each text message sent. For example, if you send a message to a group of five people, you will be charged for five messages.

**Note:** Group MMS may incur extra data fees.

1. Tap **Messages.**

2. Tap **.

3. Tap **, select multiple recipients, and then tap **. You can also swipe to the **Group** tab and select a contact group.

4. To send a group SMS, tap **and select the **Send as individual** option. Clear this option to send your message as a group MMS.

   • **Group SMS.** Your message will be sent to the recipients as a text message and each message sent will be charged to your allocated text message plan. Replies of your recipients are sorted separately.

   • **Group MMS.** Similar to a group chat, sending a group MMS lets your recipients join the conversation you’ve started. Your phone also organizes message replies in a single conversation thread. If this is your first time to send a group MMS, you may need to enter your mobile phone number.

5. Tap the "Add text" box, and 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.

**Question:** How do I receive or block group MMS?
Answer: In Message settings, tap **Multimedia messages (MMS)**, and then turn **Group Messaging** on or off.

**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 🏛️.

**Tip:** To see all draft messages in one place, tap 🕳️ on the All messages screen, and then tap **Filter > Drafts**.

**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 **Text and Multimedia Message 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 "Add text" box, enter your reply message, and then tap 📨.
   - **Reply with a multimedia message.** Tap the "Add text" 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 dial 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 or share an email address contained in the message.** Tap the email address to send an email. You’ll be asked to choose which email app to use. To share the email address, touch and hold it, tap **Share**, and then choose how you want to share it.
   - **Forward a message.** Tap the message (do not tap a link or a phone number) to open the options menu, and then tap **Forward**.
   - **Check message details.** Tap the message (do not tap a link or a phone number) to open the options menu, and then tap **View message details**.
Reply to an Alternate Contact Phone Number

When a contact has multiple phone numbers stored on your phone, you’ll see the particular phone number used below the contact’s name. You can select which phone number to reply to. Keep in mind that your response will be sent to the phone number of the latest message you’ve received from this contact.

1. Tap 🏛️> Messages.
2. On the All messages screen, tap a contact (or phone number) to display the exchange of messages with that contact.
3. Tap 📞> Recipient phone number, and select which phone number you want to reply to.
4. Tap the "Add text" box, and then enter your reply message.
5. Tap 📩.

Forward a Message

1. Tap 🏛️> Messages.
2. On the All messages screen, tap a contact (or phone number) to display the exchange of messages with that contact.
3. Tap the message, and then tap Forward.

Receive Text Messages From Contacts Using an iPhone

If you have just migrated your contacts from an iPhone to your new HTC phone, your contacts may still be texting you through iMessage and not through SMS or MMS.

To receive text messages from your contacts who are using an iPhone, you must unregister the phone number you used on your old iPhone from your Apple support profile.

Or, if you still have your old iPhone, turn off the service in iMessage settings.

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.
- To save the attachment, touch and hold the multimedia message, and then choose to save the type of attachment from the options menu.
- If the attachment is a contact (vCard), tap it to view the contact information, and then tap Save to add to your contacts.
If the attachment is an appointment or event (vCalendar), tap it to choose the calendar where to save it, and then tap Import.

**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 All messages screen, tap : > Settings > Multimedia messages (MMS). Clear the Auto-retrieve option.

**Help Protect Your Messages**

You can move private text messages to the Secure box. You will need to enter a password to read messages in the Secure box.

**Important:** The Secure box does not encrypt messages.

**Important:** Message stored on your SIM card cannot be moved to the secure box.

**Move Messages to the Secure Box**

1. Tap 🏛️ > Messages.
2. On the All messages screen, tap a contact (or phone number) to display the exchange of messages with that contact.
3. Tap : > Move to secure box.
4. Select the messages, and then tap MOVE.

**Note:** To move all the messages from a contact, on the All messages screen, touch and hold the contact and tap Move to secure box.

- To read messages in the Secure box, on the All messages screen, tap 👇 > Secure. If it is your first time to use the Secure box, set a password.
- To remove messages or contacts from the Secure box, touch and hold the contact (or phone number) and tap Move to general box.

**Protect a Message from Deletion**

You can lock a message so that it will not be deleted even if you delete the other messages in the conversation.

1. Tap 🏛️ > Messages.
2. On the All messages screen, tap a contact (or phone number) to display the exchange of messages with that contact.
3. Tap the message (not a link or a phone number) that you want to lock, and then tap Lock message. A lock icon 🔒 is displayed at the lower right of the message.
**Block Unwanted Messages**

De-clutter 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. Do any of the following:
   - On the All messages screen, touch and hold a contact (or phone number) and tap Block contact.
   - To block multiple contacts, tap ⌚️ > Block contacts, select the contacts, and tap Block.
   - When the contact sends you messages, you will not see them in the All messages screen or receive notifications and calls.

To read messages in the block box, on the All messages screen, tap ⌚️ > Block.

**Note:** To remove messages or contacts from the block box, touch and hold the contact (or phone number) and tap Unblock.

**Note:** To completely discard future messages from blocked contacts, clear the Save block message option in the Messages settings.

**Delete Messages and Conversations**

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

1. Tap 🏛️ > Messages.
2. On the All messages screen, do any of the following:
   - **Delete a message.** Open the conversation thread with a contact, tap the message, and then tap Delete message. To delete multiple messages within a conversation, tap ⌚️ > Delete messages > Delete by selection, and then select the messages to delete.
   - **Delete a conversation.** Touch and hold a contact (or phone number), and then tap Delete. To delete multiple conversations, on the Messages screen, tap ⌚️ > Delete threads, and then select the conversations to delete.

**Tip:** In the Messages settings, tap General > Delete old messages to auto delete old messages.

**Back Up and Restore Your Text Messages**

Back up important text messages to your phone’s storage or to your email account.
**Back Up Text Messages**

1. Tap 🏡 > 📘 Messages.
2. On the All messages screen, tap 📝 > Back up/Restore SMS > Back up.
3. Tap OK > Back up SMS.
4. Choose whether you want to protect the backup file with a password.
5. Enter a name for your backup file, and then tap OK.

**Back Up Text Messages Using Mail**

*Important: You need to set up your email account in Mail.*

1. Tap 🏡 > 📘 Messages.
2. On the All messages screen, tap 📝 > Back up/Restore SMS > Back up.
3. Tap OK > Back up SMS via mail.
4. Choose whether you want to protect the backup file with a password.
5. Select the email app to use. The email app compose screen opens with the backup file attached.
6. Enter your email address.
7. Compose your email message, and tap ✉️.

*Note: To restore your text messages on your phone, open the email message with the backup file attachment from the Mail application. Tap the attachment to open the Restore SMS screen and then tap the backup file to restore your text messages.*

**Restore Text Messages**

You can only restore text messages that were exported using the Back up SMS feature.

1. Tap 🏡 > 📘 Messages.
2. On the All messages screen, tap 📝 > Back up/Restore SMS > Restore.
3. Select a restore setting, and tap Next.
4. Tap the backup file to import.
5. Enter the password, and tap OK.
Text and Multimedia Message Options

You can set how your phone notifies you when you receive a new text or multimedia message, or set other messaging options.

1. Tap 🏡 > 📮 Messages.

2. On the All messages screen, tap 📧 > Settings. You can set the following options:

   - **Notifications: Received messages**
     - **Received notification**: Select this option if you want to receive a notification in the status bar when a new text or multimedia message arrives.
     - **Play notification sound**: If you want the phone to ring when a new message arrives, select this option.
     - **Notification sound**: Select a ringtone that is specific to new text and multimedia messages. Note that the ringtone briefly plays when selected.
     - **Vibrate**: Select this option if you want the phone to vibrate when a new text or multimedia message arrives.
     - **Heads-up notification**: Select to display the message preview without leaving the current app you’re in.

   - **Notifications: Sent messages**
     - **Sent notification**: Select this option if you want to receive a notification in the status bar when a message is sent successfully.
     - **Failure notification**: Select this option if you want to receive a notification in the status bar when a message is not sent successfully.
     - **Play notification sound**: If you want the phone to ring when a sent or failure notification is received, select this option.
     - **Notification sound**: Select a ringtone that is specific to sent or failure notifications. Note that the ringtone briefly plays when selected.
     - **Vibrate**: Select this option if you want the phone to vibrate when a new text or multimedia message is sent.
     - **Display message on screen**: Set your phone to show pop-up notifications (not just in the status bar) when your messages are sent successfully or not. You can also select None to disable this option.

   - **Text Messages (SMS) Settings**
     - **Priority setting**: Set the priority for outgoing text messages.
- **SMS characters**: Select this option to correctly display special accented characters in SMS messages.

- **Multimedia Messages (MMS) Settings: MMS settings**
  - **Auto-retrieve**: 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 clear this check box, only the multimedia message header will be retrieved and shown in the All messages screen.
  - **Roaming auto retrieve**: Select this option to automatically retrieve all your multimedia messages completely while roaming. Data roaming charges will apply.
  - **Priority setting**: Set the priority for outgoing MMS messages.
  - **Maximum message size**: Set the maximum file size of a multimedia message. The multimedia message will not be sent out if it exceeds the file size set here.
  - **Attachment storage**: Select the storage where you want to save multimedia message attachments. This is disabled for phones with no SD card.
  - **Connection settings**: View various connection settings such as the connection name and server address.

- **Multimedia Messages (MMS) Settings: Group Messages**
  - **Group Messages**: Select to turn group MMS on or off. When you enable this, you will need to enter your phone number for group MMS.

- **General: Recipient list settings**
  - **Show sent message history**: Include the sent message history when searching for a message recipient.
  - **Show email address**: Include email addresses when searching for a message recipient.

- **General: Message preview**
  - **Message preview**: Set the number of lines of text to appear in the conversation on the All messages screen.

- **General: Storage settings**
  - **Delete old messages**: Automatically delete older messages, except for locked messages, when the set limits are reached.
  - **Text message limit**: Choose the maximum number of text messages to store in each conversation thread. (This does not include locked messages.)
  - **Multimedia message limit**: Choose the maximum number of MMS messages to store in each conversation thread. (This does not include locked messages.)

- **General: Settings**
○ **Password**: Set a password for the Secure box.

○ **Save block message**: Select to save blocked messages to the block box.

- **General: Signature**
  ○ **Use signature**: Select this option to add a signature to all your outgoing text and multimedia messages.
  ○ **Signature**: Tap to compose your own signature.

- **General: Personalize**
  ○ Lets you customize the message thread’s background image and color and texture of message bubbles.

- **General: Font size**
  ○ Set the font size for message threads.

- **General: Callback number**
  ○ Enable or change the callback number for SMS messages.

### Create and Send 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 a Gmail Message

Create and send an email message from your Gmail account.

1. Tap 🏡 > 🌐 > 📥 Gmail.
2. In the inbox of the Gmail account you want to use, tap 🖍️.
3. Fill in one or more recipients.

**Note**: If you want to send a carbon copy (Cc) or a blind carbon copy (Bcc) of the email to other recipients, tap ☑️ next to the “To” field.

4. Enter the email subject, and then compose your email.
5. If you want to attach a photo, video, or file, tap 📤 > **Attach file**, select the source of the
attachment, and then select the file to attach.

6. Tap ➤ to send.

**Note:** While composing the message, tap ➤ Save draft to save it as a draft. To discard the message, tap ➤ Discard.

### Check Received Gmail Messages

Your phone allows you to access, read, and reply to all your Gmail messages. All your received emails are delivered to your Inbox.

1. Tap ➤ > ➤ Gmail.

   ✷ The inbox opens.

   ![Gmail inbox](image)

2. Do any of the following from your Inbox.

   - Tap an email message (not the sender image or letter tile) to read, forward, or reply to the message.
   - Tap ⬇️ to change the inbox category (for example, Social), switch to your other Gmail account, or to display drafts, sent messages, or other email labels and categories.
   - Tap the sender image or letter tile to select one or more messages or conversations. You can then tap the onscreen buttons at the top bar to archive, delete, or mark the selected messages or conversations.
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 respond inline 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 ⏯.

The search results appear. Tap a message or thread from the list to display it.

**Report Spam or Phishing Gmail**
You can report spam or phishing 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 or Report phishing.

The selected message is reported as spam or phishing Gmail.

**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 Another Gmail Account

If you have multiple Gmail accounts you wish to view on your phone, you can add them from the Settings > Accounts & sync menu.

1. From home, tap Apps ☐️ > Settings ☐️ > Accounts & sync > Add account ☑️.

2. Tap Google, and then tap Enter your email.

3. Enter your Gmail username and password, and then tap Next.

4. Follow the prompts to set up your payment information.

   ❖ You are signed in to your Google Account, and you can access both of your Gmail accounts from the Gmail app.

Note: You can also sign up for a new Gmail account from the Settings menu. In step 2 above, tap Or create a new account and follow the prompts.

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.

Tip: You can also set up an email account from the Accounts & sync settings. Swipe down from the status bar, and then tap ☐️ > Accounts & sync > ☑️.

1. Swipe down from the status bar, and then tap ☐️ > 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.

**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 sprint.com/coverage.

**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. Swipe down from the status bar, and then tap.
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.

### Your User Name

When you buy your phone and sign up for service, you’re automatically assigned a user name, which is typically based on your name and a number, followed by "@sprintpcs.com." (For example, the third John Smith to sign up for Sprint data services might have jsmith003@sprintpcs.com as his user name.)

When you use data services, your user name is submitted to identify you to the network. Your user name is automatically programmed into your phone. You don’t have to enter it.

### Find Your User Name

You can find your user name through your phone’s device menu.

1. Swipe down from the status bar, and then tap.
2. Tap About > Phone identity.
   - You’ll find your user name in the Current username field.
Update Your User Name

If you choose to change your user name and select a new one online, or make any changes to your services, you must then update the profile on your phone.

1. Swipe down from the status bar, and then tap 📡.
2. Tap System updates > Update profile.
   ✷ Your phone will download and install the profile update.

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:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>📣 Network (full signal): The icon indicates the strength of the signal.</td>
<td></td>
</tr>
<tr>
<td>LTE 4G LTE data service: Your phone is connected to a 4G LTE network</td>
<td></td>
</tr>
<tr>
<td>3G 3G data service: Your phone is connected to the 3G data network.</td>
<td></td>
</tr>
</tbody>
</table>

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.

**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. Swipe down from the status bar, and then tap ．
3. On the Mobile tab, select Limit mobile data usage to automatically disable your data connection when you reach the set limit. Then, drag the upper Limit line to set your monthly data limit.
4. Select Alert me about data usage, and then drag the lower Alert line to set an alert before you reach your monthly data limit.
5. Tap Reset data usage, and then set the day of the month when your usage cycle resets. This date is usually the start of your monthly billing cycle.
6. Drag the vertical line markers to see how much data you’ve used during a particular time interval.

**Note:** If you’re connecting your phone to another portable Wi-Fi hotspot, tap ． > Mobile hotspots to restrict background data from downloading that may incur extra data connection.

