htc

User guide

HTC U12+

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Trademarks and copyrights

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About this guide

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

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

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

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

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

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

Important note on recoverable data

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

What's special with HTC U12+

New experience when interacting with your phone

HTC U12+ represents a total rethink of what's possible when it comes to interacting with your phone.

- Unlike conventional mechanical buttons, the pressure-sensitive buttons on HTC U12+ give the sensation of touch. You'll experience vibration feedback when you press on the POWER and VOLUME buttons.

  With this new design, there comes certain changes to how you use these buttons. For details, see Do's and don'ts with pressure-sensitive buttons on page 28.

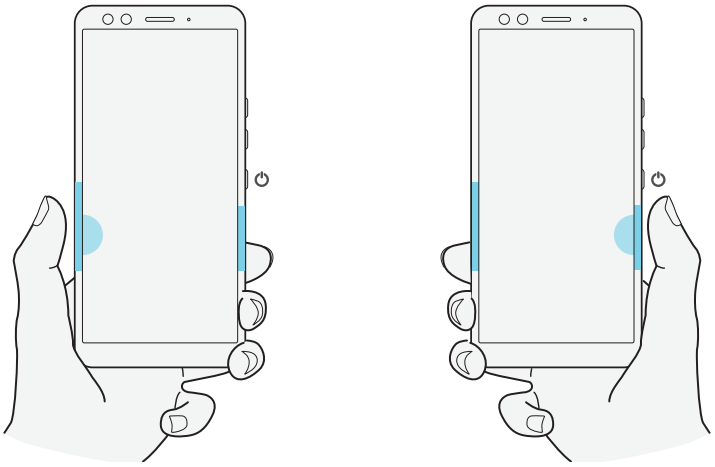
- Enjoy the next generation of Edge Sense. For an overview of its new features, see Edge Sense 2 on page 10.

Edge Sense 2

Edge Sense on HTC U12+ has expanded with more gestures.

New features include the following:

Double-tap



Double-tap on either side for easy one-handed use. You get a smaller, adjustable screen that puts everything in thumb's reach. Or you can set double-tap as your Back key, set it to display a floating navigation bar, or assign it to another action that you want.

Hold

A simple hold can keep your screen the way you want it even when lying down. No more annoying and unnecessary screen rotations or dimming. It's the most useful feature you never knew you were missing

Squeeze to turn accessibility service on or off

Not only does squeeze help you get things done faster, it also helps people around the world use Accessibility TalkBack more easily.

See What is Edge Sense? on page 29 for more details on what you can do with Edge Sense. Before you start using Edge Sense, see Do's and don'ts with Edge Sense on page 31 for some important reminders.

Dual cameras

HTC U12+ has dual cameras at the front and back. Capture outstanding quality photos and videos.

Autofocus

With the main camera, enjoy unprecedented levels of details and clarity in just about any condition and even when your subject is on the move. There's also laser focus so you can focus accurately especially when the lights are down.

Zoom

HTC U12+ features 2x optical zoom in Photo mode. Use up to 10x digital zoom for taking photos and 4x digital zoom for recording videos. .

One-touch auto zoom lets you zoom smoothly on the scene and sound for the best video production just like on a movie set.

For more details, see Zooming on page 73.

Portraits

Capture awesome portraits with HTC U12+.

- **Bokeh mode** – With dual cameras at the front and back, you can adjust the depth-of-field in your photographs just like a professional. Blur the background in real-time before you take the shot, or adjust it yourself after the photo is taken.

- **Stickers** – Spice up your photos and videos by adding funny effects and playful AR stickers in real-time. See Adding stickers to your shots on page 82.
- **Beauty Mode** – Before taking your photo selfie, use Beauty Mode to apply real-time touch-ups such as skin smoothening, facial slimming, and more. See Using Beauty Mode when taking photo selfies on page 77.

- **Instant selfie shots** – Stand still, and the camera instantly captures your selfie. See Taking selfies automatically on page 77.

HDR Boost 2

Whether you're using the main or front camera, get smoother, crisper, and more detailed photos and videos with less noise when the lights are down or glaring with the improved HDR Boost 2. See Using HDR Boost on page 78.

Sonic Zoom

Sonic Zoom is an improved version of Acoustic Focus that was available in HTC U11. Sonic Zoom features Audio Boost, which amplifies all the voices and sounds to the max without zooming in the video. See Recording video with Sonic Zoom on page 79.

Immersive sound

Discover audio bliss on HTC U12+ through its earphones and speakers.

HTC USonic with Active Noise Cancellation

Experience music tuned to your ears. When you plug in the HTC USonic earphones to HTC U12+, they will scan your ears and determine the audio output level that best suits you. The earphones also incorporate Active Noise Cancellation which reduces background noise so you hear music and videos clearly.

See Tuning your HTC USonic earphones on page 67 for details.

The HTC USonic earphones can only be used with HTC U12+ and other compatible HTC phones supporting HTC USonic.

HTC BoomSound for speakers

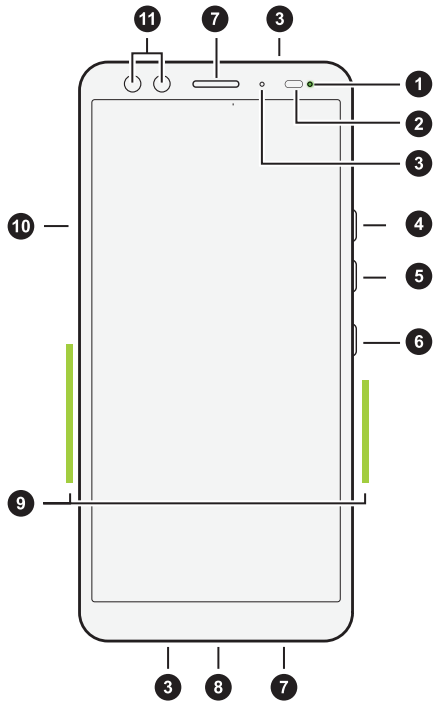
Hear what you've been missing. HTC BoomSound™ gives you a rich, authentic sound experience, whether you're listening to music, watching a video, or playing a game. See HTC BoomSound for speakers on page 68.

Unboxing and setup

HTC U12+ overview

After taking HTC U12+ out of the box, familiarize yourself with the location of the card tray, controls, and sensors.

Dual SIM card support varies by phone model, region, and country.



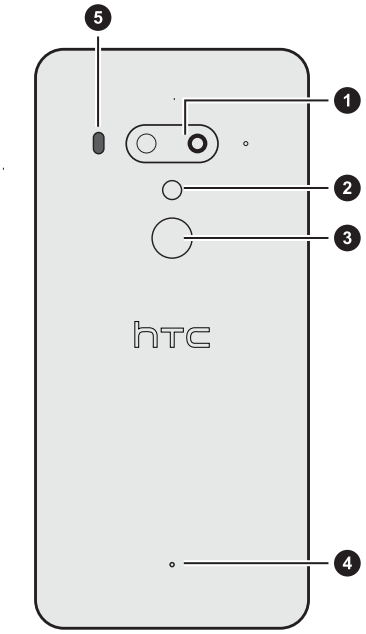
1. Notification LED
2. Proximity and light sensor
3. Microphones
4. VOLUME UP button
5. VOLUME DOWN button
6. POWER button
7. HTC BoomSound Hi-Fi edition speakers
8. USB Type-C™ connector
9. Edge Sense area
10. nano SIM and storage card tray
11. Dual front cameras

You need a 4G/LTE™ plan to use your operator's 4G/LTE network for voice calls and data services. Check with your operator for details.

HTC U12+ uses pressure-sensitive buttons. For details, see Do's and don'ts with pressure-sensitive buttons on page 28.

- Before use, check all the items in the box and make sure there's no damage to any of the items.
- Use the case if it's provided in the box or purchase one that's designed for HTC U12+ to help protect your phone from accidental bumps and scratches. Also make sure the case doesn't block the Edge Sense area.
- If you want to use a screen protector, don't cover and block the proximity and light sensor. Purchase a screen protector designed for HTC U12+.
- Don't disassemble any part of the phone. Don't try to open the phone or remove the battery by force. This may damage the phone or its electronics and will invalidate the warranty.
- Please read the safety and usage guidelines in the Safety and regulatory guide that's included in the box.

Back panel

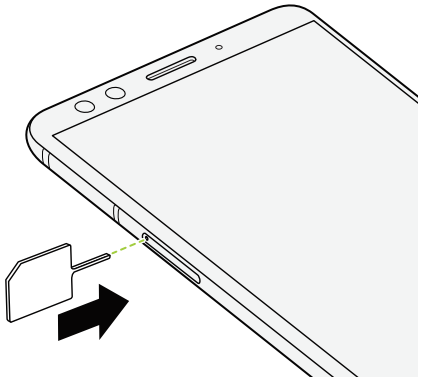


1. Dual cameras
2. Dual LED flash
3. Fingerprint scanner
4. Microphone
5. Laser autofocus

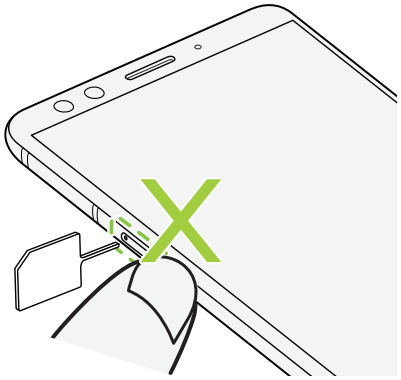
Inserting the nano SIM and microSD cards

- Use a standard nano SIM card. A modified card that is thicker than the standard nano SIM card will not fit properly on the tray and may damage the card slot.
- The microSD™ card is optional and sold separately.

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



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

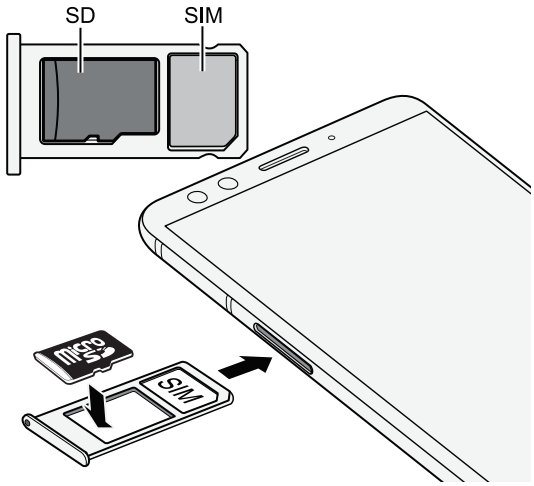


3. Push the tip all the way into the hole until the tray ejects, and then pull the tray out.

4. Do the following to place your nano SIM and microSD cards into the tray:

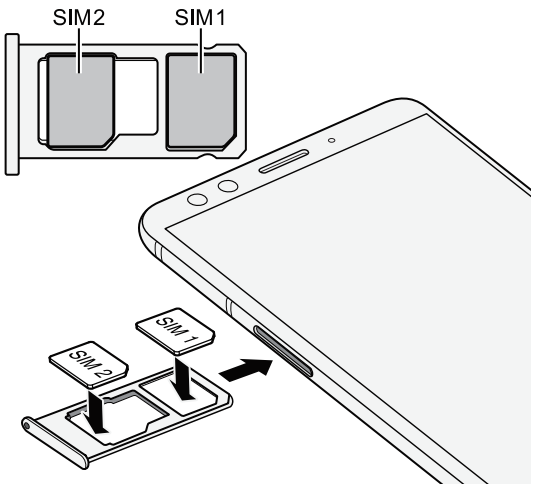
   - **Single SIM model:**

     With the gold contacts facing down, place your nano SIM and microSD cards into the SIM and SD holders of the tray. Make sure to align the cut-off corner of the nano SIM card to the notch on the holder.



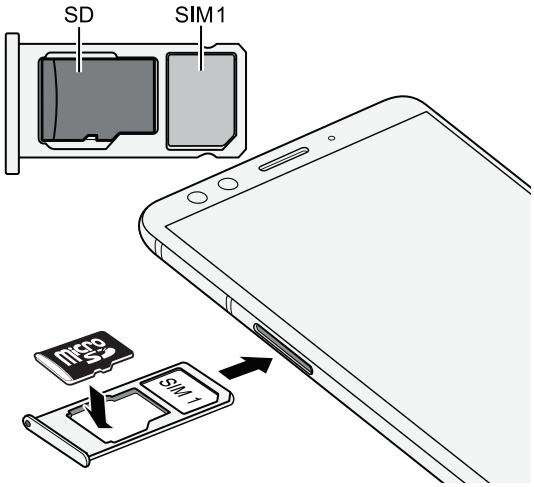
   - **Dual SIM model:**

     With the gold contacts facing down, place two nano SIM cards into the SIM 1 and SIM 2 holders of the tray. Make sure to align the cut-off corners to the notches on the holders.

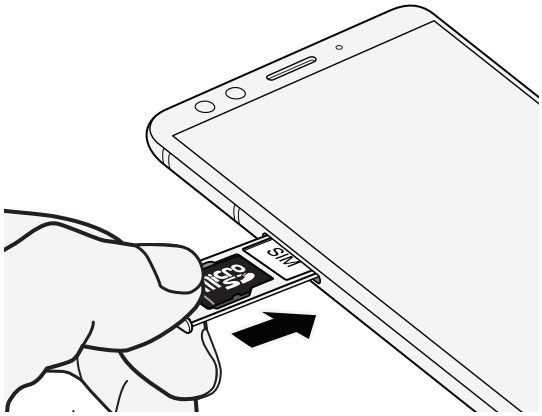


     Both SIM 1 and SIM 2 cards can be 4G LTE cards. To find out how to set the preferred card for your mobile data connection, see Managing your nano SIM cards with Dual network manager on page 25.

     When you need to use a microSD card, remove your second nano SIM card and then place the microSD card on the SIM 2/SD holder. You cannot have both the second nano SIM card and the microSD card inserted at the same time.



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



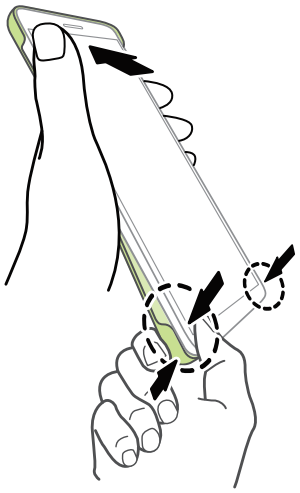
6. Make sure the tray is fully inserted and doesn't protrude from the slot.

Follow the same procedure above to eject the tray and remove your cards. Before ejecting the tray, make sure to unmount your microSD card first. See Unmounting the storage card on page 122.

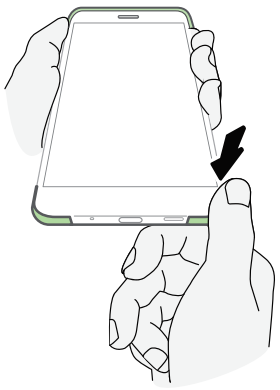
Using the protective case

Use the case that's provided in the box to help protect your phone from accidental bumps and scratches.

Place the phone into the protective case, top side first. Then press the four corners until the case clicks into place.



To remove the case, take it off from the bottom corner.

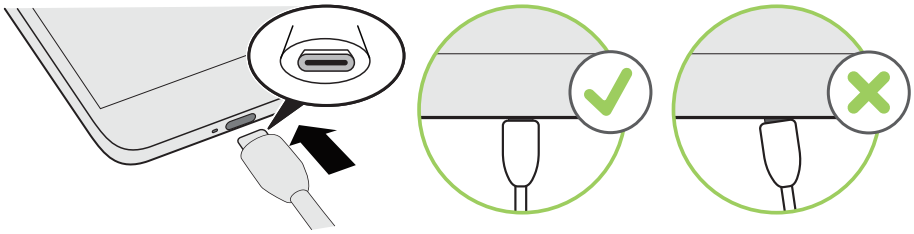


Charging the battery

Before you turn on and start using HTC U12+, it is recommended that you charge the battery.

- If the battery has been fully drained, you may need to charge HTC U12+ for several minutes before powering it on.
- Use HTC's power adapter and USB Type-C cable to charge the battery. When the battery power is too low, make sure to use the power adapter to charge, not the USB cable connection with your computer.

1. Insert the small end of the USB Type-C cable into the USB Type-C connector.



2. Insert the other end of the USB Type-C cable into the power adapter.
3. Plug in the power adapter to an electrical outlet to start charging the battery.
4. After you finish charging, unplug the USB cable from your phone first. Hold the part of the power adapter that's close to the USB port when you unplug the adapter from the outlet.

- Avoid charging the battery in hot environments. As a safety precaution, the battery may stop charging to avoid overheating.
- When you're using battery-intensive apps such as games or video streaming apps while charging the battery, your phone may become warmer. This is normal.
- It is strongly recommended to unplug the power adapter from the electrical outlet when not in use.

Switching the power on or off

Switching the power on

Press the POWER button until HTC U12+ vibrates.

When you turn on HTC U12+ for the first time, you'll need to set it up.

HTC U12+ has a pressure-sensitive POWER button. For details, see Do's and don'ts with pressure-sensitive buttons on page 28.

Switching the power off

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

You can also go to Settings, and then tap **System** > **Shut down** > **Power off**.

Setting up your phone for the first time

When you switch on your HTC phone for the first time—or after you've done a factory reset—you'll need to set it up.

If you have data from a previous phone that you need to copy over to HTC U12+, back up the previous phone's data first. Or use the HTC Transfer Tool to transfer content from your previous phone after you've finished setting up HTC U12+. For details, see Ways of getting content from your previous phone on page 123.

1. If you need to navigate by voice feedback, turn on TalkBack by pressing and holding two fingers on the first screen until you hear a message and then a beep.

   Or if you accidentally enabled TalkBack, follow the onscreen tutorial to turn it off.
2. Choose the system language you want to use, read and agree to the terms of use, choose your Internet connection, and sign in to your Google® Account.
3. On the screen that asks you which device to restore from, do one of the following:
   - If you backed up your old phone using your Google Account, tap the phone name. Tap ⌄ to select the apps to install, and then tap **Restore**.
   - If you want to start fresh, tap **Don't restore**.
4. On the Google services screen, make sure the **Back up to Google Drive** option is turned on to enable Auto Backup. It's also recommended to have the options under Location and Device maintenance turned on.
5. Set up Google Assistant, or do this later. For details, visit support.google.com/assistant/.
6. Sign in to your HTC Account to use the same login credentials for HTC services such as Themes and HTC Sense Companion.
7. Set up Edge Sense so you can instantly take camera shots or perform other actions by simply squeezing your phone.

8. Tap **Set up Face Unlock** to set up face authentication and use it for unlocking your phone.

   Or tap **Set up fingerprint** to add your fingerprint and use it for unlocking your phone.

9. Follow the remaining instructions to finish your phone setup.

Some features that need to connect to the Internet such as location-based services and auto-sync of your online accounts may incur extra data fees. To avoid incurring data fees, disable these features under Settings. For more information on location services, see Location settings on page 152.

Adding your social networks, email accounts, and more

You can sync contacts, calendars, and other information from your social networks, email accounts, and online services on HTC U12+. Depending on the account type, signing in to your online accounts lets you sync updates between HTC U12+ and the Web.

1. From the Home screen, swipe up and then tap **Settings** > **Accounts & sync**.
2. Tap **Add account**.
3. Tap the account type you want to add.
4. Follow the onscreen instructions to enter your account information.

You can add several Google Accounts.

Syncing your accounts

1. From the Home screen, swipe up and then tap **Settings** > **Accounts & sync**.
2. Tap the Automatically sync data **On/Off** switch to turn automatic sync of all your accounts on or off.
3. To manually sync individual accounts, tap an account, tap **Account sync**, and then tap ⋮ > **Sync now**.

On the Account sync screen, you can also change the sync settings for your Google Account.

Removing an account

Remove accounts from HTC U12+ if you no longer use them. Removing an account does not remove accounts and information from the online service itself.

1. From the Home screen, swipe up and then tap **Settings** > **Accounts & sync**.
2. Tap an account.
3. Tap **Remove Account**.

Some personal data may be retained by the third-party app after you have removed the account from HTC U12+.

Setting up Face Unlock

When the screen is on, you can use Face Unlock to quickly unlock HTC U12+ by simply looking at the front camera.

1. From the Home screen, swipe up and then tap **Settings** > **Face Unlock**.
2. If you haven't already set up a screen lock, you'll be asked to choose and set up a backup pattern, PIN, or password for unlocking your phone. See Setting a screen lock on page 158.
3. If prompted, choose how you want to show notification content when your phone is locked, and then tap **Done**.
4. Tap **Register face data**, and then read the tips and reminders.
5. Tap **Next** and follow the onscreen instructions to scan your face.
6. Tap **Turn on** to enable Face Unlock.

Face Unlock is less secure since your phone could be unlocked by someone or something that contains or looks like your image. If you have concerns, use other more secure authentication methods such as a screen lock pattern, PIN, or password. Or use your fingerprint for unlocking your phone.

Unlocking your phone with Face Unlock

You need to be on the lock screen to use Face Unlock for unlocking your phone.

1. If the screen is off, press the POWER button to wake up the screen. Or double-tap the screen.

   You'll see the icon on the lock screen.
2. Hold your phone in portrait orientation at face level and look at the front camera.

   Your phone will bypass the Security screen and unlock.

You can also use Edge Sense with Face Unlock. See Squeezing to unlock your phone with Face Unlock on page 36.

Fingerprint scanner

You can quickly wake up and unlock the HTC U12+ using your fingerprint. You can add up to 5 fingerprints.

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

- Make sure your finger and the fingerprint scanner are dry and clean.
- Use the entire pad of your finger, including the sides and tip.
- When recording your fingerprint, touch the scanner until it vibrates.
- The fingerprint scanner has 360° readability—you can touch a recorded finger at any angle to the scanner to turn on the screen or unlock the HTC U12+.

You may not be able to set the fingerprint scanner to unlock HTC U12+, if you've signed in to an Exchange ActiveSync® account that requires you to set a different screen lock option (such as password). Check with your Exchange Server administrator if your Exchange ActiveSync account supports the fingerprint scanner.

Adding a fingerprint the first time

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

   If you haven't already set up a screen lock, you'll be asked to choose and set up a backup pattern, PIN, or password for unlocking your phone. See Setting a screen lock on page 158.
3. If prompted, choose how you want to show notification content when your phone is locked, and then tap **Done**.
4. Touch the fingerprint scanner or tap **Start**.
5. Place the finger you want to use on the scanner until it vibrates, then lift your finger.
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.

