

htc

# User guide \_\_\_\_\_



HTC U11

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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.

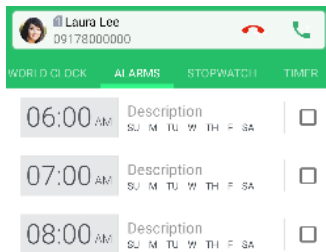
# Features you'll enjoy

## Android 9.0 update

The Android™ 9.0 update for HTC U11 brings changes that make handling phone calls, battery usage, and app notifications more efficient. Here's an overview of some of its new features.

### Incoming call pop-out

From taking up the entire screen, you can set incoming phone calls to show as a pop-out. It takes the pressure off to immediately accept or reject an incoming call, especially when you're busy using another app.



For details, see [Showing incoming call as a pop-up notification](#) on page 98.

### More control over battery-draining apps

Check which apps are draining your battery and enable background restriction in these apps. This prevents them from using the battery while running in the background. See [Enabling background restriction in apps](#) on page 120.

### Manage notifications better

You have more control over your notifications. It's easier to stop those that you don't want to receive anymore. Just press and hold on a notification to see your options. When you're using apps such as Google Messages and Gmail, you can now reply to messages right from the Notifications panel.

### More intuitive design

Enjoy a refreshed look for some of your favorite UI, such as the Quick Settings. The volume bar is also more accessible, and you can conveniently toggle between silent, vibrate, and normal modes from it. You'll get delighted as subtle design improvements make for a better overall experience.

## Convenient, single-handed operation

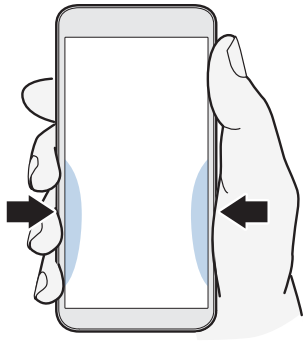
It's easy to operate HTC U11 with one hand. Here's why.

### Swipe for apps and notifications

Anywhere on the Home screen, just swipe up to access all your apps and swipe down to view your notifications.

### Use any app with a squeeze

Edge Sense enables you to gently squeeze the sides of your phone to access any app, take photos or video, launch a voice assistant, and much more with one intuitive gesture, even in the rain.



To find out more, see [Edge Sense](#) on page 12.

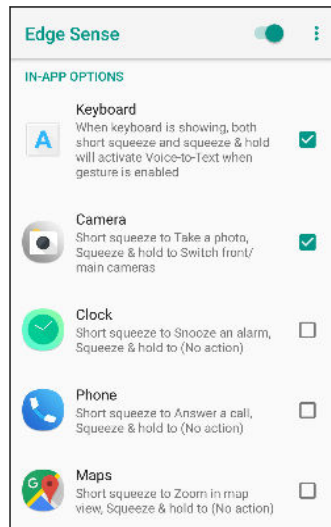
### Wake up your phone by just lifting or tapping it

To wake up your phone from sleep mode, you can do any of the following:

- Tap on the fingerprint scanner to wake up the screen. If you've added your fingerprint, tapping the fingerprint scanner unlocks your phone, bypassing the security screen. See [Fingerprint scanner](#) on page 31.
- Use Motion Launch™ to wake up the screen by double-tapping or swiping. See [Motion Launch](#) on page 44.

## Edge Sense

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



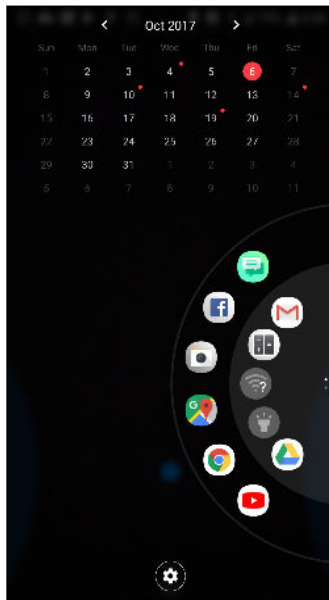
In addition to taking camera shots and launching your chosen apps, you can assign the squeeze gestures to perform a tap or double-tap inside an app.

See [What is Edge Sense?](#) on page 51 to learn more.

## Edge Launcher

When you assign a squeeze gesture to the Edge Launcher, you get easier and faster access to your apps, frequent contacts, and quick settings all in one place.

See [Opening Edge Launcher](#) on page 59.



## What's special with Camera

Capture great photos and videos using HTC U11.

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### UltraSpeed Autofocus

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

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### HDR Boost

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Take clearer, sharper photos using HDR Boost. By combining multiple shots with different exposure levels, HDR Boost lets you capture great photos even in low light conditions. See [Using HDR Boost](#) on page 82.

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### Capture video in 3D Audio or high res audio

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HTC U11 has four highly-sensitive omnidirectional microphones that capture positional sound in your video recordings. This means that you can record sound in 360 degrees for immersive audio that's just like being there. Or, you can record video with 24-bit high resolution audio.

See [Recording video in 3D Audio or high resolution audio](#) on page 77.

## Acoustic Focus

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



See [Recording video using Acoustic Focus](#) on page 78.

## Pro level capabilities

Pro mode gives you professional level control over your photography. See [Manually adjusting camera settings](#) on page 90. Capture RAW photos and take full control over your camera settings. See [Taking a RAW photo](#) on page 91.

The camera captures RAW photos in DNG format. The RAW file provides more image information for post processing in the Google Photos™ app or a graphics program on your computer.

## Hyperlapse

Hyperlapse lets you speed up the action up to 12 times, and select sections of the video to change its speed. See [Recording a Hyperlapse video](#) on page 92.

## Selfies

Capture awesome selfies with the front facing camera.

See [Selfies](#) on page 79.

- Live Makeup – Before taking your selfie, use Live Makeup to smoothen your skin. See [Applying skin touch-ups with Live Makeup](#) on page 79.
- Instant selfie shots – Flash a smile, and the camera instantly captures your smiling face. Or, just say “Cheese!” See [Taking selfies automatically](#) on page 80 and [Taking selfies with voice commands](#) on page 80.
- Enjoy taking wide-angle selfies with family or friends and with a panoramic scenery behind you. See [Taking a panoramic selfie](#) on page 82.

## Immersive sound

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

### HTC USonic with Active Noise Cancellation

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

See [Tuning your HTC USonic earphones](#) on page 70 for details.



The HTC USonic earphones can only be used with HTC U11 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 70.

### Record audio in high res quality

Enable high res quality audio in Voice Recorder to make crystal clear audio recordings. See [Enabling high resolution audio recording](#) on page 143 for details.

## Truly personal

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

### Themes

Make HTC U11 more personal by customizing how it looks with your own photos and then mix and match with different sets of icons, sounds, color schemes, and more.

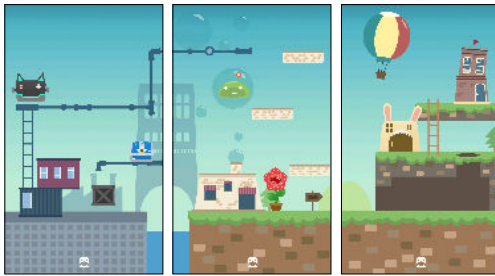


More wallpaper types, such as Multiple wallpapers and Apps screen wallpapers, are also in store!

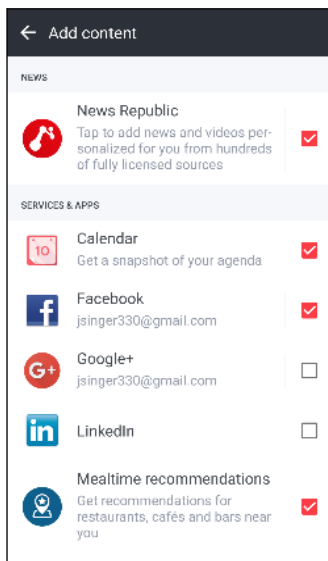
See <http://www.htc.com/support/apps/themes/> for more details.

## Freestyle home screen

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



## HTC BlinkFeed



Get your favorite topics, news, social media, and more conveniently delivered to one place on your phone. Even get suggestions for places to eat! You can also play embedded videos right on HTC BlinkFeed™. See <http://www.htc.com/support/apps/blinkfeed/>.

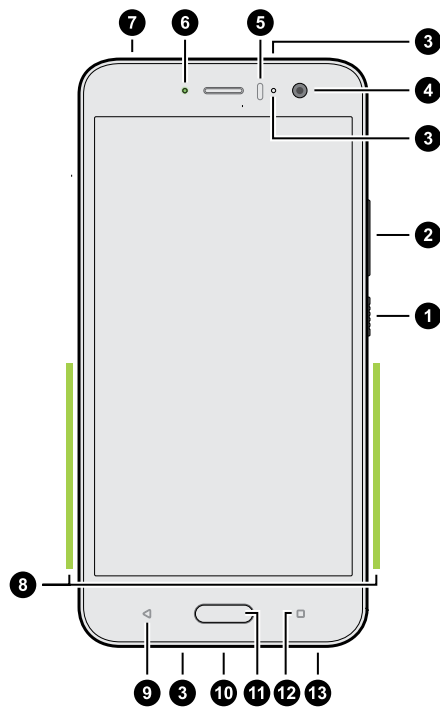
# Unboxing and setup

## HTC U11 overview

After taking HTC U11 out of the box, familiarize yourself first with the location of the card tray and the different button controls.



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



1. POWER
2. VOLUME buttons
3. Microphones
4. Front camera
5. Proximity sensor
6. Notification LED
7. nano SIM and storage card tray
8. Edge Sense squeeze area
9. BACK
10. USB Type-C™ connector
11. HOME / Fingerprint scanner
12. RECENT APPS
13. HTC BoomSound Hi-Fi edition speakers

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.



- 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 U11 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 U11.
- 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



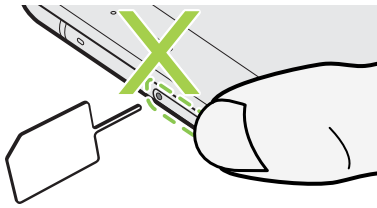
1. Microphone
2. Main camera with UltraSpeed Autofocus, BSI, and OIS
3. Dual LED flash



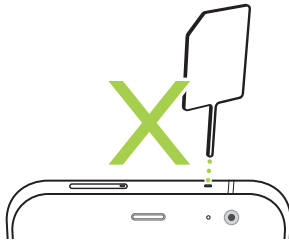
- BSI means BackSide Illumination sensor.
- OIS means Optical Image Stabilization sensor.

## Card tray

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

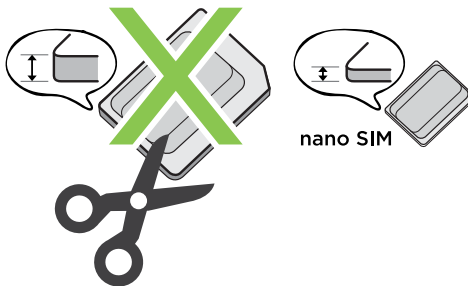


Do not insert the tip of the tray eject tool into the microphone hole. This may damage the water-resistant microphone mesh and invalidate the warranty.



## nano SIM card

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.

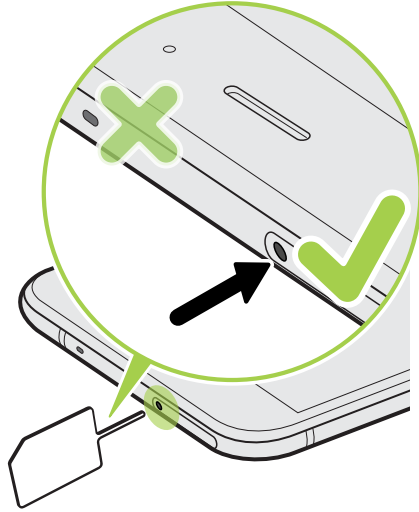


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## Inserting the nano SIM card

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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.

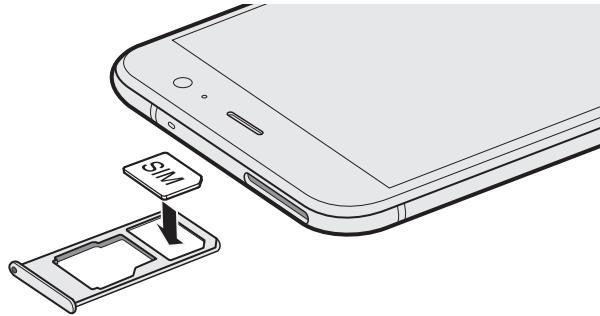


Do not insert the tip of the tray eject tool into the microphone hole. This may damage the water-resistant microphone mesh and invalidate the warranty.