**View the Data Usage of Apps**

1. Swipe down from the status bar, and then tap ．
3. On the Mobile tab, drag the vertical line markers to see how much data you’ve used during a particular time interval.
4. Scroll down the screen to see a list of apps and their data usage info.
5. Tap an app to see more details.
Chrome Browser

Your phone comes with the Chrome mobile Web browser. 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.
2. Tap the address bar at the top and enter search words (for a Google search) or a Web address (URL). If the address bar does not show, scroll down the screen.
3. On the webpage, you can:
   - Tap a link to open it, or touch and hold a link to see more options.
   - Tap an email address to send a message to the email address, save it to People, and more.
   - Touch and hold an image to save, copy, or set it as your wallpaper.
   - While browsing a webpage, tap and select the Request desktop site to display the full desktop version of the webpage.
4. To return to the previous webpage you’ve viewed, tap . To go forward, tap .

Find Text In a Web Page

1. Tap > Chrome.
2. Navigate to a webpage and tap > Find in page.
3. Enter the search item. As you enter characters, matching characters will be highlighted.
4. Tap the up or down arrow to go to the previous or next matching item.

Use Browser Tabs

Open multiple browser tabs to make it easier for you to switch from one website to another.

1. Tap > Chrome.
2. While viewing a Web page, tap > New tab. Repeat the same to open new browser tabs.
3. To switch among browser tabs, tap and then tap the webpage you want to view.
4. To close a browser tab, tap and then swipe left or right the tab you want to close.
Tip: Opened browser tabs reside in the Recent apps screen. If you want to see the browser tabs inside Chrome, you can disable this feature. On the browser screen, tap > Settings > Merge tabs and apps, tap the switch, and then tap OK.

**Add Bookmarks**
Add your favorite webpages as bookmarks so you can access them quickly.

1. Tap 🏠 > 🌐 Chrome.
2. While viewing a Web page, tap ⭕ and then tap ⭐.
3. Edit the bookmark name or save the bookmark in a folder.
4. Tap Save.
5. To view and open a bookmark, tap 🔄 > Bookmarks. Navigate to the bookmark you want to open, and then tap it.

**Note:** You can also add a bookmark directly to the Home screen. While viewing a webpage, tap 🔄 > Add to homescreen.

**Browsing History**
Your phone keeps a record of webpages you’ve visited.

**Note:** If you don’t want your phone to keep your browsing history, browse using an incognito tab. See Private Browsing for details.

**Check your Browsing History**

1. Tap 🏠 > 🌐 Chrome.
2. Tap 🔄 > History.
3. Navigate to the webpage that you want to view, and then tap it.

**Clear Your Browsing History**

1. Tap 🏠 > 🌐 Chrome.
2. Tap 🔄 > History.
3. Tap Clear browsing data.
4. Select the browsing data you want to delete, and then tap Clear.

**Tip:** If you want to select which webpage entry to delete, while on the History screen, tap ✗ next to the entry you want to delete.
Private Browsing
You can use incognito tabs to browse the Web with more privacy. Browser cookies are not shared and are deleted when you close all incognito tabs. Pages you view in incognito also won’t appear in your browser history except for files you download.

1. Tap △ □ > Chrome.
2. Tap △ □ > New incognito tab.
3. Tap the address bar at the top and enter search words (for a Google search) or a Web address (URL) as you would normally do on a new browser tab.

Tip: To quickly close all incognito tabs, swipe down the Notification panel and then tap the Chrome notification.

Set Browser Options
Customize the Web browser to suit your browsing style. Set display, privacy, and security options when using the browser.

1. Tap △ □ > Chrome.
2. Tap △ □ > Settings.
3. Change the settings.

Chrome Support
Find on-phone help with Chrome.

1. Tap △ □ > Chrome.
2. Tap △ □ > Help & feedback.
   ❖ A Web page will open displaying Google help for Chrome.

Tip: For more information, from your computer, visit google.com.

Search for Information
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 Google Now™. To sign in to Google Now at a later time, tap Skip.

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. Swipe down from the status bar, and then tap .

2. Tap Google.

3. Tap Search & Now and tap the options you want to change.

Tip: To get help or provide feedback, tap on the Google Settings screen.

Get Instant Information with Google Now

Google Now 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, Google Now 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.

**Set Up Google Now**

Before setting up Google Now, 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 Google Now on HTC One A9 and turned it off, tap **Get Now cards > Set up**.

3. Read the information screen and then tap **Yes, I’m in**. Google Now 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.

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 Google Now 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 Google Now**. Choose the information you want to change.

**Set Reminders in Google Now**

Setting reminders in Google Now 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, Google Now 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.

![Reminder settings](image)

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.

### Refresh Google Now

Refresh Google Now to update the information cards or show relevant cards for information that you’ve just added on your phone, like an upcoming event or reminder.

1. Tap 🏡 > ☑️ > Google.

2. Pull down the screen with your finger, and then release to refresh.

### Turn Off Google Now

1. Swipe down from the status bar, and then tap 🔄.

2. Tap Google > Search & Now.

3. Tap Now cards.

4. Tap the Show cards switch and then tap Turn off.
Now on Tap

Use Now on Tap to search information while viewing emails and websites, listening to music, or even while exchanging text messages. Now on Tap lets you look for information about the screen you’re on so you don’t have to leave the app. Just touch and hold and Now on Tap shows you related information, apps, and actions.

Note: This feature may not be available in all languages.

Turning On Now on Tap

Before turning on Now on Tap, make sure that you’re signed in to your Google Account and have set up Google Now, 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 > Settings > Now cards.
3. Tap Now on Tap, and then tap Turn on.

Search with Now on Tap

Before turning on Now on Tap, make sure that you’re signed in to your Google Account and have set up Google Now, you’ve turned on location services, and have an Internet connection. For more information on Location services, see Location Settings.

1. On the current app you’re in, touch and hold.
   Now on Tap analyzes the screen and shows a card with information, apps, or actions related to the searched item or location.
2. Tap an item on the card to view more information or perform an action. You can also say, "OK, Google" and say what you want to know about the searched item or location.
   For example, if Now on Tap searched for a restaurant, you can say "OK, Google. Take me to that restaurant" to get directions to that location.
3. To hide the information cards and return to the screen, tap

Turn Off Now on Tap

1. Swipe down from the status bar, and then tap .
2. Tap Google.
4. Tap the switch next to Now on Tap.
Camera and Video

You can use the camera or video camera to take and share pictures and videos. Take great photos and videos with the camera, and make them more memorable by applying a variety of effects and scenes.

Take Pictures and Record Videos

The following topics teach you how to take pictures and record videos with your phone’s camera.

Capturing Pictures/Videos

- **File Format for Pictures**: File format for pictures is JPEG.
- **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.

Get Started with the Camera

Capture photos quickly with your phone. Just directly launch the camera from the lock screen, even if your phone is password protected.

1. When your display is off, press the **Power/Lock** button.

2. Drag 📷 up so you can start taking photos and videos.

Tip: From the Home screen, you can also tap 📷 to launch the camera

- You’ll see Camera mode, which is the default capture mode.
<table>
<thead>
<tr>
<th>Icon</th>
<th>Function</th>
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<tbody>
<tr>
<td><img src="image1.png" alt="Flash Icon" /></td>
<td>Switch between flash modes.</td>
</tr>
<tr>
<td><img src="image2.png" alt="HDR Icon" /></td>
<td>Toggle HDR mode on and off.</td>
</tr>
<tr>
<td><img src="image3.png" alt="Camera Switch Icon" /></td>
<td>Switch between the front camera and main camera.</td>
</tr>
<tr>
<td><img src="image4.png" alt="Zoe Mode Icon" /></td>
<td>Toggle Zoe camera mode on and off.</td>
</tr>
<tr>
<td><img src="image5.png" alt="Settings Icon" /></td>
<td>Choose from more basic and advanced camera settings.</td>
</tr>
<tr>
<td><img src="image6.png" alt="Mode Switch Icon" /></td>
<td>Select a camera mode.</td>
</tr>
<tr>
<td><img src="image7.png" alt="Capture Video" /></td>
<td>Capture a video.</td>
</tr>
<tr>
<td><img src="image8.png" alt="Capture Photo" /></td>
<td>Capture a photo.</td>
</tr>
<tr>
<td><img src="image9.png" alt="Last Photo/Video" /></td>
<td>Tap to view the last photo or video taken.</td>
</tr>
</tbody>
</table>

**Choose a Capture Mode**

Switch to a capture mode to use for taking photos or videos.

- On the Viewfinder screen, tap ![Mode Switch Icon](image6.png), and then tap a capture mode.
- Swipe across the Viewfinder screen to switch between capture modes.
  - In landscape view, swipe from the top or bottom edge of the screen.
  - In portrait view, swipe from the left or right edge of the screen.

**Zooming**

- Before taking a photo or video, slide two fingers apart to zoom in or together to zoom out.

**Choose a Flash Mode**

- On the Viewfinder screen, tap ![Flash Icon](image1.png) to choose a flash mode.

When using Flash on ![Flash Icon](image1.png) or Auto flash mode ![Flash Icon](image1.png), the camera intelligently sets the best flash brightness for your photo.

**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 controls.

1. On the Viewfinder screen, tap ![Volume Button](image10.png): 
2. Tap General settings > Volume button options.
3. Choose how you want to use the Volume button when you’re in the Camera app.
Close the Camera App

To give you a full view of the Viewfinder screen, your phone replaces 🎥, 🎥, and 🎥 with small dots.

- Tap a dot to show these buttons again, and then 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. Open Camera from the lock screen or Home screen.
2. Switch to Camera mode.
3. Point the camera at what you want to capture. The camera adjusts the focus automatically as you move it.
4. When you're ready to take the shot, tap 📷.

Capture Better Photos

Here are some tips on how to improve the quality of your photos on your phone.

Improve Focus

- Your phone’s camera has autofocus, which works best on a subject that is not moving too much. To change the focus, on the Viewfinder, tap the one you want to focus on.
- If the subject is moving, on the Viewfinder, touch and hold the subject to lock the focus.
Take Well-lit Photos

- Your phone automatically adjusts the focus and exposure. If the image appears underexposed or appears dark on the Viewfinder screen, tap a part of the image that is in shadow. Conversely, tap a well-lit object in the image if the image seems to be overexposed. Focus on an object with a neutral tone for a balanced exposure. Keep in mind that tapping on another object may shift the focus from your subject.

- If there are parts of the image that are in shadows and others are in highlights, use HDR mode to capture three shots of different exposures and combine them into one shot. Keep your phone steady or place it on a level surface when using HDR.

- When taking a panorama shot, consider the whole scene and focus on an object that has a neutral tone to help keep the exposure balanced in the composite image.

Other Tips

- In Camera settings, tap Grid to help frame the subject better or improve the composition.

- After capturing the photo, you can fine-tune the contrast, brightness, and other settings in Photo Editor.

Record a Video

Capture high-definition video clips that you can later share or create into movies.

1. Open Camera from the lock screen or Home screen.

2. Switch to Camera mode.

3. When you’re ready to start recording, tap 🎥.

4. Change focus to a different subject or area by just tapping it on the Viewfinder screen.

5. Tap the flash icon to turn the flash on or off.

6. Tap ⏯ to pause the recording, and then tap 🔴 to resume.

7. Tap ⏹️ to stop recording.

Set the Video Resolution

1. Open Camera from the lock screen or Home screen.

2. On the Viewfinder screen, tap ➡ Video Quality, and then choose a video resolution.

Take a Photo While Recording a Video - VideoPic®

Use the Normal video scene when you want to take a photo while recording a video.
1. Open Camera from the lock screen or Home screen.
2. Switch to Camera mode, if you’re not in this mode.
3. Tap 📹 to start recording.
4. While recording, tap 📹 to capture a still shot.
5. Tap 📹 to stop recording.

**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. Open Camera from the lock screen or Home screen.
2. Switch to Camera mode.
3. Touch and hold the onscreen shutter button 📹.
   - The camera takes consecutive shots of your subject.
4. Choose what you want to do with the continuous shots:
   - To keep just one photo, select the photo that you like the most, and then tap Best shot.
   - Tap Delete, select the unwanted shots, and then tap Delete to save only the remaining shots
   - To save the whole batch of shots, tap ↵.

**Selfies and People Shots**

Take high-quality selfies with front camera even in low-light conditions. Use your phone’s cameras to take vivid group photos all the time.

**Tips for Taking Selfies and People Shots**

Look best in your shot. Here are some camera options you can adjust or select before taking selfies and people shots.

**Live Makeup for Selfies**

Touch up your skin with Live Makeup before taking your selfie.

- See Apply Skin Touch-ups with Live Makeup.

**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. Open Camera from the lock screen or Home screen.
2. Tap > Selfie.
3. On the Viewfinder screen, tap > Camera options.
4. Select the Save mirror image option.

**Apply Skin Touch-ups with Live Makeup**
Touch up your skin before taking your selfie. Live Makeup smoothens your skin in real time.
1. Open Camera from the lock screen or Home screen.
2. Tap > Selfie mode.
3. To change the skin smoothing level, drag the slider across the adjustment bar.

**Tip:** The adjustment bar is shown on the Viewfinder screen by default. To hide it, tap and then clear the Live Makeup option.

**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. Open Camera from the lock screen or Home screen.
2. Tap > Selfie.
3. On the Viewfinder screen, tap > Camera options.
4. Select the Auto Selfie option, and then tap
5. Pose and frame yourself on the Viewfinder screen.
6. 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.

**Using Voice Selfie**
Voice Selfie lets you easily take photo or video selfies using voice control. You just need to turn this feature on in the camera settings.

**Note:** This feature may not be available in all languages.
1. Open Camera from the lock screen or Home screen.
2. Tap > Selfie.
3. On the Viewfinder screen, tap > Camera options.

4. Select the Voice Selfie option, and then tap .

5. Pose and frame yourself on the Viewfinder screen.

6. 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 Camera mode, and then turn on Voice capture 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. Open Camera from the lock screen or Home screen.

2. Tap > Selfie.

3. On the Viewfinder screen, tap > Self-timer.

4. Drag the slider to set the countdown time.

5. To start the timer, tap . The camera takes the photo after the countdown.

**Use Zoe Camera**

Don’t let the best moments just pass by. When timing is everything, capture the exact moment with HTC One A9 and get more than just a still photo. Tap the convenient Zoe camera button, and you can then capture a combination of 3 shots and a 3-second video clip to edit in Gallery. See View, Edit, and Save a Zoe Highlight.

**Note:** Some camera features are not available when you’re using Zoe camera, such as zooming.

1. On the Viewfinder screen, tap to switch HTC Zoe™ on.

2. When you’re ready to capture, tap .

3. When you see the shutter release icon slowly turn blue , continue holding the phone steady as the camera captures the 3 shots and 3-second video.

**Note:** When taking your shots with a 3-second video clip using the Zoe camera, it’s good practice to keep HTC One A9 steady to capture moving subjects against a static background scene. When taking a group photo, ask your subjects to hold the pose until you have finished capturing.
**Panoramic Shots**
Get a wider shot of landscapes in one sweep. Or take a 360-degree panorama of what’s around you.

**Take a Panoramic Photo**

*Note: Some camera features are not available when you’re in this mode, such as zooming.*

1. Open Camera from the lock screen or Home screen.
2. Tap ☰ > Panorama.
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. You can also tap 📷 to stop capturing anytime.

⚠️ The camera stitches the frames into a single photo.

**Pro Mode**

If you want to have expert command of your camera settings for different environments or lighting conditions, use Pro mode to manually adjust the values for settings like white balance, exposure, ISO, and more.