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 the phone.

Fingerprint scanner settings

There are certain things you can do with the fingerprint scanner with or without your fingerprint added. You can turn these features on or off in Settings.

1. From the Home screen, swipe up and then find and tap **Settings** > **Fingerprint scanner**.
2. Enter your pattern, PIN, or password.

3. When you touch the fingerprint scanner, below are features that would work even without your fingerprint added. You can turn these features on or off:
   - **Wake up screen**: Wakes up to the lock screen.
   - **Tap to take a selfie**: Captures selfies while you're using the Selfie Photo or Selfie Video mode in the HTC Camera app. This feature is available only in phones that have the fingerprint scanner at the back panel.
4. To manage your fingerprints:
   - Tap **Add fingerprint** to add one or more fingerprints that you can use for unlocking your phone.
   - Select or clear **Vibrate on scan**, depending on whether you like to have vibration feedback when touching the fingerprint scanner.
   - Tap a recorded fingerprint to rename or delete it.
   - Tap **Reset fingerprint scanner** to delete all recorded fingerprints.

Choosing which nano SIM card to use for your data connection

When you have two nano SIM cards inserted on your phone, only one card can be used to connect to the Internet at a time.

Dual SIM card support varies by phone model, region, and country.

1. From the Home screen, swipe up and then tap **Settings** > **Network & Internet** > **Dual network manager**.
2. Tap **Preferred data network**.
3. Choose the card to use for connecting to the Internet.

Managing your nano SIM cards with Dual network manager

Dual SIM card support varies by phone model, region, and country.

From the Home screen, swipe up and then tap **Settings** > **Network & Internet** > **Dual network manager**. You can turn either card on or off, change the card names, and more.

Water and dust resistant

HTC U12+ is water and dust resistant and has an IP68 rating as defined in the International Standard IEC 60529. With the nano SIM/microSD slot covered and closed tightly, this phone is water resistant if it is briefly submerged by accident in fresh water less than 1.5 meter deep and no longer than 30 minutes at room temperature.

HTC U12+ must not be exposed to non-fresh water, high water pressure, strong or fast-moving water, or sand since these may cause overheating, electric shock, or damage to the phone. Do not attempt to charge or otherwise use the USB port when HTC U12+ is wet. Normal wear and tear may decrease the water and dust resistance over time.

Warranty will be void if the phone is not used in accordance with the instructions and precautions addressed in this user guide, including, but not limited to, using the phone in environments or situations that exceed the limitations of the IP68 rating. For usage precautions and tips on care and maintenance, see Care and maintenance tips on page 26 and Cleaning and drying on page 27. Also make sure to read the Safety guide that comes with the phone.

Care and maintenance tips

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

Never attempt to insert or remove the nano SIM and microSD cards with gloves, wet hands, or when the phone is wet.

- Before inserting the tray and closing the card slot, wipe off every drop of water or dirt with a clean, dry cloth. Also make sure that no hairs, fibers, or small particles are caught between the tray and the slot opening to prevent water from entering the phone.
- Parts that maintain water resistance such as the tray—which acts as the card slot cover—may degrade over time. If these parts degrade or get damaged, the phone will no longer be water resistant. If this happens, contact your retail store or mobile operator. You may be charged for parts replacement.

Do not intentionally submerge HTC U12+. If the phone accidentally gets immersed in water, avoid pressing the controls—such as the POWER and VOLUME buttons—and do not operate the phone.

Do not expose the phone to fast or strong-moving water such as shower spray, running taps or faucets, waterfalls, or ocean waves.

Do not expose the phone to or let the USB port come in contact with the following:

- Water containing soap, detergent, or shower gel
- Sea water, swimming pools, spas, hot water, and hot springs

- Any liquid besides tap water such as alcohol, juices, and condiments
- Sand

If the phone is exposed to fresh water, make sure to dry it thoroughly. To avoid damaging the phone, do not charge when contaminants are present or the USB port is not completely dry. In these circumstances, do not connect any external device.

Never use a hair dryer to dry wet parts of the phone.

The power adapter and accessories are not water resistant. Never use them in wet areas such as in the bathroom or kitchen since contact with water may cause malfunction, electric shock, or other hazards.

Avoid leaving the phone in humid places such as the bathroom or kitchen for too long since it is not moisture-proof.

Cleaning and drying

If HTC U12+ has had contact with salt water, liquid chemicals, dust, or other contaminants, immediately rinse the phone. When the phone is wet, make sure to dry it thoroughly.

- To avoid damaging HTC U12+, do not charge the phone when contaminants are present or the USB port is not completely dry. In these circumstances, do not connect any external device.
- The sound volume of the earpiece, speakers, and microphone may be less audible if these parts are not dried well.

Rinsing

1. Before rinsing, make sure the nano SIM/microSD slot is covered and closed tightly.
2. Rinse the phone using fresh water. Rinse by hand only. Don't use a brush or sponge.

   While rinsing, do not press on the tray to avoid having gaps around the card slot which may allow water to enter the phone.

Drying

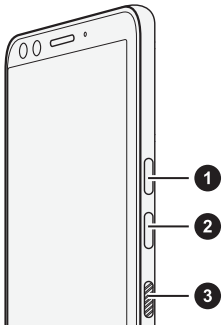
1. Gently wipe off the water from the phone with a clean, dry cloth. Don't use cotton swabs to wipe the earpiece, speakers, microphone, and connection port.
2. The display may not respond accurately to touch gestures when it's wet. For the touch screen and lenses, wipe with a soft dry cloth such as a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

If condensation forms inside the display such as when there's a drastic change in temperature, place the phone at room temperature until condensation disappears.

Pressure-sensitive buttons and Edge Sense

Do's and don'ts with pressure-sensitive buttons

In addition to Edge Sense, which makes the phone sensitive to how you squeeze or hold it in your hand, HTC U12+ also uses pressure-sensitive buttons. Unlike conventional mechanical buttons, you'll feel vibration feedback when you press the POWER and VOLUME buttons.



1. VOLUME UP
2. VOLUME DOWN
3. POWER

Here are a few things to keep in mind when using these buttons:

- These buttons are sensitive to the amount of pressure your finger exerts on them.
- Use the protective case that's included in the box with HTC U12+. It helps to maximize the experience when using this type of buttons. See Using the protective case on page 19.
- Only one button can be active at a time. Do not press multiple buttons such as POWER and VOLUME UP or DOWN at the same time.

  Because of this, the way to capture screenshots and restart the phone will be different for HTC U12+. For details, see Ways to capture screenshots on page 44 and Restarting HTC U12+ (Soft reset) on page 48.
- If there's no response after you've pressed a button, try pressing it repeatedly until you get the right pressure. Also, using your left-hand finger may apply a different pressure level compared to your right-hand finger, so you may need to try pressing the buttons a few times to get the right pressure.

If there's no response when you press on the buttons, it could also mean that there may not be enough battery power on the phone. Charge your phone for several minutes and try pressing the POWER button again.

- Each button has its own sensor. If you misplaced your finger while pressing—such as accidentally touching somewhere between two buttons—the sensors may not know which button you're pressing.

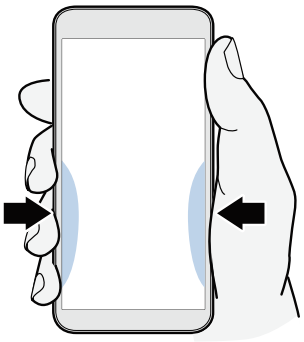
What is Edge Sense?

- The help content here is based on the following Edge Sense version: 2.00.1x.
- Before using Edge Sense, see Do's and don'ts with Edge Sense on page 31 for some important reminders.
- When available, download the latest version of HTC Edge Sense from Google Play Store to enjoy add-on features.

With Edge Sense, you can launch apps and perform other actions by doing special gestures on your phone such as squeezing.

Apply the gestures on the Edge Sense area which is along the lower sides of your phone, just below the card slot and buttons. These are the gestures you can do with Edge Sense:

Squeeze gestures



By default, you can:

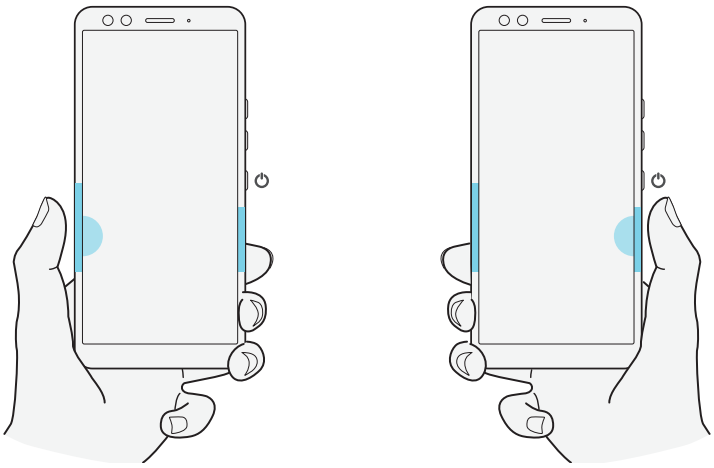
- Short squeeze the lower sides of your phone to launch HTC Camera and take shots. See Taking camera shots using Edge Sense on page 32.
- Squeeze and hold to launch the default voice assistant app. See Typing with your voice with Edge Sense on page 33.

You can change the squeeze gestures to launch your favorite apps, or assign them to do actions such as:

- Use Edge Launcher. See Opening Edge Launcher on page 39.
- Launch HTC Alexa. This app is currently available on phones sold in the U.S., U.K., and Germany only.
- Capture screenshots.
- Start or stop voice recording with the HTC Voice Recorder app.
- Launch the default music app. Play or pause with a short squeeze when music is playing in the background.
- Use Face Unlock. See Squeezing to unlock your phone with Face Unlock on page 36.

In addition to the above, you can customize squeeze gestures to perform certain actions in an app. See Assigning in-app actions to squeeze gestures on page 35.

Double-tap gesture



Double-tap either the lower-left or lower-right side using your thumb, depending on which hand you usually use to hold your phone. Try touching the area with more surface of your thumb to more easily trigger the double-tap feature. You can also adjust the double-tap sensitivity level .

For details, see Edge Sense double-tap gesture on page 36.

Holding gesture

Edge Sense allows your screen to remain on and keep its orientation while you're holding the phone. For details, see Edge Sense holding gesture on page 37.

Setting up Edge Sense for the first time

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

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.

   The Edge Sense setup screen will also appear automatically when you squeeze the lower sides of your phone the first time.

2. Set your squeeze strength by following the onscreen instructions.

The first-time setup of Edge Sense activates the short squeeze gesture which, by default, is set to launch the Camera app and take shots. See Taking camera shots using Edge Sense on page 32. To assign another action or app, see Changing the actions assigned to squeeze gestures on page 33.

Edge Sense also has the squeeze and hold gesture. To set it up, see Enabling the squeeze and hold gesture on page 32.

Do's and don'ts with Edge Sense

To enjoy the many benefits of Edge Sense, here are a few things to keep in mind when you're using it:

- For the short squeeze and squeeze and hold gestures, set different squeeze force levels to accurately trigger the right action or app.
- Avoid using both your left and right hands when squeezing or double-tapping since your hands have different strength. Things may not work as you wish if you use them interchangeably.
- Recalibrate the squeeze force level and double-tap sensitivity level when:
  - You want to change and use your other hand for these gestures.
  - You experience mistrigger of apps or actions.

  Follow the steps in Adjusting the squeeze force level on page 34 and Edge Sense double-tap gesture on page 36 to recalibrate.
- Force exerted on the sides, front panel, or back panel of the phone may mistrigger Edge Sense. For instance, a squeeze gesture may be mistriggered when the phone is:
  - Mounted in a car kit
  - Inserted in a selfie stick
  - Pressed hard on the front or back panel by your hand or an object

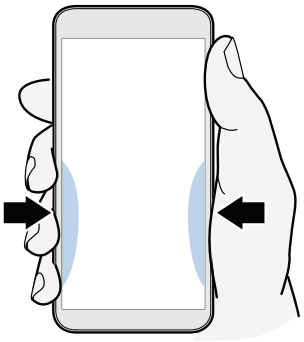
  If this happens, turn off Edge Sense while it's not in use. See Turning Edge Sense on or off on page 38.
- Squeeze gestures can work even when the screen is off, except when capturing screenshots or performing in-app action which need the screen to be on.
- Use Google Play Music and third-party music apps that follow the Android™ music control standard. These are supported by Edge Sense.

Taking camera shots using Edge Sense

Instantly launch the camera and begin taking shots with a squeeze of your phone.

Check and make sure to download the latest HTC Edge Sense and Camera app versions from Google Play Store.

Squeeze the lower sides of your HTC phone to open the Camera app, and then squeeze again to take a photo.



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

If you turn on **Set squeeze & hold action** in the Edge Sense settings, you can squeeze and hold the lower sides of your phone to switch between the main and front cameras while you're in the Camera app. For details, see Enabling the squeeze and hold gesture on page 32.

The default in-app actions in the Camera app are short squeeze for taking shots and squeeze and hold for switching between the front and main cameras. You can change the squeeze gestures to perform other actions in an app. To find out how, see Changing in-app actions on page 36.

Enabling the squeeze and hold gesture

When you turn on the squeeze and hold gesture, you'll be able to do the following with Edge Sense:

- While you're using HTC Camera, squeeze and hold the lower sides of your phone to switch between the main and front cameras.
- Launch the default voice assistant which is Google Assistant.

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.
2. Tap the **On/Off** switch next to the **Set squeeze & hold action** option.
3. Follow the onscreen instructions to set your squeeze and hold strength.
4. Press ◁ to save your settings.

To assign the squeeze and hold gesture with another action or app, see Changing the actions assigned to squeeze gestures on page 33.

Changing the actions assigned to squeeze gestures

In Edge Sense, you can customize its squeeze gestures to do different actions or launch different apps.

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.
2. Tap **Set short squeeze** or **Set squeeze & hold action**, depending on which type of gesture you want to customize.
3. Choose your preferred action or app.

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

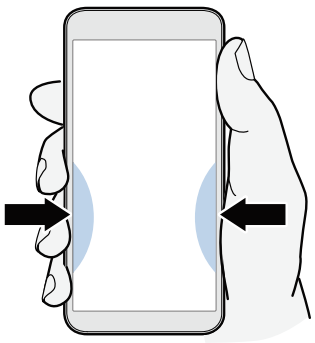
4. Press ◁ to save your setting.

Typing with your voice with Edge Sense

Type using your voice instead of the onscreen keyboard.

- Check and make sure to download the latest HTC Edge Sense version from Google Play Store.
- In **Settings** > **Edge Sense** > **In-app squeeze**, make sure the **Keyboard** option is selected.

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



If you paused speaking, squeeze again or tap the microphone icon on the screen to resume voice typing.

Launching Google Assistant is assigned to the squeeze and hold gesture by default. See Enabling the squeeze and hold gesture on page 32. While you're not in the Camera app or the onscreen keyboard is not showing, squeeze and hold the lower sides of your phone to launch Google Assistant. You can then use your voice to do a web search, ask questions such as about the weather, and more.

Assigning another voice assistant app to Edge Sense

You can set Edge Sense to use another voice assistant app that you downloaded from Google Play Store.

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.
2. Tap **Set short squeeze**, **Set squeeze & hold action**, or **Set double tap action**, depending on which type of gesture the default voice assistant is currently assigned to.
3. Tap **Launch default voice assistant** > **Assist app**.
4. Select the voice assistant app you want to use with Edge Sense, and then tap **OK**.

Adjusting the squeeze force level

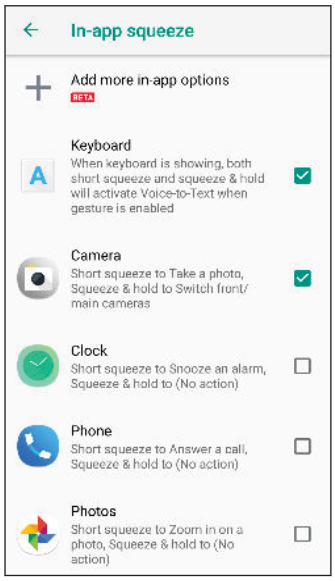
If you experience accidentally launching Camera or an assigned shortcut while holding the sides of your phone, tune Edge Sense to make it detect the strength of your squeeze more effectively.

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.
2. Tap **Set short squeeze** or **Set squeeze & hold action**, depending on which one you need to make adjustments.
3. Tap ⋮ > **Adjust your squeeze force level**.
4. Tap **Test your squeeze force**.
5. Follow the onscreen instructions to complete the process.

Squeezing to perform actions in your apps

Edge Sense lets you perform certain actions in your apps by just squeezing your phone.

There are default apps that are already predefined with squeeze gestures to perform actions:



- To see all the default apps with predefined actions, your phone needs to be connected to the Internet and these apps must already be installed on your phone. Also, you need to tap **In-app squeeze** > **Add more in-app options** and then tap **Agree** the first time you use the in-app options feature.
- Most of the default apps are not selected. You need to select them to enable their squeeze gestures.

Assigning in-app actions to squeeze gestures

Per app, you can customize squeeze gestures to do a tap or double-tap on a specific area on the screen.

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.
2. Tap **In-app squeeze** > **Add more in-app options**.
3. Tap the app you want to customize.
4. Tap **Short squeeze**.
5. Go to the screen in the app where you want to apply the squeeze gesture.
6. Tap , and then tap an area such as an onscreen button you want to assign.
7. Choose whether to assign a **Tap** or **Double tap** action, and then tap **OK**.

- You can only assign a tap or double-tap action on the selected screen. A series of touch screen actions cannot be assigned to a squeeze gesture.
- Do not add an action in which you need to scroll down the screen to tap something. The created squeeze gesture may not trigger the action if you've scrolled to a different position on that screen.
- Actions such as pinch, scroll, and press and hold are currently not supported.

8. Enter a name for the customized action, and then tap **Save**.
9. To customize the squeeze and hold gesture, tap **Squeeze & hold** > **Add a new action** and repeat steps 5 to 8.

If you left an app screen and haven't completed setting up its in-app options, tap ← to resume or ✕ to end the customization process.

10. When done, tap ← until you return to the In-app squeeze screen.

    You'll see the app you've just customized added to the screen.

Changing in-app actions

Whether it's the default apps or your own customized apps. you can change the in-app actions that are assigned to their squeeze gestures.

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.
2. Tap **In-app squeeze**, and then tap the app you want to make adjustments to.
3. Choose whether to make adjustments to the **Short squeeze** or **Squeeze & hold** gesture.
4. If you have several actions already created, select the one you want to assign to the squeeze gesture. Or tap **Add a new action** to create a new one.

Tap to change an action name that you've created.

Squeezing to unlock your phone with Face Unlock

You can assign a squeeze gesture in Edge Sense to unlock your phone with Face Unlock.

Make sure you've turned on and set up Face Unlock in Settings.

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.
2. Assign **Squeeze for Face Unlock** to the short squeeze or squeeze and hold gesture by following the steps in Enabling the squeeze and hold gesture on page 32.
3. You can then do the following:
   - To turn off the screen and lock your phone, squeeze the lower sides of the phone.
   - To wake up and unlock your phone, hold the phone in portrait orientation at face level, squeeze it, and look at the front camera.

Edge Sense double-tap gesture

By default, double-tapping the lower left or right side of your phone changes your screen to One-hand mode.

You can assign a different action or app and adjust the double-tap sensitivity level.

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.
2. Tap **Set double tap action**.
3. Set double-tap to display the floating navigation bar, set it as your Back key, or choose from the available actions and apps.
4. Tap **Adjust Edge Sense sensitivity level**.

5. Drag the slider to adjust the double-tap sensitivity.
6. Press ◁ to save your setting.

If you've set double-tapping to open Edge Launcher, your phone can detect which side you double-tap on and display Edge Launcher on the same side. For instance, Edge Launcher will appear on the left side if you double-tap the lower left side of your phone. For more details, see Opening Edge Launcher on page 39.

Edge Sense holding gesture

Enjoy your favorite apps without being interrupted by the screen rotating and dimming itself automatically. Edge Sense can detect that you're holding your phone and allow your screen to always remain on. Your phone also locks the orientation depending on what's shown on the screen.

You can turn these features on or off in Edge Sense settings.

1. From the Home screen, swipe up and then tap **Settings** > **Edge Sense**.
2. Tap **Holding gesture**.
3. Choose whether to turn **Smart rotate** on or off.

   Smart rotate is turned on by default and allows your phone to do the following:

   - Keep the screen in its original orientation while you're holding the lower sides of your phone.
   - When you play a video while holding your phone, keep the video in portrait orientation and do not rotate it.
   - Auto rotate the screen when you've released your fingers and rotated your phone. Lock the screen to the rotated orientation when you hold your phone again.
4. Choose whether to enable or disable **Smart dim**.

   It is turned on by default and allows the screen to stay on while you're holding your phone, even if the Screen timeout setting has been set.

There are certain exceptions. The screen still dims when:

- You're holding the phone to your face during a call.
- You're walking while holding the phone.

Turning Edge Sense on or off

You can turn Edge Sense on or off in Settings.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap the **Edge Sense On/Off** switch to turn it on or off.

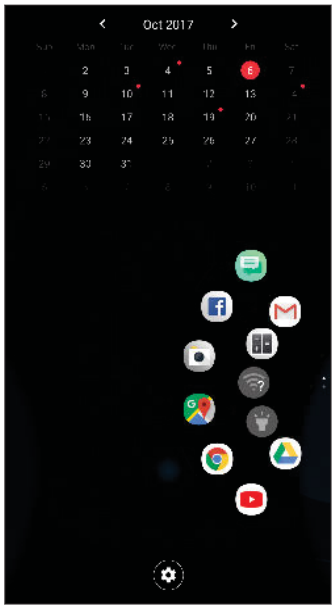
You can also turn Edge Sense on or off in Quick Settings.

Opening Edge Launcher

For single-handed operation of your phone, use Edge Launcher to quickly launch apps, call or send messages to your contacts, and turn certain quick settings on or off.

Edge Launcher can only be opened through Edge Sense. Assign it first to the short squeeze, squeeze and hold, or double-tap gesture. See Enabling the squeeze and hold gesture on page 32 and Edge Sense double-tap gesture on page 36.