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

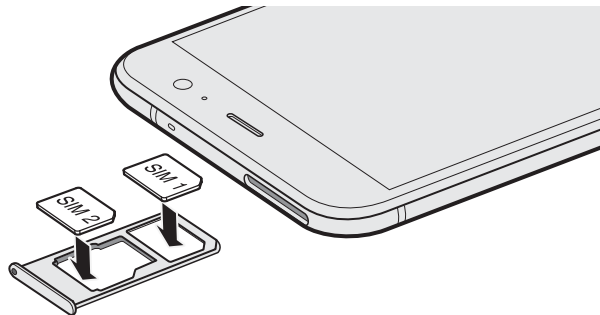
4. Do the following to place your nano SIM card into the tray:

- **Single SIM model:** With your nano SIM card's gold contacts facing down, place the card into the SIM holder of the tray. Make sure to align the cutoff corner to the notch on the holder.



Place your microSD™ card into the SD holder of the tray. See [Inserting the microSD card](#) on page 23.

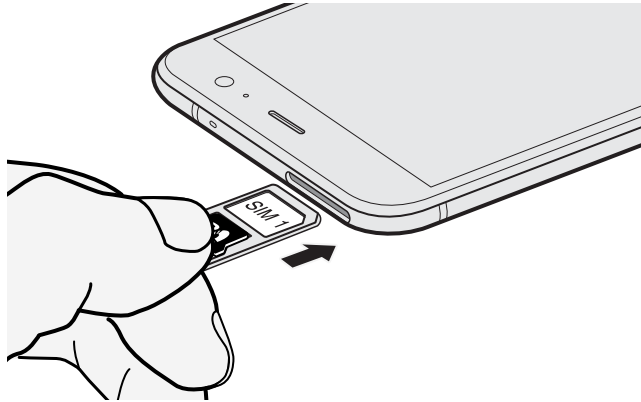
- **Dual SIM model:** With the gold contacts facing down, place your nano SIM cards into the SIM 1 and SIM 2 holders of the tray. Make sure to align the cutoff corners to the notches on the holders.



**Dual SIM model:**

- By default, SIM 1 will connect to the 4G LTE/3G network, and SIM 2 will connect to 3G/2G. To find out how to set the preferred card for connecting to 4G LTE, see [Managing your nano SIM cards with Dual network manager](#) on page 31.
- SIM 2 and SD are labeled on the same holder in the tray. Either place your second nano SIM card or a microSD card into this holder. Both cards can't be inserted at the same time.

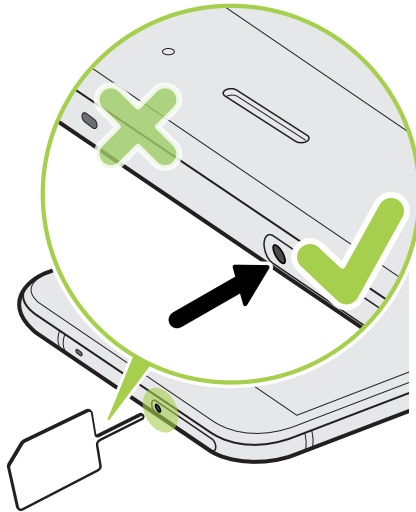
5. When reinserting the tray, make sure it is facing up so that your cards don't fall out. Hold the tray with the outer card holder between your fingers, and then steadily slide the tray all the way into the slot.



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

### Removing the nano SIM card

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



Do not insert the tip of the tray eject tool into the microphone hole. This may damage the water-resistant microphone mesh and invalidate the warranty.

3. Push the tip all the way into the hole until the card tray ejects.
4. Pull the tray out, and then remove the nano SIM card.
5. To reinsert the tray, center it first in the slot, and then slide it all the way in.
6. Make sure the tray is fully inserted and doesn't protrude from the slot.

## Storage card

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



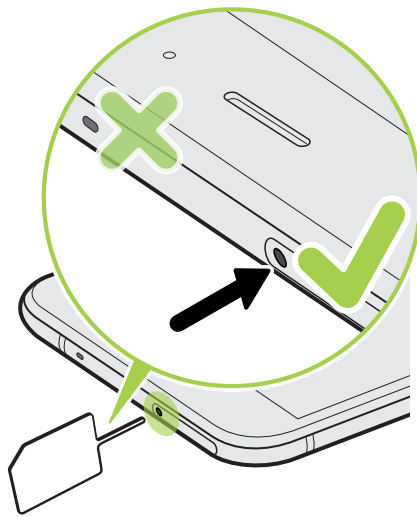
The storage card is optional and sold separately.

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### Inserting the microSD card

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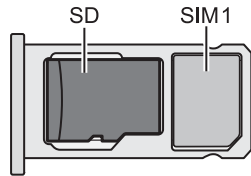
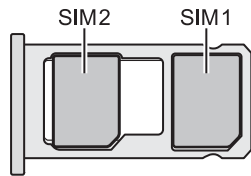
1. Hold the phone face up.
2. Insert the tip of the tray eject tool that came with your phone—or a small bent paperclip—into the tray eject hole.



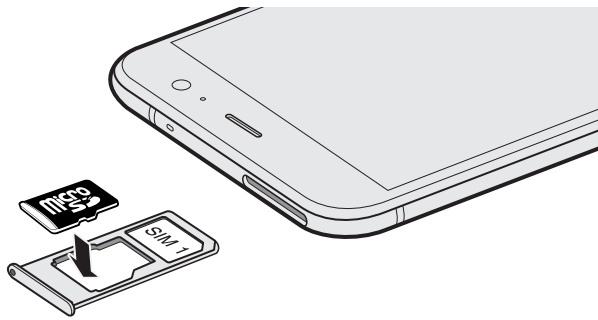
Do not insert the tip of the tray eject tool into the microphone hole. This may damage the water-resistant microphone mesh and invalidate the warranty.

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

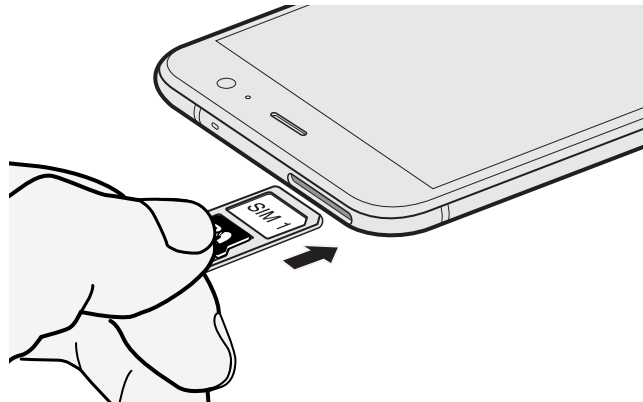
**Dual SIM model:** SIM 2 and SD are labeled on the same holder in the tray. Remove your second nano SIM card when you want to use your microSD card. Both cards can't be inserted at the same time.



4. Place your microSD card—gold contacts facing down and narrow side facing in—into the SD holder of the tray.



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



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



If it's the first time you insert a microSD card, you'll be prompted to set it up.

## Unmounting the storage card

When you need to remove the storage card while HTC U11 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.

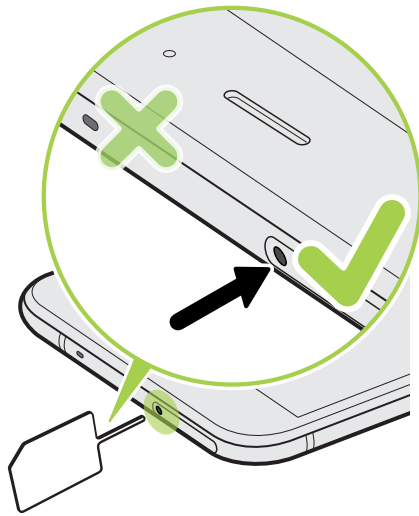
1. From the Home screen, swipe up and then tap **Settings > Storage**.
2. Do one of the following:
  - If your storage card appears under Portable storage, tap  > **Eject**.
  - If your storage card appears under Device storage, tap the card name, and then tap  > **Eject**.

## Removing the microSD card



Make sure to unmount your microSD card before removing it. See [Unmounting the storage card](#) on page 25.

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.



Do not insert the tip of the tray eject tool into the microphone hole. This may damage the water-resistant microphone mesh and invalidate the warranty.

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

5. To reinsert the tray, center it first in the slot, and then slide it all the way in.
6. Make sure the tray is fully inserted and doesn't protrude from the slot.

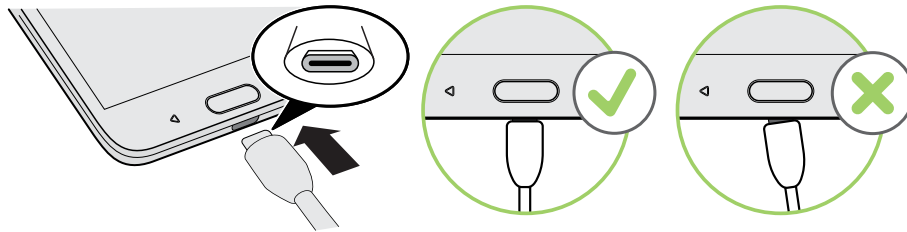
## Charging the battery

Before you turn on and start using HTC U11, it is recommended that you charge the battery.



- If the battery has been discharged for several days, you may need to charge HTC U11 for several minutes before powering it on.
- Use only the adapter and the USB Type-C cable that came with HTC U11 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.



- As a safety precaution, the battery may stop charging to avoid overheating.
- Avoid charging the battery in hot environments.
- When you're using the web browser and charging the battery, HTC U11 may become warmer. This is normal.
- To conserve energy, unplug the power adapter from the electrical outlet after you finish charging.

## Water and dust resistant

HTC U11 is water and dust resistant and has an IP67 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 meter deep and no longer than 30 minutes at room temperature.

HTC U11 must not be exposed to non-fresh water, high water pressure, strong or fast-moving water, or sand since these may cause overheating, electric shock, or damage to the phone. Do not attempt

to charge or otherwise use the USB port when HTC U11 is wet. Normal wear and tear may decrease the water and dust resistance over time.

Warranty will be void if the phone is not used in accordance with the instructions and precautions addressed in this user guide, including, but not limited to, using the phone in environments or situations that exceed the limitations of the IP67 rating. For usage precautions and tips on care and maintenance, see [Care and maintenance tips](#) on page 27 and [Cleaning and drying](#) on page 28.

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



- To avoid damaging HTC U11, 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. See [nano SIM card](#) on page 19 and [Storage card](#) on page 23.
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.

## Switching the power on or off

### Switching the power on

Press the POWER button until HTC U11 vibrates.



When you turn on HTC U11 for the first time, you'll need to set it up.

## Switching the power off

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

## 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 U11, 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 U11. For details, see [Ways of getting content from your previous phone](#) on page 131.

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. Choose the items you want from your old phone, 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. Sign in to your HTC Account to use the same login credentials for HTC services such as Themes.
6. Set up Edge Sense so you can instantly take camera shots or perform other actions by simply squeezing your phone.
7. 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 [Turning the location setting on or off](#) on page 156.

## 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 U11. Depending on the account type, signing in to your online accounts lets you sync updates between HTC U11 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 U11 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 U11.

## 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. If you're using Google or third-party apps, you can also choose which one to use as the default card for making phone calls and sending SMS/MMS messages.



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

1. From the Home screen, swipe up and then tap **Settings** > **Dual network manager**.
2. Tap **Data network**, and then choose the card to use for connecting to the Internet. .
3. Tap **Voice calls** and **SMS messages** respectively to set the default card to use for making phone calls and sending SMS/MMS messages.

## 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** > **Dual network manager**. You can turn either card on or off, change the card names, and more.

## Fingerprint scanner

You can quickly wake up and unlock the HTC U11 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 U11.



You may not be able to set the fingerprint scanner to unlock HTC U11, 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 162.
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.

# Your first week with your new phone

## HTC Sense Home

After you've turned on and set up HTC U11 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 64.
- You can change the apps on the launch bar at the bottom of the Home screen. See [Launch bar](#) on page 66.



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

## Sleep mode

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

### 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 U11 also automatically goes into Sleep mode when it's left idle for a while. You can change the time before HTC U11 sleeps by setting the screen timeout. For details, see [Setting when to turn off the screen](#) on page 158.