1. Open Camera from the lock screen or Home screen.
2. Tap ☰ > Pro.
3. Tap a setting, and then drag its slider to make adjustments.
4. Tap a setting again to hide the slider.
5. To change a setting back to auto, tap 🔴.
6. When you’re ready to take a photo, tap 📷.
Take a RAW Photo

To keep more details in your shots or fix the lighting during post processing, use Pro mode to take photos that will be saved as RAW image files in DNG format, along with a JPG compressed version.

The RAW file contains more image information for processing. You can use the Photo Editor app’s RAW enhancement tool or a photo editor on your computer to enhance your RAW photos and get the look you want.

Note: When you take a RAW photo, both a RAW and JPG file are saved. The RAW and JPG files will appear as a single thumbnail in Gallery.

1. Open Camera from the lock screen or Home screen.
2. Tap > Pro.
3. Make sure that is selected. If not tap to change it. Select if you only want to save a JPG compressed version.
4. Tap.
   - The Camera app captures a photo in both the DNG RAW format and JPG format.

RAW Photos

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 HTC Gallery app, you’ll see the JPG copy of the photo, with a icon to indicate that there is a DNG RAW file 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.

Record a Hyperlapse Video

Compress a long video into a smooth, entertaining video with Hyperlapse. The Hyperlapse camera mode speeds videos up to 12 times.

1. Open Camera from the lock screen or Home screen.
2. Tap > Hyperlapse.
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 again.

**Use HDR**

When shooting portraits against a bright background, use HDR, short for High Dynamic Range, to capture your subjects clearly. HDR brings out the details of both the highlights and shadows, even in high contrast lighting.

*Note:* HDR works best when your subject is steady. The camera takes multiple shots at different exposure levels and combines them into one enhanced photo.

1. Open Camera from the lock screen or Home screen.
2. Switch to Camera mode.
3. Make sure that is selected. If not, tap to change it.
4. Tap or to start recording an HDR video.

**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. Open Camera from the lock screen or Home screen.
2. Tap > Slow motion.
3. When you’re ready to start recording, tap .
4. To stop recording, tap again.

**View Pictures and Videos Using Gallery**

Using the Gallery application, you can view pictures and watch videos that you’ve taken with your phone’s camera, downloaded, or copied onto your SD card or phone memory.

When viewing your photos and videos, the onscreen navigation buttons will be hidden. Tap anywhere on the screen to see Gallery controls and onscreen navigation buttons.

**View Pictures and Videos**

You can access and view all your stored pictures and videos from your phone’s Gallery.
View Photos and Videos Organized by Time
Photos and videos on your phone are grouped together in Timeline view according to when they were taken.

1. Tap 🏡 > 📈 > Gallery.
2. Tap ⬇️ > Timeline to switch to Timeline view.
   - You’ll then see tab icons for switching between different layouts.
     - Tap ␣ to see your photos and videos in a grid layout.
     - Tap 📆 to see your photos and videos organized by events.
     - Tap 🕒 to see your photos and videos organized by year, then tap a month to see the shots you’ve taken at that time.
3. Tap a photo or video to see it in full screen.
You can also slide two fingers together or apart on the screen to scroll through the Grid, Events, and Year layouts.

View Photos and Videos by Album
You can choose to view your photos and videos grouped together in albums.

1. Tap 🏡 > 📈 > Gallery.
2. Tap ⬇️ > Albums.
3. Tap a tile to open an album.
4. Tap a photo or video to see it in full screen.

View Your Favorite Photos
Easily see all your favorite photos in one place. You can add photos to the My favorites album.

- To add a photo to the My favorites album, find and view the photo in full screen, tap the photo, and then tap ⚫️ > Favorite.
- To view these favorite photos, open the My favorites album.
- To remove a photo from the My favorites album, touch and hold the thumbnail and then tap Remove.

Show or Hide Albums
Have too many albums cluttering your Gallery? You can choose to show or hide albums.
1. Tap 🏠 > 📷 Gallery.

2. Tap 📦 > Albums to switch to Albums view.

3. Tap 📦 > Show/hide albums.

4. Choose which albums you’d like to show or hide.

**Rename an Album**

If you have created albums to organize photos, you can rename these albums.

1. Tap 🏠 > 📷 Gallery.

2. Tap 📦 > Albums.

3. Touch and hold the album you want to rename.

4. Tap Rename.

**Note:** Some albums, like Camera shots and Highlights, cannot be renamed.

**Add Photos or Videos to an Album**

You can add photos or videos to an existing album or a new one.

1. Tap 🏠 > 📷 Gallery.

2. Tap 📦 and then choose how you want to view your photos and videos.

3. Open a group of photos and videos, such as an event in Timeline view or an album.

4. Tap 📦 > Add to album.

5. Select the photos or videos you want to add, and then tap Next.

6. Create an album or select an album that you’ve already created in Gallery. To create a new album to move or copy to, tap +.

**Tip:** To add a single photo or video to an album, touch and hold the photo or video. Tap Add to album, and then select the destination album or create a new album.

**Copy or Move Photos or Videos Between Albums**

It’s easy to copy and move photos or videos between your albums.

1. Tap 🏠 > 📷 Gallery.

2. Tap 📦 > Albums.

3. Tap a tile to open an album.
4. Tap ⚡ to Move to or Copy to.
5. Select the photos or videos you want to move or copy and then tap Next.
6. Select an album to move or copy the photos or videos to. To create a new album to move or copy to, tap +.

**Search for Photos and Videos**

You can search the Gallery using tags and photo locations.

1. Tap ⚡> Gallery.
2. Tap 🔍.
3. In the search field, type:
   - A location associated with the photo or video you’re looking for.
   - A specific date. You must use the same date format as that set in Settings > Date & time, such as 01/13/2015.
4. Tap ⬅.
5. Select what you want from the matching results.

**Change the Video Playback Speed**

Add a cinematic flair to your videos by slowing down particular scenes. You can vary the playback speed of selected sections 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 ⚡> Gallery.
2. Open the video you want to play in full screen. You can identify slow motion videos by the ⚡ icon on the thumbnail.
3. Tap ⚡ to switch between normal and slow motion playback.
4. To adjust the playback speed of the video, tap ⚡> Edit > Adjust playback speed.
5. Frame the sequence you want to slow down by moving the left and right sliders.
6. Drag the slider up or down to choose how fast you want the sequence to play.
7. Tap ▶️ to watch the result.
8. Tap ✔️.
The edited video is saved as a new file. The original video remains unedited.

**View Zoe Photos in Gallery**

Zoe™ photos help you relive your memories by recording sound and motion. Watch these living memories and share them with your family and friends from Gallery.

1. Tap ☐️ > ☐️ > 📷 Gallery.
2. Find the Zoe photo you want. Zoe photos are marked with a 📷.
3. To view a Zoe photo, tap it.
   - Tap 🎥 to watch the Zoe photo come alive.
   - Tap to see the available still photos. While viewing, tap a frame and then tap 📷, 📷, or 📷 to save, share, or edit it.

**Trim Videos**

While watching a video you’ve captured, you can trim it to remove unwanted scenes, and more.

1. Tap ☐️ > ☐️ > 📷 Gallery.
2. Open the video you want to play in full screen.
3. Tap the onscreen controls to pause or resume playback, adjust the volume, and more.

![Chillin_Out.mp4](image)

**Tip:** Tap 🎥 to share the video on your home network.

4. To trim the video, tap ☐️ > Edit.
5. Drag the trim sliders to the part where you want the video to begin and end.
6. Tap ▶️ to preview your trimmed video.
7. Tap ✔️.
The trimmed video is saved as a new file. The original video remains unedited.

**Edit a Hyperlapse Video**
Create a dynamic Hyperlapse video with your HTC One A9.

1. Tap > >  Gallery.
2. Tap any tile marked with .
3. Tap  .
4. Drag the slider to change the speed. To trim the video, tap .
5. Tap ✔ when done.

**View, Edit, and Save a Zoe Highlight**
When you view a group of photos and videos such as in an album, Gallery automatically composes a Zoe. A Zoe highlight is a collection of clips—which can be photos, videos, or both—that Gallery has preselected, with added background music and special effects. You can edit the Zoe highlight, and then save it as a video.

1. Tap > >  Gallery.
2. Tap , and then choose how you want to view your photos and videos.

**Note:** If you are in Timeline view, you need to go to the  Events or  Year tab.
3. Tap a tile to open a group of photos and videos.
   ✤ You’ll then see a preview of the Zoe highlight play automatically.
4. Tap  to edit the Zoe highlight. You can add, change, or rearrange the clips, choose a theme, or change the background music.
5. When you’re done editing the Zoe highlight, tap Save to save it as a video.
   ✤ You’ll find the saved video in the Zoe Highlights album.

**Photo Editor**
Make your pictures even better. Photo Editor has an array of editing tools that let you crop, rotate, apply and create photo filters, and much more to your photos.

- To open Photo Editor, tap > >  Photo Editor.

**Basic Photo Editing**
Here are some basic editing techniques that you can apply to your photos.
Choose a Photo to Edit

You can select photos to edit from Photo Editor or Gallery.

1. Tap 📷 > 📷 > Photo Editor.
2. Tap Gallery to open an existing photo on your phone, and then browse for the item to edit. Or, tap Camera if you want to take a new photo to edit.
   - A slideout menu appears where you can choose editing options.

Tip: You can also tap 📷 while viewing a photo in full screen from the Gallery app.

Adjust Your Photos

Use the available adjustment tools to crop, rotate, flip, or straighten photos.

1. Tap 📷 > 📷 > Photo Editor and choose the photo you want to edit.
2. In the slideout menu that opens, tap Essentials > 🔍 Tools.
3. Choose to rotate, crop, flip, or straighten the photo.
4. Tap ⬤ and make more adjustments, if needed.
5. Tap ⬤ to return to the Essentials screen.
6. Tap ✔ to save changes.

Except for when applying rotation, edited photos are saved as new photos. The original remains unedited.

Draw on a Photo

Scribble on your photos for fun or to highlight an interesting part.

1. Tap 📷 > 📷 > Photo Editor and choose the photo you want to edit.
2. In the slideout menu that opens, tap Flair > 🖼 Draw.
3. Drag the stroke slider to adjust the stroke thickness.
4. Tap ▲ to open the toolbar, choose a pen type, and then tap ▼ to hide the toolbar.
5. Choose a pen color from the color bar.
6. Draw on the photo. You can tap ✏️ to switch to full screen view.
7. To undo or redo an action, open the toolbar, and then tap ◀️ or ◀️. Or, you can use the eraser from the toolbar to remove specific parts of your drawing.
Apply Photo Filters

1. Tap > Photo Editor and choose the photo you want to edit.
2. In the slideout menu that opens, tap Essentials.
3. Tap Filters, and then choose one of the available filters.
4. Tap >.
5. Tap ▲, and then tap ✖ to toggle between the before and after photos.
6. Tap ✔ to save changes.

The edited photo is saved as a new photo. The original photo remains unedited.

Create and Apply a Custom Filter

1. Tap > Photo Editor and choose the photo you want to edit.
2. In the slideout menu that opens, tap Essentials.
3. Tap Filters.
4. Scroll to the right and tap Custom.
5. Make changes to the filter by adjusting the controls on exposure, saturation, white balance, and more.
6. If you need to rearrange the order of your settings to achieve a particular effect, you can touch and hold a setting and drag it to a new position.
   ❧ Rearranging the settings may reset values to the default.
7. Tap >.
8. Tap ◀ to return to the Essentials screen.
9. Tap ✔ to save changes.

The edited photo is saved as a new photo. The original photo remains unedited.
Retouch Photos of People

1. Tap >  Photo Editor and choose the photo you want to edit.
2. In the slideout menu that opens, tap Touch Up.
3. Choose a facial touch-up to apply, and then customize its settings.
4. Tap >.
5. Tap ▲, and then tap ✭ to toggle between the before and after photos.
6. Tap ✔ to save changes.

The edited photo is saved as a new photo. The original photo remains unedited.

To fix red eye:

1. Tap >  Photo Editor and choose the photo you want to edit.
2. In the slideout menu that opens, tap Essentials.
3. Tap Red eye removal, and then tap >.
4. Tap ✔ to save changes.

The edited photo is saved as a new photo. The original photo remains unedited.

Edit Continuous Shots

For burst action and group shots, you can use these editing techniques so your photos are always perfect.

GIF Creator

Create an animated gif that you can quickly upload and share.

Note: This feature is available for burst shots captured with continuous shooting mode. You can identify burst shots by the icon on the thumbnail.

1. Tap >  Photo Editor and choose the photo you want to edit.
2. In the slideout menu that opens, tap Effects > Gif creator.
   ❖ You’ll see an animation of the frames.
3. Drag the trim sliders to the part where you want the animated gif to begin and end.
4. Tap >.
5. On the next screen, you can choose the direction you want the animation to play, set the speed of the animation, choose which frames you want to include, and more.

6. Tap ✔ when done.

7. Select the file quality of your animation, and then tap OK.

The animation is saved as a gif. You can identify a gif by the icon on the thumbnail in Gallery.

**Creative Effects**

Add creative effects such as shapes, prisms, and elements to your photos.

**Shapes**

Add some pattern to your photo by adding and blending shapes.

1. Tap > Photo Editor and choose the photo you want to edit.

2. In the slideout menu that opens, tap Effects > Shapes.

3. Choose a shape to add to your photo, and then do any of the following:
   - Select a shape color by dragging the color slider.
   - Drag the shape to move it.
   - Drag your fingers apart or together on the shape to adjust its size.
   - Touch and hold the shape with two fingers and then drag your fingers in a circular motion to rotate it.

4. Tap ▲ to open the toolbar.

5. Tap , choose a different blending option for the selected layer, and then tap ▶.

6. Tap ▲ > , and then drag the slider to adjust the shape’s opacity.

7. If you want to adjust your photo to blend with the shape, tap ® to switch from the shape layer to the photo layer.
8. Tap a setting to adjust its values, and then tap ✓.

![Photo Shapes](image)

9. Tap ✓ to save changes.

The edited photo is saved as a new photo. The original photo remains unedited.

**Photo Shapes**

Photo Shapes lets you add a shape to your image and fill it with another photo.

1. Tap 📷 > 📷> 🌟 Photo Editor and choose the photo you want to edit.

2. In the slideout menu that opens, tap Effects > 🌟 Photo shapes.

3. Choose a second image to be the fill for your selected shape.

4. Choose a shape to add to your photo.

5. Tap 📷 to switch to the shape layer. You should see the shape layer icon 🌟.

6. Do any of the following:
   - Drag the shape mask to move it.

   ![Shape Layer](image)

   - Drag your fingers apart or together on the shape mask to adjust its size.
- Touch and hold the shape mask with two fingers, and then drag your fingers in a circular motion to rotate it.

- Tap  to return to the image layer  , and then drag your fingers apart or together on the image to adjust the image size inside the mask.

7. Tap  to open the toolbar.

8. Tap  , choose a different blending option for the selected layer, and then tap .

9. Tap  > , and then tap a setting to adjust its values.

10. If you want to adjust your photo to blend with the image fill, tap  to switch from the image fill layer to the photo layer.

11. Tap a setting and drag the slider to adjust its values, and then tap .

12. Tap  to save changes.

The edited photo is saved as a new photo. The original photo remains unedited.

**Prismatic**

Got a bright and colorful image? Use Prismatic effect for fresh crystal prism patterns.