1. To open Edge Launcher, squeeze the lower sides of your phone, or double-tap with your thumb.



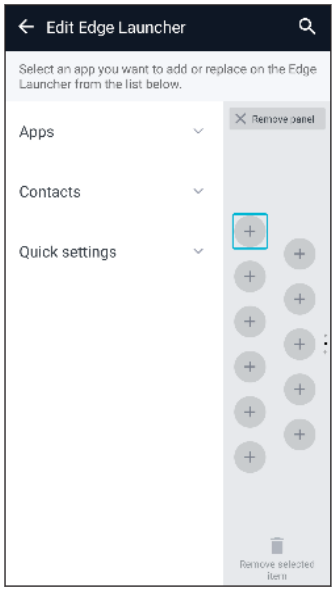
2. You can do the following:

   - Tap a date to open the default calendar app so you can view or create events.
   - Tap an app to open it, or tap a quick setting to turn it on or off. If you've added a contact, tap it to call or send a message. See Adding apps, quick settings, and contacts on page 40.
   - Swipe or flick through the dial to scroll and see more icons.
   - Tap ⚙ to customize Edge Launcher.
   - Adjust the position of Edge Launcher on the screen. See Adjusting the Edge Launcher position on page 41.

Adding apps, quick settings, and contacts

Add your favorite apps and quick settings to the Edge Launcher. You can also add the phone numbers of your frequent contacts so you can call or send them messages quicker.

1. To open Edge Launcher, squeeze the lower sides of your phone, or double-tap with your thumb.
2. Swipe up or down the dial to find empty slots where you can add new items to Edge Launcher.
3. Tap + to open the Edit Edge Launcher screen.
4. Choose whether to add an app, contact number, or quick setting.



5. Tap + to add more items to Edge Launcher.
6. To add another panel of slots, scroll down on the right side of the Edit Edge Launcher screen, and then tap **Add Panel**.

Removing an item or panel from Edge Launcher

You can remove individual apps, quick settings, or contacts or an entire panel of items from Edge Launcher.

1. To open Edge Launcher, squeeze the lower sides of your phone, or double-tap with your thumb.
2. Press and hold an item in the dial, and then drag it to 🗑 to remove it.
3. You can also remove individual items or an entire panel of items through the Edge Launcher settings. Tap ⚙ > **Edit Edge Launcher**, and then do the following:
   - Tap an item you want to remove, and then tap 🗑.
   - Scroll down to the panel you want to remove, and then tap **Remove panel**.

Adjusting the Edge Launcher position

To make Edge Launcher within easy reach of your thumb so you can navigate it with one hand, you can move it and expand its size.

1. To open Edge Launcher, squeeze the lower sides of your phone, or double-tap with your thumb.
2. Drag the dial to the left if you want Edge Launcher to appear on the left side of the screen.

   Or drag it to the right to move it back to the right edge of the screen.
3. Tap > **Edge Launcher position**, and then increase the level number to make the dial wider.

Your first week with your new phone

Navigation Bar

Use the available action buttons on the Navigation Bar to perform frequently-used actions by using just one hand. Swap in and out action buttons to suit your needs.

Here's what you can do on the Navigation Bar:

- Tap to hide the Navigation Bar.

- On some screens, you cannot hide the Navigation Bar.
- When in full screen, swipe up from the bottom of the screen to show the Navigation Bar. Tap to keep the Navigation Bar showing at the bottom of the screen.

- Tap to go back to the previous screen.
- Tap to go to the Home screen.
- Tap to show recent apps that you've used.
- Tap to turn off the screen.
- Tap to record the actions you do onscreen. See Ways to capture screenshots on page 44.
- Tap to capture a screenshot. See Ways to capture screenshots on page 44.
- Tap to show the Notifications panel. See Notifications panel on page 54.
- Tap to show the Quick Settings panel. See Using Quick Settings on page 47.
- Tap to switch to One-handed mode. See Using One-handed mode on page 44.

Swipe left on the Navigation Bar to go to the second panel and see the other action buttons.

Customizing the Navigation Bar

Change the buttons shown on the Navigation Bar and even rearrange the order. A Navigation Bar panel can have up to 5 buttons.

1. From the Home screen, swipe up and then tap **Settings** > **Personalize**.
2. Tap **Change navigation buttons**.
3. You can:
   - Add a button to a panel by dragging a button that's below the line to one of the panels.
   - Rearrange the button order by dragging a button to its new position on a panel.
   - Remove a button from a panel by dragging it below the line.

You cannot remove ▢ , ○ , and ◁ from the Navigation Bar or move them to the second panel.

Using One-handed mode

In certain large-screen phones, navigating the screen single-handedly may not be easy. Switch to **One-handed mode** so you can make the screen smaller within easy reach.

1. To switch to One-handed mode, do one of the following:
   - Add the One-handed mode icon to the Navigation Bar. See Customizing the Navigation Bar on page 43. Then tap on the Navigation Bar.
   - In **Settings** > **Display & gestures**, turn on **One-handed mode**. Then tap thrice on the Navigation Bar.
   - Double-tap the lower left or right side of your phone. See Edge Sense double-tap gesture on page 36.

2. With the screen shrunk, you can:
   - Tap or to display the screen on the left or right side.
   - Drag or to resize the screen.
3. To switch back to the normal screen size, do one of the following:
   - Tap on the Navigation Bar.
   - Tap the blurred area on your screen.
   - Double-tap the lower left or right side of your phone.

Ways to capture screenshots

Want to show off your high game score? It's easy to take a picture of the screen to share.

Here are different ways to capture screenshots.

- **POWER button and onscreen HOME button**

  Press and hold the POWER button until your phone vibrates, and then tap ○ on the Navigation Bar while still pressing the POWER button.

- **Screenshot button**

  Swipe to the second panel of the Navigation Bar, and then tap .

- **Edge Sense**

  Set one of the squeeze gestures to capture screenshots. See Changing the actions assigned to squeeze gestures on page 33.

  Another option is to set the double-tap gesture to capture screenshots. See Edge Sense double-tap gesture on page 36.

After capturing, the HTC Screen Capture Tool appears at the bottom of the screen with options to share the screenshot, edit it, or continue to capture a scrolling screen.

You can also record screen actions as a video:

- Swipe to the second panel of the Navigation Bar, and then tap .
- Open the Quick Settings panel, and then tap .

Use the recorder controls of the HTC Screen Capture Tool to finish recording the video.

To learn more about the HTC Screen Capture Tool, go to http://www.htc.com/support/apps/screen-capture-tool/.

HTC Sense Home

After you've turned on and set up HTC U12+ for the first time, you'll see the Home screen.

- Swipe right and you'll find HTC BlinkFeed™. You can customize HTC BlinkFeed to show posts from your social networks, headlines from your favorite news media, and more. For details, see http://www.htc.com/support/apps/blinkfeed/.
- Swipe left and you'll discover space for adding your favorite widgets, apps, and more so they're just a tap away. You can also add panels. For details, see Adding or removing a widget panel on page 62.
- You can change the apps on the launch bar at the bottom of the Home screen. See Launch bar on page 64.

While you're in another screen or app, press ○ to return to the last Home screen you visited.

Sleep mode

Sleep mode saves battery power by putting HTC U12+ into a low power state while the display is off. It also stops accidental button presses when HTC U12+ is in your bag.

Switching to Sleep mode

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

HTC U12+ also automatically goes into Sleep mode when it's left idle for a while. You can change the time before HTC U12+ sleeps by setting the screen timeout. For details, see Setting when to turn off the screen on page 154.

Waking up from Sleep mode

- Press the POWER button.
- Use Motion Launch™ to wake up and unlock your phone directly to an app or screen. See Motion Launch on page 50.

Lock screen

Here's what you can do on the Lock screen:

- Swipe up on the lock screen to unlock the screen.
- Tap twice on a notification to go directly to the related app.
- Swipe left or right on the notification to remove it.
- Slide left or right on a notification until you see and . Tap to snooze the notification.
- Press and hold a notification, and then tap **All categories** or **More settings** to customize the notification settings.

  If you don't want notification content to appear on the lock screen, go to **Settings** > **Security & Location** > **Lock screen preferences** > **On the lock screen**, and then tap **Don't show notifications at all**.
- If you want to set up a screen lock or Smart lock, see Setting a screen lock on page 158 for details.

Getting to know your settings

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

1. Open Settings from the Apps screen or Notifications panel:
   - From the Home screen, swipe up and then find and tap **Settings**.
   - From the Home screen, tap , and then find and tap **Settings**.
   - Swipe down from the top of the screen and then tap .
2. Here are some of the basic settings you can change:
   - Tap **Network & Internet** to connect and configure your Wi-Fi and data connection, check your data usage, turn your phone into a Wi-Fi hotspot, and more.
   - Tap **Display & gestures** to change the wallpaper, adjust the font and display size, set a screen saver, and more.
   - Tap **Sound** to change the ringtone, decide if sound and vibration occur when interacting with the phone, set Do not disturb preferences, and more.
   - Tap **Security & Location** to help secure your phone, choose lock screen preferences, set your location option, and more.
   - Tap an item under Suggestions to check out new or recommended settings to customize.

Tap in Settings to quickly find options and settings.

Using Quick Settings

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

1. Swipe down from the top of the screen to open the Notifications panel.

   Right below the status bar, you'll see the short Quick Settings bar.

2. To see the full Quick Settings panel, do any of the following:
   - On the lock screen, swipe down once from the top of the screen.
   - On any other screen, swipe down once with two fingers or swipe down twice with one finger from the status bar.
   - With the short Quick Settings bar opened, tap
3. Swipe left or right to see more tiles.
4. To turn a setting on or off, just tap its tile.

Customizing Quick Settings

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

1. With two fingers, swipe down from the top of the screen to open Quick Settings.

2. Tap ✎ and do one of the following:
   - Press and hold a tile, and then drag it to your desired position.
   - Press and hold a tile, and then drag it down under the Drag to add tiles section to hide it from the Quick Settings panel.
   - Under the Drag to add tiles section, drag a tile up to show it in the Quick Settings panel.
3. Press ◁ .

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

Restarting HTC U12+ (Soft reset)

If HTC U12+ is running slower than normal, is unresponsive, or has an app that is not performing properly, try rebooting and see if that helps solve the problem.

1. If the display is off, press the POWER button to turn it back on.
2. Press and hold the POWER button, and then tap **Restart**.

HTC U12+ not responding?

If HTC U12+ freezes, you can still restart it.

Press and hold the POWER button until your phone restarts, and then release your finger.

You may need to press and hold the button for around 8 seconds before the phone restarts.

Motion gestures

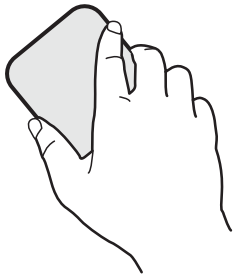
Use motion gestures to mute HTC U12+, lower the ring volume, and more.

Lift phone to auto answer a call

To automatically answer an incoming call, lift the phone and look at the screen first to see who's calling before you hold it to your ear.

You can turn this feature on or off. In **Settings** > **Call**, select or clear **Auto answer calls**.

Flip to mute

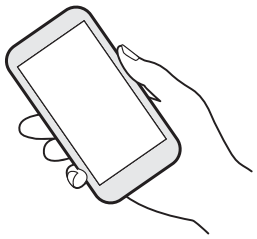


If your phone is facing up when a call comes in, turn the phone over to mute it.

Go to Settings and then tap **Sound** or **Sound & notification**. Tap **Advanced** > **Flip to mute**, and you can set your phone to:

Mute once	Mute only once after flipping the phone. While the phone is still facing down, it will ring again when there are other incoming calls.
Mute always	After flipping the phone to mute a call, keep it always muted while it's still facing down when there are other incoming calls.

Pick up to lower volume



In a business meeting or restaurant, pick HTC U12+ up when a call comes in to lower the ring volume automatically.

You can turn this feature on or off. Go to Settings, tap **Sound** or **Sound & notification**. Tap **Advanced**, and then tap the Quiet ring on pickup **On/Off** switch.

Increase ring volume automatically while phone is in your pocket or bag

Pocket mode makes HTC U12+ recognize when your phone is in your bag or pocket and raise the ring volume so that you can hear it in noisy environments.

You can turn this feature on or off. Go to Settings, tap **Sound** or **Sound & notification**. Tap **Advanced**, and then tap Pocket mode **On/Off** switch.

Motion Launch

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

See the following:

- Waking up to the lock screen on page 50
- Waking up and unlocking on page 51
- Waking up to the Home widget panel on page 51
- Waking up to HTC BlinkFeed on page 52
- Launching the camera on page 53

Turning Motion Launch gestures on or off

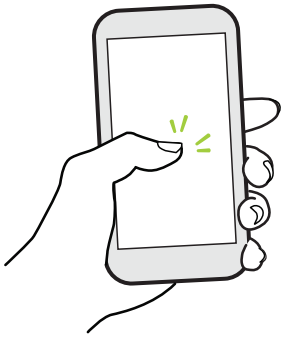
1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Advanced** > **Motion Launch gestures**.
3. Select the Motion Launch gestures you want.

Waking up to the lock screen

Go from sleep mode to the lock screen without pressing the POWER button.

If you've set up a screen lock with credentials, you'll be asked to provide your credentials first before HTC U12+ unlocks.

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

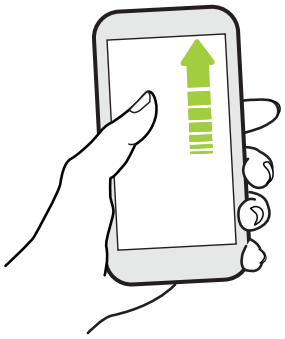


Waking up and unlocking

Go from sleep mode and unlock HTC U12+ to the last screen you were using without pressing the POWER button.

If you've set up a screen lock with credentials, you'll be asked to provide your credentials first before HTC U12+ unlocks.

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

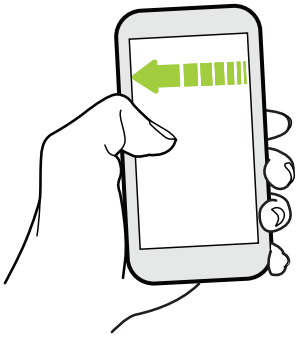


Waking up to the Home widget panel

Go from sleep mode to the Home widget panel without pressing the POWER button.

If you've set up a screen lock with credentials, you'll be asked to provide your credentials first before HTC U12+ unlocks.

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

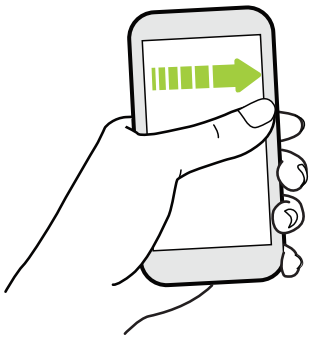


Waking up to HTC BlinkFeed

Go from sleep mode to HTC BlinkFeed without pressing the POWER button.

If you've set up a screen lock with credentials, you'll be asked to provide your credentials first before HTC U12+ unlocks.

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



Launching the camera

Go from sleep mode to the Camera app without pressing the POWER button.

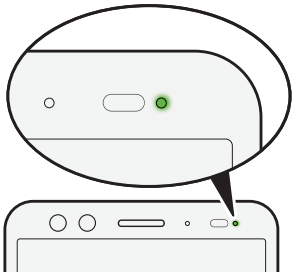
1. Lift the phone in portrait orientation.
2. Immediately swipe down twice on the screen.

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

Notifications

Notification LED

The notification LED shows a:



- Solid green light when HTC U12+ is connected to the power adapter or a computer and the battery is fully charged.
- Flashing green light when you have a pending notification.
- Solid orange light when the battery is being charged.
- Flashing orange light when the battery level reaches very low.

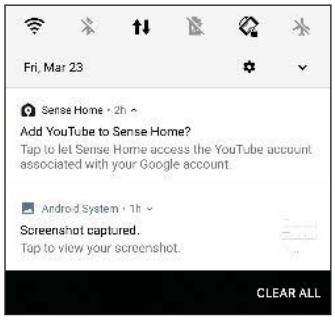
Notifications panel

Notification icons inform you of new messages, calendar events, alarms, and activities in progress such as files downloading.

When you see notification icons, open the Notifications panel to check out details of the notifications that you've received.

To open the Notifications panel, slide down from the top of the screen.

Or just swipe down anywhere on the Home screen.



- Tap the notification to open the corresponding app.
- To dismiss just one notification in the list, drag it left or right.
- Slide two fingers apart on the notification to expand it and see more details or see if there are more notifications bundled inside it. Slide two fingers together on the notification to minimize it again.
- Some notifications allow you to take immediate action. For example, tap a missed call notification to return the call or reply with a text message.
- If you have several notifications, scroll through the list screen to see them all.
- To dismiss all non-persistent notifications, tap **Clear all**.
- You can change what app notifications you want to receive and also snooze some notifications to temporarily remove them. See Managing app notifications on page 55.

Snoozing notifications

You can snooze notifications to temporarily remove them from the status bar and notifications panel.

1. Swipe down from the top of the screen to open the Notifications panel.
2. Slide the notification slowly to the right or left, and then tap .
3. Tap then choose how long you want to snooze the notification.

The snoozed notification shows up again on the status bar and notifications panel as soon as the snooze time ends.

Turning icon badges on or off

Some apps may show a dot when they have notifications, You can choose to show or hide the dot on the app icons.

1. From the Home screen, swipe up and then tap **Settings** > **Apps & notifications**.
2. Tap **Notifications**.
3. Tap the **On/Off** switch next to the **Allow icon badges** option to turn it on or off.

Managing app notifications

You can choose which types of app notifications to mute, block, or override your Do Not disturb settings.

1. From the Home screen, swipe up and then tap **Settings** > **Apps & notifications**.
2. Tap **Notifications** > **Notifications**, and then tap the app whose notifications you want to customize.

   You can also press and hold a notification in the Notifications panel or the lock screen to see the notification settings you can customize.
3. Tap the **On/Off** switch next to option you want to toggle.

Settings for app notifications are applied to notifications in the Notifications panel and the lock screen.

Selecting, copying, and pasting text

1. Press and hold on a word.
2. Drag the start and end anchors to highlight the text you want to select.
3. Tap **Copy**.
4. In a text entry field (for example, while composing an email), press and hold at the point where you want to paste the text.
5. Tap **Paste**.

Sharing text

1. After you have selected the text, tap **Share**.
2. Choose where to share the selected text.

Entering text

The keyboard becomes available when you tap a text field in an app.

- 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.
- Press and hold keys with gray characters at the top or bottom to enter numbers, symbols, or accented letters. Some keys have multiple characters or accents associated with them.
- Tap 12# to show number and symbol keys. Tap abc to return to the main keyboard.
- Tap ☺ to choose from a wide selection of emojis.
- Tap to check out more features, options, and settings.You can resize the keyboard space, change the layout and design, download dictionaries, and more.
- Press ◁ to close the onscreen keyboard.

How can I type faster?

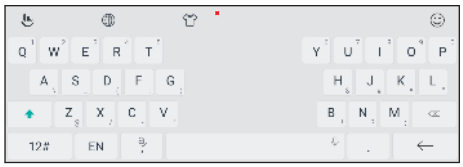
The onscreen keyboard of your phone is highly customizable. You can modify its settings and options to enhance your typing experience.

Here are some tips that you could try:

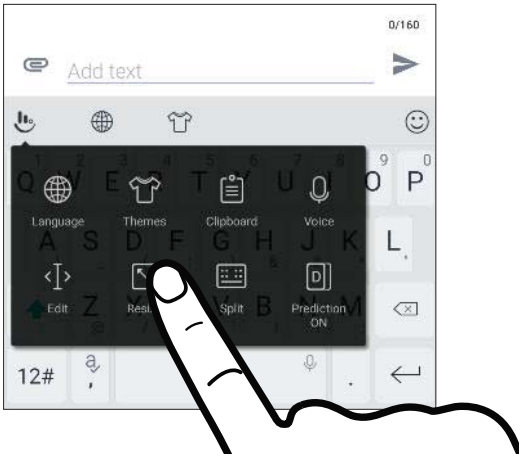
- **Show the numeric keys on the top row of the keyboard.** Go to Settings, and then tap **Language & keyboard**. Tap **Virtual keyboard** > **Touchpal - HTC Sense Version** > **General settings**. Select **Number Row**.
- **Turn on Contextual prediction.**Go to Settings, and then tap **Language & keyboard**. Tap **Virtual keyboard** > **TouchPal - HTC Sense Version** > **Smart input**, and then make sure that **Contextual prediction** is selected. This option enables next word prediction and will also allow the keyboard to learn from the usual word patterns you type for better word suggestions.

- **Switch to landscape mode.** With two fingers, swipe down from the status bar and check if **Auto rotate** is turned on. Open the app you need, and then tap a text field to show the keyboard. Turn your phone sideways to bring up a bigger keyboard.

  You can then tap > **Split**.

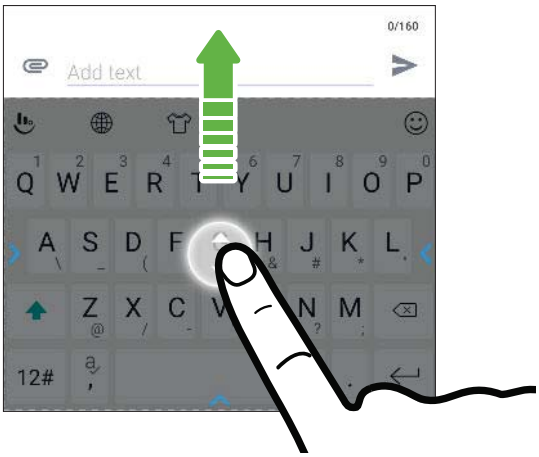


- **Resize or reposition the keyboard.**



Open the app you need, and then tap a text field to show the keyboard. Tap , and then tap **Resize**. Drag any of the border arrows to resize your keyboard.

To move the keyboard up, drag the center button up.



Entering text by speaking

1. Tap an area where you want to enter text.
2. On the onscreen keyboard, press and hold .
3. When you see the microphone button and the words "Try saying something", say the words you want to enter.
4. Enter punctuation marks by saying the name. For example, say "comma".

Enabling smart keyboard options

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

1. From the Home screen, swipe up and then tap **Settings** > **Language & keyboard**.
2. Tap **Virtual keyboard** > **TouchPal - HTC Sense Version** > **Smart input**.
3. Select the options to enable.