### 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 44.

## Lock screen

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

- Swipe up on the lock screen to unlock the screen.



Make sure to set up a screen lock to help protect your phone. See [Setting a screen lock](#) on page 162.

- 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 choose whether to stop or continue showing notifications from its app.

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

## Motion gestures

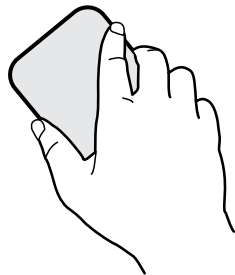
Use motion gestures to mute HTC U11, lower the ring volume, and more.

### 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

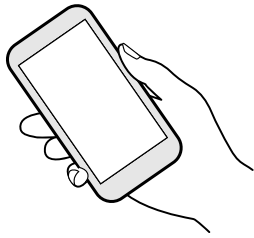


If your phone is facing up when a call comes in, turn the phone over to mute it.

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

<b>Mute once</b>	Mute only once after flipping the phone. While the phone is still facing down, it will ring again when there are other incoming calls.
<b>Mute always</b>	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 U11 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 U11 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.

## Rotate HTC U11 for a better view



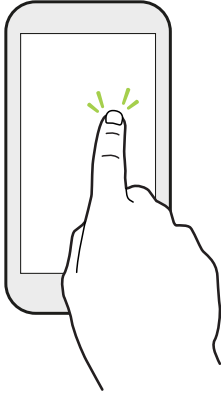
For many screens, you can automatically change the screen orientation from portrait to landscape by turning HTC U11 sideways.

When entering text, you can turn HTC U11 sideways to bring up a bigger keyboard.

## Touch gestures

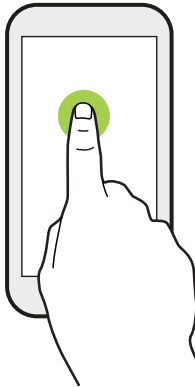
Use touch gestures to get around the Home screen, open apps, scroll through lists, and more.

### Tap



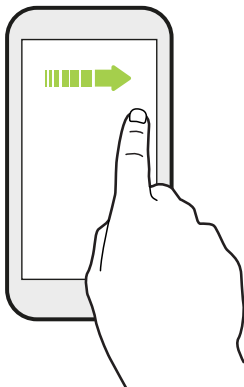
Tap the screen with your finger when you want to select onscreen items such as application and settings icons, or press onscreen buttons.

### Press and hold



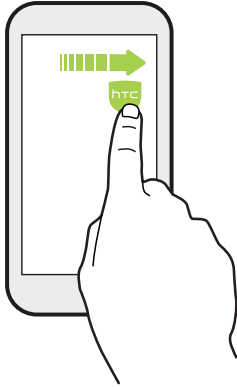
To open the available options for an item (for example, a contact or link in a webpage), just press and hold the item.

### Swipe or slide



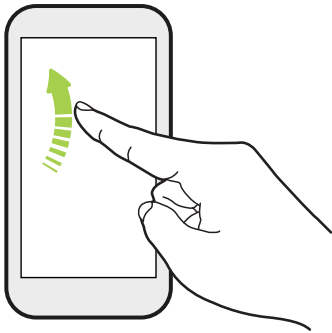
Quickly swipe your finger horizontally across the screen to go to other Home screen panels. Swipe vertically to scroll through a list, document, and more.

## Drag



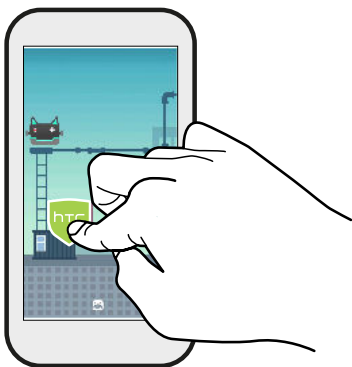
Press and hold your finger with some pressure before you start to drag. While dragging, don't release your finger until you have reached the target position.

## Flick



Flicking the screen is similar to swiping, except that you need to swipe your finger in light, quicker strokes, such as when moving right and left on the Home screen, or flicking through a contacts or message list.

## Press and flick



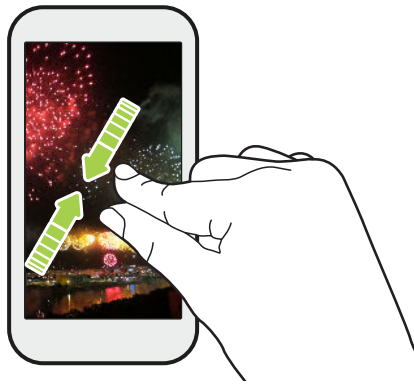
On the Home screen, you can easily move a widget or icon from one screen to another.

Press and hold the widget or icon with one finger, and flick the screen to the new location with another finger.

## Slide with two fingers

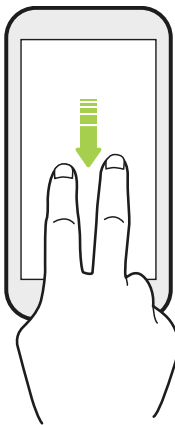


In some apps, slide two fingers apart to zoom in when viewing a picture or text.



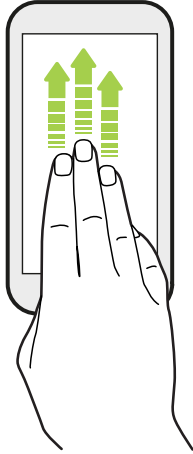
Slide two fingers together to zoom out of the picture or text.

## Two-finger swipe



Swipe down from the status bar using two fingers to access Quick Settings.

## Three-finger swipe





- Swipe up the screen with three fingers and HTC Connect™ streams music or video from HTC U11 to your speakers or TV respectively. You can also share streaming media from apps such as YouTube®.
- Swipe down to disconnect from your speakers or TV.



**Media gesture** is turned on in Settings by default, which makes the three-finger gesture work for sharing media.

## 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 the **On/Off** switch next to an item such as Wi-Fi to turn it on or off. Tap the item itself to configure its settings.
  - Tap **Display & gestures** or **Display, gestures & buttons** to change the wallpaper, adjust the font and display size, set a screen saver, and more.
  - Tap **Sound & notification** to change the ringtone, decide if sound and vibration occur when interacting with the phone, set Do not disturb preferences, and more.
  - Tap **Security** to help secure your phone, set a screen lock, choose lock screen preferences, and more.
  - Tap an item under Suggestions to check out new or recommended settings to customize.



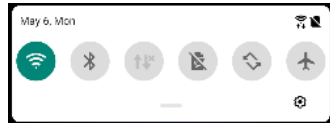
Tap the search bar in Settings to quickly find options and settings.

## 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.
3. Swipe left or right to see more tiles.
4. To turn a setting on or off, just tap its tile.
5. To customize a setting, press and hold its tile.

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### Customizing Quick Settings

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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 Hold and drag to add tiles section to hide it from the Quick Settings panel.
  - Under the Hold and 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.

## Capturing your phone's screen

Want to show off your high game score or write a blog post about HTC U11 features? It's easy to take a picture of the screen to share.

1. Press and hold **POWER** and **VOLUME DOWN** at the same time.
2. Open the Notifications panel, and then slide two fingers apart on the Screenshot captured notification.
3. Tap **Share**.

## 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 > 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.

## Restarting HTC U11 (Soft reset)

If HTC U11 is running slower than normal, is unresponsive, or has an app that is not performing properly, try rebooting and see if that helps solve the problem.

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 U11 not responding?

If HTC U11 does not respond when you touch the screen or press the buttons, you can still restart it.

Press and hold the POWER and VOLUME DOWN until your phone vibrates, and then release the buttons.

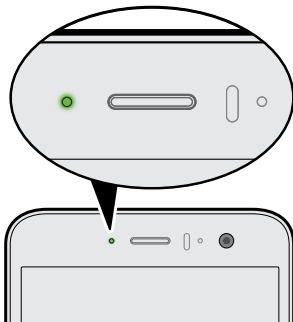


You may need to press and hold the buttons for 12 to 15 seconds before the phone vibrates.

## Notifications

### Notification LED

The notification LED shows a:



- Solid green light when HTC U11 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.

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## Notifications panel

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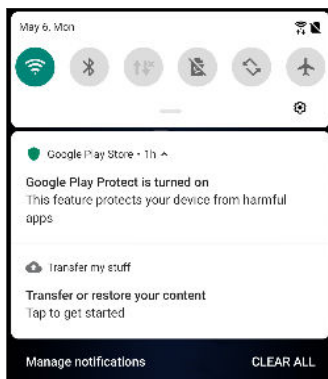
Notification icons inform you of new messages, calendar events, alarms, and activities in progress such as files downloading.



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**.
- To change what app notifications you want to receive, tap **Manage notifications**. You can also snooze some notifications to temporarily remove them. For more details, see [Managing app notifications](#) on page 44.

## 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 Notification dots on or off

Some apps may show a dot when they have notifications. You can choose to turn the Notification dots on or off.

1. From the Home screen, swipe up and then tap **Settings > Apps**.
2. Select an app, and then tap **Notifications > Advanced**.
3. Tap the **On/Off** switch next to the **Allow notification dots** option to turn it on or off.

## Managing app notifications

Choose which types of app notifications to enable, disable, or override your Do Not Disturb settings.

1. From the Home screen, swipe up and then tap **Settings > Apps**.
2. Tap the app whose notifications you want to customize.
3. Tap **Notifications**.
4. Tap the **On/Off** switch or check box next to the option you want to toggle.

App notification settings are applied to notifications in the Notifications panel and the lock screen.



You can also press and hold a notification in the Notifications panel or the lock screen to see the notification settings you can customize.

## 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 45
- [Waking up and unlocking](#) on page 45
- [Waking up to the Home widget panel](#) on page 46
- [Waking up to HTC BlinkFeed](#) on page 46
- [Launching the camera](#) on page 47

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## Turning Motion Launch gestures on or off

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

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## Waking up to the lock screen

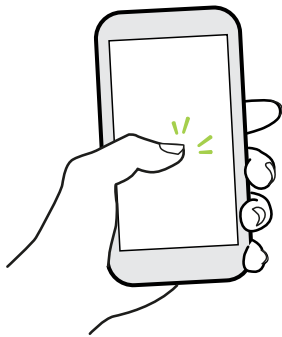
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Go from sleep mode to the lock screen without pressing the POWER button.



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

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



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## Waking up and unlocking

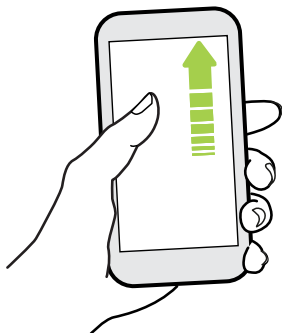
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Go from sleep mode and unlock HTC U11 to the last screen you were using without pressing the POWER button.



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

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



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## Waking up to the Home widget panel

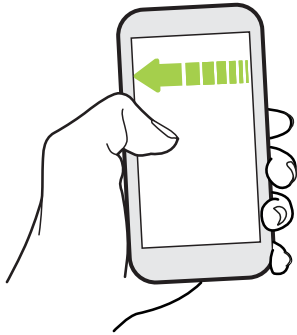
---

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 U11 unlocks.

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



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## Waking up to HTC BlinkFeed

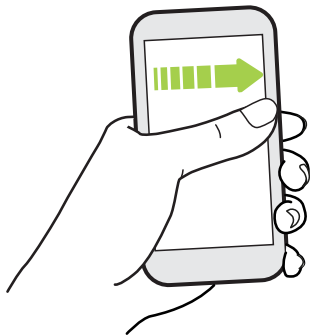
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Go from sleep mode to HTC BlinkFeed without pressing the POWER button.



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

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



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## Launching the camera

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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.

## 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

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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.

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### How can I type faster?


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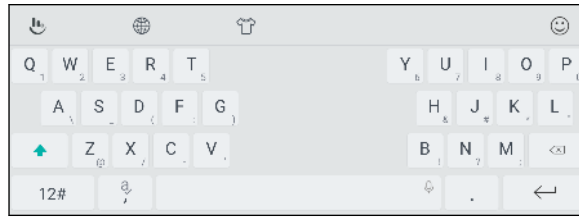
The onscreen keyboard of your phone is highly customizable. You can modify its settings and options to enhance your typing experience.