1. Tap  > >  Photo Editor and choose the photo you want to edit.

2. In the slideout menu that opens, tap Effects >  Prismatic.

3. Choose a prismatic pattern to apply to your photo.

4. Tap  to switch to the shape layer. You should see the shape layer icon .

5. Do any of the following:
   - Drag the shape to move it.
   - Drag your fingers apart or together on the shape to adjust its size.
Touch and hold the shape with two fingers, and then drag your fingers in a circular motion to rotate it.

Tap \( \mathbb{O} \) to return to the image layer \( \mathbb{O} \), and then drag your fingers apart or together on the image to adjust its size.

6. Tap \( \uparrow \) to open the toolbar.

7. Tap \( \square \), adjust the settings for your photo layer, and then tap \( \triangleright \).

8. Tap \( \checkmark \) to save changes.

The edited photo is saved as a new photo. The original photo remains unedited.

**Double Exposure**

With Double Exposure, combine and blend two photos and create something surreal.

1. Tap \( \mathbb{H} > \mathbb{G} > \mathbb{F} \) **Photo Editor** and choose the photo you want to edit.

2. In the slideout menu that opens, tap **Effects > Double exposure**.

3. Choose your second image. This will be your top layer \( \mathbb{L} \).

4. Do any of the following:
• Drag the layer to move it.
• Drag your fingers apart or together on the layer to adjust its size.

5. Tap ▲ to open the toolbar.

6. Tap ☞, choose a different blending option for the selected layer, and then tap ▶.

7. Tap ▲ > ☰, tap a setting, and then drag the slider to adjust its values.

8. If you want to adjust your background layer to blend with the top layer, tap ☰ to switch to the background layer.

9. Tap a setting and drag the slider to adjust its values, and then tap ▶.

10. Tap ✔ to save changes.

The edited photo is saved as a new photo. The original photo remains unedited.

**Elements**

Add animated elements to your photo.

1. Tap 🏠 > ☰ > ✿ Photo Editor and choose the photo you want to edit.

2. In the slideout menu that opens, tap Effects > ✿ Elements.

3. Tap an element type to apply to your photo.

4. Tap ▲ to open the toolbar.
5. Tap 📐, draw an animation path or area for the selected effect, and then tap ✓.

6. Tap ± to adjust the animation speed and intensity.

7. Touch and hold an area with two fingers, and then drag your fingers in a circular motion to rotate the animation.

8. When you are satisfied with the result, tap ✓ and choose to save as a photo or video.

**Face Fusion**

Wonder what you would like if you shared the same features as another person? Face Fusion uses a person’s photo and a target face to merge the two photos into one.

To use Face Fusion, be sure that:

- The faces in each photo have to be 100 x 100 pixels or larger in size.
- Facial shots are without glasses and are not covered by hair, a hat, or any other item.
- Subjects should look towards the camera for best results.

1. Tap 🏛️ > 📳️ > 📸 Photo Editor and choose the photo you want to edit.

2. In the slideout menu that opens, tap Effects > 🕵️ Face fusion.

3. Tap + and then browse to the photo that you want to merge with.
4. Drag the slider to apply Face Fusion to the image.

5. To choose another target face, just tap the thumbnail of the target person and browse to a new photo.

6. When you are satisfied with the result, tap ✔️ and choose to save as a photo or video.

**Enhance RAW Photos**

After capturing RAW photos, you can do some basic enhancements to them on HTC One A9.

1. Tap 🏷️> Photo Editor.
2. Tap Gallery and select the RAW photo you want to enhance.
3. Tap 📸
4. Tap ✔️ when done.
Apps and Features

The following topics detail many of your phone’s tools and features such as news services, maps and navigation, calendar, clock, social networking apps, music, memos, and more.

Sprint Zone

Access your Sprint account, get phone information and help, find recommended apps, and more.

1. Tap 🏫 > 📱 > 📞 Sprint Zone.

2. Tap My Account to sign in to and manage your Sprint account, Support to get help with your device or service, Sprint News to learn the latest Sprint information, or Network to see or test your current data connectivity.

Note: Sprint Zone categories and options are subject to change. Check back frequently for new content and updates.

NASCAR Mobile

Now you have the ability to get every bit of NASCAR coverage, news, and stats right on your phone.

Update and Launch the NASCAR Mobile App on Your Phone

Before you use the NASCAR MOBILE app on your phone, you must download and install the app from Google Play.
1. Tap > NASCAR Mobile.

2. When asked, tap Update > Accept.
   - The app will be updated on your phone.

3. When the download has completed, tap Open.
   - To open the app from the home screen, tap > NASCAR Mobile.

**Use the NASCAR MOBILE App**

1. Tap > NASCAR Mobile.
   - The NASCAR Mobile app opens.

2. Follow the prompts to customize your app and begin following your favorite racers.

**Navigation Apps**

Your phone offers a number of location-based navigation programs to help you figure out where you are and get you where you’re going.

**Enable Location Services on Your Phone**

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.

**Google Maps**

Use the Google Maps app to determine your location, find directions, browse local businesses and attractions, rate and review places, and more.

*Note:* To find your location with Google Maps, you need to enable location sources. For more information on location services, see Location Setting.

*Note:* 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 the search box and then enter the place you want to search for.
3. Tap ⬅️ on the keyboard or tap a suggested search item. If there is only one search result, it will be marked with a place marker 📍.
4. If there are multiple search results, they will be indicated by red dots or smart map icons. Swipe up from the bottom to see all of the search results.

5. Tap an item from the search results to check the address, get directions, see the location in Street View (if available), and more.

To clear the map and search another location, tap ← and then 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 ✗.

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.

![Google Maps screenshot](image)

**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.

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.

**Scout**

Scout® by Telenav is a daily personal navigator that helps you get where you’re going. It lets you see and hear turn-by-turn directions and it can provide important, personalized information about traffic and alternate routes.

**Note:** To find your location, you need to enable location sources. To learn how, see **Location Setting**.
Install the Scout App on Your Phone

Before you use Scout on your phone, you must download and install the app from the Google Play Store app.

1. Tap ➤ ➤ Play Store.
2. Tap and search for "scout."
3. Tap Scout GPS Navigation & Meet Up from the results list.
4. Tap Install or Update and then tap Accept.
5. When the download has completed, tap Open. To open the app from the Home screen, tap ➤ Scout.

Use Scout as Your Personal Navigator

1. Tap ➤ Scout.
   - The Scout app will open.
     - If prompted, accept the terms of use before continuing.
2. Follow screen instructions to continue.

Hangouts

Hangouts is Google’s instant messaging service. Use to communicate with other Hangout users, and also use video calling. Log in to your Google Account beforehand (see Google Account).

Using Hangouts

1. Tap ➤ Hangouts.
   - The Hangouts app will open.
2. Type a name, email, number, or circle, or select a contact from the list.
3. Type a message or tap 📹 to start a video chat.
   - A chat window or a video chat window opens.
     - Each time text is entered, the corresponding friend appears.
     - If a friend is not in a Hangout, you will see a message. Tap Invite to invite them to join the Hangout.
Hangouts Operations

- **Ending a Chat**: In the Hangouts window, flick the chat from left to right.
- **Ending a Video Chat**: In the video chat window, tap 📺.
- **Disabling Chat History**: If you don’t want to keep chat history, in the chat window, tap 🗑️ > Turn history off.
- **Delete Chat History**: To delete all your chat history, in the chat window, tap 🗑️ > Delete > Delete.

*Note*: You can use Hangouts as your phone’s default messaging app, or as a standalone IM app. If you set Hangouts as the default messaging app, the Messages app will be disabled. For more information, see More Wireless & Network Settings.

Calculator

Your phone’s convenient built-in calculator lets you perform basic mathematical equations.

1. Tap 🏛️ > 📞 > Calculator.
2. Enter numbers or formulas using the onscreen keys.
3. Do any of the following:
   - Turn your phone sideways to switch to a scientific calculator, and then enter numbers or formulas using the onscreen keys. The scientific calculator lets you perform more complex calculations with square root, logarithmic, and trigonometric functions.
   - Tap DEL to remove one digit at a time. Touch and hold DEL to delete the entire number.
4. Tap ☐ for the result.

Google Calendar

Use Google Calendar™ to create and manage events, meetings, and appointments. The 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 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**

- 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 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**.

**View Calendar Events**

You can display the Calendar in daily, weekly, monthly, or agenda view. To change the Calendar view, tap ▼ and then tap **Year, Month, Week, Day, or Agenda**.

1. Tap □ > ▶ Calendar.
   - The Calendar app opens.
2. Tap a date and then tap an event.
   - The event details appear.
   - In event details, tap ✂️ to edit the event.
   - In the edit event screen, tap **Delete > OK**.

**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.

**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 an Alarm
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.

**Check the 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.
Your settings in the Weather app also control the weather information that is shown in the Clock and Calendar apps.

**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.

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.

**Facebook**

Post updates, read what your friends are up to, upload pictures and check-ins, and more with on-the-go Facebook access.

**Install the Facebook App on Your Phone**

Before you use Facebook on your phone, you must download and install the app from the Google Play Store app.
1. Tap ⌘>📱>Facebook.
2. Tap Download, and then tap Accept and install.
3. When the download has completed, tap Open.

To open the app from the Home screen, tap 📘>📱Facebook.

**Use Facebook**

Once you’ve downloaded the 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.

**YouTube**

View videos uploaded to YouTube and upload your own videos to your YouTube account.

**Watch YouTube Videos**

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.
   - Scroll down the video information panel to see the description, related videos, or comments from other viewers.
   - 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 📅, and then tap Watch later. You can access the video again from your account profile’s Watch Later list.
Search for Videos

1. Tap 🏠 > 🎥 > YouTube.
2. Tap 🔍.
3. In the search box, enter the words you want to search for. As you type, matching items are shown as a list.
   **Tip:** Tap ↵ to enter it in the search box. New suggestions appear and you can enter more text or tap ⇐ beside a subsequent suggestion to quickly refine your search.
4. If what you’re searching for is in the list of suggestions, tap the item.
5. To show results which were just recently posted, tap 📅, tap All time, and then select a time period you want.
6. Scroll through the results and tap a video to watch it.

Share a Video Link

1. Tap 🏠 > 🎥 > YouTube
2. Tap a video or search for a video and then tap it.
3. Tap the video screen, and then tap ⬅️.
4. Choose how you want to share the video link from the available options.

Music Apps

Your phone lets you discover, download, and listen to your favorite music through a variety of music apps. You can use Google Play Music or the Sprint Music app.

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 ☑️ > My 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.

![Google Play Music Screen Layout](image)

**Create Playlists in Google Play Music**

Organize music into playlists to fit every occasion.

1. Tap 🏡 > 🎵 Play Music.
2. Tap ☑️ > My 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.

Sprint Music Plus
With Sprint Music Plus and the Music Store, Ringtones Store, and Ringbacks, you can purchase, download, and play music, ringtones, and ringback tones for your phone.

Install the Sprint Music Plus App on Your Phone
Before you use Sprint Music Plus on your phone, you must download and install the app from the Google Play Store app.

1. Tap > Sprint Music Plus.
2. Tap Install, and then tap Accept.
3. When the download has completed, tap Open.
   - To open the app from the Home screen, tap > Sprint Music Plus.

Access Sprint Music Plus
1. Tap > Sprint Music Plus.
   - The first time you use the app, tap Accept to agree to the Premium Services Terms of Use.
2. Tap a store option from the main page (Ringbacks Store, Music Store, or Ringtones Store), or tap > Music (under Library) to access your music.
3. Tap the onscreen navigation tools to skip ahead or rewind. Tap at any time to see additional options.
   - For more information, tap > Settings > About or Help.

Purchase and Download Music from the Sprint Music Plus Store
From the Sprint Music Plus Store, you can shop for songs to purchase and download to your phone.

1. Tap > Sprint Music Plus > Music (under Store).
   - The app will open and display the Music Store.
2. Enter a song or artist in the search field or browse through options in the tabs in the center of the screen.
3. Tap a song to select it.
   - The song information screen is displayed.
4. Follow the onscreen instructions to preview or purchase the song. Tap at any time to display the Sprint Music Plus menu.

Tip: For ringtones or ringback tones, tap Ringtones Store or Ringbacks from the Sprint Music Plus main menu.

**HTC BoomSound with Dolby Audio**

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.

**Toggle Modes in HTC BoomSound**

Turn on HTC BoomSound with Dolby Audio™ in Settings and experience a whole new level of mobile audio.

1. Tap > > Settings.
2. Tap HTC BoomSound with Dolby Audio to toggle between Theatre mode or Music mode.

**Note:** HTC BoomSound with Dolby Audio is not available over HDMI, Bluetooth, Miracast™, or USB audio out.

**Use HTC BoomSound with Headphones**

Turn on HTC BoomSound with Dolby Audio and put on your headphones to enjoy refined audio details in a most personal way.

1. Plug your headphones into the headphone jack.
2. Tap > > Settings.
3. Tap the HTC BoomSound with Dolby Audio On/Off switch.
4. Tap HTC BoomSound with Dolby Audio, select an option from the Choose your headphones screen, and tap Apply.

• Your phone remembers the headphone profile you chose so you don’t have to select it again next time.

**Note:** HTC BoomSound with Dolby Audio is not available over HDMI, Bluetooth, Miracast, or USB audio out.

**Google Wallet**

You must have a Google Wallet account associated with your Google Account to purchase items from the Google Play Store app.

To create a Google Wallet account, do one of the following:
On your computer, go to google.com/wallet to create a Google Wallet account.

– or –

The first time you use your phone to buy an item from Google Play, you’re prompted to enter your billing information to set up a Google Wallet account.

**Warning:** When you’ve used Google Wallet once to purchase an application from the Google Play Store app, the phone remembers your password, so you don’t need to enter it the next time. For this reason, you should secure your phone to prevent others from using it without your permission. (For more information, see Screen Lock Settings.)

**Online Storage and File Management**

Save your files online by setting up online storages and organize your files using File Manager.

**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:

- Use Gallery to upload your captured photos to Google Drive.
- Share a link to your Google Drive files by email.
- View and edit Office documents that are stored in Google Drive. After creating new Office documents, you can also save them to Google Drive.
- View PDFs that are stored in Google Drive. You can also export Office documents as PDFs to Google Drive.
- Check your available Google Drive storage space in 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**

Use up to 115GB of free Google Drive storage. In addition to the default storage that you get from Google Drive, your phone features an additional 100GB of online storage free for two years. Sign in to your Google Account on your HTC phone (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.

If you’ve opened this app before and currently don’t see the screen for redeeming the offer, tap ☰️ > Settings > Product Tour to walk through the product tour.

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.

   **Note:** 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.

   **Note:** The Drive app is owned by Google and is not provided by or associated with HTC Corporation.

   **Note:** 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 ☑️. You’ll see your storage space on the slideout menu.

From time to time, check back on how much online storage space you still have before you upload more content.

### Upload Your Photos and Videos to Google Drive

Use Gallery to upload your photos and videos to Google Drive.

1. Tap 🏡 > 🌐 > 📷 Gallery.

2. Tap ☑️, and then choose how you want to view your photos and videos.

3. Tap an album or event that contains the photos and videos you want to share.

4. Tap ☑️.

5. From the selection menu, tap Drive.

6. Select the photos and videos you want to upload, and then tap Next.
Choose or create a folder in Google Drive.

Tap Save to upload.

**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.
  - Play music, videos, and playlists using the built-in player.
  - Create playlists from music on your computer or your phone and then sync these to your other device.

- **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 phone.