Getting help and troubleshooting

Want some quick guidance on your phone?

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

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

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

If HTC Help is not preinstalled on your phone, you can download it from Google Play Store.

Having hardware or connection problems?

Before calling for support, you can first use the Help app to troubleshoot or perform diagnostics on your phone. This helps you in finding the problem cause, and in determining whether you can resolve the problem or you need to call for support.

1. From the Home screen, swipe up and then find and tap **Help**.
2. On the Help screen, tap ☰ and then tap **Troubleshooting** or **Diagnostics tools** to use a troubleshooting wizard to check the basic hardware functions.
3. You can also tap **Software updates** to check for new software updates if available. Software updates may contain bug fixes and feature improvements.

Updates

Software and app updates

Download and install software updates for the latest performance enhancements, bug fixes, and security improvements. HTC U12+ can check and notify you if there's a new update available.

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

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

Checking your system software version

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

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **System** > **About phone** > **Software information**.
3. Check under Android version.

Enabling automatic updates

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

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

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

Checking for updates manually

Turn on mobile data or connect HTC U12+ to a Wi-Fi network before you check for updates.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **System** > **About phone** > **Software updates**.
3. Tap **Check now**.

Installing a software update

When HTC U12+ is connected to the Internet and there's a new software update available, the update notification icon appears in the status bar.

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

After updating, HTC U12+ will restart.

Installing an application update

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

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

   The Updates screen opens with the list of application updates to be installed.
2. Tap an item to view its details, and then tap .
3. When you're done reviewing the updates, tap **Install**. You'll be asked to restart HTC U12+ if needed.

Installing app updates from Google Play Store

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

1. On the Home screen, swipe up and then find and tap **Play Store**.
2. Tap to open the slideout menu.
3. Tap **My apps & games**.

4. On the Updates tab, you'll see the list of apps that have updates available.
5. Tap **Update** beside the app you want to update.

Tap **Update All** if you want to update all the apps.

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

Home screen layout and fonts

Adding or removing a widget panel

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

1. On HTC BlinkFeed or any widget panel, slide two fingers together to customize the Home screen.
2. Tap ✎.
3. To add a new widget panel, swipe left 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. When done, press ◁.

Arranging widget panels

A widget panel cannot be moved and inserted before HTC BlinkFeed.

1. On HTC BlinkFeed or any widget panel, slide two fingers together to customize the Home screen.
2. Press and hold a widget panel thumbnail, and then drag it left or right to the position that you want.
3. When you're done arranging widget panels, press ◁.

Changing your main Home screen

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

1. On HTC BlinkFeed or any widget panel, slide two fingers together to customize the Home screen.
2. Tap ✎.

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. Press ◁.

Pressing ○ from an app will first return you to the last panel you were in. Just press ○ again to go to your main Home screen.

Setting your Home screen wallpaper

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

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

1. From the Home screen, swipe up and then tap **Settings** > **Personalize**.
2. Tap **Change wallpaper**.
3. Choose from where you want to select a wallpaper.
4. Tap **Apply** or **Set wallpaper**.
5. If prompted, choose whether to use the wallpaper for the Home screen, lock screen, or both.

Changing the default font size

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Advanced** > **Font size**, and then select the size you want.

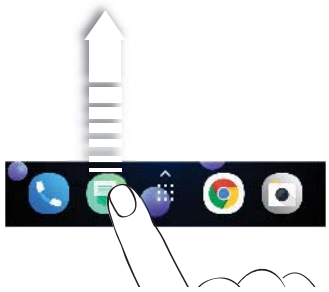
Widgets and shortcuts

Launch bar

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

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

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



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

- You can also group apps on the launch bar into a folder. See Grouping apps on the widget panel and launch bar on page 65.
- The apps or other shortcuts on the lock screen are the same as the ones on the launch bar.

Adding Home screen widgets

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

1. Press and hold an empty space on a widget panel.
2. In the pop-menu, tap **Add apps and widgets**.
3. Tap > **Widgets**.

4. Scroll through the widgets, or tap to search for a specific widget.
5. Press and hold a widget, and then drag it to a widget panel you want to add it to.

Changing the widget settings

You can modify basic settings of some widgets.

1. Press and hold a widget on your Home screen, and then drag it to .
2. Customize the widget settings.

Resizing a widget

Some widgets can be resized after you've added them to your Home screen.

1. Press and hold a widget on the Home screen, and then release your finger. If a border appears, that means the widget is resizable.
2. Drag the sides of the border to enlarge or shrink the widget size.

Adding Home screen shortcuts

Place apps you often use on any widget panel of your Home screen. You can also add shortcuts to frequently used settings, favorite contacts, and more.

1. Press 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. Press and hold an app or shortcut, and then drag it to a widget panel you want to add it to.

To add an app from the Apps screen, press and hold the app, and then drag it to a widget panel.

Grouping apps on the widget panel and launch bar

1. Press and hold an app, and then drag it over to another app to automatically create a folder.

2. Tap the folder to open it.

3. Tap the folder window's title bar, and then enter a new folder name.
4. Add more apps into the folder. Tap +, select your apps, and then tap **Done**.

You can also add shortcuts to settings or information to a folder. Add a shortcut first to a widget panel, and then drag it over to the folder.

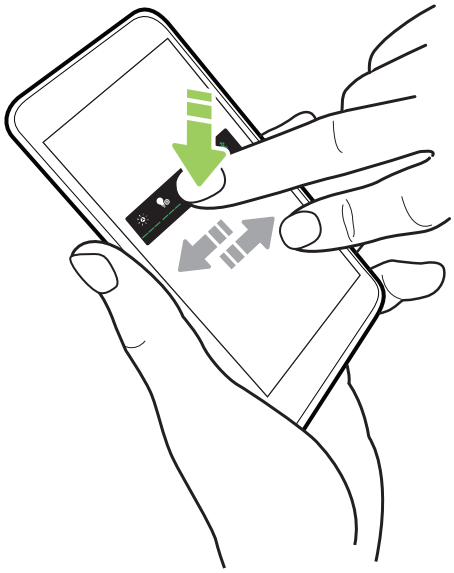
Removing items from a folder

1. On the launch bar or widget panel, tap a folder to open it.
2. Press and hold an app or shortcut in the folder, and then drag it out to 🗑.

Moving a Home screen item

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

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



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

Removing a Home screen item

1. Press and hold the widget, icon, or sticker you want to remove, and then drag it to 🗑.
2. When the item turns red, lift your finger.

Sound

Tuning your HTC USonic earphones

Experience music tuned to your ears when you use your HTC USonic earphones with HTC U12+. The earphones will scan your ears to determine the output level that best suits you.

The HTC USonic earphones can only be used with HTC U12+ and other compatible HTC phones supporting HTC USonic.

1. Plug your HTC USonic earphones into the phone, and then put the ear buds into your ears.
2. If this is your first time to plug in the earphones and you're prompted to set up a personal audio profile, tap **Start**.

   Or go to Settings and then tap **HTC USonic with Active Noise Cancellation**.
3. Tap **Start scanning now** and then wait for the phone to finish setting up your audio profile.
4. Tap **Done**.

- You can add another profile for the same or another set of the HTC USonic earphones. Just tap **HTC USonic with Active Noise Cancellation** > **+**.
- HTC USonic is not available over HDMI, Bluetooth, Miracast™, or USB audio out.

Turning Active Noise Cancellation on or off

Active Noise Cancellation tunes out distracting and annoying background noise. It is turned on by default after you've created your personal audio profile for the first time. With the HTC USonic earphones plugged in, hear music, videos, or games clearly without needing to turn up the volume in loud environments. When you don't need Active Noise Cancellation, you can turn it off.

In some regions, you may need to download and install the latest system update to turn Active Noise Cancellation on or off separately from your personal audio profile.

- To turn Active Noise Cancellation off or back on, slide the Notifications panel open, and then tap on the **HTC USonic with Active Noise Cancellation** notification.
- Turning off your personal audio profile also turns off Active Noise Cancellation. While using an app that plays audio, slide the Notifications panel open, and then tap **Disable HTC USonic**. Or go to Settings, and then tap the HTC USonic with Active Noise Cancellation **On/Off** switch.

  When you turn your HTC USonic personal audio profile back on, Active Noise Cancellation also toggles on or off depending on its previous state.

HTC BoomSound for speakers

Immerse yourself in surround sound whether you're listening to music or enjoying movies and games.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **HTC BoomSound for built-in speakers** to toggle between Theater mode and Music mode.

HTC BoomSound for speakers is not available over HDMI, Bluetooth, Miracast, or USB audio out.

Changing your ringtone

Make sure the volume is on.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Tap **Advanced**.
3. Tap **Phone ringtone**.

   Or in dual SIM models, tap **Slot 1 ringtone** or **Slot 2 ringtone**.
4. Select a ringtone from the list.

5. If you want to add a ringtone, tap + and then choose where you want to add the ringtone from.
6. When you're done selecting your ringtone, tap **Apply**.

Changing your notification sound

Make sure the volume is on.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Tap **Advanced** > **Default notification sound**, and then select one from the list.
3. Tap **Apply**.

Setting the default volume

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Slide the volume bars for each type of sound source.

Taking photos and videos

HTC Camera

Take great photos and videos with the camera. For your convenience, there's more than one way to launch the Camera app.

- If you've set up Edge Sense, just squeeze the lower sides of the phone anytime—whether the display is on or off.

  For details, see What is Edge Sense? on page 29 and Taking camera shots using Edge Sense on page 32.

- On the Home screen, tap the camera icon to open the Camera app.
- Press POWER twice while the display is off.

Make sure **Quick launch camera** is selected in **Settings** > **Display & gestures** > **Advanced**.

You'll see **Photo** mode, which is the default capture mode.

Icon or button	Function
	Open the slideout menu to select a capture mode. .
	Switch between the front and main cameras.
/	Switch between **Video** and **Photo** modes.
	Capture a photo.
	Choose either the manual or auto Bokeh mode option so you can take photos with blurred background.
	View the last photo or video taken.

Turning the camera flash on or off

Tap the flash icon to choose a flash setting.

When using or , the camera intelligently sets the best flash brightness for your photo.

In **Selfie Photo** mode, you can also tap the flash icon to turn the screen flash on or off.

Using the volume buttons for capturing

In the Camera app, you can set the VOLUME buttons to function as the shutter release or zoom controls.

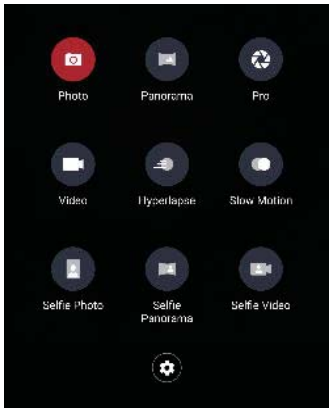
1. On the Home screen, tap the camera icon to open the Camera app.
2. Tap to open the Capture mode menu.
3. Tap > **Volume button options**.
4. Choose how you want to use the VOLUME buttons when you're in the Camera app.

Choosing a capture mode

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

1. Tap to open the Capture mode menu.

   You can also swipe down in portrait orientation or swipe right in landscape orientation.



You can rearrange the capture modes. Just drag a mode icon to the position that you want in the menu.

2. Tap the capture mode you want to use.
3. To quickly switch between the front and main cameras, tap on the Viewfinder screen.
4. You can quickly switch back to either Photo or Video mode when you're in other capture modes without opening the Capture mode menu. Right below the main shutter button, just tap to switch back to Photo mode or to switch back to Video mode.

Capture mode settings

You can change the settings for some of the capture modes such as **Photo** or **Video** mode. Select a mode and then you'll see the available settings for the mode.

Setting	Description	Available in which modes
4:3	Set the photo quality and aspect ratio.	Photo / Selfie Photo /Pro
	Cycle through the time settings to set the self-timer or turn off the self-timer. See Taking photos with the self-timer on page 75 for details.	Photo / Selfie Photo / Selfie Panorama / Pro
	Choose from the fun stickers to add to your photo or video.	Photo / Selfie Photo / Video / Selfie Video
	Choose a flash setting.	All modes except Panorama
HDR AUTO	Turn HDR on or off.	Photo / Selfie Photo
FHD	Set the video quality.	Video / Selfie Video
	Choose how you want to record audio with your video. For details, see Recording video with Sonic Zoom on page 79 and Recording video in 3D Audio or high resolution audio on page 81.	Video
3D	Choose how you want to record audio with your video selfie. For details, see Recording video in 3D Audio or high resolution audio on page 81.	Selfie Video
RAW	Choose RAW or JPG format for photos. See Taking a RAW photo on page 84 for details.	Pro
	Toggle between wide and super-wide selfie panorama. See Taking a panoramic selfie on page 85 and Taking a super wide-angle panoramic selfie on page 87.	Selfie Panorama

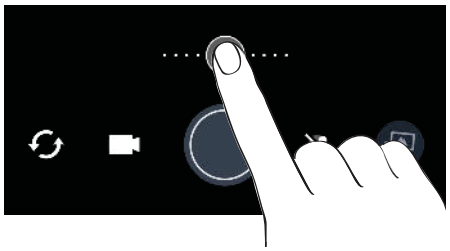
Zooming

HTC U12+ has both optical zoom and digital zoom capabilities.

Zooming is not available in some modes.

- **Optical zoom**

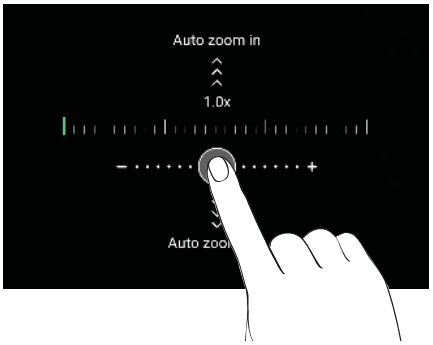
  Tap the zoom knob to switch to 2.0x optical zoom. Tap it again to change back to 1.0x.



Optical zoom is available only in Photo mode. Tapping the zoom knob while in Video or other modes switches to 2.0x digital zoom.

- **Auto zoom**

  To zoom steadily and automatically when recording video, do the following:



  1. Press and hold the knob, and do not release your finger.
  2. When you see "`Auto zoom in/Auto zoom out`" displayed, swipe up to zoom in or swipe down to zoom out automatically.
  3. Tap the knob to stop zooming.

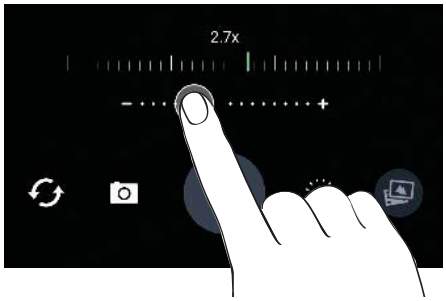
This feature is available in Video and Slow motion modes only.

- **Manual zoom**

  Here are different ways to zoom in or out manually:

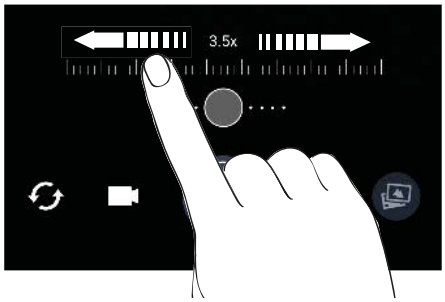
  - To zoom continuously, do the following:

    Drag the knob to the right to zoom in or to the left to zoom out. The farther you drag the knob on the zoom bar, the faster the zoom speed.



- To set the magnification ratio, do the following:

  1. Press and hold the zoom knob, and then release your finger when the magnification ratio bar appears.
  2. Slide left or right on the magnification ratio bar until you've set it to the zoom ratio that you want.



  3. Tap the zoom knob if you need to change back to 1.0x.

- Slide two fingers apart to zoom in or together to zoom out.

Quickly adjusting the exposure of your photos

HTC U12+ features a quick way of adjusting the exposure level or brightness in real time. Turn **Touch autoexposure** on if you want the camera to automatically adjust the exposure when you tap a darker or overexposed area on the Viewfinder screen.

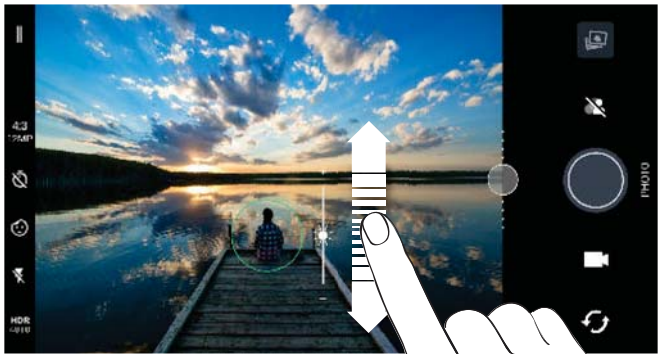
This feature may not be supported in certain capture modes.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Tap ═ to open the Capture mode menu.
3. Tap ⚙.
4. Select the **Touch autoexposure** option.
5. Tap on the dark area to brighten it, or tap on the overexposed area to make it darker.

   To fine tune further, you can manually adjust the exposure by dragging your finger up and down.
6. When you're ready to take the photo, tap ●. Or simply squeeze the lower sides of your phone.

Taking a photo

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Photo** mode, if you're not in this mode. See Choosing a capture mode on page 71 for details.
3. Point the camera at what you want to capture. The camera adjusts the focus automatically as you move it. You can also tap the screen to change the focus to a different subject.
4. To manually adjust the exposure, tap the screen, and then drag your finger up and down.



   Or turn on **Touch autoexposure** so you can instantly brighten or darken a subject with a single tap. See Quickly adjusting the exposure of your photos on page 74.
5. When you're ready to take the photo, tap ⚫.

Taking continuous camera shots

Do you want to take photos of moving subjects? Whether it's your kid's football game or a car race, you can capture the action.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Photo** mode. See Choosing a capture mode on page 71 for details.
3. Press and hold ⚫.

   The camera takes consecutive shots of your subject.

Taking 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. On the Home screen, tap the camera icon to open the Camera app.
2. Choose the capture mode you want to use. See Choosing a capture mode on page 71 for details.
3. Tap ⏲ to set the countdown time.
4. To start the timer, tap ⚫. Or simply squeeze the lower sides of your phone. The camera takes the photo after the countdown.

Tips for capturing better photos

To get better captures with the Camera app, here are some tips on what to do while taking your shots.

Before capturing

- Make sure that the camera and flash lenses are clean and without fingerprints. The same goes for the laser autofocus sensor. Use a soft, clean, microfiber cloth to wipe them.
- Hold the phone so that your fingers aren't blocking the camera and flash lenses. Also make sure that your fingers aren't near the laser autofocus sensor.

For clear, sharp shots

- The laser autofocus intelligently finds the best shot based on its position and pointed direction.
- Tap the screen to focus on a subject. Adjust the exposure to brighten the subject or make the subject look darker and richer. For details, see Quickly adjusting the exposure of your photos on page 74.
- If the subject is moving, on the Viewfinder, press and hold the subject to lock the focus.
- If there are parts of the image that are in shadows and others are in highlights, use HDR to capture multiple shots of different exposures and combine them into one shot. Keep HTC U12+ steady or place it on a level surface when using HDR. See Using HDR Boost on page 78 for details.
- When taking a panoramic photo, consider the whole scene and focus on an object that has a neutral tone to help keep the exposure balanced in the composite image.
- Make sure you're not moving the camera when taking a photo, especially in low light conditions. Hold the phone steady and don't move the camera while taking RAW photos in Pro mode.
- You can control image noise by adjusting the ISO, shutter, and exposure settings of your camera. Use Pro mode to tweak these, and save up to three different manual photography settings. See Manually adjusting camera settings on page 83.

  It also captures in RAW format, which is suitable for post processing photos. See Taking a RAW photo on page 84.

Other tips

- In Camera settings, tap **Grid** to help frame the subject better or improve the composition.
- After capturing, you can enhance the photo in the Google Photos™ app.

Selfies

Using Beauty Mode when taking photo selfies

Look best in your photo selfies. With Beauty Mode, apply real-time touch-ups such as skin smoothening, face slimming, and more.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Selfie Photo** mode. See Choosing a capture mode on page 71 for details.
3. Tap to display the Beauty Mode options.

If the **Face** and **Eye** options are disabled, you need to turn Bokeh mode off to use these options.

4. Tap each option, and then drag its slider to make your adjustments.

5. When ready, tap . Or simply squeeze the lower sides of your phone.

Taking selfies automatically

Keep still to take an auto selfie. You just need to turn this feature on in the camera settings.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Selfie Photo** mode. See Choosing a capture mode on page 71 for details.
3. Tap to open the Capture mode menu.
4. Tap > **Camera options**.
5. Select the **Auto selfie capture** option, and then tap outside the slideout menu to close it.
6. Pose and frame yourself on the Viewfinder screen.
7. To take your selfie automatically, look at the front camera, and then stay still until the white box turns green on the Viewfinder screen.

Unflipping photo selfies

When you view yourself on the Viewfinder screen, your selfie is actually a mirrored image. Here's what to do if your captured photo looks flipped and is not the mirrored image.

1. Switch to **Selfie Photo** mode. To find out how to switch between capture modes, see Choosing a capture mode on page 71.
2. Tap to open the Capture mode menu.
3. Tap > **Camera options**.
4. Make sure the **Save mirrored selfies** option is selected.

Using HDR Boost

When shooting portraits against a bright background, use HDR Boost to capture your subjects clearly. HDR Boost also works in low light situations, giving you clearer photos with less noise.

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

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Photo** mode. See Choosing a capture mode on page 71 for details.
3. Make sure that HDR or HDR AUTO is selected. If not, tap HDR to change it.

   HDR auto is also available in Selfie Photo mode, and is enabled by default.
4. Frame the scene or subject you want to capture.
5. Tap ●.

Taking photos in Bokeh mode

With Bokeh mode, you can take photos with a nice blurred background. Blur the background automatically, or manually adjust the blur level before taking the shot.

- To get a nice blurred background in your shots, the ideal distance between you and your subject is 50 to 200 cm.
- You need to be in a well-lit environment to use Bokeh mode.
- Some features such as zooming, flash, touch autofocus, and continuous shooting are not available in Bokeh mode. HDR Boost is also not available.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Photo** or **Selfie Photo** mode. See Choosing a capture mode on page 71 for details.
3. Tap to cycle through the Bokeh mode options.