Here are some tips that you could try:

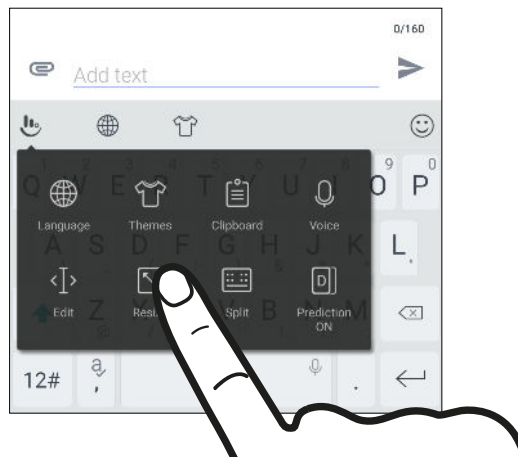
- **Show the numeric keys on the top row of the keyboard.** Go to Settings, and then tap **Language & keyboard**. Tap **Virtual keyboard > Touchpal - HTC Sense Version > General settings**. Select **Number Row**.
- **Turn on Contextual prediction.** Go to Settings, and then tap **Language & keyboard**. 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**.

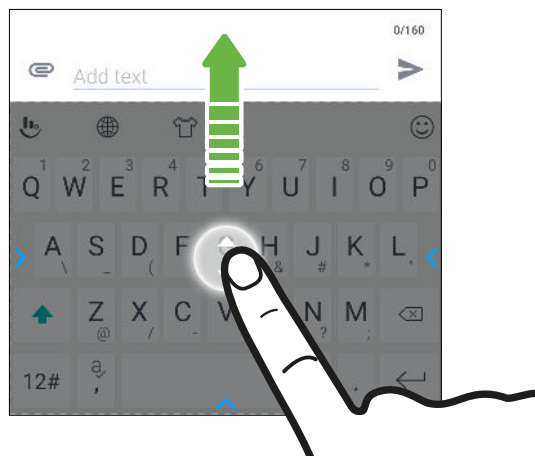


- **Resize or reposition the keyboard.**




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".

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### Enabling smart keyboard options

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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


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### Want some quick guidance on your phone?

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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.

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### Having hardware or connection problems?

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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.

# Edge Sense

## What is Edge Sense?



- The help content here is based on the following app version: 1.21.9x.
- Download the latest version of HTC Edge Sense from Google Play Store to enjoy add-on features.

Edge Sense provides an intuitive way to interact with your HTC phone by simply squeezing its lower sides. Customize Edge Sense to quickly launch your favorite app or do certain actions.

Here are the actions that currently can be assigned to the squeeze gestures in Edge Sense:

- Open Edge Launcher to instantly access apps, contacts, and certain quick settings. See [Opening Edge Launcher](#) on page 59.
- Launch the HTC Camera app—which is assigned to the short squeeze gesture by default. See [Taking camera shots using Edge Sense](#) on page 53.
- Launch the default voice assistant—which is assigned to the squeeze and hold gesture by default. See [Typing with your voice with Edge Sense](#) on page 55.

You can also switch to another voice assistant app if you downloaded one from Google Play Store. See [Assigning another voice assistant app to Edge Sense](#) on page 55.

- Launch the default music app. Play or pause with a short squeeze when music is playing in the background.
- Launch HTC Sense Companion.
- Launch any other app that's preinstalled or downloaded on your phone.
- Capture screenshots.
- Turn the flashlight on or off.
- Start or stop voice recording. You need to have the HTC Voice Recorder app.
- Turn Wi-Fi Hotspot on or off.
- Expand or collapse the Notifications panel.

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 57.



- Except for capturing screenshots and performing in-app actions, the above can be triggered by squeeze gestures even when the screen is off.
- Google Play Music and third-party music apps that follow the Android music control standard are supported by Edge Sense.

## Setting up Edge Sense

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

1. 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. Follow the onscreen instructions to complete the process.

After you've finished setting up Edge Sense, it works in **Basic mode** which, by default, allows you to launch the Camera app and take shots with a squeeze of your phone. See [Taking camera shots using Edge Sense](#) on page 53. If you want to assign another action or app to the squeeze gesture, see [Changing the action to take when you squeeze the phone](#) on page 53.

Edge Sense also has an **Advanced mode** that gives you two types of squeeze gestures: a short squeeze and a squeeze and hold. For details, see [Enabling Advanced mode](#) on page 54.

## 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.

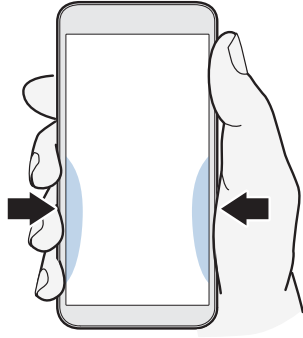
## Taking camera shots using Edge Sense

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 **Advanced mode** in the Edge Sense settings, you can squeeze and hold the lower sides of your phone to switch between the main and front cameras while you're in the Camera app. For details, see [Enabling Advanced mode](#) on page 54.



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 58.


## Changing the action to take when you squeeze the phone

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

1. From the Home screen, swipe up and then tap **Settings > Edge Sense**.
2. Tap **Customize squeeze action**, and then choose your preferred option.



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


3. Press  to save your setting.

You can also assign one more action for Edge Sense. For details, see [Enabling Advanced mode](#) on page 54.

## Enabling Advanced mode

Turning on **Advanced mode** activates the squeeze and hold gesture. In this mode, you'll be able to do the following with Edge Sense:

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

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

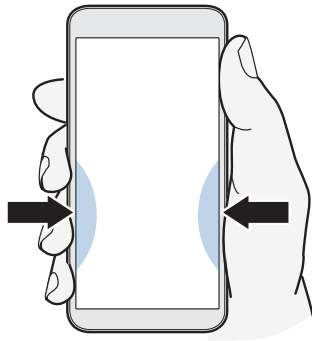
## Typing with your voice with Edge Sense

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**, make sure the **Keyboard** option is selected under In-app options.

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.

In **Advanced mode**, launching Google Assistant is assigned to the squeeze and hold gesture by default. See [Enabling Advanced mode](#) on page 54. 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 **Customize short squeeze action** or **Customize squeeze & hold action**, depending on which type of squeeze 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

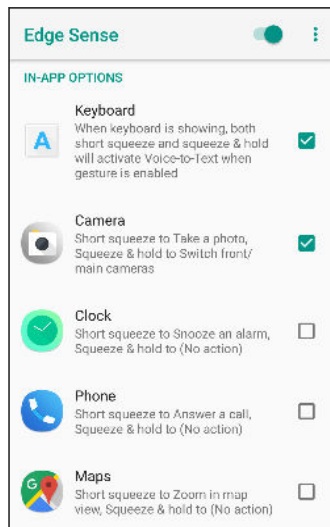
If you experience accidentally launching Camera or an assigned shortcut while holding the sides of your phone, tune Edge Sense to make it detect the strength of your squeeze more effectively.

1. From the Home screen, swipe up and then tap **Settings > Edge Sense**.
2. Tap **Adjust your squeeze force level**.
3. Tap **Test your squeeze force**.
4. 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 **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.



- If Advanced mode is not enabled in Edge Sense, you can only customize the short squeeze gesture.
- There are default apps that are already predefined with certain actions. See [Squeezing to perform actions in your apps](#) on page 56.



1. From the Home screen, swipe up and then tap **Settings > Edge Sense**.
2. Under In-app options, tap **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  thrice to return to the Edge Sense screen.  
You'll see the app you've just customized under the In-app options list.

## An example of assigning in-app actions

Here's an example of customizing Edge Sense to start and stop the timer in the Clock app.

1. From the Home screen, swipe up and then tap **Settings > Edge Sense**.
2. Under In-app options,, tap **Add more in-app options**.

3. In the app list, tap **Clock**.
4. Tap **Short squeeze**.
5. Tap <sup>+</sup>, and then tap the **Timer** tab to assign it to the short squeeze gesture.
6. Select the **Tap** action, and then tap **OK**.
7. Enter an action name, such as `Go to Timer`, and then tap **Save**.
8. Tap **Squeeze & hold** > **Add a new action**.
9. In the Clock app, swipe to the **Timer** tab.
10. Set the countdown time that you want. Then start the timer by tapping **Start** and let it finish the countdown.
11. To assign the start timer button to the squeeze and hold gesture, tap <sup>+</sup>, and then tap **Start**.
12. Select the **Tap** action, and then tap **OK**.
13. Enter an action name, such as `Start or Stop Timer`, and then tap **Save**.
14. Tap  thrice to return to the Edge Sense screen.



If you also want to use squeezing to open the Clock app, tap **Customize short squeeze** or **Customize squeeze & hold**. Select **Launch app**, and then select **Clock**.


Now give it a try. After launching the Clock app, squeeze the lower sides of your phone to go to the timer screen, and then squeeze and hold to start the countdown. To stop the countdown, squeeze and hold again.

## 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. Under In-app options, 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.

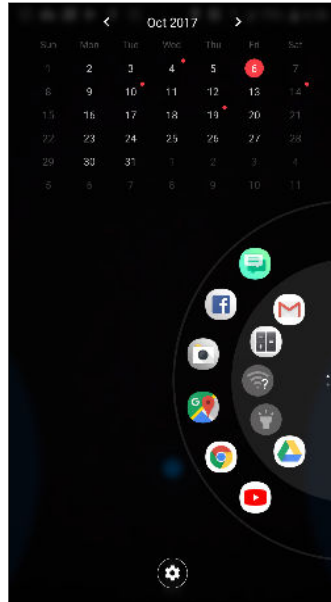
## Opening Edge Launcher


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 or squeeze and hold gesture by following the steps in [Enabling Advanced mode](#) on page 54.


1. To open Edge Launcher, squeeze the lower sides of your phone.



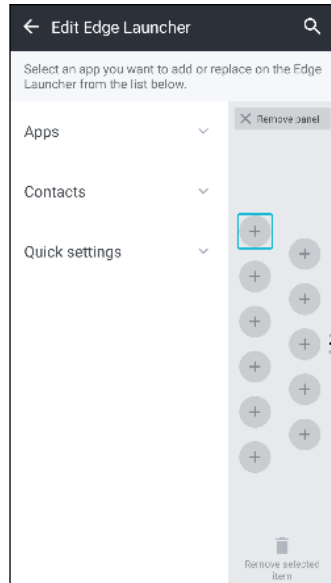
2. You can do the following:
  - Tap a date to open the default calendar app so you can view or create events.
  - Tap an app to open it, or tap a quick setting to turn it on or off. If you've added a contact, tap it to call or send a message. See [Adding apps, quick settings, and contacts](#) on page 59.
  - 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 60.

## 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.
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.
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.
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.

# Updates

## Software and app updates

Download and install software updates for the latest performance enhancements, bug fixes, and security improvements. HTC U11 can check and notify you if there's a new update available.

Some app updates are available from HTC or your mobile operator, and you'll receive notifications on HTC U11 when there are new updates. Or you can install app updates from Google Play Store. Some HTC apps that are not preloaded 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.

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### Checking your system software version

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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 **About > Software information**.
3. Check under Android version.

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### Enabling automatic updates

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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 **About > Software updates**.
3. To save on data usage, you can choose to update through Wi-Fi only.
4. Choose whether to auto-download system updates, app updates, or both.

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


## Checking for updates manually



Turn on mobile data or connect HTC U11 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 **About** > **Software updates**.
3. Tap **Check now**.


## Installing a software update


When HTC U11 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 U11 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 U11 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 HOME from an app will first return you to the last panel you were in. Just press HOME 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 & buttons**.
2. Tap **Advanced > Font size**, and then select the size you want.


# Widgets and shortcuts

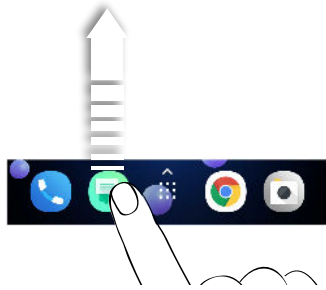
## Launch bar


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 67.
- 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

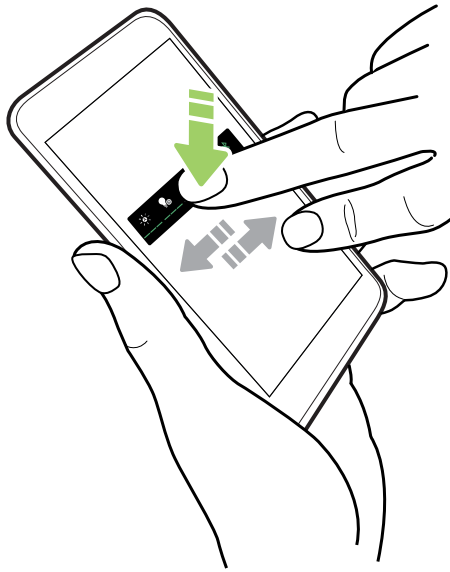
---

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 preferences

## Adjusting the volume and sound settings

Pressing the VOLUME UP and VOLUME DOWN buttons changes the volume of whatever sound is playing right now. If no sound is playing, it adjusts the media volume. Pressing the buttons also displays the volume control.