- **Sync data.** Sync data such as contacts, calendar, and Web bookmarks 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.

**Important:**

- 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.
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**.
**File Manager**

Use the File Manager app to browse and organize your files and folders on your phone storage and SD card. You can also use File Manager to browse for files and folders on your external USB storage device when you have it connected to your phone.

**Switch Between Storage Types**

Select an available storage on your phone that you want to manage.

1. Tap ☐️ > ☐️ > File Manager.
2. Swipe left or right to switch to a file storage where you want to browse or organize your files.

![File Manager app screenshot]

**Search for Files**

It's easy to find files and documents using File Manager.

1. Tap ☐️ > ☐️ > File Manager.
2. Tap 🔍.
3. In the search box, enter a few characters of the filename, and then tap ⬅️.
   - Matching filenames from the root and subfolders are then displayed.
4. Tap a file to open it.

**Organize Your Files**

Use the File Manager app to sort, copy, move, or delete your files and documents.
Sort Your Files
1. Tap 🏡 > 📁 >  File Manager.
2. Tap 📁 > Sort, and then choose a sorting option.

Copy or Move Your Files
1. Tap 🏡 > 📁 >  File Manager.
2. Browse for and select the file or folder you want to copy or move.
3. Tap Copy or Move to.
4. Tap ➔, and then browse for the folder where you want to copy or move the files. Or tap ➔ Create folder to create a new folder.
5. Tap Paste.

Make Files as Favorites
1. Tap 🏡 > 📁 >  File Manager.
2. Browse for the file or folder.
3. Select items to favorite.
4. Tap ❤️.

Tip: To remove an item from the Favorites tab, select the item and tap Remove from favorites.

Delete Files or Folders
1. Tap 🏡 > 📁 >  File Manager.
2. Select items to delete.
3. Tap Delete.

Voice Recorder
Use Voice Recorder to capture information during lectures, interviews, or even to create your own audio log.

Record Your Voice
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.

HTC Dot View

If you bought the HTC Dot View™ case designed for HTC One A9, use its app to personalize what’s seen through the case. Choose your wallpaper, types of notifications to display, and more.

Note: The HTC Dot View app is available in Google Play. Make sure to install the latest app update.

Change the HTC Dot View Wallpaper

Choose a preset wallpaper, or create your own dotted wallpaper from a photo.

1. Tap > HTC Dot View.

2. On the slideout menu, tap Themes.

3. Choose a preset pattern as your wallpaper.

   – or –

   To create your own wallpaper, tap , and then choose whether to use an existing photo from Gallery or take a new photo. If you selected or taken a photo, crop the photo, and then tap Done.

4. Tap Apply.

For best results when creating your own wallpaper, use a simple image with distinct colors between the subject and background. For example, use an image that shows a high-contrast subject on a simple background.
Select Which Notifications to Display

Alerts for clock alarms, timers, calendar events, and tasks will automatically display through the HTC Dot View case. You can choose whether to display or hide Mail, Messages, and phone call notifications.

1. Tap > HTC Dot View.
2. On the slideout menu, tap Settings > Notification settings.
3. Choose which notifications you want to show or hide.

Tip: For more details on using HTC Dot View, visit htc.com.

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.

- Tap > Help.

Note: If HTC Help is not preinstalled on your phone, you can download it from the Google Play Store app.
Connectivity

The following topics address your phone’s connectivity options, including USB file transfer and tethering, Wi-Fi, Bluetooth, and more.

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.

File Transfer Tips

- If you want to save data to an SD card on your phone, make sure the SD card is installed and active. See SD Card.

- Avoid removing the SD card while transferring data.

- Data exchange may use the methods outlined in the following table:

<table>
<thead>
<tr>
<th>Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Device (MTP)</td>
<td>Transfer files between your phone and PC such as pictures, videos, and music.</td>
</tr>
<tr>
<td>Mass Storage Mode</td>
<td>Exchange data with a PC using your phone as an external storage device.</td>
</tr>
</tbody>
</table>

Transfer Files Between the Phone and a Computer

1. Connect your phone to your computer using the supplied USB/charging cable.
   - Insert the smaller end of the cable to the Charger/Accessory Jack at the bottom of the phone.
   - Insert the bigger end of the cable into an available USB port on your computer. You may need to remove the USB cable from the charging head to access it.

2. When appears in the notifications area, drag the status bar down to display the notifications window.

   You will see Media device [MTP] connected and the files on your phone can now be accessed via your computer.

3. On your computer, navigate to the detected device (such as through the My Computer menu) and open it.
4. If available, select a drive (SD card for SD card storage or Internal storage for internal phone storage).

5. Select a folder (for example, Music for songs and albums) and copy files to it from your computer.

6. When you are done, disconnect your phone from your computer.
   ✷ The transferred files are now saved to your phone or SD card.

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

2. Tap Wi-Fi to turn Wi-Fi on.

3. Tap next to Wi-Fi to see a list of detected Wi-Fi networks.

4. Tap the Wi-Fi network you want to connect to.

**Note:** If the wireless network that you want is not listed, tap More settings > Add network to manually add it.

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.

The next time your phone connects to a previously accessed secured wireless network, you won’t be asked to enter the key or other security information again.

**Prevent Notifications from Unsecured Wi-Fi Networks**

You can prevent getting notified about unsecured Wi-Fi networks.

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

2. Tap Wi-Fi to turn Wi-Fi on.

3. Tap next to Wi-Fi and then tap More settings.

4. Touch and hold an unsecured Wi-Fi network you want stop being notified about, and tap Block network notification.
5. To unblock an unsecured Wi-Fi network, touch and hold the network name and tap **Unblock network notification**.

**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. Swipe down from the status bar with two fingers to open Quick Settings.
2. Tap **Wi-Fi** to turn Wi-Fi on.
3. Tap ☰️ next to **Wi-Fi** and then tap **More settings**.
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. Swipe down from the status bar with two fingers to open Quick Settings.
2. Tap **Wi-Fi** to turn Wi-Fi on.
3. Tap ☰️ next to **Wi-Fi** and then tap **More settings**.
4. You can:
   - Tap the wireless network that the phone is connected to, and then tap **Disconnect**.
   - If you want to remove the settings for this network, touch and hold the network name, and then tap **Forget network**.

To connect to another wireless network, see **Prevent Notifications from Unsecured Wi-Fi Networks**.

**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. Swipe down from the status bar with two fingers to open Quick Settings.
2. Tap **Wi-Fi** to turn Wi-Fi on.
3. Tap ☰️ next to **Wi-Fi** and then tap **More settings**.
4. Tap ➤ **Wi-Fi Direct**.
5. The Wi-Fi Direct settings menu appears.
   - Wi-Fi Direct and Wi-Fi are unavailable at the same time.
6. Tap a device with which to connect. If connected via Wi-Fi, you will see a confirmation. Follow the onscreen instructions.

7. 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.

To stop a connection, tap End connection > OK.

**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 on your phone

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. Swipe down from the status bar, and then tap 📲.
2. Under Wireless & networks, tap More > VPN.
3. Tap ➕ > Add VPN profile.
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. Swipe down from the status bar, and then tap 📲.
2. Under Wireless & networks, tap More > VPN.
3. Tap the VPN that you want to connect to.
Connectivity

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**

Mobile 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. Sign on to your account at sprint.com/mysprint or access your account via Sprint Zone (tap 🏛️ > 🌐 > Sprint Zone) to learn more.

**Note:** Turning on Hotspot on will disable your phone’s connection to other Wi-Fi networks.

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.

**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** On/Off 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.

**Share Internet Connection via USB Tethering**

Use the data connection of your phone to connect another device to the Internet through tethering a USB cable.
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 USB 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 \( \circ \).
3. Tap Mobile network sharing > USB connection.
4. Select USB tethering, and then tap 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 Hints**

**Question:** Can’t use Bluetooth?

**Answer:** Is your phone in airplane mode? Bluetooth is unavailable in airplane mode.

**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.

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio output</td>
<td>Listen to music, etc., wirelessly.</td>
</tr>
<tr>
<td>Hands-free calls</td>
<td>Call hands-free, using Bluetooth-capable hands-free devices and headsets.</td>
</tr>
<tr>
<td>Data exchange</td>
<td>Exchange data with Bluetooth devices.</td>
</tr>
</tbody>
</table>

**Connect a Bluetooth Headset or Car Kit**

You can listen to music over a Bluetooth stereo headset, or have hands-free conversations using a compatible Bluetooth headset or car kit.

**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 and tap Bluetooth.

2. When you see the name of your headset in the Available Devices section, tap the name.
   
   - Your phone pairs with the headset and the headset connection status is displayed in the Paired Devices section.

Note: If automatic pairing fails, enter the passcode supplied with your headset.

The pairing and connection status is displayed below the hands-free headset or car kit name in the Bluetooth phones section. When the Bluetooth headset or car kit is connected to your phone, the Bluetooth connected icon is displayed in the status bar.

Reconnect a Headset or Car Kit

Normally, you can easily reconnect your headset by switching on Bluetooth on your phone, and then turning on the headset. However, you might have to connect manually if your headset has been used with another Bluetooth device.

Important: Make sure that the headset is discoverable. Refer to the headset manual for details.

1. Swipe down from the status bar and tap Bluetooth.

2. Tap the headset’s name in the Paired Devices section.

3. If prompted to enter a passcode, try 0000 or 1234, or consult the headset/car kit documentation to find the passcode.

If you still cannot reconnect to the headset or car kit, follow the instructions in Disconnect From a Bluetooth Device, and then follow the steps in Connect a Bluetooth Headset or Car Kit.

Disconnect From a Bluetooth Device

If you do not need to use Bluetooth at any given point, you can disconnect and unpair your phone from a Bluetooth device.

1. Swipe down from the status bar and tap Bluetooth.

2. In the Paired Devices section, tap next to the device to unpair.

3. Tap Unpair.

Note: Tap the name of the device to reconnect it.
Send Information Using Bluetooth

You can use Bluetooth to transfer information between your phone and another Bluetooth-enabled device such as a phone or computer. The first time you transfer information between your phone and another phone, you need to enter or confirm a security passcode. After that, your phone and the other phone are paired, and you will not need to exchange passcodes to transfer information in the future.

Important: Before you begin, set the receiving phone to discoverable mode. You may also need to set it to "Receive Beams" or "Receive Files." Refer to the phone’s documentation for instructions on receiving information over Bluetooth.

You can send the following types of information, depending on the phone you are sending to:

1. On your phone, open the application that contains the information or file you want to send.

2. Follow the steps for the type of item you want to send:

<table>
<thead>
<tr>
<th>What to send</th>
<th>How to send</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact</td>
<td>In the People app, tap a contact to view the contact’s details, and then tap &gt; Send contact. Select Send contact via &gt; Bluetooth and then tap Send.</td>
</tr>
<tr>
<td>Calendar appointment or event</td>
<td>In Day, Agenda, or Week view, touch and hold the event, and then tap Share via &gt; Bluetooth.</td>
</tr>
<tr>
<td>Photos or videos</td>
<td>In Gallery, select a photo and view it in full screen. Tap the photo and tap 📸 &gt; Bluetooth.</td>
</tr>
<tr>
<td>Captured photo or video</td>
<td>After capturing, on the Camera preview screen, tap 📸 &gt; Bluetooth. (Note that you must have first set a review duration in Camera settings.)</td>
</tr>
<tr>
<td>Voice recording</td>
<td>On the main Voice Recorder screen, tap 🎤 &gt; Share &gt; Bluetooth.</td>
</tr>
</tbody>
</table>

3. Turn Bluetooth on and pair with the receiving phone, if you’re asked to do so.

4. On the receiving device, accept the file.

Where Sent Information is Saved

When you send information from your phone using Bluetooth, the location where it’s saved depends on the type of information and the receiving device.

If you send a calendar event or contact, it is normally added directly to the corresponding application on the receiving phone. For example, if you send a calendar event to a compatible phone, the event is shown in that phone’s calendar application.

If you send another file type to a Windows computer, it is normally saved in the Bluetooth Exchange folder within your personal document folders.
On Windows XP, the path may be:
C:\Documents and Settings\[your username]\My Documents\Bluetooth Exchange

On Windows Vista®, the path may be:
C:\Users\[your username]\Documents

On Windows 7, the path may be:
C:\Users\[your username]\My Documents\Bluetooth Exchange Folder

On Windows 8, the path may be:
C:\Users\[your username]\Documents

If you send a file to another device, the saved location may depend on the file type. For example, if you send an image file to another wireless phone, it may be saved in a folder named "Images."

**Receive Files Using Bluetooth**

Your phone lets you receive various files with Bluetooth, including photos, music tracks, contact info, calendar events, and documents such as PDFs.

**Important:** Refer to the other device’s documentation for instructions on sending information over Bluetooth.

1. Swipe down from the status bar and tap > Bluetooth.

2. Tap your phone’s Bluetooth name near the top of the screen to make your phone visible to nearby Bluetooth devices.

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 download notification is displayed. Slide the Notification panel down, and then tap the relevant notification to view the file.

**Tip:** You can also tap > Show received files to view files received via Bluetooth.

**HTC Connect**

With HTC Connect®, wirelessly stream music or video from HTC One A9 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:
Multi-room speakers that support Qualcomm® AllPlay™

Blackfire® compliant multi-room speakers

DLNA compatible speakers and TV

Miracast 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.

To see a list of supported devices or accessories, go to htc-connect.com/certified-devices. For more information about HTC Connect, visit htc-connect.com.

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 AllPlay 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 AllPlay speakers or to group speakers, 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 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.
   - 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.
**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 \(\text{Home} \rightarrow \text{Settings} \rightarrow \text{HTC Connect}\).
   - 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.
Global Services

With your phone and global roaming service from Sprint Worldwide℠ Wireless Service, you can make phone calls and use wireless data services around the globe on compatible CDMA and GSM/UMTS networks. For a country-specific travel guide, select your phone and destination from sprint.com/traveltips.

Set the Communications Method for Global Use

Select a communications method for an overseas carrier as needed.

1. Tap \(\text{Settings} \rightarrow \text{Mobile data}.\)
2. Tap \textbf{Network mode}.
3. Select \textbf{CDMA Only}, \textbf{LTE/CDMA}, \textbf{GSM/UMTS Only}, or \textbf{Automatic}.
   - The communications method is set.
   - At the time of purchase, your phone’s default mode of \textbf{Automatic} is set. This allows global usage and normally will not need to be changed.

Activate Sprint Worldwide Service on Your Account

Before using your phone in global roaming mode, you must activate Sprint Worldwide service.

To activate Sprint Worldwide service:

- Chat with or email an international support rep by visiting sprint.com/swwsupport.
- Call Sprint Worldwide Customer support at 1-888-226-7212.

Your Phone’s SIM Card for International GSM Roaming

Your phone comes with a preinstalled SIM (Subscriber Identity Module) card to support roaming on compatible GSM networks.

\textbf{Note}: Your SIM card should be preinstalled. If you need to reinstall your SIM card, follow the instructions in \textbf{SIM Card}.

\textbf{Note}: The SIM included contains information specific to your phone and should be retained with the phone for use on GSM networks.
Enable Global Roaming Mode

Your phone is designed to enter global roaming mode automatically when you activate your Sprint Worldwide service, meaning that it should automatically connect to an appropriate CDMA/LTE network or GSM/UMTS network when you travel. You may set global roaming options through the settings menu.