Icon	State
	Off
	Auto Bokeh
	Manual Bokeh

4. If you selected **Manual Bokeh**, drag the slider to the right or left to increase or decrease the blur level of the background.

5. When ready, tap ⚫. Or simply squeeze the lower sides of your phone.

Editing photos taken in Bokeh mode

After capturing in Bokeh mode, you can edit your photos to adjust the background blur. You can even change the focus to another subject or area in your photo.

1. After capturing, tap the small image thumbnail to open your photo with the bokeh effect.

   Or open the Photos app to find and open your photo. Photos taken in Bokeh mode are marked with the icon.

2. Tap > **Bokeh Mode Editor**.
3. To focus on another subject or area on the photo, just tap on it.
4. Drag the slider to adjust the blur level of the background or foreground, depending on which part of the photo is in focus.
5. Tap ✓ when done.

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

Recording video with Sonic Zoom

By default, the Camera app is set to record videos in 3D Audio with Sonic Zoom. This increases the volume from your subject to make the audio sound louder and clearer.

Sonic Zoom has Audio Boost. Turning this feature on will boost the volume from your subject to the maximum level.

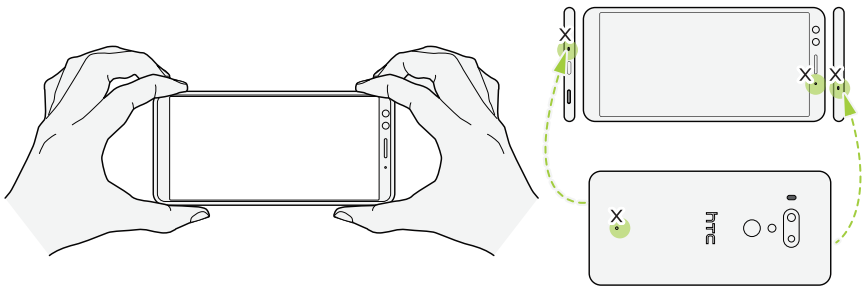
Sonic Zoom is only available in Video capture mode.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Video** mode. See Choosing a capture mode on page 71 for details.

3. Next to the recording button, tap the Audio Boost icon to turn it on or off.

Icon	State
	By default, Audio Boost is off.
	Audio Boost is on.

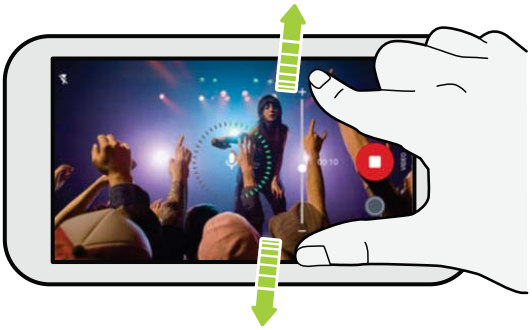
4. When ready, tap to start recording. Make sure not to cover the microphones when holding your phone.



5. Do one of the following:

   - If Audio Boost is off, zoom in to magnify your subject and manually increase the volume. See Zooming on page 73.

     The green mic level at the center indicates how amplified your subject's audio becomes as you zoom.



   - If Audio Boost is on, you're recording the subject you're facing at the maximum volume. You can still zoom in on your subject for a closer view.

6. Tap to pause the recording, and then tap to resume.
7. To stop recording, tap .

Videos recorded in 3D Audio are marked with 3D in Google Photos. Use earphones when playing back the video to enjoy immersive sound.

Recording video in 3D Audio or high resolution audio

Choose to record videos, including selfie videos, with 3D Audio or high-resolution audio.

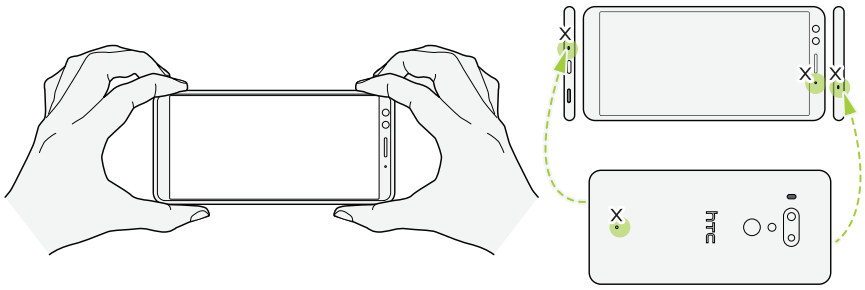
Some things to know about high resolution audio:

- It's only available when the video quality is set to HD (720p) or higher.
- You can't pause when recording video with this type of audio.
- Videos with this type of audio are saved in MKV (Matroska video) file format.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Video** or **Selfie Video** mode. See Choosing a capture mode on page 71.
3. Do one of the following:
   - In Video mode, tap . Then tap Hi-Res to switch to high-resolution audio or tap 3D to select 3D Audio.
   - In Selfie Video mode, 3D Audio is selected by default. Tap 3D > Hi-Res to switch to high-resolution audio.

Selecting 3D allows you to record in 3D Audio without applying Sonic Zoom. To record using Sonic Zoom, see Recording video with Sonic Zoom on page 79.

4. When you're ready to start recording, tap . When recording using 3D Audio, make sure not to cover the microphones when holding the phone.



5. Change focus to a different subject or area by just tapping it on the Viewfinder screen. You can also change the exposure after tapping by dragging up and down on the screen.
6. Tap to pause the recording, and then tap to resume.
7. To stop recording, tap .

Videos recorded in 3D Audio are marked with 3D in Google Photos. Use earphones when playing back the video to enjoy immersive sound.

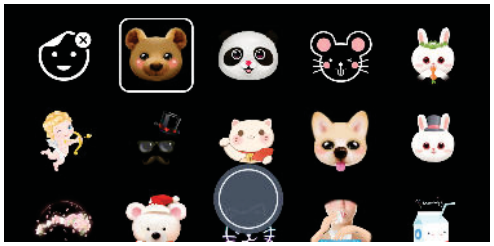
Taking a photo while recording a video—VideoPic

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Video** or **Selfie Video** mode. See Choosing a capture mode on page 71 for details.
3. Tap to start recording.
4. While recording, tap whenever you want to capture a still shot.
5. Tap to stop recording.

Adding stickers to your shots

Add fun stickers when capturing shots of friends, family, or your selfies. Stickers can be added to both photos and videos.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Photo**, **Selfie Photo**, **Video**, or **Selfie Video** mode. See Choosing a capture mode on page 71 for details.
3. Tap to open the sticker menu.



4. Tap the sticker you want to use.
5. To close the sticker menu, swipe down on the menu or tap the Viewfinder screen.

   To open the sticker menu again, swipe up on the menu or tap .
6. When ready, tap to take a photo or tap to record a video with the selected sticker. Or simply squeeze the lower sides of your phone.

The maximum duration is 20 sec. when recording video with an animated sticker.

Advanced camera features

Choosing a scene

Instead of manually adjusting the camera settings, you can select a scene with predefined settings that best matches the environment you're capturing.

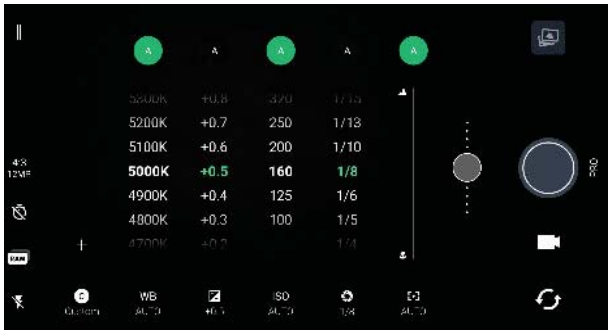
1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Pro** mode. See Choosing a capture mode on page 71 for details.
3. Tap [A] and then choose a preset scene. Select:
   - when capturing nightscape such as a city skyline or street with city lights. Keep the camera steady when taking the shot for best results.
   - when capturing a fast-moving subject such as your kid playing sports or a moving car.
   - when capturing a close-up shot of a subject such as a flower or insect.
4. When you're ready to take the photo, tap .

If you need to manually adjust a scene and save it as a new preset, see Manually adjusting camera settings on page 83.

Manually adjusting camera settings

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. You can then save the adjustments for reuse.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Pro** mode. See Choosing a capture mode on page 71 for details.
3. Tap a setting, and then drag its wheel or slider to make adjustments.



Tap the setting again to hide the wheel or slider.

4. To save the adjustments as a custom setting, tap +, select Custom 1, 2, or 3, and then tap **Save**.

   To use one of your custom settings, tap A or C, and then select the custom setting (C1, C2, or C3) to use.

5. To change a setting back to auto, tap A.
6. When you're ready to take the photo, tap ●.

Taking a RAW photo

Want to keep more detail in your shots, or fix the lighting in post processing? With Pro mode, you can take photos that will be saved as RAW image files in DNG format, along with a JPG compressed version.

RAW image files take up a lot of storage space. It's recommended to use a storage card as the default storage for photos and videos.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Pro** mode. See Choosing a capture mode on page 71 for details.
3. Make sure RAW is selected. If not, tap JPG to change it.

   Or, tap RAW,and then tap JPG if you only want to save a JPG compressed version.
4. Tap ●.

How does the Camera app capture RAW photos?

The Camera app captures a photo in both the DNG RAW format and JPG format.

Digital Negative (DNG) is an open-standard lossless RAW image format. Since a RAW file is typically 2 to 6 times larger than a JPEG file and is not viewable in most photo viewer apps, a photo is captured in both DNG and JPG formats. When you use the Google Photos app, you'll see a icon on a photo to indicate that there is a DNG RAW format version of the file.

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.

Taking a panoramic photo

Get a wider shot of landscapes in one sweep.

Some camera features are not available when you're in Sweep panorama mode, such as zooming.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Panorama** mode. See Choosing a capture mode on page 71 for details.
3. When you're ready to take the shot, tap .
4. Pan left or right in either landscape or portrait view. Hold HTC U12+ as steadily as you can to automatically capture frames.

   You can also tap to stop capturing anytime.

The camera stitches the frames into a single photo.

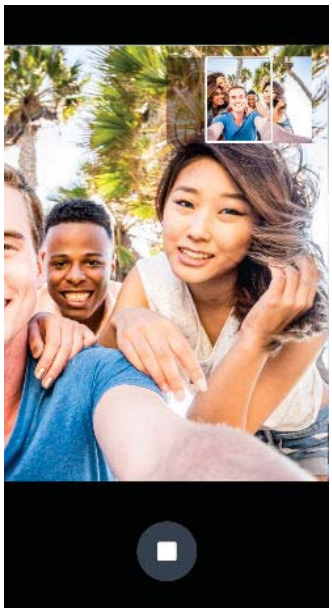
Taking a panoramic selfie

With the Selfie Panorama mode, you can invite more people to take a selfie with you.

Some camera features are not available when you're in Selfie Panorama mode, such as zooming.

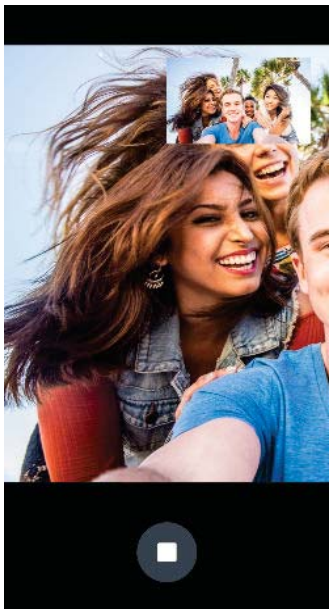
1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Selfie Panorama** mode. See Choosing a capture mode on page 71 for details.
3. Make sure that is selected.
4. Hold the phone at face level and in portrait orientation.
5. When you're ready to take the center shot, tap . Or simply squeeze the lower sides of your phone.

6. While holding your phone steadily, slowly swivel left or right on the phone's axis until you see the white capture box move to the side panel of the panorama overlay.



The capture box turns green and you'll hear a shutter sound as the photo is taken.

7. Then, slowly swivel to the opposite side until you see the white capture box move to the other side of the panorama overlay.



The capture box turns green and you'll hear a shutter sound as the photo is taken.

The camera stitches the frames into a single photo.

For best results, closely follow the straight and linear path of the capture box on the panorama overlay. Try to not tilt the phone up or down or move the capture box away from its path.

Taking a super wide-angle panoramic selfie

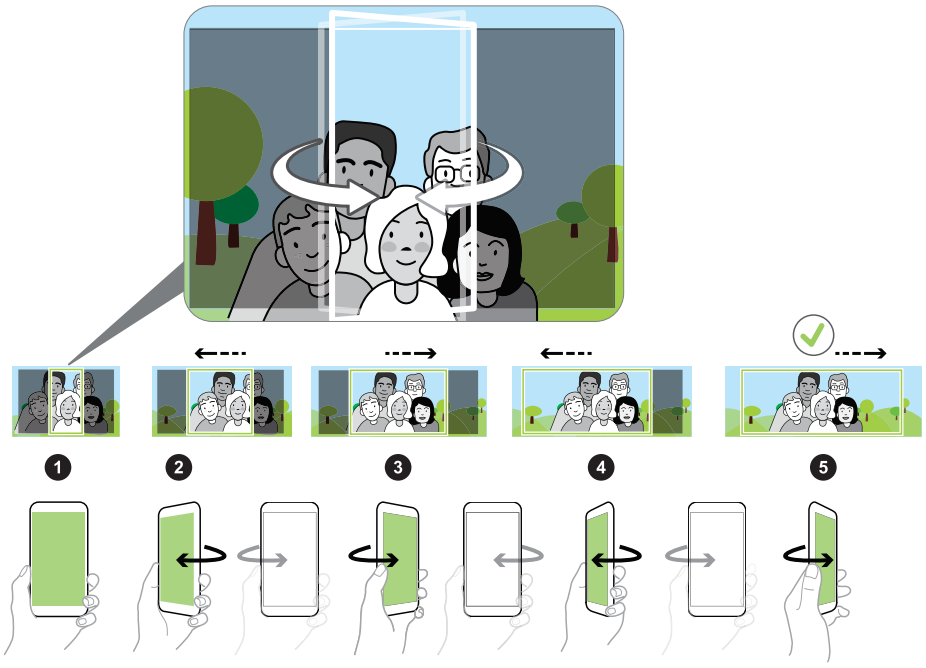
If you have more friends or scenery to capture, set the Selfie Panorama mode to **Widest** to stitch five photos instead of three.

Some camera features are not available when you're in Selfie Panorama mode, such as zooming.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Selfie Panorama** mode. See Choosing a capture mode on page 71 for details.
3. Tap , and then tap .
4. Hold the phone at face level and in portrait orientation.
5. When you're ready to take the center shot, tap . Or simply squeeze the lower sides of your phone.
6. While holding your phone steadily, slowly swivel left or right on the phone's axis until you see the white capture box move to the side panel of the panorama overlay.

   The capture box turns green and you'll hear a shutter sound as the photo is taken. When the second photo is taken, you'll see that the panorama overlay becomes wider.
7. Continue to slowly swivel your phone left and right to fill the entire panorama overlay with your photos.

   For best results, follow the capture sequence indicated in the illustration below.



The camera stitches the frames into a single photo.

Recording videos in slow motion

Relive high speed action bit by bit and add a touch of suspense to your videos.

Audio is recorded when you're in this mode, but will only be available when video is played back in normal speed.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Slow motion** mode. See Choosing a capture mode on page 71 for details.
3. Tap to start recording.
4. To stop recording, tap .

Recording a Hyperlapse video

Want to have a fast motion effect in your video? Use Hyperlapse mode to speed videos up to 12 times.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Hyperlapse** mode. See Choosing a capture mode on page 71 for details.
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 .

Google Photos

What you can do on Google Photos

Here are some of the things you can do when using Google Photos on your phone.

- View, edit, and share the photos and videos you've taken on your phone. You can also access the media files previously backed up to your Google Account.
- To select photos and videos, press and hold a thumbnail to select one. Tap a date to select all the media files under it. Or, press and hold a thumbnail as your first selection, and then drag your finger to the last item you want to select.
- Enhance RAW photos taken using the HTC Camera app.
- Add Hyperlapse effect to your videos.
- Change the speed of your slow motion videos.

To learn more about Google Photos, tap ☰ > **Help**. Or, you can visit support.google.com/photos.

Viewing photos and videos

When you open Google Photos for the first time, sign in to your Google Account, if prompted, and choose whether to turn backup and sync on or off.

1. From the Home screen, swipe up and then find and tap Photos.

   You'll see your local and synced photos and videos organized by date.

2. To switch to another view, tap ⋮ > **Layout**, and then choose how you want to view your media files.
3. Tap a thumbnail to view it in full screen.

Videos recorded in 3D Audio are marked with 3D. Use earphones when playing back the video to enjoy immersive sound.

4. To view only the photos and videos saved on the phone storage and storage card, tap ☰ to open the slideout menu, and then tap **Device folders**.

Editing your photos

1. From the Home screen, swipe up and then find and tap Photos.
2. Tap a photo thumbnail to view it in full screen.
3. Tap , and then do any of the following:
   - Tap to adjust the brightness, color, and more.
   - Tap to apply a filter to the photo.
   - Tap to rotate or crop the photo.
4. While you're editing, press and hold the photo to compare your changes to the original.
5. After making your adjustments, tap **Save**.

Enhancing RAW photos

After capturing RAW photos, you can improve its contrast and detail from the Photos app.

1. From the Home screen, swipe up and then find and tap Photos.
2. Find and tap the RAW photo you want to enhance.

   RAW photos are marked with the icon on the thumbnail.
3. Tap .
4. Tap and adjust the light, color, and pop.
5. Tap next to the sliders to adjust detailed settings such as exposure, contrast, and color saturation.
6. Tap **Save** when done. The enhanced photo is saved as a copy. The original RAW photo remains unedited.

Trimming a video

1. From the Home screen, swipe up and then find and tap Photos.
2. Tap a video thumbnail to view it in full screen.

Videos captured using hi-res audio cannot be trimmed.

3. Tap , and then drag the trim sliders to the part where you want the video to begin and end.
4. Tap to preview your trimmed video.
5. Tap **Save**.

The trimmed video is saved as a copy. The original video remains unedited.

Changing the playback speed of a slow motion video

Adjust the playback speed of a selected section of a slow motion video.

You can only change the video playback speed of videos captured using slow motion in the Camera app.

1. From the Home screen, swipe up and then find and tap Photos.
2. Find and tap the thumbnail of slow motion video to view it in full screen.

   Slow motion videos are marked with the icon on the thumbnail.
3. Tap the screen to see the onscreen controls.
4. Frame the sequence you want to slow down by moving the left and right sliders.

Editing a Hyperlapse video

If you captured a video in Hyperlapse mode, you can apply varying speeds to different sections of the video.

1. From the Home screen, swipe up and then find and tap Photos.
2. Find and tap the Hyperlapse video to view it in full screen.

   Hyperlapse videos are marked with the icon on the thumbnail.
3. Tap .
4. Move the left and right sliders to divide your video into sections.

5. Tap a section that you want to adjust, and then tap a dot that corresponds to particular playback speed to modify the selected section.
6. Repeat the previous step for the remaining sections.
7. Tap ✓.

The edited video is saved as a copy. The original video remains unedited.

Adding a Hyperlapse effect on a regular video

1. From the Home screen, swipe up and then find and tap Photos.
2. Find and tap the thumbnail of a video to view it in full screen.

You cannot add a Hyperlapse effect on a video that was captured using hi-res audio.

3. Tap ⋮ > **Edit in Zoe**.

You may be prompted to download the Zoe app from the Google Play Store.

4. Tap **Create a Hyperlapse video**.
5. Move the left and right sliders to divide your video into sections.
6. Tap a section that you want to adjust, and then tap a dot that corresponds to particular playback speed to modify the selected section.
7. Repeat the previous step for the remaining sections.
8. Tap ✓.

The edited video is saved as a copy. The original video remains unedited.

Phone calls

Making a call with 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. On the Home screen, tap the phone icon to open the **Phone** app.
2. Enter the phone number or first few letters of the contact's name to see matching contacts.
3. To see all the numbers and contacts that match, tap the number (for example, 8 matches).
4. Tap the contact you want to call.

If the phone number has an extension, tap after connecting to the main line and then dial the extension number.

5. If you're using a dual SIM phone model. tap the call button that corresponds to the card you want to use.

Making a call with your voice

Call a contact hands-free using your voice.

1. On the Home screen, tap the phone icon to open the **Phone** app.
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.

Dialing an extension number

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

- After dialing the main number, press and hold * . A comma (,) 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.
- After dialing the main number, press and hold # and tap **Add wait (;)**. Enter the extension number after the semicolon, and then tap the call button. After connecting to the main line, tap **Send** to dial the extension number.

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

Keeping your phone number private

You can choose to hide your phone number from the person you're calling.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Dial the number or press and hold a call entry and tap **Edit number before calling**.
3. Press and hold # and tap **Hide number for this time**.
4. Place your call.

Speed dial

Use Speed dial to call a phone number with a single tap.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Tap > **Speed dial** > . You can also press and hold an unassigned key on the dialpad, and then tap **Yes**.
3. Select a contact from the list.
4. On the Speed dial screen, choose the phone number of the contact to use, and a speed dial key to assign.
5. Tap **Save**.

To use Speed dial, press and hold the speed dial number you want to call. If you're using a dual SIM phone model, tap the call button that corresponds to the card you want to use.

Calling a number in a message, email, or calendar event

When you receive a text message, email, or calendar event that has a phone number in it, you can just tap the number to place a call.

Receiving calls

When you receive a phone call from a contact, the Incoming call screen appears.

HTC U12+ will automatically adjust the ringtone volume if **Quiet ring on pickup** and **Pocket mode** are selected in **Settings** > **Sound** > **Advanced**.

Answering or rejecting a call

Do one of the following:

- Tap **Answer** or **Decline**.
- If you've set up a lock screen, drag or upwards.

Muting the ringing sound without rejecting the call

Do one of the following:

- Press the VOLUME DOWN or VOLUME UP button.
- Press the POWER button.
- Place HTC U12+ face down on a level surface.

If **Flip to mute** option in **Settings** > **Sound** > **Advanced** is set to **Mute once**, HTC U12+ will still ring when there are subsequent incoming calls.

Returning a missed call

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

1. Slide the Notifications panel open to check who the caller is.
2. To return the call, tap **Call back**.

If you have multiple missed calls, tap the missed calls notification to open the Call History tab.