Here's how to turn on or off different types of sound and adjust their volume:



- Tap  to switch the ringer and notifications between vibrate, silent, and normal.
- Tap  to toggle the media volume on and off.
- Tap  to adjust different types of volume and other sound settings.



Whether the ringer is on or off, turning on the **Also vibrate for calls** setting makes your phone vibrate when you have incoming calls.

## Setting the default volume

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

## Changing your ringtone



Make sure the volume is on.

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

## 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.

## Tuning your HTC USonic earphones

Experience music tuned to your ears when you use your HTC USonic earphones with HTC U11. The earphones will scan your ears to determine the output level that best suits you.



The HTC USonic earphones can only be used with HTC U11 and other compatible HTC phones supporting HTC USonic.

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

Or go to Settings and then tap **HTC USonic with Active Noise Cancellation**.

3. Tap **Start scanning now** and then wait for the phone to finish setting up your audio profile.
4. Tap **Done**.




- 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.

# 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.

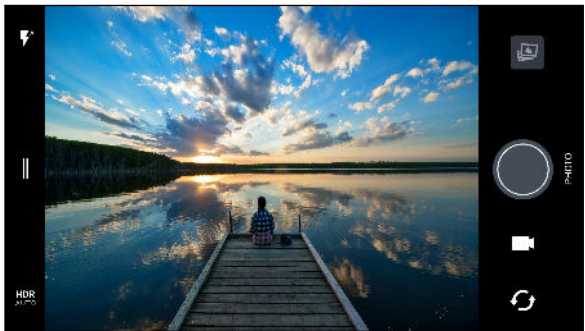
For details, see [What is Edge Sense?](#) on page 51 and [Taking camera shots using Edge Sense](#) on page 53.

- 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 & buttons > Advanced**.

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



	Switch between flash modes.
	Open the slideout menu to select a capture mode and choose camera settings.
	Toggle between photo HDR modes.
	Switch between the front camera and main camera.
	Switch between <b>Video</b> and <b>Photo</b> modes.



Capture a photo.




View the last photo or video taken.

## Zooming

Before taking a regular photo or video, slide two fingers apart to zoom in or together to zoom out. You can also freely zoom in or out while recording.

## 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

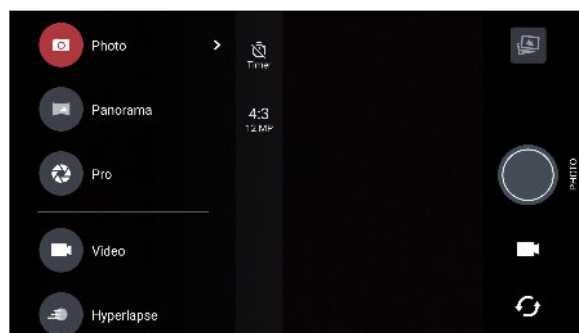
In the Camera app, you can set the VOLUME buttons to function as the shutter release or zoom controls.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Tap to open the slideout menu.
3. Tap **Settings > 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. The camera on HTC U11 separates capture modes into categories so that you can quickly find which mode you want.

1. Tap to open the slideout menu.  
You can also swipe right from the left edge in landscape orientation or swipe down from the top edge in portrait orientation.
2. Scroll through the menu to see the available capture modes.

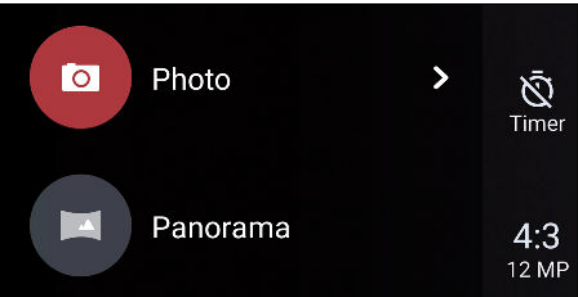






3. Tap the capture mode you want to use.

- 4. To quickly switch between the front and main camera, tap  on the Viewfinder screen.
- 5. You can quickly switch back to either Photo or Video mode when you're in other capture modes without opening the slideout menu. Right below the main shutter button, just tap  to switch back to Photo mode or  to switch back to Video mode.

Capture mode settings

You can change the settings for some of the capture modes such as **Photo** or **Video** mode. To change settings, select a mode and then tap  to view and choose the available settings for the mode.




Mode	Setting	Description
Photo Selfie Photo Pro		Toggle between the time settings to set the self-timer or turn off the self-timer. See <a href="#">Taking photos with the self-timer</a> on page 81 for details.
Photo Selfie Photo Pro	4:3	Set the photo quality and aspect ratio. See <a href="#">Setting the photo quality and size</a> on page 75 for details.
Video Selfie Video		Set the video quality. See <a href="#">Setting the video resolution</a> on page 77 for details.
Video Selfie Video		Tap <b>High-res audio</b> to turn high resolution audio recording on and off. See <a href="#">Turning on high resolution audio</a> on page 78 for details.
Video		Tap <b>Acoustic Focus</b> to turn Acoustic Focus on and off. See <a href="#">Recording video using Acoustic Focus</a> on page 78 for details.
Pro		Choose RAW or JPG format for photos. See <a href="#">Taking a RAW photo</a> on page 91 for details.
Selfie Photo Selfie Panorama		Turn Live Makeup on and off. See <a href="#">Applying skin touch-ups with Live Makeup</a> on page 79 for details.

## 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 73 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 81.

5. When you're ready to take the photo, tap .



In Photo mode's settings, tap **Camera options**, and then turn on **Auto smile capture** to set the camera to take a photo automatically when your subject smiles.

## Setting the photo quality and size

1. Switch to **Photo** or **Selfie Photo** mode. Or, select **Pro** mode.
2. Tap  to open the slideout menu.
3. Tap the current setting—for example **16:9** — to change the photo quality and size, or aspect ratio.

## 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. Use a soft, clean, microfiber cloth to wipe them.
- Hold the phone so that your fingers aren't blocking the camera and flash lenses.

### For clear, sharp shots

- Tap the screen to focus and dynamically readjust the image contrast, which is sometimes desirable if you wish to take a macro to get an off-center bokeh effect or take photos while you're moving. Adjust the exposure to brighten the subject or make the subject look darker and richer. For details, see [Quickly adjusting the exposure of your photos](#) on page 81.
- 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 U11 steady or place it on a level surface when using HDR. See [Using HDR Boost](#) on page 82 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 90.

It also captures in RAW format, which is suitable for post processing photos. See [Taking a RAW photo](#) on page 91.

### 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.

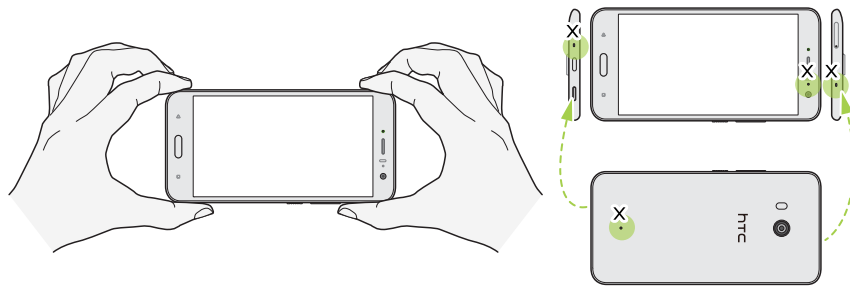
## Recording video in 3D Audio or high resolution audio




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




- High resolution audio is only available when the video quality is set to HD (720p) or higher.
- You can't pause video recording when using high resolution audio.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Video** mode.
3. By default, video is recorded using 3D Audio. You'll see  on the Viewfinder.
4. To record using hi-res audio, tap  to open the slideout menu, and then tap **3D Audio**. You'll see  on the Viewfinder.
5. When you're ready to start recording, tap . When recording using 3D Audio, make sure not to cover the microphones when holding the phone.




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



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

Videos recorded with high resolution audio are saved in MKV (Matroska video) file format.

### Setting the video resolution

1. Switch to **Video** mode.
2. Tap  to open the slideout menu.
3. Tap **Quality** to change the video resolution.

## Turning on high resolution audio

Record videos, including selfie videos, with high resolution audio.



- High resolution audio is only available when the video quality is set to HD (720p) or higher.
- You can't pause video recording when using high resolution audio.

1. Switch to **Video** mode.
2. Tap to open the slideout menu.
3. Tap **3D Audio** to turn on high resolution audio. You'll see on the Viewfinder.
4. When you're ready to start recording, tap .
5. To stop recording, tap .

Videos recorded with high resolution audio are saved in MKV (Matroska video) file format.

## 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** mode. See [Choosing a capture mode](#) on page 73 for details.
3. Tap to start recording.
4. While recording, tap whenever you want to capture a still shot.
5. Tap to stop recording.



In phone models that support 60 fps, VideoPic is not available when you're recording video at this frame rate.


## Recording video using Acoustic Focus

While recording video, you can zoom in to focus on your subject and capture their audio loud and clear using Acoustic Focus.



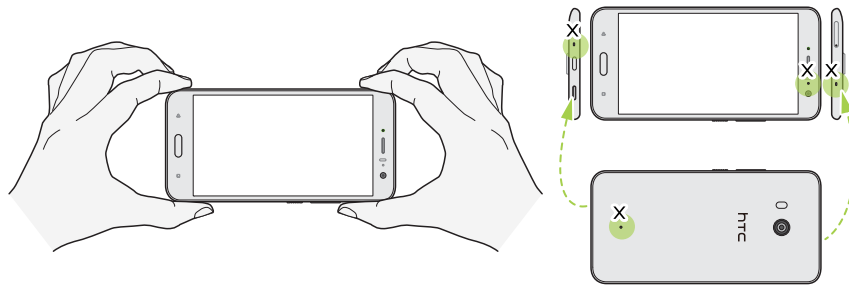
- This feature only works while you're in Video capture mode.
- Acoustic Focus is only available when recording using the main camera and 3D Audio. See [Recording video in 3D Audio or high resolution audio](#) on page 77 for details.

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 73 for details.
3. By default, Acoustic Focus is already enabled. If you need to turn it on, tap to open the slideout menu, and then tap Acoustic Focus.

4. Frame the shot then tap  to start recording.
5. While recording, you can slide two fingers apart to zoom in on your subject. The green mic level indicates how amplified your subject's audio becomes as you zoom.




When recording, make sure not to cover the microphones when holding the phone.



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



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

## Selfies



### Applying skin touch-ups with Live Makeup

Touch up your skin before taking your selfie. Live Makeup smoothens your skin in real time.





Live Makeup is disabled when auto HDR is on.

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 73 for details.


3. If you don't see the Live Makeup adjustment bar on the Viewfinder screen, tap  to open the slideout menu, and then tap .
4. To change the skin smoothing level, drag the adjustment bar slider.



Next time you want to take selfies without using Live Makeup, tap  to open the slideout menu, and then tap  to turn Live Makeup off.

### Taking selfies automatically

Keep still to take an auto selfie—or just smile! 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 73 for details.
3. Tap  to open the slideout menu.
4. Tap **Settings** > **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.
  - Or smile at the camera. Hold your smile for a few seconds until your shot is taken.

### Taking selfies with voice commands

You can easily take photo or video selfies using simple voice commands. You just need to turn this feature on in the camera settings.



This feature may not be available in all languages.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Selfie Photo** or **Selfie Video** mode. See [Choosing a capture mode](#) on page 73 for details.
3. Tap  to open the slideout menu.
4. Tap **Settings** > **Camera options**.
5. Select the **Voice capture** option, and then tap outside the slideout menu to close it.

6. Pose and frame yourself on the Viewfinder screen.
7. Look at the front camera, and then:
  - Say **Cheese** or **Capture** to take a photo selfie.
  - Say **Action** or **Rolling** to record a video selfie.



You can also use voice commands with the main camera. Switch to **Photo** mode, and then select the **Voice capture** option in the camera settings.

### 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 73 for details.
3. Tap **||** to open the slideout menu.
4. Tap **Timer** to set the countdown time.
5. To start the timer, tap **●**. The camera takes the photo after the countdown.