You may also need to set your network mode options through the settings menu. See Set the Communications Method for Global Use.

To enable your phone for international roaming:

1. Swipe down from the status bar, and then tap > Mobile data > Roaming > Automatic.
2. From Mobile network settings, tap the checkbox for International Voice.
3. With International Voice selected, tap the checkbox for International LTE Data.

To set your network mode options manually:

- Swipe down from the status bar, and then tap > Mobile data > Network mode.
  - To allow connections to CDMA or LTE networks only, tap CDMA Only or LTE/CDMA.
  - To allow connections to GSM or UMTS networks only, tap GSM/UMTS Only.
  - To allow connections to available CDMA/LTE or GSM/UMTS networks, tap Automatic. This is the recommended setting for international use.

Make and Receive Worldwide Calls

When traveling on international networks, you can place and answer calls as you would on the Sprint network (see Place and Answer Calls), although some additional instructions may be required to place a call. Some features and services are not available in all countries. For more information on services that are available while roaming, visit sprint.com/sww.

Make Calls Using Plus (+) Code Dialing

Placing calls from one country to another country is simple with the Plus (+) Code Dialing feature. When placing international calls, you can use Plus Code Dialing to enter the appropriate international access code for your location (for example, 011 for international calls placed from the United States).

**Note:** Plus Code Dialing is only available when roaming internationally on GSM networks and on certain CDMA networks in the United States, Canada, and the Caribbean.

**Note:** International access codes and dialing information are available online at sprint.com/sww.

To use Plus Code Dialing to place an international call:
1. Tap ![home] > ![phone] to display the phone screen.

2. If you are on the GSM network, touch and hold ![0+] to insert a "+" on the phone dial screen. (The "+" symbol automatically inserts the international access code for the country from which you are calling.)

3. If you are on the CDMA network outside Canada or the Caribbean, enter the international access code for the country from which you are calling.

4. Tap ![1∞] to enter the US country code, and then enter the area code and number.

5. Tap ![call] to place the call.

**Sprint International Voicemail Service**

Your Sprint voicemail will follow you as you travel. All of your unanswered calls will be forwarded to your Sprint voicemail. You will need to be sure your voicemail box is already set up and that you know your voicemail password.

**Note:** Sprint voicemail may not be available on all networks; check sprint.com/sw for service information.

**International Voicemail Troubleshooting**

There are a few tips to keep in mind when using Sprint voicemail while traveling.

- Some carriers may not support voicemail indicators. It may be necessary to call your voicemail to see if you have any new messages.

- If you hear the message "Please enter the number of the subscriber you wish to call," enter your 10-digit wireless phone number.

**Set Up Your Voicemail Access Number for International Use**

To simplify accessing your Sprint Voicemail while traveling, you can set up your voicemail access number as a Contacts entry. This will make it faster and easier to access your messages while roaming internationally.

1. Tap ![home] > ![phone] > ![people] People.

2. Tap ![add contact].

3. In the "Name" field, enter the name of your voicemail number (for example, "My Voicemail").

4. In the phone number field, enter ![0+] ![1∞] (+1), your area code, and your wireless phone number.

5. Tap ![save].
Your voicemail access number is saved as a contact.

Access Your Voicemail Internationally
You will need to call your voicemail number to access your voicemail while roaming internationally.

New Message Indicators
Your voicemail message indicators may be displayed differently when roaming internationally.

- A "Message Waiting" indicator icon or a text message is displayed when a voicemail message is received.
- You may see "Missed Call" on your screen prior to receiving a message notification.
- You must call voicemail in order to retrieve messages. Follow the instructions on the previous page to store your voicemail number for easy access.

Retrieve Voicemail Messages
The voicemail retrieval process while traveling is the same as on the Sprint Network; however, you will be required to enter your voicemail password.

To retrieve your voicemail messages:

1. Tap 🏠 > ☎️ 📞 People.
2. Tap the voicemail entry and then tap the number to call it.
   - Your phone dials your voicemail number.
3. When your voicemail answers, enter the password, and tap # to access your voicemail.
   - Your voicemail box is accessed.

International Data Roaming
Sprint Worldwide Wireless Service can also keep you connected via email and Web browsing when traveling in countries in which Sprint offers data service.

Data services are available on both CDMA and GSM/UMTS networks. Check sprint.com/traveltips and sprint.com/swww to determine the services available where you are traveling.

Note: Prior to using your Sprint Worldwide GSM/UMTS Data Services, you must establish and utilize your CDMA data services domestically on the Sprint Network.

Get Started With Sprint Worldwide Data Services
To use Sprint Worldwide Data Services, you will need to have these services activated on your account.
To activate, call Sprint Worldwide Customer Support at 1-888-226-7212. Representatives are available 24 hours a day, 7 days a week to assist you.

**Access Email and Data Services Internationally**

To access your email and browse the Web when traveling, you may need to manually select the carrier that provides Sprint service in your location. You can find a list of carriers for each country where GSM data service is offered at sprint.com/sww. Then, follow the instructions below to select the appropriate carrier network on your phone.

**Access International Data Services on GSM/UMTS Networks**

To select a GSM data service carrier for a specific country:

1. Swipe down from the status bar, and then tap 📱 > Mobile data.
2. Make sure the check boxes are selected for International LTE Data and Allow GSM data.
4. Select a specific operator.
   - Data roaming on GSM/UMTS networks is set.

**Access Email and Data Services Internationally on CDMA Networks**

If data service is available on an international CDMA network, then you only need to set the phone to CDMA; you will not need to select the specific carrier. Selecting a specific carrier is only necessary for providers on the GSM network. If your phone has automatically selected a GSM network while traveling, then you will need to set the phone to CDMA to access CDMA data services. (See Enable Global Roaming Mode.) Visit sprint.com/sww for a list of services available in each country.

**Contact Sprint for Assistance with International Service**

If you experience any issues with voice or data services while outside of the United States, Sprint offers customer support 24 hours a day. In the event that you do experience an issue, try the following actions:

- First try powering your phone off and then back on; this will force your phone to reregister with the network.
- Try manually selecting another network. Information for selecting networks can be found in the phone guide.

If neither of these actions resolves your issue, you will need to contact customer service (see below). When calling to report an issue, the following information will be beneficial in trying to resolve your issue as quickly as possible:
- Your wireless phone number.
- The city and country you are traveling in.
- Any error message that displays on your phone or that you heard when trying to place a call.
- If the issue is with data, were you able to place voice calls?
- If the issue is with voice service, were you able to access data?

**Please call the numbers below if you need assistance:**

While in the United States: Call **1-888-226-7212**.

While traveling outside the United States:

- In GSM mode: tap [0*] and then dial **1-817-698-4199**.
- In CDMA mode: enter the country code and then dial **1-817-698-4199**.

There is no charge for this call from your wireless phone.

**From a landline phone when outside the United States:**

Sprint Worldwide Customer Support can be reached from a landline phone at **1-817-698-4199**. Access or connection fees may apply. The toll free numbers below can also be used to contact Sprint Worldwide Customer Support in the following countries:

<table>
<thead>
<tr>
<th>Country</th>
<th>From Landline Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caribbean (Anguilla, Barbados,</td>
<td>1-888-226-7212</td>
</tr>
<tr>
<td>Cayman Islands, and Dominica)</td>
<td></td>
</tr>
<tr>
<td>France</td>
<td>0800-903200</td>
</tr>
<tr>
<td>Germany</td>
<td>0800-180-0951</td>
</tr>
<tr>
<td>Italy</td>
<td>800-787-986</td>
</tr>
<tr>
<td>Mexico</td>
<td>001-877-294-9003</td>
</tr>
<tr>
<td>Trinidad and Tobago</td>
<td>1-800-201-7545</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>0808-234-6616</td>
</tr>
</tbody>
</table>

**Note:** This toll free service is available on ordinary landline phones and some public pay phones. This service does not cover any hotel access charges.
Settings

The following topics provide an overview of items you can change using your phone’s Settings menus.

Basic Settings

From the home screen, tap > Settings to access your phone’s settings menu.

The table below outlines the top-level settings categories.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airplane mode</td>
<td>Turn Airplane mode on or off.</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>Enable and set Wi-Fi options.</td>
</tr>
<tr>
<td>Bluetooth</td>
<td>Enable Bluetooth connections.</td>
</tr>
<tr>
<td>Mobile data</td>
<td>Settings for your mobile network and data connection.</td>
</tr>
<tr>
<td>HTC Connect</td>
<td>Options where to play media.</td>
</tr>
<tr>
<td>More</td>
<td>Settings for data usage, NFC, Mobile network sharing, HTC Mini+, and VPN.</td>
</tr>
<tr>
<td>Personalize</td>
<td>Options for customizing your phone’s wallpaper, navigation bar, themes, sound, and more.</td>
</tr>
<tr>
<td>Fingerprint scanner</td>
<td>Options to add and manage your fingerprints and the fingerprint sensor.</td>
</tr>
<tr>
<td>Accounts &amp; sync</td>
<td>Set up your email and social network accounts.</td>
</tr>
<tr>
<td>Location</td>
<td>Select your phone’s location access options.</td>
</tr>
<tr>
<td>Security</td>
<td>Set up a screen lock and other security features.</td>
</tr>
<tr>
<td>Accessibility</td>
<td>Set accessibility options such as screen magnification, TalkBack, and more.</td>
</tr>
<tr>
<td>Backup and reset</td>
<td>Options for selecting the backup account, restoring a backup, and resetting the phone.</td>
</tr>
<tr>
<td>Get content from another phone</td>
<td>Options for transferring content from an old phone to your new HTC phone.</td>
</tr>
<tr>
<td>Google</td>
<td>Options for all Google apps and features on your phone.</td>
</tr>
<tr>
<td>Display &amp; gestures</td>
<td>Change the display, motion gestures, and G-Sensor settings.</td>
</tr>
<tr>
<td>HTC BoomSound with Dolby Audio</td>
<td>Turn HTC BoomSound on or off and select a sound mode.</td>
</tr>
<tr>
<td>Sound &amp; notification</td>
<td>Set your sound profile, volumes, incoming call options, and system sounds.</td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Call</td>
<td>Options for received calls, voicemail settings, and others including hearing aids and CDMA call settings (TTY mode, DDTM mode, plus code dialing, etc).</td>
</tr>
<tr>
<td>Apps</td>
<td>View all downloaded or running apps, uninstall apps, search for an app and more.</td>
</tr>
<tr>
<td>Storage &amp; USB</td>
<td>View your phone and SD card storage, set the SD card mode, and more.</td>
</tr>
<tr>
<td>Power</td>
<td>Check your battery level, and battery usage, turn on power saver and extreme power saving mode, and more.</td>
</tr>
<tr>
<td>Memory</td>
<td>View your phone memory use and check which apps use the most memory.</td>
</tr>
<tr>
<td>Language &amp; keyboard</td>
<td>Change the language and the onscreen keyboard settings.</td>
</tr>
<tr>
<td>Date &amp; time</td>
<td>Change the date and time and date/time format.</td>
</tr>
<tr>
<td>Printing</td>
<td>Choose print services using Google Cloud Print.</td>
</tr>
<tr>
<td>Activate this device</td>
<td>Activate your phone or check your plan.</td>
</tr>
<tr>
<td>System updates</td>
<td>Options for updating your profile, PRL, UICC, and phone software.</td>
</tr>
<tr>
<td>About</td>
<td>View your phone’s hardware and software information.</td>
</tr>
</tbody>
</table>

**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.

**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.

- **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**: Turn on NFC to pay securely using your phone. See Android Pay.
- **Mobile network sharing**: Use these settings to turn Mobile Hotspot on or off, or enable USB tethering. See Mobile Hotspot or Share Internet Connection via USB Tethering.
- **HTC Mini+**: Configure and manage your phone’s connection with the HTC Mini+ (sold separately).
- **VPN**: Configure your Virtual Private Network (VPN) settings so you can connect to your company’s intranet sites. See Virtual Private Networks (VPN).

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 App 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 an Alarm.

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 +.

1. 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 Sensor.

**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 ⌁>.SQLite>⚙️ Settings.
2. Tap Accounts & sync.
3. Tap 🍀.
4. Tap an account type. You can set up these accounts on your phone: Exchange ActiveSync, Google, HTC Account, Instagram for HTC Sense, LinkedIn for HTC Sense, and IMAP/POP3 email.
5. Enter your account information and follow screen instructions to proceed. 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 Add Another Gmail 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.
**HTC Location Services**
Select this option to set your home and work address for precise location and personal usage with HTC Sense Home.

1. Tap 
2. Tap Location.
3. Tap HTC Location Services.
4. Set your home and work address.

**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 
2. Tap Security.
3. Tap Screen lock to show the lock screen and not the security screen.
4. Tap No lock screen to disable both the lock and security screens.

**Use Face Unlock - Smart Lock**
1. Tap 
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.
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 One A9 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**.

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.

**Note:** To change your unlock screen pattern, tap **Screen lock** on the **Security** 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**.

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**.
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 Programs**

By default, you can only install programs and games 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.

**Work with 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.

**Note:** Some apps such as your browser or email client let you install certificates directly in the app. See the app’s help for details.

**Install a Digital Certificate**

**Note:** You must set a lock screen PIN or password before installing a digital certificate.
1. Save the certificate file in the root folder on your phone.

2. Tap \(\text{🏠>}\text{⚙️> 📢 Settings.}\)


4. Tap Install from storage.

5. If you have more than one certificate in the root folder, select the certificate you want to install.

6. Enter a name for the certificate and tap OK.

**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 \(\text{🏠>}\text{⚙️> 📢 Settings.}\)

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. See Navigate Your Phone With TalkBack for more information.

   - **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.

   - **Captions**: Turn this option on and then tap it to customize captions for your phone.

   - **Magnification gestures**: 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.

   - **Notification reminder**: Turn on this option to turn notifications on or off.

   - **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.
• **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.

**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 touching 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.

**Use TalkBack Gestures**

When TalkBack is turned on and the Explore by touch setting is selected, the regular touch gestures are replaced by the TalkBack gestures.

**Note**: HTC 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 context menus for controlling continuous reading and global TalkBack controls. These menus can be accessed using TalkBack shortcut gestures.

1. Turn TalkBack on.
2. Do one of the following:
   
   - To open the continuous reading menu, use one finger to swipe up and right in one continuous movement.
   
   - To open the global context menu, use one finger to swipe down and right in one continuous movement.

**Note:** If you already changed the TalkBack shortcut gestures, check your TalkBack settings for the appropriate gesture.

3. Touch and hold anywhere on the screen.
4. Drag your finger around the screen to explore the options.

**Note:** To cancel an action, drag your finger to your starting position.
**Change the TalkBack Reading Speed**

**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 > Speech rate.
3. Select a speech rate.

**Tip:** You can test the speech rate by tapping **Listen to an example**.

**Change the TalkBack Language Settings**

1. Tap ☐️ > ☁️ > ☀️ Settings.
2. Tap Accessibility.
3. Do one of the following:
   - Select a different language: Tap **Text-to-speech output** > **Google Text-to-speech Engine** > **Language**.
   - Install a language: Tap **Text-to-speech output** > **Google Text-to-speech Engine** > **Install voice data**.
4. Select the language you want to use.

**Note:** Not all languages are supported.

**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.

**Backup Options**

- **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.

- Messages. Back up your text messages to the storage on the phone, or save them as an email attachment. See Back Up and Restore Your Text Messages.