Emergency call

In some regions, you can make emergency calls from HTC U12+ even if the nano SIM card has been blocked or if you don't have one installed.

If you don't have a network signal, you won't be able to make an emergency call.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Dial the emergency number for your locale, and then tap **Call**.

If you've enabled but forgotten your lock password or lock pattern, you can still make emergency calls by tapping **Emergency** on the screen.

What can I do during a call?

When a call is in progress, you can turn the speakerphone on, place the call on hold, and more.

Putting a call on hold

To put the call on hold, tap > **Hold**. The status bar then displays the hold call icon .

To resume the call, tap > **Unhold**.

Switching between calls

If you're already in a call and you accept another call, you can switch between the two calls.

1. When you receive another call, tap **Answer** to accept the second call and put the first call on hold.
2. To switch between the calls, tap the person you want to talk to on the screen.

Turning the speakerphone on or off during a call

> To decrease potential damage to your hearing, do not hold HTC U12+ to your ear when the speakerphone is on.

- On the call screen, tap . The speakerphone icon appears in the status bar.
- To turn the speakerphone off, tap .

Muting the microphone during a call

On the call screen, tap to toggle between turning the microphone on or off. When the microphone is turned off, the mute icon appears in the status bar.

Ending a call

Do one of the following to end the call:

- On the call screen, tap **End Call**.
- Slide the Notifications panel open, then tap **Hang Up**.

Setting up a conference call

Conference calling with your friends, family, or co-workers is easy. Make or accept a call, and then simply dial each subsequent call to add it to the conference.

> Make sure that you have conference calling service activated. Contact your mobile operator for details.

1. Make a call to the first conference call participant.
2. When connected, tap , and then dial the number of the second participant. The first participant is put on hold.
3. When connected to the second participant, tap .
4. To add another participant, tap , and then dial the number of the contact.
5. When connected, tap to add the participant to the conference call. Tap ••• to access options such as ending the call with a participant.
6. To end the conference call, tap **End Call**.

Call History

Use Call History to check missed calls, your dialed numbers, and received calls.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Swipe right to go to the Call History tab.
3. Do one of the following:
   - Tap a name or number in the list to call.
   - Press and hold a name or number in the list to display the options menu.
   - Tap ⌄ to display just a particular type of call such as missed calls or outgoing calls.

Adding a new phone number to your contacts from Call History

1. On the Call History tab, tap + next to the new phone number.
2. Choose whether to create a new contact or save the number to an existing contact.

Clearing the Call History list

1. On the Call History tab, tap ⋮ > **Remove call history**.
2. Select the items you want to delete, or tap ⋮ > **Select all**.
3. Tap **Delete**.

Blocking a caller

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

On the Call History tab, press and hold the contact or phone number you want to block, and then tap **Block contact**.

You can always remove a caller from your blocked list. On the Call History tab, tap ⋮ > **Blocked contacts**. In the All tab, press and hold a contact, and then tap **Unblock contacts**.

Switching between silent, vibrate, and normal modes

Do one of the following:

- To change from silent to normal mode, press the VOLUME UP button twice.
- To change from vibrate to normal mode, press the VOLUME UP button.
- Go to Settings, and then tap **Sound** > **Sound profile**.

Home dialing

When you're on a trip abroad, it's easy to dial friends and family from home.

Your home country code is automatically added when you call your contacts while roaming. But when manually entering a phone number to call, you need to enter a plus (+) sign and country code before the number.

Using a roaming service may incur additional charges. Check with your mobile operator for rates before using a roaming service.

Changing the default country code for Home dialing

1. From the Home screen, swipe up and then tap **Settings** > **Call**.
2. Tap **Home dialing settings**.
3. Select a country, and then tap **OK**.

Turning off Home dialing

If you prefer to manually enter complete phone numbers to call while roaming, you can turn off Home dialing.

1. From the Home screen, swipe up and then tap **Settings** > **Call**.
2. Clear the **Home dialing** option.

SMS and MMS

Sending a text message (SMS)

1. From the Home screen, tap , and then find and tap **Messages**.
2. Tap .
3. Enter a contact name or mobile number in the **To** field.
4. Tap the area that says **Add text** or your signature if you've set it.
5. Enter your message.
6. Tap to send the message.

   Or in dual SIM models, tap **Slot 1** or **Slot 2** to send the message.

- Tap to save the message as a draft.
- There is a limit on the number of characters for a single text message (displayed above). If you exceed the limit, your text message will be delivered as one but will be billed as more than one message.
- Your text message automatically becomes a multimedia message if you enter an email address as the recipient, attach an item, or compose a very long message.

Replying to a message

1. From the Home screen, tap , and then find and tap **Messages**.
2. Tap a contact (or phone number) to display the exchange of messages with that contact.
3. Tap the area that says **Add text** or your signature if you've set it.
4. Enter your message.
5. Tap .

   Or in dual SIM models, tap **Slot 1** or **Slot 2**.

Replying to a contact's other phone number

When a contact has multiple phone numbers stored on HTC U12+, you can select which phone number to reply to.

Keep in mind that if you don't select another number, your response will be sent to the phone number that your contact used to send the last message.

1. While viewing the exchange of messages with a contact, tap ⋮ > **Recipient phone number** and select which phone number you want to reply to.
2. Tap the area that says **Add text**, then enter your reply message.
3. Tap ➤.

Resuming a draft message

If you switch to another app or if you receive an incoming call while composing a text message, the message is automatically saved as a draft.

1. From the Home screen, tap ⋮⋮⋮, and then find and tap **Messages**.
2. Tap a draft message, and then edit the message.

To see all draft messages in one place, tap ⋮, and then tap **Filter** > **Drafts**.

3. Tap ➤ to send the message.

   Or in dual SIM models, tap ➤ **Slot 1** or ➤ **Slot 2** to send the message.

How do I add a signature in my text messages?

If you're using the HTC Messages app, here's how to add a signature.

1. From the Home screen, tap ⋮⋮⋮, and then find and tap **Messages**.
2. Tap ⋮ > **Settings** > **General**.
3. Select the **Use signature** option, and then tap **Signature**.
4. Enter the text you want to use as your signature, and then tap **OK**.

The signature will count toward the text message's character limit.

Sending a multimedia message (MMS)

Before attaching and sending a high-resolution video, compress it first so that the file size doesn't exceed the message size limit.

1. From the Home screen, tap , and then find and tap **Messages**.
2. Tap .
3. Enter a contact name, mobile number, or email address in the **To** field.
4. Tap the area that says **Add text** or your signature if you've set it.
5. Enter your message.
6. Tap , and then choose an attachment type.
7. Select or browse for the item to attach.
8. After adding an attachment, tap to see options for replacing, viewing or removing your attachment.
9. Tap to send the message.

   Or in dual SIM models, tap **Slot 1** or **Slot 2** to send the message.

Tap to save the message as a draft.

Sending 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.

Group MMS may incur extra data fees.

1. From the Home screen, tap , and then find and tap **Messages**.
2. Tap .
3. Tap , and then select multiple recipients.
4. Tap **Done**.
5. To send a group SMS, tap , and then select **Send as individual**. Clear this option to send your message as a group MMS.

Sending option	Sending and receiving
Group SMS	Your message will be sent to the recipients as a text message and you will be charged by your mobile operator for each message sent. 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. HTC U12+ 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.

6. Tap the area that says **Add text** or your signature if you've set it.
7. Enter your message.
8. Tap to send the message.

   Or in dual SIM models, tap **Slot 1** or **Slot 2** to send the message.

Forwarding a message

1. From the Home screen, tap , and then find and tap **Messages**.
2. Tap a contact (or phone number) to view the exchange of messages with that contact.
3. Tap a message, and then tap **Forward**.

Moving messages to the secure box

You can move private messages to the secure box. You will need to enter a password to read these messages.

- The secure box does not encrypt messages.
- Messages stored on a nano SIM card cannot be moved to the secure box.

1. From the Home screen, tap , and then find and tap **Messages**.
2. 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**.

To move all the messages from a contact, on the Messages screen, press and hold the contact and tap **Move to secure box**.

- To read messages in the secure box, on the 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, press and hold the contact (or phone number) and tap **Move to general box**.

Blocking unwanted messages

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

- Open the Messages app, press 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 Messages screen or receive notifications and calls.

To read messages in the block box, on the Messages screen, tap ⌄ > **Block**.

- To remove messages or contacts from the block box, press and hold the contact (or phone number) and tap **Unblock**.
- To completely discard future messages from blocked contacts, tap ⋮ > **Settings** > **General**, and then clear the **Save block message** option.

Copying a text message to the nano SIM card

1. From the Home screen, tap ⋮⋮⋮, and then find and tap **Messages**.
2. Tap a contact or phone number to display the exchange of messages with that contact.
3. Depending on the phone model, do the following:
   - **Single SIM model:** Tap the message, and then tap **Copy to SIM**.
   - **Dual SIM model:** Tap the message, and then select the card where you want to copy it.

   The nano SIM card icon is displayed.

Deleting messages and conversations

Open the Messages app and do any of the following:

To delete a	Do these steps
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.
Conversation	Press and hold a contact (or phone number), and then tap **Delete**. To delete multiple conversations, tap ⋮ > **Delete threads**, and then select the conversations to delete.

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

Preventing a message from being deleted

You can lock a message to prevent it from being deleted even if you delete the other messages in the conversation.

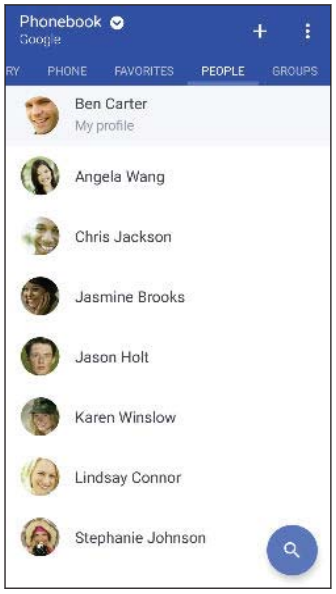
1. Open the Messages app.
2. Tap a contact (or phone number) to display the exchange of messages with that contact.
3. Tap the message that you want to lock.
4. Tap **Lock message** on the options menu. You'll then see a lock icon for locked messages.

Contacts

Your contacts list

The People app lists all contacts you've stored on HTC U12+ and from online accounts you're logged in to. Use the People app to easily manage communications with people that matter to you.

1. From the Home screen, tap , and then find and tap **People**.



2. On your contacts list, you can:
   - View your profile and edit your contact information.
   - Create, edit, find, or send contacts.
   - Tap a contact photo to find ways to quickly connect with the contact.
   - See when a contact has sent you new messages.

To sort your contacts by their first or last name, tap > **Settings** > **Sort contacts by**.

Setting up your profile

Store your personal contact information to easily send it to other people.

1. From the Home screen, tap , and then find and tap **People**.
2. Tap **My profile**.
3. Tap **Edit my contact card**.
4. Enter or edit your name and contact details.

5. Tap or the current photo to change your contact photo.
6. Tap .

Filtering your contacts list

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

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

Finding people

Search for contacts stored on HTC U12+, your company directory if you have an Exchange ActiveSync account, or social networks you've signed into.

1. From the Home screen, tap , and then find and tap **People**.
2. On the People tab, you can:
   - Find people in your contacts list. Tap , and then enter the first few letters of the contact name in the Search people box.
   - Find people on your company directory. Tap , enter the first few letters of the contact name in the Search people box, and then tap **Search contacts in your Company Directory**.

Adding a new contact

1. From the Home screen, tap , and then find and tap **People**.
2. On the People tab, tap . If you have email accounts set up on your phone, you will be prompted to select which account to save the contact.
3. Tap the **Name** field, and then enter the contact name. Tap to separately enter the contact's given, middle, or family name 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 in your contacts list, you'll see the contact information and your exchange of messages and calls.

How do I add an extension number to a contact number?

While creating a new contact or editing a contact's details 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 phone dials the extension number. To insert a longer pause, enter **P** several times.
   - Tap **W** to be prompted to confirm the extension number.
2. Enter the extension number.

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

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

Editing a contact's information

Social network contacts cannot be edited.

1. From the Home screen, tap , and then find and tap **People**.
2. On the People tab, press and hold the contact, and then tap **Edit contact**.
3. Enter the new information.
4. Tap ✓.

Getting in touch with a contact

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

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

Importing or copying contacts

Importing contacts from your nano SIM card

1. From the Home screen, tap , and then find and tap **People**.
2. On the People tab, tap > **Manage contacts**.
3. Depending on the phone model, do the following:
   - **Single SIM model:** Tap **Import/Export contacts** > **Import from SIM card**.
   - **Dual SIM model:** Tap **Import/Export contacts** and then choose which card to import from.
4. If prompted, select which account you'd like to import your contacts to.
5. Select the contacts you want to import.
6. Tap **Save**.

Importing a contact from an Exchange ActiveSync account

1. On the People tab, tap and enter the contact's name or email address in the search box.
2. Tap **Search contacts in your Company Directory**.
3. Tap the name of the contact you want copied to HTC U12+.
4. Tap to import the contact.

Copying contacts from one account to another

You may not be able to copy contacts from certain social network accounts.

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

Merging contact information

Avoid duplicate entries by merging contact information from different sources, such as your social network accounts, into one contact.

Accepting contact link suggestions

When HTC U12+ finds contacts that can be merged, you'll see a link notification when you open the People app.

1. From the Home screen, tap ⋮⋮⋮, and then find and 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. Tap 🔗 next to the contact you want to merge. Otherwise, tap 🔗 to dismiss the link suggestion.

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

Manually merging contact information

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

Breaking the link

1. On the People tab, tap the name of the contact (not the icon or photo) whose link you want to break.
2. Tap ⋮ > **Link**.
3. Under the **Linked contacts** section, tap 🔗 beside an account to break the link.
4. Tap **Done**.

Sending contact information

1. From the Home screen, tap , and then find and tap **People**.
2. On the People tab, do one of the following:

To send	Do this
Someone's contact information	Press and hold the name of the contact (not the icon or photo), and then tap **Send contact as vCard**.
Your contact information	Press and hold **My profile**, and then tap **Send my profile**.

3. Choose how you want to send the vCard.
4. Select the type of information you want to send.
5. Tap **Send**.

Sending multiple contact cards

1. On the People tab, tap > **Send contacts**.
2. Select the contacts whose contact information you want to share
3. Tap **Send**.
4. Choose how you want to send the contact cards.

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.

HTC U12+ also syncs with groups you've created in your Google Account.

Creating a group

1. From the Home screen, tap , and then find and tap **People**.
2. On the Groups tab, tap .
3. Enter a name for the group, and then tap > **Add contact to group**.
4. Select the contacts you want to add, and then tap **Save**.
5. When your group is complete, tap **Save**.

Sending a message or email to a group

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.

1. On the Groups tab, tap the group you want to send a message or email to.
2. Go to the Group action tab.
3. Choose if you want to send a group message or group email.

Editing a group

1. On the Groups tab, press and hold the group, and then tap **Edit group**.
2. You can:
   - Change the group name. You can only change the name for groups that you have created.
   - Add more contacts to the group. Tap ⋮ > **Add contact to group**.
   - Remove contacts from the group.
   - Rearrange group members. Drag ☰ at the end of the contact's name to move it to its new position.
3. Tap **Save**.

Removing contact groups

1. On the Groups tab, tap ⋮ > **Edit groups**.
2. Select the contact groups you want to remove. You can only remove groups that you have created.
3. Tap **Save**.

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.

Adding a contact to the private contacts list

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

1. From the Home screen, tap ⋮⋮⋮, and then find and tap **People**.
2. On the People tab, press and hold the contact, and then tap **Add to private contacts**.

To view your private contacts list, on the People tab, tap ⋮ > **Manage contacts** > **Private contacts**.

Organizing your private contacts

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

Battery

Tips for extending battery life

How long the battery can last before it needs recharging depends on how you use HTC U12+. Try out some of these tips to help increase battery life.

Use the power management features

- Turn **Power saver mode** and **Extreme power saving mode** on in Settings.
- Monitoring your battery usage helps identify what's using the most power so you can choose what to do about it. For details, see Checking battery usage on page 115.

Manage your connections

- Turn off wireless connections such as mobile data, Wi-Fi, or Bluetooth when not in use.
- Turn GPS on only when a precise location is needed, such as while using navigation or location-based apps. See Location settings on page 152.
- Turn on Airplane mode when you don't need any wireless connections and you don't want to receive calls or messages.

Manage your display

Lowering the brightness, letting the display sleep when not in use, and keeping it simple helps save battery power.

- Lower the screen brightness when you don't need it. See Screen brightness on page 154.
- Set the screen timeout to a shorter time. See Setting when to turn off the screen on page 154.
- 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. See Setting your Home screen wallpaper on page 63.

Manage your apps

- Battery optimization helps extend battery standby time. See Battery optimization for apps on page 116.
- 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.

  If an app came preloaded and can't be uninstalled, disabling the app can still prevent it from continuously running or syncing data. See Disabling an app on page 136.

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.
- If you have many email accounts, consider prolonging the sync time of some accounts.

  If you are using the HTC Mail app, select an account, tap ⋮ > **Settings** > **Sync, Send & Receive**, and then adjust the settings under Sync schedule.
- 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 Google Play Store, tap ☰ > **Settings**, and then tap **Auto-update apps** > **Do not auto-update apps** if you're fine with updating apps from Google Play Store manually.

Other 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** and choose which ones you don't need and can disable.
- In times when the phone is low in battery power, minimize the use of gestures such as Edge Sense and Motion Launch. You can temporarily turn them off in Settings.
- Check your apps' settings as you may find more options to optimize the battery.

Using power saver mode

Power saver mode helps to increase battery life. It reduces the usage of phone features that drain the battery such as location services and mobile data.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery**.
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**, select the **Automatically turn on power saver when battery life is below the level I specify** option, and then select a battery level.

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. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery**.
3. Tap the Extreme power saving mode **On/Off** switch to turn extreme power saving mode on or off.

   If you want to set when to automatically switch this mode on, tap **Extreme power saving mode**, select the **Automatically turn on extreme power saving mode when battery life is below the level I specify** option, and select a battery level.

Under More information, tap **Learn more** for details on how Extreme power saving mode maximizes battery life.

Displaying the battery percentage

You can check the percentage of remaining battery power right from the status bar.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery**.
3. Tap the Battery percentage **On/Off** switch to show the battery percentage on the status bar.

Checking battery usage

See how the system and apps are using the battery and how much power is being used.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery**.

3. Tap ⋮ > **Show full device usage** or **Show app usage**, and then tap an item to check how it's using the battery.
4. If you see the Manage battery usage section while viewing battery use details, you can tap the option underneath it to adjust settings that affect battery usage.

Another way to check the battery usage per app is to go to **Settings**, and then tap **Apps & notifications** > **App info**. Tap the app you want to check, and then tap **Battery**.

Checking battery history

Check how long you've been using HTC U12+ 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. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery**.
3. Tap the battery image to view battery usage over time.

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.

Turning 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. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery**.
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**.

   Repeat this process to turn off optimization in other apps.

To filter the list and see which apps have battery optimization disabled, tap **All apps** > **Not optimized**.

Storage

Freeing up storage space

As you use HTC U12+, you'll accumulate data and fill its storage capacity over time. Here are some tips on how to free up phone storage space.

Manage photos and videos

- After taking continuous camera shots, keep only the best shot. Discard the rest, if you don't need them.
- After editing a photo or trimming a video, the original file is kept. Delete original files or move them elsewhere, such as to your computer.
- If you're only sending videos through MMS, use a lower resolution. Hi-res video takes up more space.
- RAW image files take up a lot of storage space. It's recommended to use a storage card as the default storage for photos and videos. If your storage card is running low on space, consider moving RAW image files to your computer.
- Turn on **Storage manager** to help handle old photos and videos on your phone.

Remove unused themes

Themes can quickly consume up storage space because themes can include images, sounds and icons. Remove themes you're not using. See Deleting a theme in http://www.htc.com/support/apps/themes/.

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.

Remove or disable apps

Uninstall apps that you've downloaded if no longer need them. See Uninstalling an app on page 130.

Preinstalled apps can be disabled when you're not using them. See Disabling an app on page 136.

Manually free up space

On the Storage screen, tap **Free Up Space**. The phone then checks the phone storage and then suggest items that you may want to delete.

Move apps to the storage card

Third-party apps that you've downloaded and installed can be moved to the storage card if you've set up the card as internal storage. See Moving apps and data between the phone storage and storage card on page 119 and Moving an app to or from the storage card on page 120.

Types of storage

Starting from Android 6.0, there have been some changes on how and where downloaded apps and their data can be stored.

Phone storage

This is the internal storage which contains the Android system, preinstalled apps, email, text messages, and cached data from the apps. You can also install apps that you've downloaded and capture photos, videos, and screenshots to this storage.

Storage card

Use your storage card as a removable storage to store and access your media and other files on HTC U12+ or any Android phone, or set it up as an extension of the internal storage. See Should I use the storage card as removable or internal storage? on page 118.

USB storage

You can plug in an external USB storage device such as a USB flash drive or an SD card reader. You need a special cable to connect HTC U12+ and a USB storage device.

Should I use the storage card as removable or internal storage?

Use your storage card as removable storage when there's already content such as your media and other files so that you don't lose these content. If you have a brand new storage 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 storage card as removable storage to be able to insert and use the card on HTC U12+ and other Android phones.

Internal storage

Set up a new storage card as internal storage for more privacy and secure use. This encrypts and formats the storage card to work just like the internal storage.

This also expands the internal storage space since:

- Captured screenshots, camera shots, media, and other files will be stored on the storage card.
- Third-party apps that you installed and their data can be moved between the phone storage and storage card.

After setting up the storage card as internal storage, the card can only be used on HTC U12+ where it has been formatted.

Setting up your storage card as internal storage

When you insert a storage card that has not been used on HTC U12+ before, the card will be mounted as removable storage by default.

If the storage card is new or doesn't have content you want to keep, you can format the storage card to use it as internal storage for HTC U12+.

- See Should I use the storage card as removable or internal storage? on page 118 to find out the differences between using the storage card as removable storage or internal storage.
- If there are still files on the storage card, back up the files first before you format the card.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Under Portable storage, tap ⚙ next to the storage card name.
3. Tap **Format as internal** > **Erase & format** > **Format**.
4. Follow the onscreen instructions to move your installed apps and their data from the phone storage to the storage card.