### 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 73.
2. Tap **||** to open the slideout menu.
3. Tap **Settings > Camera options**.
4. Make sure the **Save mirrored selfies** option is selected.

## Quickly adjusting the exposure of your photos


HTC U11 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.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Switch to **Photo** or **Panorama** mode. See [Choosing a capture mode](#) on page 73 for details.
3. Tap **||** to open the slideout menu.
4. Tap **Settings**.
5. Select the **Touch autoexposure** option.

6. 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.
7. 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 73 for details.
3. Press and hold .



The camera takes consecutive shots of your subject.

## 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 73 for details.
3. Make sure that **HDR** or **HDR AUTO** is selected. If not, tap  to change it.  
**HDR auto** is also available in Selfie Photo mode, and is enabled by default.
4. Frame the scene or subject you want to capture.
5. Tap .



## 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 73 for details.
3. Tap  to open the slideout menu.

4. Make sure that  is selected.
5. Hold the phone at face level and in portrait orientation.
6. When you're ready to take the center shot, tap .
7. While holding your phone steadily, slowly swivel left or right on the phone's axis until you see the white capture box move to the side panel of the panorama overlay.



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

8. 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.



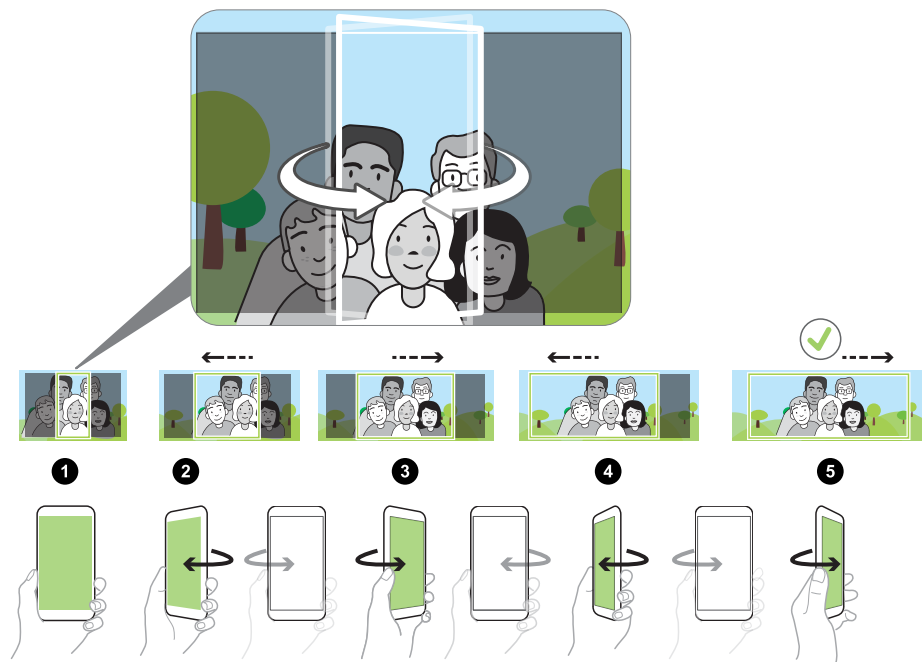
Some camera features are not available when you're in Selfie Panorama mode, such as zooming.

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 73 for details.
3. Tap to open the slideout menu.
4. Tap to switch to .
5. Hold the phone at face level and in portrait orientation.
6. When you're ready to take the center shot, tap .
7. While holding your phone steadily, slowly swivel left or right on the phone's axis until you see the white capture box move to the side panel of the panorama overlay.

The capture box turns green and you'll hear a shutter sound as the photo is taken. When the second photo is taken, you'll see that the panorama overlay becomes wider.

8. Continue to slowly swivel your phone left and right to fill the entire panorama overlay with your photos.

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



The camera stitches the frames into a single photo.

## 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 73 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 U11 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.

# Advanced camera features

## Tips on using Pro mode

While the automatic **Photo** mode already captures great pictures, the HTC Camera app's **Pro** mode can deliver DSLR-like results if used properly.

Before you start taking photos with Pro mode, here are a few things about the manual settings you should know about.

- **Aperture is fixed.**

The main camera of HTC U11 has a fixed aperture of f/1.7.

- **Most of the time, you'll be adjusting the shutter speed and ISO settings.**

Experiment with the shutter speed and ISO settings to get the results that you want. Which combination of values to use for these two settings depend on the type of subject or scenery you're capturing and your lighting conditions.

- **Exposure level is not adjustable when both the shutter speed and ISO values are manually set.**

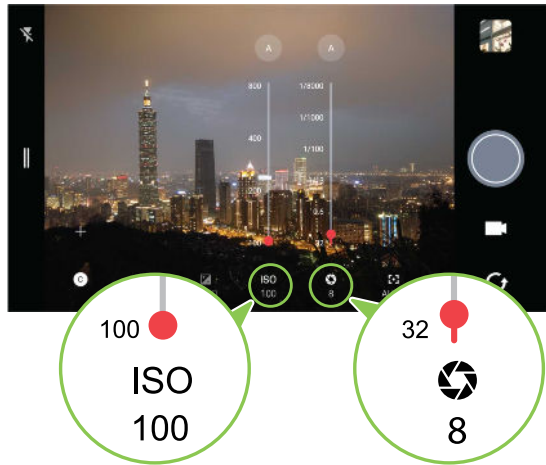
In order to adjust the exposure compensation value, you need to set either the shutter speed or ISO to auto.

Below are some Pro mode uses with sample photos and settings. For details on using the Pro mode controls, see [Manually adjusting camera settings](#) on page 90.

### Long exposure

To take long-exposure shots, choose a slow shutter speed so that the camera can capture more light. Combine this with a low ISO value to minimize image noise and avoid overexposure. Because of the longer exposure time, use a tripod to keep the camera steady and avoid shaky shots.

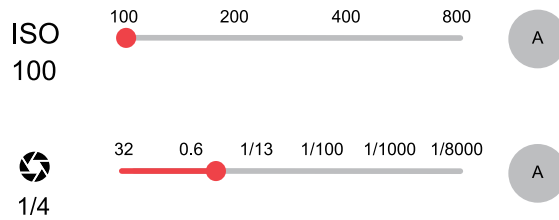
One of the most common use of long exposure is in night photography. Here's an example of a night scenery photo taken using the following settings:



Another use of long exposure is to capture light trails from fast-moving objects such as vehicles. An even slower shutter speed is needed to achieve this. If the street lights and the moving objects appear too bright and overexposed in your photos, use a neutral density (ND) filter to cover the main camera and try capturing again.



Doing long-exposure shots can also produce a motion blur effect. For example, taking a photo of a waterfall with a slow shutter speed gives an artistic blurring effect of the moving water.



## Corrective or creative white balance

The common use of the white balance is for adjusting the color temperature of the light source for your photos to have a more natural or realistic look. You can also use the white balance to make photos look warmer or cooler for a more artistic effect.

Here's an example that shows the outcome of applying different white balance settings:



## Freezing motion

Capturing moving subjects is challenging since motion often results in blurred or missed shots. When taking photos of a moving subject, using a faster shutter speed helps to freeze motion so that the subject can be captured clearly.

You may notice that the faster the shutter speed, the darker the image becomes. This is because the shutter speed affects the amount of light that reaches the camera's sensor. The lower the value, the faster the shutter closes which results in lesser light coming in. It's most ideal to shoot outdoors under natural light when using fast shutter speed.

Below is an actual shot captured using the Pro mode at a shutter speed value just about right to freeze the motion.



## Manual focus





Similar to DSLR cameras, Pro mode has manual focus that gives you total control to adjust the focus according to your distance from the subject. Just drag the slider from macro to infinity or vice versa until you can get a sharp focus of your subject.

In many instances, though, using touch autofocus in **Photo** mode already gives you great results whether you're capturing macro or scenery shots.

## 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 73 for details.

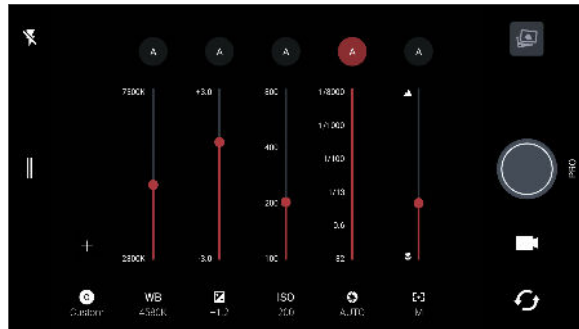
3. Tap **A** and then choose a preset scene. Select:
  -  when capturing nightscape such as a city skyline or street with city lights. Keep the camera steady when taking the shot for best results.
  -  when capturing a fast-moving subject such as your kid playing sports or a moving car.
  -  when capturing 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 90.

## 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 73 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 (**C<sub>1</sub>**, **C<sub>2</sub>**, or **C<sub>3</sub>**) 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 73 for details.
3. Tap to open the slideout menu.
4. Make sure is selected. If not, tap to change it.  
Or, tap to switch to if you only want to save a JPG compressed version.
5. 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.

## 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 73 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 73 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



The help content here is based on the following app version: 4.14.x.

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

- View, edit, and share your photos and videos. You can also access the media files previously backed up to your Google Account.
- To select photos and videos, tap > **Select**. Tap a date to select all the media files under it. Or, tap the thumbnails that you want to select.
- Create collages, animations, and movies.
- Search by people, things, or places in your photos.
- 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 & feedback**. Or, you can visit [support.google.com/photos](https://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 . 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.





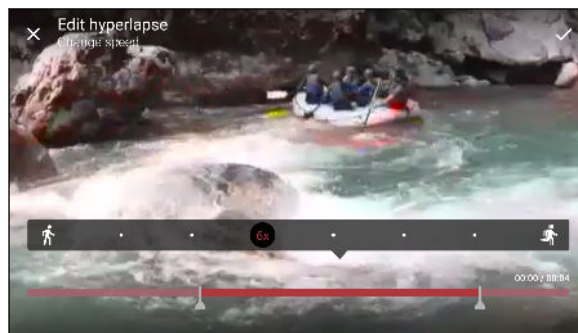
You can only change the video playback speed of videos captured using slow motion in the Camera app.


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.

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## Adding a Hyperlapse effect on a regular video

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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.

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## Making a call with your voice

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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, the full Incoming call screen appears by default. This may be distracting especially when you're playing a game or watching a video. You can set HTC U11 to display a small pop-up notification for incoming calls instead.

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### Showing incoming call as a pop-up notification

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1. From the Home screen, swipe up and then tap **Settings > Call**.
2. Select **Incoming call pop-out**.





Another way is through the Phone app notification in the Notifications panel. If you see the Phone app notification prompting you to show calls as **Incoming call pop-out**, tap **Apply**.



If you don't see the **Apply** option, expand the notification to see the option. See [Notifications panel](#) on page 43 on how to expand notifications.

## Answering or rejecting a call

Do one of the following:

- On the full incoming call screen, tap **Answer** or **Decline**.
- On the incoming call notification, tap  to answer the call or  to decline the call.
- On the 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 U11 face down on a level surface.



If **Flip to mute** option in **Settings > Sound & notification** is set to **Mute once**, HTC U11 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 U11 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 U11 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



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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

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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:

- Press the VOLUME UP or VOLUME DOWN button, and then toggle between , , or  to change modes.
- Go to Settings, and then tap **Sound & notification > 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, swipe up 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



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1. From the Home screen, swipe up 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 U11, 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 .

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

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## Resuming a draft message


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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, swipe up 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.

## 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, swipe up 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, swipe up 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
<b>Group SMS</b>	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.
<b>Group MMS</b>	<p>Similar to a group chat, sending a group MMS lets your recipients join the conversation you've started.</p> <p>HTC U11 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.</p>

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, swipe up 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, swipe up 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, swipe up 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
<b>Message</b>	<p>Open the conversation thread with a contact, tap the message, and then tap <b>Delete message</b>.</p> <p>To delete multiple messages within a conversation, tap <b>⋮</b> &gt; <b>Delete messages</b> &gt; <b>Delete by selection</b>, and then select the messages to delete.</p>
<b>Conversation</b>	<p>Press and hold a contact (or phone number), and then tap <b>Delete</b>.</p> <p>To delete multiple conversations, tap <b>⋮</b> &gt; <b>Delete threads</b>, and then select the conversations to delete.</p>



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.