- 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 Your 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.

Backup Your Phone to Your Google Account

It's easy to back up your phone using your Google Account.

1. Tap 🏡 > ☰️ > ☰️ Settings.
2. Tap Backup & reset > Backup account.
3. Select your Google Account or tap Add account to add one.

Restore Backup to Your Phone From Your Google Account

If you have backed up your old phone’s data to your Google Account, you can easily restore that backup on your new phone.

Note: Depending on the amount of content, doing a manual backup through data connection may incur additional data costs and take a long time. Using a Wi-Fi connection is recommended.

Note: To restore paid apps, you need to download and install them from Google Play.

1. When you turn on a new HTC phone for the first time or after a factory reset, wait until you're in the Get your apps & data screen.
2. Tap ▼ next to the backed up device name, select the backup you want to restore, and then tap Done.
3. Tap ▼ next to All apps, select which apps you want restored on your new phone, and then tap Done. Tap Next.

Your free apps that you’ve previously downloaded from Google Play will be restored in the background, and you can track the progress via a notification in the status bar.
Reset Your Phone

If your phone has a persistent problem that cannot be solved, you can perform a factory reset (also called a hard reset or master reset). A factory reset reverts the phone back to its initial state — the state before you turned on the phone for the first time.

The following will be removed from the phone when you do a factory reset:

- Your Google Account
- All accounts you’ve added in Settings > Accounts & sync and the data associated with these accounts
- Personal data that you’ve created or synced to the phone such as your profile, contacts, messages, email, calendar events, and more
- System and application data and settings
- Downloaded apps

Files such as your music, photos, videos, and documents will also be deleted if you select the Erase all data option.

Be sure to back up any data and files you want to keep before you do a factory reset.

**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 > Reset phone.
3. To delete media and other data on your SD card (if you installed one), select Erase SD card.
4. Tap OK.

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 One A9 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.

Google
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.

Display & Gestures 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.
3. Select the Glove mode option.

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.
3. Clear the Auto rotate screen option and tap ☐.

Note: Not all application screens support automatic rotation. The screen orientation automatically changes to landscape mode when you turn the phone sideways.

Note: The TalkBack accessibility feature works best if you turn off auto-rotate. For details, see Navigate Your Phone with TalkBack.
Font Size
You can adjust the text size for your viewing comfort.

1. Tap 🏛️ > ☰️ > ⌚️ Settings.
2. Tap Display & gestures.
3. Tap Font size and then select the font size.

Brightness
By default, the screen brightness automatically adjusts depending on the surrounding lighting conditions.

1. Tap 🏛️ > ☰️ > ⌚️ Settings.
2. Tap Display & gestures.
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.
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 Profile
By default, the phone screen uses the AMOLED profile. Use this option if you prefer a standard RGB color range.
1. Tap > > Settings.
2. Tap Display & gestures.
3. Tap Color profile, and select the color profile to use.

**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.

1. Tap > > Settings.
2. Tap Display & gestures.
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.*

*Tip: To turn off and lock the screen quickly, press the Power/Lock button.*

**Daydream**

Select your phone’s screensaver when it’s idle or docked.

1. Tap > > Settings.
2. Tap Display & gestures.
3. Tap Daydream, and then select a screensaver.
4. Tap ➔

**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 Media gesture to select or clear this option.

**Motion Launch Gestures**

Configure the Motion Launch gesture from this setting. See Motion Launch for details.

1. Tap > > Settings.
2. Tap Motion Launch gestures and enable this feature.
HTC BoomSound with Dolby Audio

Turn the HTC BoomSound with Dolby Audio on and off and select a sound mode.

- See HTC BoomSound with Dolby Audio 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 set a schedule when you don’t want to be disturbed such as during meetings or bed time. To turn Do not disturb mode on or off, see Do Not Disturb Mode.

**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 > Do not disturb.
3. Tap Schedules.
4. Tap + Add rule.
5. Enter a name for the rule, and then select whether to base it on time or an event.
   - For Time rule:
     - Set the days.
     - Set the start and end times.
○ Set a condition for the type of reply.
○ Select a Do not disturb level.

- 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.

### 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.
   - Touch 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.

**Notification - 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 notifications, and then select Always or When screen is off.

**Notification - 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 App light notifications.
4. Tap an app for which you want to see the Front Indicator Light (LED) to light up.

**Notification - 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 App 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 When device is locked, and then choose whether to show or not to show notifications.
8. Tap Notifications access to control HTC Dot View notifications.

**Call Settings**
Use these options to set call features, voicemail, and more.

**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 and DDTM.

1. Tap 🏛️ > ☰ Settings.
2. Tap Call.
3. Tap CDMA call settings.

**TTY Mode**

A TTY (teletypewriter, also known as a TDD or Text Telephone) is a telecommunications phone that allows people who are deaf, hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your phone is compatible with select TTY phones. Please check with the manufacturer of your TTY phone to ensure that it supports digital wireless transmission. Your phone and TTY phone will connect using a special cable that plugs into your phone’s headset jack. If this cable was not provided with your TTY phone, contact your TTY phone manufacturer to purchase the connector cable.

When establishing your Sprint service, please call Sprint Customer Service using the state Telecommunications Relay Service (TRS) by first dialing [7](7) 1 1 1 [CALL]. 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.

**DDTM Mode**

Select this option if you want to direct all calls to your voicemail when you are using data connection.
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.
   - **Voice Privacy**: Select to enable enhanced privacy mode.
   - **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.

Internet Call Settings
Use these options to set up your Internet calling account.

- See Internet Calls.

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 or 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 & USB Settings**

The Storage & USB 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 storage combines both the internal storage, where apps, email, data, and text messages are stored, and the file storage, where photos, videos, and music files are kept. When you are running out of phone storage, you can free up space by uninstalling apps, changing download settings, or moving files to your computer or to an online storage service.

- **SD card** (SD card). Use your SD card (purchased separately) as a removable storage to store and access your media and other files on HTC One A9 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 can view photos and videos stored on the device right from Gallery and play songs stored on the device in Music. You can also open PDFs and edit Office documents.

  You need a special cable adapter to connect your phone and a USB storage device. Your phone supports USB storage devices (except portable hard drives) up to 64 GB.

- **Online storage.** If you’re using an online storage account that’s accessible from your phone, you can store your files to your online storage.

**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 One A9 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 One A9 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 One A9 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 One A9.

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 & USB.
3. Under Removable storage, tap the SD card name.
4. Tap 🌓 > Settings.
5. Tap Format as internal.
6. Tap Erase & format.
7. Tap Format.
8. 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 & USB.
3. Tap Phone storage.
4. Tap ➡️ Migrate data.
5. Tap Move.
   ✤ 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 to the SD Card**

When you’re running out of phone storage space, you can move your downloaded apps to the SD card if the card has been set up as internal storage.

**Note:** Preinstalled apps cannot be moved.

1. Tap 🏛️ > ⚙️ > 🎉 Settings.
2. Tap Storage & USB.
3. Tap Phone storage > Apps.
4. Tap the app you want to move.
5. Tap Change, and then tap the SD card name.
6. Tap Move.

**Tip:** You can also move an app from the SD card back to the phone storage.

**View and Manage Files on the Storage**

Starting from Android 6.0, you can go to Settings to view and manage files on the phone storage and SD card. You can also view and manage files on an external USB storage device when you have it connected to HTC One A9.
1. Tap 🏛️ > ☰️ > 🌐 Settings.
2. Tap Storage & USB.
3. Tap Phone storage or the SD card name.
4. Tap Explore to view internal storage content—whether it’s phone storage content or internal storage content on the SD card.
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, press and hold a file first, and then tap ➤ Select all.
6. Do one of the following:
   - To delete, tap 🗑️.
   - To paste, tap ➤ Copy to. In the Save to slideout menu, choose where to paste to, and then tap Copy.

**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 One A9, 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 File transfers.
   - 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.
- After editing a photo or trimming a video, the original file is kept. You can 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. In Camera settings, tap Video Quality to change the resolution.

Remove Unused Themes

Themes can quickly consume up 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. 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 All apps > 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.

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 saver mode on or off.

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 saver 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 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 Duration and select a duration time.
4. To find out how much memory is being used by apps, tap Memory used by apps.

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.
3. Tap **Language** and tap the language you want to use.

**Spell Checker**

Turn this feature on to underline misspelled words as you type.

1. Tap \(\text{Settings} \rightarrow \text{Language & keyboard} \).
2. Tap **Language & keyboard**.
3. Tap the On/Off switch next to **Spell checker**.

**Keyboard and Input Methods - HTC Sense Input**

The Language & keyboard settings let you select a preferred input method, control keyboard settings, and more.

1. Tap \(\text{Settings} \rightarrow \text{Language & keyboard} \).
2. Tap **Language & keyboard > HTC Sense Input**.
3. Change any of these settings.

- **Keyboard selection**: Add or remove languages from the touch input language list.
  - **Bilingual prediction**: Activate word prediction for a second language.

- **Enable or disable keyboard settings**: including sound and vibration feedback, show or hide arrow keys, and enable trace keyboard.

- **Advanced settings**
  - **Trace color**: Select the color to use when using the Trace keyboard.
  - **Quick "."**: Enable this option if you want to insert a period every time you double tap the space bar.

- **Advanced settings: Prediction preference**
  - **Word prediction**: Enable the word prediction feature.
  - **Next word prediction**: Turn on suggestion options for the next word while entering text.

- **Advanced settings: Finger touch calibration**
  - **Calibration tool**: Recalibrate the keyboard if you feel that the keys are not responding accurately to your taps.
  - **Reset calibration**: Reset the calibration back to factory default.

- **Personal dictionary**: Add, edit, or remove words in the predictive text dictionary. For more information, see [Enter Text with Word Prediction on the HTC Sense Keyboard](#).

- **Tips & Help**: Get tips and help related to the onscreen keyboard.
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 > Google voice typing.

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.

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.

Settings
Activate This Device

If your phone has not been activated on the Sprint network, you can use the Activate this device menu option to begin the process.

1. Tap > > Settings.
2. Tap Activate this device. Follow the onscreen prompts to begin activation.

> If your phone is already activated, you’ll see a device Self Service screen with account information, usage details, and more.

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 Your 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 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.
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

Question: 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.

Question: 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.

Question: Cannot use 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.

Question: 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.

**Question:** 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.

**Question:** Cannot unlock screen.

**Answer:** Restart the phone. Data that was being edited is erased after the phone is powered on again.

**Specifications**

The following tables list your phone’s and battery’s specifications.

<table>
<thead>
<tr>
<th>Phone Specifications</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Item</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>Weight</td>
<td>143 ± 2 g</td>
</tr>
<tr>
<td>Continuous Talk Time*</td>
<td>3G: 20 hours (approx.)</td>
</tr>
<tr>
<td></td>
<td>GSM: 16 hours (approx.)</td>
</tr>
<tr>
<td>Continuous Standby Time*</td>
<td>3G: 408 hours (approx.)</td>
</tr>
<tr>
<td></td>
<td>GSM: 388 hours (approx.)</td>
</tr>
<tr>
<td>Charging Time</td>
<td>150 minutes (approx.) off mode charging (1.5A adapter)</td>
</tr>
<tr>
<td>Dimensions</td>
<td>145.75 x 70.8 x 7.26 mm (approx.)</td>
</tr>
<tr>
<td>Maximum Output</td>
<td>3G: 0.25 W</td>
</tr>
<tr>
<td></td>
<td>GSM:</td>
</tr>
<tr>
<td></td>
<td>800/900: 2 W</td>
</tr>
<tr>
<td></td>
<td>1800/1900: 1 W</td>
</tr>
<tr>
<td>Communication Speed</td>
<td>LTE 2xCA – DL: 300 Mbps, UL: 50 Mbps</td>
</tr>
<tr>
<td></td>
<td>HSDPA: 42.2 Mbps, HSUPA: 5.76 Mbps</td>
</tr>
</tbody>
</table>

*Battery times (talk time, standby time, and more) are subject to network and phone usage.

A Standby time specification ("specification") is an industry standard that is only intended to allow comparison of different mobile devices under the same circumstances. Power consumption in a standby state is strongly dependent on factors including but not limited to network, settings, location, movement, signal strength and cell traffic. Comparisons of different mobile devices using such a specification can therefore only be done in a controlled laboratory environment. When using any
mobile device in real life circumstances for which the mobile device is intended, the standby time could be considerably lower and will be strongly dependent on the factors as mentioned above.

Battery Specifications

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voltage</td>
<td>Nominal: 3.83 V</td>
</tr>
<tr>
<td>Type</td>
<td>Lithium-ion; non-removable</td>
</tr>
<tr>
<td>Capacity</td>
<td>2150 mAh</td>
</tr>
<tr>
<td>Dimensions</td>
<td>60.74 x 60.5 x 3.8 mm</td>
</tr>
</tbody>
</table>

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 help 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 Sign in/Register and then click Sign up now! 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 Password

You’ll create your voicemail password when you set up your voicemail. See Voicemail (Traditional) for more information on your voicemail password.

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 minutes used (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 products like games, ringtones, screen savers, and more.

**From Your Sprint Phone**

1. Tap ☐️ > 📲. (If your screen is locked, press the **Power/Lock** button to turn on the display and then drag ☐️ up to unlock the screen.)

2. Do any of the following:
   - Tap ☐️ [2] ☜ to access a summary of your Sprint service plan or get answers to other questions.

**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 show times; 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.

- Tap ☐️ > ☛, and then tap [4] ☜ 1 ☜ 1 ☜ [CALL].

**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.

- Tap ☐️ > ☛, and then tap [0] [CALL].