If you no longer want to use your storage 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. See Moving apps and data between the phone storage and storage card on page 119.

Moving apps and data between the phone storage and storage card

If you've set up your storage 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 storage card to free up phone storage space.

If you no longer want to use your storage card as internal storage, make sure to move all the apps and data from the card back to the phone storage.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Tap the name of your storage card if you're moving app data from the phone storage to the card, or tap **Internal shared storage** if you're moving data from the storage card back to the phone storage.

3. Tap ⋮ > **Migrate data**.
4. 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.

Moving an app to or from the storage card

When you're running out of phone storage space, you can move a downloaded app and its data to the storage card if the card has been set up as internal storage.

If you need to reformat your storage card, make sure to move each app and its data back to the phone storage before formatting the card.

Preinstalled apps cannot be moved. Some third-party apps you've downloaded and installed to the phone storage may also not allow you to move them to the storage card.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Tap **Internal shared storage**, and then tap **Other apps** if you want to move an app from the phone storage to the storage card.

   Or tap the name of your storage card, and then tap **Apps** if you need to move an app from the storage card back to the phone storage.
3. Tap an app you want to move.
4. Tap **Change**, and then tap where you want to move it to.
5. Tap **Move**.

Copying or moving files between the phone storage and storage card

Go to Settings to view and manage files on the phone storage and storage card. If you're using your storage card as removable storage, you can copy or move your files between the phone storage and storage card. You can also copy or move files to or from an external USB storage device when you have it connected to HTC U12+.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Tap **Internal shared storage** then tap **Files**, or tap the storage card name.

   Or tap the external USB storage device if you have one connected.
3. Open the folder that contains the files you want to copy or move.

4. To select or deselect files:
   - Press and hold a file to select it. To select more files, tap each file.
   - Tap a file to deselect it.
   - To select all files, tap ⋮ > **Select all**.
5. Tap ⋮, and then tap **Copy to** or **Move to**.
6. Tap ☰ to open the slideout menu, and then choose the type of storage where to copy or move to, and then open the destination folder.
7. Tap **Copy** or **Move**.

Copying files between HTC U12+ and your computer

You can copy your music, photos, and other files to HTC U12+.

- Save and close your files before copying them from your computer to HTC U12+, or vice versa.
- If you're using your storage card as internal storage, your computer will only show storage card content.

1. Connect HTC U12+ to the computer using the supplied USB Type-C cable.
2. On HTC U12+, 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 Notifications panel open, tap the **Use USB for** notification, and then tap **Transfer files**.

   You'll then see options for viewing or importing files on the computer screen.
4. Choose to view files.
5. Copy the files from your computer to HTC U12+, or vice versa.
6. After copying the files, disconnect HTC U12+ from the computer.

Unmounting the storage card

When you need to remove the storage card while HTC U12+ is on, unmount the storage card first to prevent corrupting or damaging the files in the storage card.

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

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Do one of the following:
   - If your storage card appears under Portable storage, tap > **Eject**.
   - If your storage card appears under Device storage, tap the card name, and then tap > **Eject**.

Transfer

Ways of getting content from your previous phone

Depending on the operating system in your old phone, choose the proper method of getting its content onto HTC U12+.

From an Android phone

There are two ways you can do:

- **Use your Google Account to back up and restore data.**

  Back up your old phone to your Google Account first. When you set up HTC U12+ for the first time, sign in to your Google Account and restore your old phone's data to HTC U12+.

- **Use the HTC Transfer Tool.**

  On your old HTC or other Android phone, download the HTC Transfer Tool and use it to transfer your content to HTC U12+. See Transferring content from an Android phone on page 123.

From an iPhone

Download and install the Google Drive™ app on your iPhone, and use it to back up iPhone content to your Google Account.

On HTC U12+, go to Settings, and then tap **System** > **Get content from another phone** > **iPhone** to see the instructions. Or visit https://www.android.com/switch/.

Transferring content from an Android phone

On your old Android phone, download the HTC Transfer Tool and use it to transfer your content to HTC U12+.

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

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

1. From the Home screen, swipe up and then tap **Settings** > **System**.
2. Tap **Get content from another phone**.

3. Choose whether to transfer from an HTC Android phone or other Android phone.
4. On the Get content from another phone screen, tap **Next**.
5. Follow the steps shown on HTC U12+ to download the HTC Transfer Tool to your old phone, install it, and open the tool.
6. When you see a PIN on your old phone, make sure the same PIN also appears on HTC U12+ before you continue.

   If the PIN code doesn't appear, tap **Retry** on your old phone. If it still won't appear, this may mean that your old phone is unable to connect to HTC U12+. When this happens, try another transfer method.
7. Tap **Confirm** on your old phone.
8. On your old phone, choose the types of content you want to transfer, tap **Transfer**.
9. Wait for the transfer to finish.
10. Tap **Done** on both phones.

Other ways of getting contacts and other content

There are different ways you can individually add contacts and other content to HTC U12+.

Source of content	How to transfer
Google Account	Google contacts are imported to HTC U12+ after you sign in to your Google Account. You can also create more Google contacts right from HTC U12+.
Social network accounts	Log in to your favorite social networks to sync contact information from them.
Microsoft® Exchange ActiveSync	HTC U12+ syncs your work contacts from the Microsoft Exchange ActiveSync Server in your workplace.
Outlook.com account	Sync personal contacts from your Microsoft Outlook.com account.
Phone contacts	You can create contacts locally on HTC U12+, if you don't prefer to store them on your online accounts.
nano SIM card	Copy all your nano SIM contacts to HTC U12+.

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

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

- Connect HTC U12+ to your computer. Your computer will recognize it just like any removable USB drive, and you can copy your media between them. See Copying files between HTC U12+ and your computer on page 121.
- Use cloud storage services to put your media in one place so you can manage them anywhere —on your computer, HTC U12+, and other mobile devices.

Backup and reset

Backing up HTC U12+

Automatically back up HTC U12+ to Google Drive so you can restore content such as app data and settings after a factory reset or when restoring your data on another HTC phone.

1. From the Home screen, swipe up and then tap **Settings** > **System** > **Backup**.
2. Make sure **Back up to Google Drive** is turned on.
3. Tap **App data**, and then check that **Automatic restore** is turned on.

   This allows an app's data and settings to be restored when you reinstall the app on HTC U12+.

To select a backup account other than your primary Google Account, tap **Backup account** and then select another Google Account. You can also tap **Add account** to add a new Google Account for your backup.

What types of data can be backed up?

On phones running Android 8, these are the items that can be backed up using your Google Account:

Home screen	Wallpaper
App list	▪ Apps installed through Google Play Store. ▪ App screen's grid size, sort order, and app folders you created in Custom view.
App data and settings	▪ SMS text messages. ▪ Call history. ▪ Google Calendar™ and Gmail™ settings. ▪ Data that's synced to your Google Account such as Google contacts and calendar events. ▪ Data in HTC apps, such as contacts in the People app that you saved on the phone, Clock and Weather city list, and email accounts in the Mail app. ▪ Data and settings in third-party apps you installed, depending on whether these apps allow this.
Device settings	Ringtones, Wi-Fi networks and their passwords, and certain device settings.

Auto Backup periodically backs up your phone to a private folder in Google Drive. It occurs every 24 hours when the phone is idle, charging, and connected to a Wi-Fi network.

Backup data will not count towards your Google Drive storage quota. Large files or files that app developers have chosen to exclude from the service will not be backed up.

Restoring your wallpaper from your old phone may depend on screen resolution compatibility of both your old phone and HTC U12+.

Backing up contacts and messages

If you want to separately back up contacts and text messages on HTC U12+, here are some tips on how to export or import them.

Backing up your contacts

1. From the Home screen, tap , and then find and tap **People**.
2. On the People tab, 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**.

Restoring contacts

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

Backing up your text messages

Keep important text messages by backing them up so you can restore them to the HTC Messages app, if needed. The Messages app backs up either to the phone storage or to your storage card if you have one inserted.

Text messages in the secure box and blocked messages will not be backed up. To include such messages to your backup, move them first to the general message box.

1. From the Home screen, tap , and then find and tap **Messages**.
2. Tap > **Back up/Restore SMS** > **Back up** > **Back up SMS**.

3. To help protect your data, set a password for your backup. Be sure to remember this password. You'll need to enter it again when restoring messages.

   If you don't need a password, select **Do not password protect this backup**.

4. Enter a name for your backup file, and then tap **OK**.

Backing up text messages by email

- You need to set up your email account in the HTC Mail app.
- Text messages in the secure box and blocked messages will not be backed up. To include such messages to your backup, move them first to the general message box.

1. From the Home screen, tap , and then find and tap **Messages**.
2. Tap > **Back up/Restore SMS**.
3. Tap **Back up** > **Back up SMS via mail**.
4. To help protect your data, set a password for your backup. Be sure to remember this password. You'll need to enter it again when restoring messages.

   If you don't need a password, select **Do not password protect this backup**.

5. Enter your email address.
6. Compose your email message, and then send it.

Restoring text messages

1. From the Home screen, tap , and then find and tap **Messages**.
2. Tap > **Back up/Restore SMS** > **Restore**.
3. Choose how you want to restore the messages, and tap **Next**.
4. Tap the backup to import.
5. Enter the password you've set for this backup. If you didn't set a password, select **This backup file is not password protected**.
6. Tap **OK**.

To restore text messages that were backed up via email, open the email message with the backup file attachment from the Mail app. Tap the attachment to download it first, and then tap it again to open the backup file to import. Enter the password you've set for this backup or select **This backup file is not password protected**.

Resetting network settings

Reset the network settings when you're having problems connecting HTC U12+ to your mobile data or Wi-Fi network and Bluetooth devices.

1. From the Home screen, swipe up and then tap **Settings** > **System** > **Reset**.
2. Tap **Network settings reset**.
3. Tap **Reset settings**.
4. Tap **Reset settings**.

Resetting HTC U12+ (Hard reset)

If HTC U12+ 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.

Factory reset will remove all data on your phone storage, including apps you've downloaded and installed, your accounts, your files, as well as system and app data and settings. Be sure to back up any data and files you want to keep before you do a factory reset.

1. From the Home screen, swipe up and then tap **Settings** > **System** > **Reset**.
2. Tap **Factory data reset**.

   To avoid deleting media and other data from your storage card, make sure you do not select the **Erase SD card** option.
3. Tap **Reset Phone**.
4. Tap **Erase Everything**.

A factory reset may not permanently erase all data from your phone, including personal information.

Installing and removing apps

Getting apps from Google Play Store

Google Play Store is the place to go to find new apps for HTC U12+. Choose from a wide variety of free and paid apps ranging from productivity apps, entertainment, to games.

- To purchase apps and other content on Google Play Store, you can use the payment methods from your Google account. When you make your first purchase, your selected payment method will be added to your Google account. To learn more about accepted payment methods, see support.google.com.
- The available payment methods vary by country.
- The name of the Google Play Store app may differ depending on your region.

Finding and installing an app

When you install apps and use them on HTC U12+, they may require access to your personal information or access to certain functions or settings. Download and install only apps that you trust.

Be cautious when downloading apps that have access to functions or a significant amount of your data on HTC U12+. You're responsible for the results of using downloaded apps.

1. On the Home screen, swipe up and then find and tap **Play Store**.
2. Tap the search bar and enter the app name you're looking for.
3. When you see the app in the search results list, tap it and read its description and user reviews.
4. Do one of the following:
   - To install a free app, tap **Install**.
   - To install a paid app, tap the price button. If you have not added a payment method to your Google Account, tap ⌄ to select the payment method, and then tap **Continue**.

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

Apps sometimes get updated with improvements or bug fixes. By default, updates are automatically downloaded when your phone is connected to a Wi-Fi network. In the Google Play Store app settings, you can turn auto-update off. See Installing app updates from Google Play Store on page 60.

Restoring apps from Google Play Store

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

1. On the Home screen, swipe up and then find and tap **Play Store**.
2. Tap ☰ to open the slideout menu.
3. Tap **My apps & games** and swipe to the Library tab.
4. Tap **Install** next to the app you want to restore.

For more details, refer to the Google Play Store help.

Downloading apps from the web

You can download apps directly from websites.

Apps downloaded from websites can be from unknown sources. To help protect HTC U12+ and your personal data, we strongly recommend that you only download from websites you trust.

1. Open the browser, and then go to the website where you can download the app you want.
2. If prompted, tap **Settings**, and then turn on **Allow from this source**.
3. Follow the website's download instructions for the app.

To review installation permissions for installed apps, go to **Settings** > **Apps & notifications** > **Advanced** > **Special app access** > **Install unknown apps**.

Uninstalling an app

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

Most of the preloaded apps cannot be uninstalled.

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

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

Working with apps

Accessing your apps

There are two easy ways to access your app list.

- Swipe up on the Home screen.
- Tap on the HTC BlinkFeed or Home screen.

Arranging apps

You can arrange and rearrange the apps on the Apps screen.

1. From HTC BlinkFeed or any widget panel, tap .
2. Tap , and then choose how to arrange apps, such as alphabetically.
3. Select **Custom** if you want to rearrange or group apps into folders.

Showing or hiding apps in the Apps screen

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

Grouping apps into a folder

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

Moving apps and folders

1. On the Apps screen, tap > **Custom**.
2. Tap > **Rearrange apps**.

3. Press and hold an app or folder, and then do one of the following:
   - Drag the app or folder to another position on the same page. Wait until you see the occupying icon move away before releasing your finger.
   - Drag the app or folder to the ⌄⌄ or ⌃⌃ arrow to move it to another page.
4. When you're done, tap ✓.

Removing apps from a folder

1. On the Apps screen, tap ⌄ > **Custom**.
2. Tap ⋮ > **Rearrange apps**.
3. Tap the folder to open it.
4. Press 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.
5. When you're done, tap ✓.

App shortcuts

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

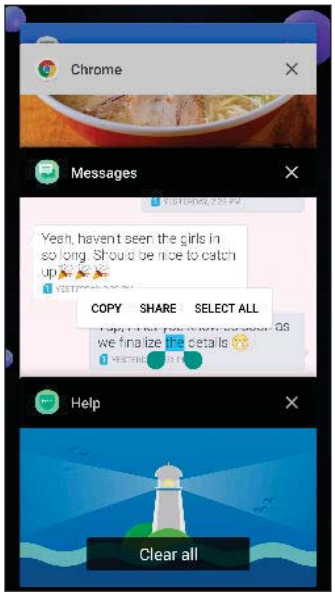
Not all apps support the app shortcuts feature.

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

Switching between recently opened apps

When using different apps on your phone, you can easily switch between the apps you've recently opened.

Press ▢ to see your recently-opened apps.



- To go back to an app, flip through the cards to find the app and tap it.
- To remove an app, drag it left or right.
- To remove all of the apps, tap **Clear all**.

Or, press ▢ twice to quickly switch between two most recently used apps.

Working with two apps at the same time

Some apps may not support this feature.

1. Open the first app you want to use, and then press and hold ▢ . A screen divider will appear onscreen.
2. Do one of the following:
   - If the app you want to use is in the recent apps list, tap it to make it the second active app.
   - Press ○ , and then open the app you want to use as the second active app.

To turn off the split-screen view, drag the handle of the screen divider to the top or bottom edge of the screen.

Using picture-in-picture

Keep a small window of the video you're watching or a supported app onscreen while you do other things on the phone.

Not all apps support picture-in-picture.

1. Open a supported app, such as a video player or video call app, and start the video. Display the video in full screen.
2. Press ○.

   The video continues to play in a small window at the bottom-right corner of the screen.
3. While viewing the video, you can do other things at the same time, such as use another app.
4. Drag the small window to move it to another position.

   Double-tap the window to display the video in full screen again.

How do I check whether an app supports picture-in-picture?

The app info will show the picture-in-picture option if the app supports it.

1. Press and hold the app icon, and then tap ⓘ.
2. On the App info screen, check if there's the **Picture-in-picture** option. It is enabled by default.

To turn this feature on or off, tap **Picture-in-picture**, and then tap the Allow picture-in-picture **On/Off** switch.

To check which apps on your phone support picture-in-picture, go to **Settings**, and then tap **Apps & notifications** > **Advanced** > **Special app access** > **Picture-in-picture**.

Controlling app permissions

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

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

1. From the Home screen, swipe up and then tap **Settings** > **Apps & notifications**.
2. Tap **App permissions**, and then tap the data type or feature to choose which apps can access it.
3. Turn on the **On/Off** switch of the app to let it access the data or feature.

To change the types of data that an app can have access to, press and hold the app on the Home screen or Apps screen, tap ⓘ, and then tap **Permissions**.

Setting default apps

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

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Apps & notifications**.
3. Tap **Advanced** > **Default apps**.
4. Choose your default launcher, web browser, phone, text messaging apps, and more.

Setting up app links

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

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

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Apps & notifications**.
3. Tap **Advanced** > **Default apps** > **Opening links**.
4. Tap the app you want to configure, and then tap **Open supported links**.
5. Select **Open in this app** to always open the app without being prompted when you tap a link.

   You can also choose whether to always be prompted to choose the app or never use the app for opening links.

Disabling an app

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. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Apps & notifications**.
3. Tap **App info**.
4. Tap the app, and then tap **Disable**.

You can also press and hold an app on the Home screen or Apps screen, tap ⓘ, and then tap **Disable**.

HTC apps

Boost+

Use Boost+ to tune your phone's performance, improve battery consumption, clear junk files, and manage the apps on the phone. Learn more about Boost+ by going to http://www.htc.com/support/apps/boost-plus/.

HTC BlinkFeed

Get the latest news about your interests with HTC BlinkFeed. Choose which sources, such as social media or news, show up on your feed. Learn more about HTC BlinkFeed by going to http://www.htc.com/support/apps/blinkfeed/.

HTC Themes

Themes brings a quick and easy way for you to customize your phone with elements such as wallpapers, sounds, and icons. Learn more about Themes by going to http://www.htc.com/support/apps/themes.

HTC Sense Companion

HTC Sense Companion is a personal companion that's always learning from you, and the things you do every day. Learn more about what HTC Sense Companion can do for you by going to http://www.htc.com/support/apps/sense-companion/.

- HTC Sense Companion retrieves information from third party websites and databases. HTC is not responsible for the accuracy of such third party content.
- To regularly receive suggestions and reminders in HTC Sense Companion, your phone must be connected to the Internet. It's recommended to keep your mobile data or Wi-Fi connection always on.
- More features will be added through an HTC system update or app update.

Mail

The Mail app is where you read, send, and organize email messages from one or more email accounts that you've set up on your phone. Learn more about Mail by going to http://www.htc.com/support/apps/mail/.

Weather

Use the Weather app and widget to check the current weather and weather forecasts for the next few days. Learn more about Weather by going to http://www.htc.com/support/apps/weather/.

Clock

Get more from the Clock app than just the regular date and time. Use your phone to also check the times around the world, set an alarm, and even use it as a stopwatch. Learn more about Clock by going to http://www.htc.com/support/apps/clock/.

Voice Recorder

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

1. From the Home screen, tap , and then find and tap **Voice Recorder**.
2. Hold the microphone near the sound source.
3. Tap to start recording a voice clip.

Voice Recorder can run in the background while you do other things on HTC U12+, except when you open other apps that also use audio functions.

4. Tap to stop recording.

To play back the voice clip, tap .

To see your recorded voice clips, tap . Press and hold a voice clip to see options for sharing, setting it as a ringtone, and more.

Enabling high resolution audio recording

Want to make crystal clear recordings? Record sounds in high resolution audio.

1. From the Home screen, tap , and then find and tap **Voice Recorder**.
2. Tap > **Settings** > **Encoding format**, and select **High res quality (FLAC)**.

Internet connections

Turning the data connection on or off

Turning your data connection off saves battery life and money on data charges.

You need a 4G/LTE plan to use your operator's 4G/LTE network for voice calls and data services. Check with your operator for details.

1. Open the full Quick Settings panel. See Using Quick Settings on page 47.
2. Tap the **Mobile data** tile to turn the data connection on and off.

If you do not see the **Mobile data** tile on the Quick Settings panel, swipe left to see more tiles.

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.

Managing 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
- 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 HTC U12+ as a Wi-Fi hotspot
- Sharing your mobile data connection by USB tethering

To help you save on data usage, connect to a Wi-Fi network whenever possible and set your online accounts and emails to sync less frequently.

Data Saver

Data Saver helps you limit cellular data costs by restricting background data usage. You can also set applications to always have access to a data connection—such as your email app—to be ignored by Data Saver.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & Internet** > **Data usage**.
3. Tap **Data saver** and then tap the **On/Off** switch to turn it on or off.
4. Tap **Unrestricted data access**, and then tap the **On/Off** switch next to those apps that you want to still have access to data connection even if Data Saver is turned on.

Turning data roaming on or off

Connect to your mobile operator's partner networks and access data services when you're out of your mobile operator's coverage area.

> ! Using data services while roaming may be costly. Check with your mobile operator for data roaming rates before you use data roaming.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & Internet** > **Mobile network**.
3. Tap **Data roaming** to turn it on or off.

Keeping track of your data usage

Monitor your data usage to help prevent going over your monthly data allowance.

> Data usage measured by HTC U12+ may differ from, and be less than, your actual data usage.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & Internet** > **Data usage**.

   At the top you'll see a bar that displays the data usage to date, and the data usage cycle, alert, warning, and limit, if one has been set.
3. In dual SIM phone models, tap ▼ to select a card slot.
4. With Mobile data turned on, tap **Mobile data usage** > ⚙.
5. Tap **Billing cycle**, 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. Tap the Set data warning **On/Off** switch to turn it on and then tap **Data warning** to enter the amount of data usage at which you'll be alerted before you reach your monthly data limit. Tap ▼ to change the unit.
7. Tap the Set data limit **On/Off** switch to turn it on and then tap **Data limit** to enter the set data usage at which your data connection will automatically be disabled. Tap ▼ to change the unit.

Viewing the data usage of apps

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & Internet** > **Data usage**.
3. In dual SIM phone models, tap ▼ to select a card slot.
4. Tap **Mobile data usage**.
5. Scroll down the screen to see a list of apps and their data usage info.
6. Tap an app to see more details.

Wi-Fi connection

To use Wi-Fi, you need access to a wireless access point or “hotspot”.

The availability and strength of a Wi-Fi signal varies depending on objects the Wi-Fi signal has to pass through (such as buildings or a wall between rooms).