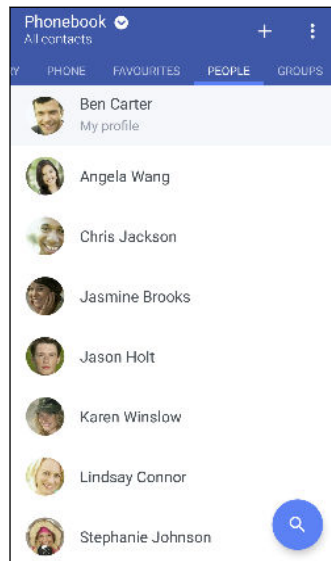
1. Open the Messages app.
2. Tap a contact (or phone number) to display the exchange of messages with that contact.
3. Tap the message that you want to lock.
4. Tap **Lock message** on the options menu. You'll then see a lock icon for locked messages.

# Contacts

## Your contacts list

The People app lists all contacts you've stored on HTC U11 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, swipe up 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, swipe up 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 .

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### Filtering your contacts list

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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 .

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### Finding people

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Search for contacts stored on HTC U11, your company directory if you have an Exchange ActiveSync account, or social networks you've signed into.

1. From the Home screen, swipe up 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, swipe up 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

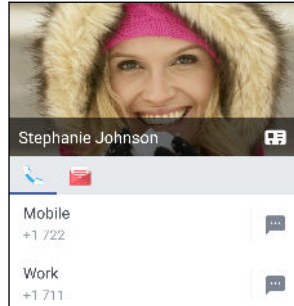


Social network contacts cannot be edited.

1. From the Home screen, swipe up 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, swipe up 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, swipe up 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 **Q** 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 U11.
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 U11 finds contacts that can be merged, you'll see a link notification when you open the People app.

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


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

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

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### Sending multiple contact cards

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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 U11 also syncs with groups you've created in your Google Account.

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### Creating a group

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1. From the Home screen, swipe up 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, swipe up 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**.

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## Organizing your private contacts

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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 U11. 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. See [Using power saver mode](#) on page 118 and [Extreme power saving mode](#) on page 118.
- 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 118.

### 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 [Turning the location setting on or off](#) on page 156.
- 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 158.
- Set the screen timeout to a shorter time. See [Setting when to turn off the screen](#) on page 158.
- 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 65.

### Manage your apps

- Battery optimization helps extend battery standby time. See [Battery optimization for apps](#) on page 119.
- Restrict battery usage of apps running in the background. See [Enabling background restriction in apps](#) on page 120.

- 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 141.

## 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 > Don't 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 & notification > Advanced** 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**. Tap the app you want to check, and then tap **Battery**.

## Checking battery history

Check how long you've been using HTC U11 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.

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### Turning battery optimization off in apps

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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**.

## Enabling background restriction in apps

In some apps, you can enable background restriction to prevent them from using the battery while running in the background.



When background restriction is enabled, the restricted apps may not work as usual and notifications may be delayed.

1. From the Home screen, swipe up and then tap **Settings** > **Apps**.
2. Tap an app you want to configure, and then tap **Advanced** > **Battery**.
3. Under Manage battery usage, tap **Background restriction**.
4. Tap **Restrict**.

Repeat the above steps to turn on background restriction in other apps.

# Storage

## Freeing up storage space

As you use HTC U11, 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 135.

Preinstalled apps can be disabled when you're not using them. See [Disabling an app](#) on page 141.

### 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 built-in storage and storage card](#) on page 123 and [Moving an app to or from the storage card](#) on page 124.

## 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 U11 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 122.

### 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 U11 and a USB storage device.

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

Use your storage card as removable storage when you have content on the card, such as media or photos, that you don't want to lose. 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 access the card's contents on HTC U11 or other Android devices.

### 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, photos, 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 built-in storage and storage card.




After setting up the storage card as internal storage, the card can only be used on HTC U11 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 U11 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 it as internal storage for HTC U11.



- See [Should I use the storage card as removable or internal storage?](#) on page 122 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 > Format SD card**.
4. Follow the onscreen instructions to move your installed apps and their data from the built-in 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 built-in storage. See [Moving apps and data between the built-in storage and storage card](#) on page 123.

## Moving apps and data between the built-in 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 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 built-in 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 built-in storage to the card, or tap **Internal shared storage** if you're moving data from the storage card back to the built-in storage.

3. Tap  > **Migrate data**.
4. Tap **Move content**.



- Screenshots will also be migrated.
- When you have new photos, videos, screenshots, or downloaded 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 built-in storage and storage card

If you're using your storage card as removable storage, you can copy or move your files between the built-in 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 U11.

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 U11 and your computer

You can copy your music, photos, and other files to HTC U11.



- Save and close your files before copying them from your computer to HTC U11, or vice versa.
- If you're using your storage card as internal storage, your computer will only show storage card content.



1. Connect HTC U11 to the computer using the supplied USB Type-C cable.
2. On HTC U11, 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 **File Transfer**.
4. When you see a pop-up window appear on your computer, choose to view files.
5. Copy the files from your computer to HTC U11, or vice versa.
6. After copying the files, disconnect HTC U11 from the computer.

## Unmounting the storage card

When you need to remove the storage card while HTC U11 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**.

# Backup and reset

## Ways of backing up files, data, and settings

Worried that you might lose important stuff on HTC U11? Back up HTC U11 before you remove content from the storage, do a factory reset, or upgrade to a new phone.

### Cloud backup

Use your Google Account to automatically back up app data and settings including Wi-Fi passwords to Google Drive™. See [Backing up HTC U11](#) on page 128.

Use Google Photos to automatically back up your photos and videos.

### HTC Sync Manager

Use HTC Sync Manager to import music, photos, and videos from HTC U11 to your computer. You can also sync locally stored contacts and playlists between HTC U11 and your computer.

Likewise, HTC Sync Manager is a good alternative if you don't want to back up your accounts, settings, and other personal content to the cloud. You can use it to create backups of HTC U11 on your computer.

### Other backup options

If you want, you can separately back up your data or files.


Some apps allow you to back up data to the storage card—if it's used as removable storage—so you can easily restore them after a factory reset. Just make sure not to erase the storage card when you do a factory reset.

In certain apps, you may be able to use the phone storage for backing up and restoring app data. If an app is causing some problem and you need to clear its data to try resolving the problem, back up the app data to the phone storage first.

<b>Messages</b>	Back up your text messages to the storage card or phone storage, or save them as an email attachment.
<b>Contacts</b>	<ul style="list-style-type: none"> <li>▪ Save contacts and other personal data to your online accounts so you can just sync them when switching to another phone.</li> <li>▪ If you have locally stored contacts in the People app, export them to the storage card or phone storage.</li> </ul>
<b>Files</b>	Connect HTC U11 to your computer as a disk drive to manually copy and paste files to your computer.
<b>Other data</b>	Check other apps to see if they support exporting data to the storage card or phone storage.

## Backing up HTC U11

Automatically back up HTC U11 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 > Backup & reset**.
2. Tap **Backup up my data**.
3. Tap the **On/Off** switch to turn it on, and then press .
4. Make sure **Automatic restore** is turned on.

This allows an app's data and settings to be restored when you reinstall the app on HTC U11.




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.

## Backing up contacts and messages

If you want to separately back up contacts and text messages on HTC U11, here are some tips on how to export or import them.


### Backing up your contacts

1. From the Home screen, swipe up 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, swipe up 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, swipe up 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, swipe up 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 U11 to the Internet or Bluetooth devices.

1. From the Home screen, swipe up and then tap **Settings > Backup & reset**.
2. Tap **Reset Wi-Fi, mobile & Bluetooth**.
3. Tap **Reset settings**.
4. Tap **Reset settings** again.

## Resetting HTC U11 (Hard reset)

If HTC U11 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 HTC U11 back to its initial state—the state before you turned it on for the first time.



Apps you've downloaded and installed, your accounts, your files, as well as system and app data and settings will be removed. 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 > Backup & reset**.
2. Tap **Erase all data (factory 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, including personal information.

# 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 U11.

### 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 U11 for the first time, sign in to your Google Account and restore your old phone's data to HTC U11.

- **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 U11. See [Transferring content from an Android phone](#) on page 131.

### 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 U11, 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 U11.

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 > Get content from another phone**.
2. Choose whether to transfer from an HTC Android phone or other Android phone.

3. On the Get content from another phone screen, tap **Next**.
4. Follow the steps shown on HTC U11 to download the HTC Transfer Tool from Google Play Store to your old phone, install it, and open the tool.
5. When you see a PIN on your old phone, make sure the same PIN also appears on HTC U11 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 U11. When this happens, try another transfer method.

6. Tap **Confirm** on your old phone.
7. On your old phone, choose the types of content you want to transfer, tap **Transfer**, and then tap **Yes**.
8. Wait for the transfer to finish.
9. Tap **Done** on both phones.

## Other ways of getting contacts and other content

There are different ways you can individually add contacts and other content to HTC U11.

Source of content	How to transfer
Sync with your computer	Use HTC Sync Manager to sync contacts, documents, playlists, and more between HTC U11 and your computer running a Windows® or OS X operating system.  You can also use it to transfer your iTunes backup that contains contacts, messages, and other content from an iPhone from your computer to HTC U11.
Google Account	Google contacts are imported to HTC U11 after you sign in to your Google Account. You can also create more Google contacts right from HTC U11.
Social network accounts	Log in to your favorite social networks to sync contact information from them.
Microsoft® Exchange ActiveSync	HTC U11 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 U11, if you don't prefer to store them on your online accounts.
nano SIM card	Copy all your nano SIM contacts to HTC U11.

## 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 U11 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 U11 and your computer](#) on page 125.
- Use cloud storage services to put your media in one place so you can manage them anywhere —on your computer, HTC U11, and other mobile devices.

# Installing and removing apps

## Getting apps from Google Play Store

Google Play Store is the place to go to find new apps for HTC U11. 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/googleplay](https://support.google.com/googleplay).
- The available payment methods vary by country.

### Finding and installing an app

When you install apps and use them on HTC U11, 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 U11. 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 **Continue**, and then select the payment method.



Apps sometimes get updated with improvements or bug fixes. By default, updates are automatically downloaded when you're 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 62.

## 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 U11 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. Open the downloaded app and if prompted, tap **Settings**, and then turn on **Allow from this source**.
3. Follow the onscreen instructions to install and open the app.



To review installation permissions for installed apps, go to **Settings > Apps**, and then tap  > **Configure apps > Special app access > Install unknown apps**. Tap the app, and then enable or disable the **Allow from this source** option.

## Uninstalling an app

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



Most of the preloaded apps cannot be uninstalled.

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




If you purchased an app in 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.

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### Showing or hiding apps in the Apps screen




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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**.

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### Grouping apps into a folder



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

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.

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### Moving apps and folders

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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 .

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### Removing apps from a folder

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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 .

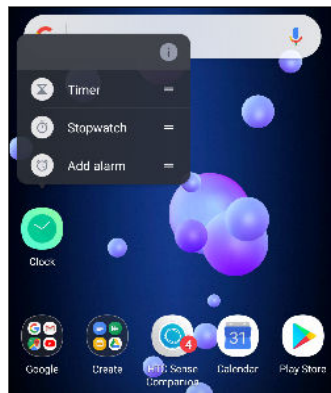
## App shortcuts

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.

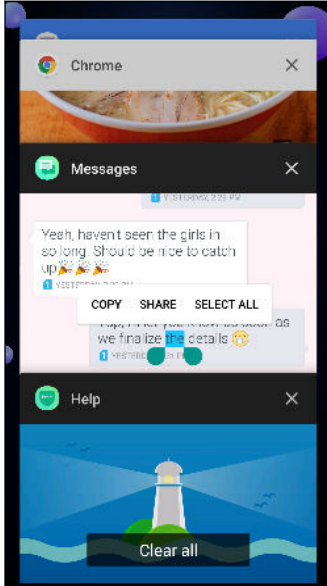
1. Press and hold an app icon, for example Clock.
2. From the displayed menu, tap the function you want to launch in the app.




## 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 HOME, 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 HOME.

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.

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### How do I check whether an app supports picture-in-picture?