For Assistance 245
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# Index

## 3

3-way Calling 91

## 4

4G LTE 123

## A

About the User Guide 1
Access Instructions on Phone 1
Accessibility
  - TalkBack 214
Accessory Jack 4
Activation 17
Airplane Mode 33
Alarm
  - Set 167
Alarm Sound 206
Albums
  - Add photos or videos 144
  - Copy or move photos or videos 144
Android Pay 43
  - Set Up 43
  - Use 44
Answer a Call 82
App Light Notifications 225
Applications 26
  - Install Third-Party Apps 212
Apps
  - Arrange Apps 30
  - Clear App Cache 228
  - Disable 229
  - Find and install 41
  - Group Apps into Folders 31
  - Hide/Unhide Apps 31
  - Manage notifications 53
  - Move Apps and Folders 30
  - Open 29
  - Open from Lock Screen 29
Recent Apps 29
  - Refresh Content 30
Remove Apps from Folder 31
Request refunds 42
Uninstall 42
Uninstall third-party apps 228
Update 42
Apps and Features 158
Apps List 26

## B

Back Key 24
Backup 216
  - Options 216
Backup and Reset 216
Basic Operations 23
Basic Photo Editing 147
  - Adjust 148
  - Choose 148
  - Custom Filters 149
  - Draw 148
  - Filters 149
  - Retouch 150
Basics 23
Battery
  - Charge 9
  - Check History 235
  - Check Usage 235
  - Display percentage 235
  - Extreme Power Saving Mode 234
  - Power Saver Mode 234
  - Save Power 235
  - Settings 233
Battery Optimization for Apps 233
Battery Saving Tips 235
Block List 86
Bluetooth 188
  - Car Kit 188
  - Disconnect Device 189
  - Headset 188
  - Receive Files 191
  - Reconnect Phone 189
  - Send Information 190
  - Unpair Device 189
  - Where sent information is saved 190
Bluetooth Information 188
Bonus Storage 175
BoomSound Settings 222
Brightness 220
  - Maximum Level 220
Browser
  Add Bookmarks 127
  Browsing History 127
  Find Text 126
  Options 128
  Private Browsing 128
  Support 128
  Tabs 126

Burst Shots 137

C

Calculator 164
Calendar
  Create Event 165
  Edit Event 165
  Make Call From 80
  Show or Hide 166
  Snooze Reminders 166
  View events 166

Call Features 226
Call Forwarding 92
Call History 84
  Block Caller 86
  Erase 86
  Make Call From 84
  Open 85
  Prepend a Number 85
  Save a Number 85
Call Log 84
Call Services
  Call Forwarding 92
  Call Waiting 91
  Caller ID 91

Call Settings 93
Call Waiting 91
Caller ID Blocking 91
Camera
  Capture Mode 134
  Close the App 135
  Getting Started 133
  HDR Mode 142
  Hyperlapse Mode 141
  Pro Mode 140
  Record Video 136
  Set Flash 134
  Slow Motion Video 142
  Take a picture 135
  Tips 135
  Use Volume Buttons 134

Zooming 134
Camera and Video 133
Camera Flash 134
Camera Mode
  Burst 137
  Selfie 137
  Video 136
Camera Scenes
  Panorama 140

Capture Screenshots 25
Car Kit 188
CDMA Call Settings 227
Change Ringtone Settings 93
Change the Language 237
Charge the Battery 9
Charger/Accessory Jack 4
Check Basic Operations 2
Chrome Browser 126
Clear App Cache 228
Clock 166
  Additional features 167
  Check Time 167
  Set Date 167
  Stopwatch 168
  Timer 168
  World Clock 167
Color Profile 220
Conference Calling 91
Connectivity 183
Contacts 95
Contacts List, Contacts 95
Continuous Shots Editing 150
Creative Effects 151

D

Data Services 122
  Password 244
  Status indicators 124
  Track Usage 124
  Turn connection on and off 124
  User name 123

Data Usage 124
Date & Time Settings 239
Daydream 221
DDTM Mode 227
Disable Apps 229
Display 219
  Auto-rotate Screen 219
  Font Size 220
DLNA
  HTC Connect 191
Do Not Disturb 223
Do Not Disturb Mode 32
Dolby Audio 174
Double Exposure 154
Drag 13

E
Earpiece 3
Elements 155
Email
  Add Exchange ActiveSync account 121
  Make Call From 80
  Send Gmail 116
Emergency Numbers 79
Emoji 33
ENhance RAW Photos 157
Enhanced 911 (E 9-1-1) 79
Enter Text 33
  Typing on HTC Sense Keyboard 34
  Word prediction on HTC Sense keyboard 35
Event
  Create 165
  Edit 165
Exchange ActiveSync
  Add account 121
Extreme Power Saving Mode 234

F
Face Fusion 156
Facebook 169
  Install app 169
  Use 170
Factory Data Reset 218
Feeds Panel 54
  Off 55
Files
  Transfer between phone and computer 183
Fingerprint
  Add 44
  Manage 45
Fingerprint Sensor 44
Flash 4
Flash Notifications 225
Flick 14

Font 206
For Assistance 242
Free Storage 175
Front Indicator Light 54

G
Gallery 142
  Change Video Playback Speed 145
  Edit Hyperlapse 147
  Favorite Photos 143
  Search Photos 145
  Trim Videos 146
  View Albums 143
  View pictures and videos 142
  View Timeline 143
Get Started 3
GIF Creator 150
Global Roaming Mode 198
Global Services 197
Glove Mode 219
Gmail
  Add Account 121
  Archive threads 119
  Create account 39
  Create and Send 116
  Delete threads 119
  Get Help 122
  Inbox 117
  Labels 119
  Manage messages 118
  Mute threads 119
  Read and reply 117
  Reply Email 118
  Report phishing 120
  Report spam 120
  Search 120
  Send message 116
  Switch accounts 120
Google
  Hangouts 163
Google Account 39
  Add Account 207
  Create account 39
  Forgot Password 207
  Sign in 40
Google Calendar 164
Google Drive 175
  Bonus Space 175
  Check Space 176
Upload Photos and Videos 176
Google Location History 209
Google Maps 159
Get Around Maps 159
Get Directions 161
Moving in Maps 160
Search Location 160
Google Now 129
Google Play
Find and install apps 41
Help 43
Store 40
Google Play Music 171
Google Search 128
Google Settings 219
Google Voice Search 129
Google Voice Typing 37, 239
Google Wallet 174
Group Messaging 108
Group Text 108

H
Hangouts 163
HDR Mode 142
Headset Jack 4
Hearing Aids 226
Help Protect Your Messages 111
Home Key 24
Home Screen 23
Add App Shortcuts 62
Add or Remove Widget Panel 61
Add Widgets 61
Arrange Widget Panels 61
Change Main Home Screen 60
Change the Wallpaper 59
Change Widget Settings 62
Customize 59
Feeds Panel 54
HTC Sense Home Widget 63
Launch Bar 60
Move or Remove Items 62
Organize Widget Panels 61
Settings 205
Home Screen Basics 50
Home Screen Layout 50
HTC BlinkFeed 54
Customize 57
Customize Highlights 58
Off 55
Post Status 59
Remove Content 59
Show and Add Topics 57
Show Your Content 57
Subscribe to Other Regions 58
HTC BoomSound 174
Toggle modes 174
Use with Headphones 174
HTC Connect 191
AllPlay 194
Blackfire 194
Share Media 192
HTC Dot View 181
Change wallpaper 181
Notifications to display 182
HTC Help 182
HTC Location Services 210
HTC Sense Home Widget 63
HTC Sense Input Settings 238
HTC Sense Keyboard 33
HTC Sync Manager 177
Get Help 178
Install 177
Transfer iPhone 178
Hyperlapse
Edit 147
Hyperlapse Mode 141

I
iCloud 21
In-Call Screen
Layout and operations 82
Incoming Call
Answer 82
Mute Ringtone 82
Reject 82
International Data Roaming 200
International Service
Contact Sprint for assistance 201
Internet 106
Internet Call Settings 228
Internet Calls 92
Add Account 93
Make an Internet Call 93
Introduction 1
iPhone 178
iPhone Transfer 21
iCloud 21
K

Keyboard
  Touchscreen 33
Keyboard and Dialer Color 206
Keyboard Calibration 38
Keyboard Settings 238

L

Language Settings 237
Launch the Guide 1
LED 54
LED Notification
  Change settings 54
Location Settings 209
  On or Off 209
Lock Screen
  Customize 66
  Settings 205
  Unlock 46
Lock Screen Notifications 67, 225
Long Distance Calls 80

M

Make and Receive Worldwide Calls 198
Maps 159
Media Gesture 221
Messages
  Back Up Messages 112
  Block Messages 112
  Delete Messages and Conversations 112
  Secure Box 111
Messaging 106
microSD Card Tray 4
MMS
  Create Slideshow 107
  Reply 109
  Save and resume draft message 109
  Send 107
  Send messages 107
Mobile Hotspot 187
Motion Launch 71
  On or Off 72
  Troubleshooting 75
  Wake and Unlock 73
  Wake Phone 73
  Wake to Camera 75

Wake to HTC BlinkFeed Screen 74
Wake to Widget Panel 74
Motion Launch Settings 221
Motion Launch Snap 75
Multimedia Messaging 107
Music
  Google Play Music 171
  Sprint Music Plus 173
Music Apps 171
My favorite album 143

N

Nano SIM Card Tray 4
NASCAR Mobile 158
Navigation
  Google Maps 159
  Scout 162
Navigation Apps 159
Notification Icons 51
Notification LED 54
Notification Panel 52
Notification Sound 206
Notifications 51
Now on Tap 132

O

Online Accounts
  Manage 208
Online Storage
  Google Drive 175
Onscreen Keyboard
  Calibrate 38
  Enter Text by Speaking 37
  Enter Text, Typing 34
  Trace Keyboard 36
  Word Prediction 35
Onscreen Navigation Keys 24
Optimize Phone Storage 233
Optional Services 86

P

Parts and Functions 3
People 95
  Add an Entry 98
  Add extension to a contact number 98
Backup and Restore Contacts 104
Contact Groups 102
Copy contacts 100
Copy Contacts 100
Delete an Entry 99
Edit an Entry 99
Find 96
Get in touch with a contact 98
Import contacts 100
Import Contacts 100
Make Call From 84
Manage entries 99
Merge entries 100
My Profile 97
Private Contacts 104
Send contact information 101

Phone
Change Dialer Layout 78
Dialer 77

Phone App 77

Phone Calls
Answer 82
Emergency Numbers 79
Extension Number 78
From Calendar Event 80
From Call History 84
From Email Messages 80
From People 84
From Text Messages 80
International 80
Missed Call 81
Phone Dialpad 77
Smart Dial 77
Use Speed Dial 79
Using phone keypad 77

Phone Layout (illustration) 3
Phone Number 31
Phone Update
Software 47

Photo
RAW Format 141
Photo Editor 147
Basic 147
Continuous Shots 150
Creative Effects 151

Photo Shapes 152
Photo Tips 135
Photos
Favorites 143

Pictures
Take with camera 135
View 142

Pinch 15
Place and Answer Calls 77
Play Music 171
Play Store 40
Find and install apps 41
Plus (+) Code Dialing 198
Plus Code Dialing 81
Portrait and Landscape Screen
Orientation 26
Post Spelling Check 238
Power Key 4
Power Off 11
Power On 10
Power Options
Restart 11
Turn Phone Off 11
Turn Phone On 10
Power Saver 234
Predictive Text 35
Add to Dictionary 36
Manage Dictionary 36
Second Language 36

Prismatic 153
Private Message Box 111
Pro 140
Pro Mode 140

Q
Quick Settings 25

R
Raw 141
Recent Apps Key 24
Reject a Call 82
Reset Phone 218
Restart Phone 11
Ringtone 205

S
Scout 162
Screen
Auto-rotate Screen 219
Font Size 220
Glove Mode 219
Screen Timeout 221
Screen Unlock
Face Unlock 210
Password 211
Pattern 211
PIN 211
Screen Use for First-Time Users 2
SD Card 6
  Format 8
  Install 6
  Internal 230
  Removable 230
  Remove 8
  Set as Internal 230
  Storage Settings 229
  Unmount 7
Search 128
  By Voice 129
  Set Options 129
  Using Google 128
  Using Google Now 129
  Using Now on Tap 132
Search Info 128
Security Settings
  Digital Certificates 212
  Lock Screen and Password 212
  Screen Lock 210
Selfie Mode 137
Set the Communications Method for Global Use 197
Set up Your Voicemail Access Number for International Use 199
Settings 203
  About Your Phone 240
  Accessibility 213
  Accounts 207
  Airplane Mode 204
  Apps 228
  Backup 216
  Bluetooth 204
  Call 226
  Date & Time 239
  Device Activation 240
  Display & gestures 219
  Fingerprint Settings 207
  Get Content From Another Phone 219
  Google 219
  Hearing Aids 226
  HTC BoomSound 222
  HTC Connect 205
  Language & Keyboard 237
  Location Settings 209
  Memory 237
Mobile Data 204
More wireless and network 205
Overview 203
Personalize 205
Power 233
Printing 239
Quick Settings 25
Reset 218
Security Settings 210, 212
Sound & Notification 222
Storage and USB 229
Sync Accounts 207
System Updates 240
TTY Mode 227
Wi-Fi 204
Setup Screens 18
Shapes 151
Share Internet Connection via USB
  Tethering 187
Silent Mode 32
SIM Card 4
  Handle 4
  Install 5
SIM Card for International GSM
  Roaming 197
Sleep Mode 221
Slide 13
Slow Motion Video 142
Smart Dial 77
Smart Lock 210
SMS
  Back Up Messages 112
  Reply 109
  Save and resume draft message 109
  Send 106
Social Network Account
  Add Account 207
Sound
  Incoming Calls 224
  Notification, Alarm 222
  Other Options 224
  Ringtones 224
  Sound Profile 222
  System Sounds 224
  Vibrate 222
  Volumes 222
Speaker 4
Specifications 243
Speech Settings 239
Index

Speed Dial 81
Spell Checker 238
Spread 15
Sprint 411 245
Sprint Account Information and Help 244
Sprint Account Management 244
Sprint Account Passwords 244
Sprint Hotspot 187
Sprint Music Plus 173
Sprint Operator Services 245
Sprint Support Services 245
Sprint Worldwide Wireless Service 197
Sprint Zone 158
Status Bar 51
Status Icons 52
Stopwatch 168
Storage
  Copy Files 232
  Optimize 233
  Phone Storage 229
  Photos and Videos 233
  Storage Types 229
Sweep Panorama 140
Swipe 13

T
Take a Photo While Recording a Video 136
Take Pictures and Record Videos 133
TalkBack 214
  Assign Shortcuts 215
  Context Menus 215
  Gestures 214
  Language 216
  Reading Speed 216
  Turn On 214
Tap 12
Text
  Cut and Paste 38
  Edit 38
  Share 39
Text and Multimedia Message Options 114
Text and Multimedia Messaging 106
Text Entry 33
Text Message
  Make Call From 80
Text Messaging
  Send messages 106
Themes 68
  Bookmark 69
Create 69
Delete 71
Download 68
Edit 69
Mix and Match 70
Search 71
Share 71
Three-finger Gesture 16
Three-finger Tap 17
Timer 168
Touch 12
Touch and Flick 14
Touch and Hold 12
Touchscreen 4
  Keyboard 33
  Turn off 46
Transfer Content 20, 219
  From Android Phone 20
  iPhone 21
  Other Ways to Transfer 22
  To/From Your Computer 21
  Transfer Contacts 22
    Using USB Connection 21
Transfer Files 232
Troubleshooting 242
TTY Mode 227
Turn Device Off 11
Turn Device On 10
Twitter 169
  Install app 169
  Tweet 169
Two-finger Swipe 16
Type Text 33

U
Update Phone
  Back Up Data 47
  Prepare 47
  Update Operating System 48
  Update PRL 49
  Update Your Profile 48
Update Your Phone 47
Use the Touchscreen 12
Using the Phone Guide 2

V
Video 136
Video Resolution 136
VideoPic 136
Videos
  View 142
Virtual Private Networks (VPN) 186
Visual Voicemail 88
  Options 90
  Review 88
  Set Up 88
  Settings 90
Voice Dial 80
Voice Memos 180
Voice Recorder 180
Voice Typing 37
Voicemail 86
  Access internationally 200
  Display name 90
  Greeting 90
  International 199
  Notification 86
  Password 244
  Retrieve Messages 87
  Setup 87
Voicemail Settings 226
Volume
  Key 4
VPN
  Add connection 186
  Connect 186
  Disconnect 187

W
Wallpaper 59
Weather 168
Wi-Fi 184
  Disconnect 185
  Prevent notifications from unsecured networks 184
  Turn On or Off 184
  WPS 185
Wi-Fi Direct 185
Wireless Router 187
Work with Widgets and App Shortcuts 61
World Clock 167

Y
Your Phone Interface 50
YouTube 170
  Search Videos 171

Z
Zoe
  View photos in gallery 146
  View, edit and save highlight 147
Zoe Camera 139
Zoom 15
Zooming 134