Turning Wi-Fi on or off

1. From the Home screen, swipe up and then tap **Settings** > **Network & Internet**.
2. Tap the Wi-Fi **On/Off** switch to turn Wi-Fi on or off.
3. Tap **Wi-Fi** to see a list of detected wireless networks.

Scroll down to the bottom of the screen to see Saved networks.

Connecting to a Wi-Fi network

1. Turn Wi-Fi on, and check the list of detected Wi-Fi networks.

   See Turning Wi-Fi on or off on page 141.
2. Tap a Wi-Fi network you want to connect to.
3. If you selected a secured network, enter the network key or password.
4. Tap **Connect**. You’ll see the Wi-Fi icon in the status bar when connected.

Connecting to a Wi-Fi network via WPS

If you're using a Wi-Fi router with Wi-Fi Protected Setup (WPS), you can connect HTC U12+ easily.

1. Turn Wi-Fi on, and check the list of detected Wi-Fi networks.

   See Turning Wi-Fi on or off on page 141.

2. Scroll down to the bottom of the list of available Wi-Fi networks and tap **Wi-Fi preferences** > **Advanced** > **WPS Push Button**.

To use the Wi-Fi Protected Setup (WPS) PIN method, tap **Wi-Fi preferences** > **Advanced** > **WPS Pin Entry**.

3. Press the WPS button on your Wi-Fi router.

Logging into a public Wi-Fi network automatically (WISPr)

You can set HTC U12+ to automatically log into public Wi-Fi networks that you regularly use. This saves you the trouble of going through the Wi-Fi provider's web authentication every time you connect to their Wi-Fi network. Just add your login credentials to the WISPr (Wireless Internet Service Provider roaming) settings.

The access point of the Wi-Fi network needs to support the WISPr web portal. Consult the Wi-Fi provider for details.

1. From the Home screen, swipe up and then tap **Settings** > **Network & Internet**.
2. If Wi-Fi connection is off, tap the Wi-Fi **On/Off** switch to turn it on.
3. Tap **Wi-Fi**.
4. Scroll down to the bottom of the screen and tap **Wi-Fi preferences** > **Advanced**.
5. Under WISPr settings, tap the Auto login **On/Off** switch to turn it on.
6. Tap **WISPr account settings** > **Add a new account**.
7. Enter the service provider name, your login name (the full domain name), and password.
8. Tap ⋮ > **Save**. If you have access to several public Wi-Fi networks, you can add more accounts.
9. Connect to the public Wi-Fi network.

In the WISPr accounts list, press and hold an account to remove or edit it.

Connecting to VPN

Add virtual private networks (VPNs) so you can connect and access resources inside a local network, such as your corporate or home network.

Before you can connect HTC U12+ to your local network, you may be asked to:

- Install security certificates.
- Enter your login credentials.
- Download and install a required VPN app, if you're connecting to a secured enterprise network. Contact your network administrator for details.

Also, HTC U12+ must first establish a Wi-Fi or data connection before you can start a VPN connection.

Adding a VPN connection

You must first set a lock screen PIN, password, or pattern before you can use credential storage and set up the VPN.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & Internet** > **VPN** , and then tap +.
3. Enter the VPN settings and set them up according to the security details your network administrator gave you.
4. Tap **Save**.

Connecting to a VPN

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & Internet** > **VPN**.
3. Tap the VPN that you want to connect to.
4. Enter your log in credentials, and then tap **Connect**. When you're connected, the VPN connected icon appears in the notification area of the status bar.

To disconnect from a VPN connection, tap the VPN connection, and then tap **Disconnect**.

You can then open the web browser to access resources such as your corporate network intranet.

Installing a digital certificate

Use client and Certificate Authority (CA) digital certificates to enable HTC U12+ to access VPN or secured Wi-Fi networks, and also to provide authentication to online secure servers. You can get a certificate from your system administrator or download it from sites that require authentication.

- You must set a lock screen PIN or password before installing a digital certificate.
- Some apps such as your browser or email client let you install certificates directly in the app. See the app's help for details.

1. Save the certificate file in the root folder on HTC U12+ or your storage card.
2. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
3. Tap **Encryption & credentials** > **Install from SD card**.
4. Browse to the certificate and select it.

Tap ☰ to browse the storage card.

5. Enter a name for the certificate and select how it will be used.
6. Tap **OK**.

Using HTC U12+ as a Wi-Fi hotspot

Share your data connection with other devices by turning HTC U12+ into a Wi-Fi hotspot.

- Make sure the data connection is turned on.
- You must have an approved data plan associated with your account from your mobile service provider to use this service. Devices connected to your Wi-Fi hotspot use data from your subscribed data plan.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & Internet** > **Hotspot & tethering** > **Portable Wi-Fi hotspot**.

   The first time you turn on the Wi-Fi hotspot, you'll need to set it up.
3. Enter a hotspot name or use the default.
4. Enter a password or use the default.

   The password is the key other people need to enter on their device so they can connect and use HTC U12+ as a wireless router.

5. Tap **Manage users** to set a limit to the number of users who can connect to your Wi-Fi hotspot.
6. Tap the Portable Wi-Fi hotspot **On/Off** switch to turn it on.

HTC U12+ is ready to be used as a Wi-Fi hotspot when you see on the status bar.

To help minimize security risks, use the default security settings and set a strong and unique password.

Sharing your phone's Internet connection by USB tethering

No Internet connection available for your computer? No problem. Use the data connection of HTC U12+ to connect to the Internet.

- You may need to have USB tethering added to your data plan, and it may incur additional cost. Contact your mobile service provider for details.
- Make sure that mobile data is turned on.

1. Connect HTC U12+ to your computer using the provided USB Type-C cable.
2. From the Home screen, swipe up and then find and tap **Settings**.
3. Tap **Network & Internet** > **Hotspot & tethering**.
4. Tap the USB tethering **On/Off** switch to turn it on.

Wireless sharing

What is HTC Connect?

With HTC Connect™, wirelessly stream music or video from your phone to your speakers or TV by just swiping up the screen with 3 fingers. Learn more about HTC Connect and which devices the phone can connect to by going to http://www.htc.com/support/apps/htc-connect/.

Turning Bluetooth on or off

1. From the Home screen, swipe up and then tap **Settings** > **Device connection**.
2. Tap the Bluetooth **On/Off** switch to turn the Bluetooth connection on and off.
3. Tap **Bluetooth** to see a list of available devices.

Turn off Bluetooth when not in use to save battery power, or in places where using a wireless device is prohibited, such as on board an aircraft and in hospitals.

Connecting a Bluetooth headset

You can listen to music over a Bluetooth A2DP stereo headset, or have hands-free conversations using a compatible Bluetooth headset.

Before you connect your headset, make it discoverable so HTC U12+ can find it. Refer to your headset manual for details.

1. Turn Bluetooth on and check the list of available devices.

   See Turning Bluetooth on or off on page 146.
2. If you don't see your headset listed, tap **Scan for devices** to refresh the list.
3. Tap the name of your headset in the Available Devices section. HTC U12+ pairs with the headset and the headset connection status is displayed in the Paired Devices section.
4. If prompted to enter a passcode, try `0000` or `1234`, or consult the headset documentation to find the passcode.

When the Bluetooth headset is connected, you'll see in the status bar.

Reconnecting a Bluetooth headset

Normally, you can easily reconnect your headset by switching on Bluetooth on HTC U12+, and then turning on the headset.

However, you might have to connect manually if your headset has been used with another Bluetooth device.

1. Turn Bluetooth on and check the list of paired devices.

   See Turning Bluetooth on or off on page 146.

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 documentation to find the passcode.

If you still cannot reconnect to the headset, follow the instructions in Unpairing from a Bluetooth device on page 147, and then follow the steps under Connecting a Bluetooth headset on page 146.

Unpairing from a Bluetooth device

1. Turn Bluetooth on and check the list of paired devices.

   See Turning Bluetooth on or off on page 146.

2. In the Paired devices section, tap ⚙ next to the device to unpair.
3. Tap **Unpair**.

Receiving files using Bluetooth

HTC U12+ lets you receive various files with Bluetooth including photos, contact info, and documents such as PDFs.

Refer to the device's documentation for instructions on sending information over Bluetooth.

1. Turn Bluetooth on.

   See Turning Bluetooth on or off on page 146.

2. On the sending device, send one or more files to HTC U12+.
3. If asked, accept the pairing request on HTC U12+ 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.

4. Tap **Pair**.
5. When HTC U12+ receives a file transfer request notification, slide the Notifications panel down, tap the incoming file notification, and then tap **Accept**.

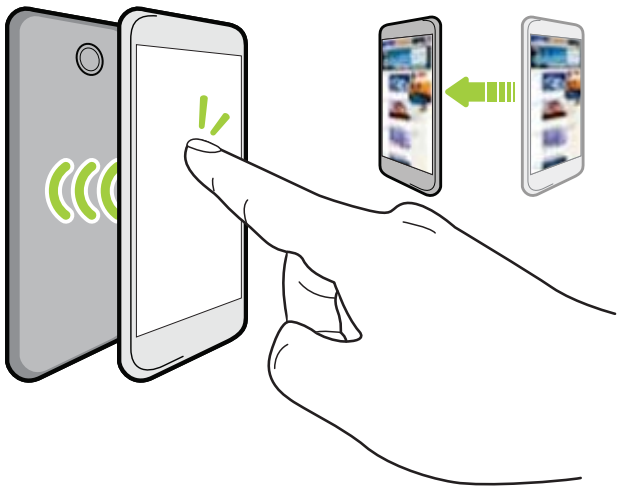
6. When a file is transferred, a notification is displayed. Slide the Notifications panel down, and then tap the relevant notification.
7. Tap the received file to view it.

Using NFC

With built-in NFC (near field communication) on HTC U12+, you can share content to another NFC-capable mobile device in an instant.

The availability of NFC varies by phone model, region, and country.

Beam webpages, photos, contact information, and more by holding HTC U12+ and the other device back to back.



You can also use NFC for contactless payment. Availability of NFC payment depends on when your mobile operator launches this service. Contact your mobile operator for details.

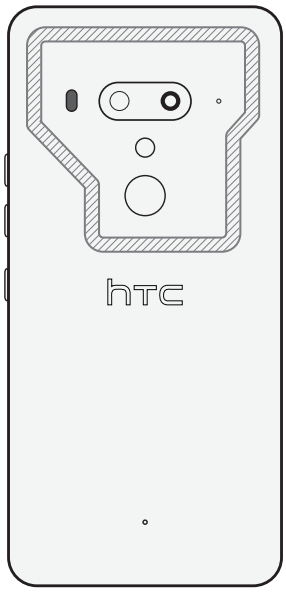
Turning NFC on or off

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Device connection**, and then tap the NFC **On/Off** switch to turn it on and off.

Beaming content

Make sure that both devices are unlocked and have NFC turned on. If the other device has an Android Beam™ option, make sure it is also turned on.

1. While viewing the content that you want to share, hold HTC U12+ and the other phone back to back.



   Make sure that the NFC area (shaded part) of HTC U12+ and the other phone's NFC area are close to one another. Experiment by slightly moving the phones until a connection is made.

2. When HTC U12+ vibrates, tap the screen to send the content to the other device.

The shared content appears on the other screen. For some items that you've shared (such as contact information), additional instructions on how to save the item will appear on the receiving device.

Common settings

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 . If necessary, swipe to the next screen.
3. Tap **Total silence**, **Alarms only**, or **Priority only** depending on if you want to allow exceptions. When **Priority only** is selected, you can receive messages or calls from contacts in your exceptions list.
4. Tap **Until you turn off Do Not Disturb** if you want to turn off Do not disturb by yourself or tap + or — to set the number of hours before Do not disturb turns off automatically.
5. Tap **Done** to activate it.

The Do not disturb icon will appear in the status bar.

You can also tap **More settings** and then select **Auto decline incoming calls** to decline incoming calls and have them sent to voicemail.

- When the screen is on, press VOLUME and then tap **Turn off now** to turn off Do not disturb mode quickly.
- When you press VOLUME down until you reach silence mode, Do not disturb **Alarms only** mode is activated.

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

Blocking visual disturbances

You can set Do not disturb mode to block visual disturbances such as pop up notifications.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Tap **Advanced** > **Do Not Disturb preferences** > **Block visual disturbances**.
3. Tap the **On/Off** switches to choose whether to block visual disturbances when the screen is on and off.

Allowing 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. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Tap **Advanced** > **Do Not Disturb preferences** > **Priority only allows**.
3. Tap the **On/Off** switch next to the items you wish to allow.
4. Tap **Messages** or **Calls** to select who can contact you.
5. Tap **Manage approved contacts**, and then tap + to add contacts to your exceptions list.

   To remove contacts or numbers from the list, tap ⋮ > **Remove contacts**.

Setting 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. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Tap **Advanced** > **Do Not Disturb preferences**.
3. Tap **Add more**.
4. Select whether to base the rule on a time or an event, enter a name for the rule, and then tap **OK**.
5. Set the rule's parameters.

Rule	Settings
Time rule	▪ Set the days. ▪ Set the start and end times. ▪ Select a Do Not Disturb preferences level. You can also choose whether to allow the rule to stop at either the rule end time or by the next alarm you've set in the Clock app.

Rule	Settings
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 preferences level.

You can turn an automatic rule on or off by tapping the **On/Off** switch when viewing the details of the rule.

Location settings

Some apps use your location to provide information that you need. Choose a location mode to use based on how accurate you want these apps to determine your location.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location** > **Location**.
2. If the **On/Off** switch is off, tap it to turn on location mode.
3. Tap **Mode**, and then select one of the following location modes:
   - **High accuracy** provides a better estimate of your location. It relies on GPS, Wi-Fi, Bluetooth, or mobile networks to determine your location. This mode uses Google location services.
   - **Battery saving** relies on Wi-Fi, Bluetooth, or mobile networks without using GPS to consume lesser battery power. This mode uses Google location services.
   - **Device only** uses GPS.

Turning off a location source (for example GPS) means no applications on HTC U12+ will collect your location data through that location source. However, third party applications may collect — and HTC U12+ may continue to provide — location data through other sources, including through Wi-Fi and signal triangulation.

Smart display

Smart display gives you a quick glimpse of the date and time, battery status, and notification icons. You can choose a clock style and set when you want Smart display to be shown.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Advanced** > **Smart display**.

3. Tap a clock style you want to use.
4. Tap **Settings options**, and do the following:
   - Select **Motion launch** to show Smart display when you lift up the phone while the screen is off.
   - Select **Always on** if you want Smart display to be shown when the screen is off.

     To use lesser battery power, set the schedule when to show Smart display.

- You can turn off Smart display by tapping its **On/Off** switch.
- When you're traveling, Smart display can show your current location and home time zones if travel mode is enabled. For details, see Travel mode on page 156.

Airplane mode

When you enable Airplane (Flight) mode, all wireless radios on HTC U12+ are turned off, including the call function, data services, Bluetooth, and Wi-Fi.

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

- You can manually turn Bluetooth and Wi-Fi back on after enabling Airplane mode.
- If USB tethering is turned on, enabling Airplane mode turns it off. You need to manually turn USB tethering on after you disable Airplane mode.

Do any of the following to turn Airplane mode on or off:

- In **Settings** > **Network & Internet**, tap the Airplane mode **On/Off** switch to turn Airplane mode on or off.
- With two fingers, swipe down from the status bar to open the Quick Settings panel. Tap the **Airplane mode** tile to turn airplane mode on or off.

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

Setting when to turn off the screen

After a period of inactivity, the screen turns off to conserve battery power. You can set the idle time before the screen turns off.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Advanced**.
3. Tap **Screen timeout**, and then tap the time before the screen turns off.

After you've set up Edge Sense, the **Smart dim** feature will be enabled by default which allows the screen to always stay on while you're holding your phone, even if you've set the screen timeout. For details, see Edge Sense holding gesture on page 37.

Screen brightness

Screen brightness level can be automatically adjusted or manually set.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Use **Automatic brightness** to automatically adjust the screen brightness depending on your lighting environment. This feature is turned on by default.

   If you want to manually set the screen brightness, tap the Automatic brightness **On/Off** switch to turn it off.
3. Tap **Brightness level**, and then drag the slider.

   This sets the maximum brightness level for Automatic brightness if this feature is turned on, or allows you to manually set the screen brightness if the feature is turned off.

Night mode

Adjust the screen from blue to a warmer color to help reduce eye strain when viewing it at night.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Night mode**, and then tap its **On/Off** switch to turn this feature on.
3. Drag the slider to adjust the color temperature. Dragging the Intensity slider to the right filters out more blue light.
4. Tap **Turn on automatically** to set a schedule when to turn on the feature.
5. After you've set a schedule, tap the **On/Off** switch to turn it off. Your phone will then follow the schedule you've set.

Adjusting the display size

Resize items and fonts on the screen to make them easier to see.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Advanced** > **Display size**.
3. Tap + or —, or drag the slider to increase or decrease the size of fonts or items on the screen.

Swipe left or right above Preview to see the actual look of your selected display size.

Touch sounds and vibration

Some people like the sound or vibration feedback they get when touching the screen, and some don't. You can turn on or off various types of touch sounds and vibration on HTC U12+.

- Touch tones when tapping the phone dial pad
- Touch sounds when tapping onscreen items
- Screen lock sounds
- Pull-to-refresh sounds
- Vibration when pressing navigation buttons
- Touch sound and vibration when tapping the keyboard

Turning touch sounds and vibration on and off

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Tap **Advanced**.
3. Under Other sounds and vibrations, select the options you want to turn on or off.

Turning off keyboard sounds and vibration

1. From the Home screen, swipe up and then tap **Settings** > **Language & keyboard**.
2. Tap **Virtual keyboard** > **TouchPal - HTC Sense Version** > **General settings**.
3. On the General settings screen, do one of the following:
   - Tap **Keypress sound**, clear **System Volume**, and then drag the slider all the way to the left to turn off keyboard sounds.
   - Tap **Keypress vibration**, clear **System default**, and then drag the slider all the way to the left to turn off keyboard vibration.
4. Tap **OK**.

Changing the display language

Changing the language adjusts the keyboard layout, date and time formatting, and more.

You can choose several languages and specific dialects so that apps with localized content will display correctly.

1. From the Home screen, swipe up and then tap **Settings** > **Language & keyboard**.
2. Tap **Languages**. The first language in the list is the default display language.
3. Tap **Add a language** to add another language to the list, and then select the regional variant of the language.
4. Tap **OK** to set the added language as your new default display language, or **No (just add to list)**.
5. To remove languages from the list, tap ⋮ > **Remove** and then select the languages you want to remove.

You can also press and hold ☰ next to the language you want, and drag it to the beginning of the list to set it as your display language.

Glove mode

Turn Glove mode on so that the touch screen responds more accurately when you're wearing gloves.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap the Glove mode **On/Off** switch to turn it on.

   When Glove mode is turned on, you'll be able to see where you've tapped the touch screen.

Travel mode

Do you often travel across time zones? Turn on Travel mode in Settings to see a dual clock on the Home screen and lock screen that shows both your home and current time zones.

- Make sure you turn on location services in your phone settings.
- Set your home time zone first in the Clock app.

1. From the Home screen, swipe up and then tap **Settings** > **System** > **Date & time**.
2. Tap the Travel mode **On/Off** switch to turn travel mode on or off.

You'll see a dual clock of your home and current locations once your phone detects a different time zone from the home time zone you've set.

Security settings

Assigning a PIN to a nano SIM card

You can help to protect the nano SIM card by assigning a Personal Identification Number (PIN).

Make sure you have the default PIN provided by your mobile operator before continuing.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Depending on the phone model, do the following:
   - **Single SIM model:** Tap **SIM card lock**.
   - **Dual SIM model:** Select which card you want to assign a new PIN to.
3. Tap **Lock SIM card**, enter the default PIN of the card, and then tap **OK**.
4. Tap the Lock SIM card **On/Off** switch to turn it on. Enter the default PIN of the card, and then tap **OK**.
5. To change the card PIN, tap **Change SIM PIN**.

Restoring a nano SIM card that has been locked out

If you enter the wrong PIN more times than the maximum number of attempts allowed, the card will become “PUK-locked.”

You need a Pin Unlock Key (PUK) code to restore access to HTC U12+. Contact your mobile operator for this code.

1. On the Phone dialer screen, enter the PUK code, and then tap **Next**.
2. Enter the new PIN you want to use, and then tap **Next**.
3. Enter the new PIN again, and then tap **OK**.

Setting a screen lock

Help protect your personal information and help prevent others from using HTC U12+ without your permission.

Choose to set a screen lock pattern, numeric PIN, or other means of locking your phone. You'll be asked to unlock the screen every time HTC U12+ is turned on or when it's idle for a certain period of time.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Under Device security, tap **Screen lock**.
3. Select a screen lock option and set up the screen lock.
4. Beside **Screen lock**, tap ⚙ > **Automatically lock**, then specify the idle time before the screen locks.

If you've set up a screen lock pattern and you don't want the pattern to display onscreen as you draw it, tap ⚙ and tap the Make pattern visible **On/Off** switch to turn it off.

Setting up Smart Lock

Use Smart Lock as an alternative way to unlock your phone, in the event you forget your password, PIN, or pattern. Set Smart Lock to unlock your phone when the phone recognizes your face or voice.

You can also set it to keep your phone unlocked in certain situations, such as when the phone is with you and you're in a trusted location.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Tap **Smart Lock**.

You need to have a screen lock set up before you can use Smart Lock. If you haven't set up a screen lock, tap **Screen lock**. This will be your alternate screen lock method.

3. Confirm your screen lock.
4. Choose whether to unlock your phone through voice or facial recognition, or keep the phone unlocked when:
   - You're carrying the phone
   - You're in a trusted location such as your home or office
   - The phone is connected to a trusted device such as your Bluetooth watch or car system
5. Follow the onscreen instructions, and then press ◁ to return to the Security & location screen.
6. Under Device security, tap ⚙ to the right of **Screen lock**, tap **Automatically lock**, and then specify the idle time before the screen is locked.

Turning the lock screen off

Rather not have to unlock your phone every time you wake it up? You can turn the lock screen off in Settings.

It is recommended that you have a screen lock to help secure your phone from unwanted access.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Under Device security, tap **Screen lock**.
3. Enter or confirm your lock screen, and then tap **None** > **Yes, remove**.

To turn lock screen on again, tap **Screen lock** again to set one.

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