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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 > Apps**, tap ⋮ > **Configure apps > 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**.
  2. Tap **⋮ > Configure apps > 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 **i**, 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 tap **Settings > Apps**.
2. Tap **⋮ > Configure apps**.
3. Under Default, 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 tap **Settings > Apps**.
2. Tap **⋮ > Configure apps > Opening links**.
3. Tap the app you want to configure, and then tap **Open supported links**.
4. 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 tap **Settings** > **Apps**.
2. 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. You can check the times around the world, set an alarm, and use the 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, swipe up 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 U11, 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, swipe up 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 40.
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 U11 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 **More > Data usage**.
3. Tap **Data saver** and then tap the **On/Off** switch to turn it on or off.
4. Tap **Unrestricted data**, 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 **Mobile network**.
3. In dual SIM phone models, switch to the tab of the SIM card that you want to set.
4. 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 U11 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 **More > 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. With Mobile data turned on, tap **Data warning & limit > App data usage 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.
4. 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. Tap ▼ to change the unit.
5. 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.

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## Viewing the data usage of apps

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1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **More > Data usage**.
3. Tap **App data usage**.
4. Scroll down the screen to see a list of apps and their data usage info.
5. 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).

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## Turning Wi-Fi on or off

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1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap the Wi-Fi **On/Off** switch to turn Wi-Fi on or off.
3. Tap **Wi-Fi** to see a list of detected wireless networks.




Scroll down to the bottom of the screen to see Saved networks.

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## Connecting to a Wi-Fi network

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1. Turn Wi-Fi on, and check the list of detected Wi-Fi networks.  
See [Turning Wi-Fi on or off](#) on page 146.
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.

## Logging into a public Wi-Fi network automatically (WISPr)

You can set HTC U11 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 find and tap **Settings**.
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 U11 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 U11 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 **More > 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 **More > 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 U11 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 U11 or your storage card.
2. From the Home screen, swipe up and then tap **Settings > Security**.
3. Tap **Advanced > 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 U11 as a Wi-Fi hotspot

Share your data connection with other devices by turning HTC U11 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 **More > 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 U11 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 U11 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 U11 to connect to the Internet.



- To make sure that the USB drivers for HTC U11 are up-to-date, install the latest version of HTC Sync Manager on your computer.
- You may need to have USB tethering added to your data plan, and it may incur additional cost. Contact your mobile service provider for details.
- Make sure that mobile data is turned on.

1. Connect HTC U11 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 **More > Hotspot & tethering > USB 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 find and tap **Settings**.
2. Tap the Bluetooth **On/Off** switch to turn the Bluetooth connection on and off.
3. Tap **Bluetooth** to see a list of available devices.



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 U11 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 151.
2. If you don't see your headset listed, tap **Scan for devices** to refresh the list.
3. Tap the name of your headset in the Available Devices section. HTC U11 pairs with the headset and the headset connection status is displayed in the Paired Devices section.
4. If prompted to enter a passcode, try 0000 or 1234, or consult the headset documentation to find the passcode.

## Reconnecting a Bluetooth headset


Normally, you can easily reconnect your headset by switching on Bluetooth on HTC U11, and then turning on the headset.

However, you might have to connect manually if your headset has been used with another Bluetooth device.

1. Turn Bluetooth on and check the list of paired devices.  
See [Turning Bluetooth on or off](#) on page 151.
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 152, and then follow the steps under [Connecting a Bluetooth headset](#) on page 151.

## Unpairing from a Bluetooth device

1. Turn Bluetooth on and check the list of paired devices.  
See [Turning Bluetooth on or off](#) on page 151.
2. In the Paired devices section, tap  next to the device to unpair.
3. Tap **Unpair**.

## Receiving files using Bluetooth

HTC U11 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 151.
2. On the sending device, send one or more files to HTC U11.
3. If asked, accept the pairing request on HTC U11 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 U11 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.

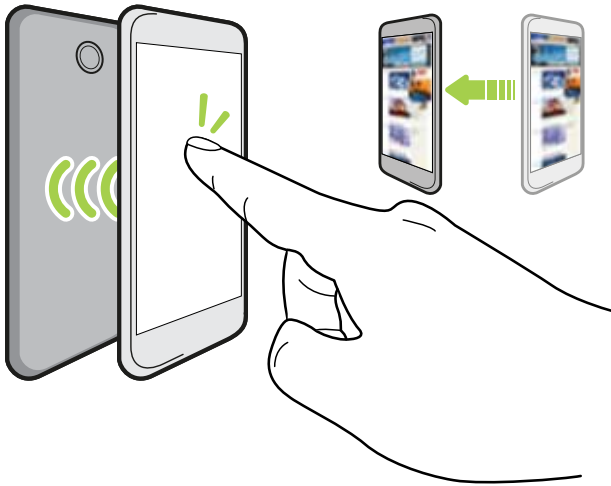
## Using NFC

With built-in NFC (near field communication) on HTC U11, 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 U11 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 **More**, and then tap the **NFC On/Off** switch to turn it on and off.

---

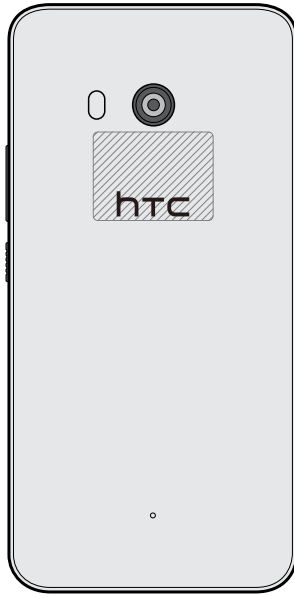
## Beaming content

---



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 U11 and the other phone back to back.



Make sure that the NFC area (shaded part) of HTC U11 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 U11 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

Turn on Do not disturb mode to block visual disturbances, mute sound, and stop vibration.

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



2. Tap  to toggle Do not disturb mode on and off. If necessary, swipe to the next screen in the Quick Settings panel to see the icon.

---

### Blocking or muting notifications

---

Block visual disturbances such as pop-up notifications or mute the notification sound.

1. Go to Settings, and then tap **Sound & notification** > **Do Not Disturb**.
2. Tap **Notifications**, and then choose an option:
  - **No sound from notifications:** Mutes the notification sound but still displays the visual notifications.
  - **No visual or sound from notifications:** Prevents visual notifications from appearing and mutes their sound.
  - **Custom:** Lets you customize the behavior when the screen is on or off.

---

### Setting exceptions to allow bypassing Do not disturb mode


---

Set exceptions so you can bypass Do not disturb mode and still be able to receive calls, messages, and more.

1. Go to Settings, and then tap **Sound & notification** > **Do Not Disturb**.
2. Under Exceptions, choose the options you want to allow to bypass Do not disturb mode.

For calls and messages, choose whether you want to receive them from anyone, your contacts only, favorite contacts, or approved contacts.



If you chose to receive calls and messages from approved contacts, tap **Manage approved contacts**. Then tap  to select which contacts can bypass Do not disturb mode.

## Setting a Do not disturb schedule

Schedule Do not disturb to turn on automatically. For example, you can set it to turn on during a weekly meeting.

1. Go to Settings, and then tap **Sound & notification > Do Not Disturb**.
2. Under Schedule, tap **Turn on automatically > Add rule**.
3. Select whether to base the rule on a time or an event, enter a name for the rule, and then tap **Add**.
4. Customize the settings for the rule.

Rule	Settings
<b>Time</b>	<ul style="list-style-type: none"> <li>▪ Set the days.</li> <li>▪ Set the start and end times.</li> </ul> <p>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.</p>
<b>Event</b>	<ul style="list-style-type: none"> <li>▪ Select a calendar you want to make the rule for.</li> <li>▪ Set a condition for the type of reply.</li> </ul>



You can toggle the event or time rule you've created on or off. Tap the rule, and then tap the Use rule **On/Off** switch.

## Turning the location setting on or off

When the location setting is turned on, you can get information such as nearby restaurants and driving route suggestions based on your current location.

1. From the Home screen, swipe up and then tap **Settings > Location**.
2. Tap the **Use location On/Off** switch to toggle location services on or off.



If you turn the location setting off, apps and services will not be able to get your device location, but you may still get local results and ads based on your device's IP address.

## Turning Smart Display on or off

When you lift up your phone while the display is off, it wakes up and shows the Smart Display which gives you a quick glimpse of the date and time, battery status, and notification icons. You can turn this feature on or off in Settings.



When you're traveling, the Smart Display can show your current location and home time zones if travel mode is enabled. For details, see [Travel mode](#) on page 41.

1. From the Home screen, swipe up and then tap **Settings > Display, gestures & buttons**.
2. Tap **Advanced**.
3. Tap the Smart Display **On/Off** switch to turn it on or off.

## Airplane mode

When you enable Airplane (Flight) mode, all wireless radios on HTC U11 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:

- Press and hold **POWER**, and then tap **Airplane mode**.
- 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.

## Automatic screen rotation



Automatic rotation is not supported in all applications.

1. With two fingers, swipe down from the status bar to open the Quick Settings panel.
2. Tap the **Auto-rotate / Portrait** tile to toggle between the two modes.

## 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 & buttons**.
2. Tap **Advanced**.
3. Tap **Screen timeout**, and then tap the time before the screen turns off.

## 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 & buttons**.
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 & buttons**.
2. Tap **Advanced > Night mode**, and then tap **Schedule** to set a schedule when to turn on the feature.
3. Tap **Turn on until \_\_\_\_\_**.
4. With Night mode turned on, drag the slider to adjust the color temperature. Dragging the Intensity slider to the right filters out more blue light.



Tap **Turn On/Turn Off** to toggle this feature immediately.

## 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 & buttons**.
2. Tap **Advanced > Display size**.
3. Tap **+** or **—**, or drag the sliders, to increase or decrease the size of fonts or the items on the screen.



Swipe left or right above Preview to see how the changes affect the different screen items.

## 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 U11.

- 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 & notification**.
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.



You can 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.

4. To remove languages from the list, tap  > **Remove** and then select the languages you want to remove.

## 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 & buttons**.
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.

# 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**.
2. Tap **Advanced**.
3. 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.
4. Tap **Lock SIM card**, enter the default PIN of the card, and then tap **OK**.
5. Tap the Lock SIM card **On/Off** switch to turn it on. Enter the default PIN of the card, and then tap **OK**.
6. 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 U11. Contact your mobile operator for this code.

1. When prompted, 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 U11 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 U11 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**.
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**.
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 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.

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

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

## 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**.
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.

# Accessibility settings

## Accessibility features

HTC U11 comes with features and settings that allow easy access and use of apps and functions.

### Improve screen readability

If you have low vision, take advantage of these features to help improve screen readability.

- Increase the font and display size, use color inversion and color correction, or enable high-contrast text using the Accessibility settings.
- Turn magnification gestures on. See [Turning magnification gestures on or off](#) on page 165.
- Turn on automatic screen rotation. See [Automatic screen rotation](#) on page 157.

### Enhance the audio

If you're hard of hearing, these audio-related features make listening to HTC U11 clearer and more comprehensible.



You can find these options in the Accessibility settings of your phone. For more information, see [Accessibility settings](#) on page 165.

- Use TalkBack to hear audible feedback on what you do on your phone. See [TalkBack](#) on page 165.
- Enable Select to Speak so your phone speaks selected items on the screen like texts or images.
- When using headphones, you can control the sound balance or enable mono audio when using a single headphone.
- Turn on **Unread notification reminder** so your phone plays a sound or vibrates on set intervals when you have an unread notification.

### Use your voice

You can use your voice to perform an action on HTC U11.

- Search for information on the Web using Google Assistant.
- Enter text with your voice. See [Entering text by speaking](#) on page 49.
- Set up a personal digital assistant or a cloud-based voice service that performs certain functions and provides information through voice commands.

## Use Motion Launch

Motion Launch combines a motion and finger gesture to perform an action such as waking HTC U11 from sleep mode or launching the camera. For details, see [Motion Launch](#) on page 44.

## Accessibility settings

Use these settings to turn accessibility functions or services on or off. When you've downloaded and installed an accessibility tool, such as a screen reader that provides voice feedback, you can also control them using these settings.

1. From the Home screen, swipe up and then tap **Settings > Accessibility**.
2. Tap or select the settings you want.

## Turning magnification gestures on or off

If you have low vision or would like to get a closer view of what's on the screen, use finger gestures to magnify portions of your phone's screen.

1. From the Home screen, swipe up and then tap **Settings > Accessibility**.
2. Tap **Magnification**.
3. Tap **Magnify with triple tap** or **Magnify with button**, and then read or listen to the instructions on how to use it to zoom in or out.
4. Tap the **On/Off** switch to turn the magnification gesture on or off.



You can turn on both types of magnification gestures.

## TalkBack

Use TalkBack if you need to navigate HTC U11 by spoken feedback. When you touch the screen, HTC U11 vibrates and gives you an audible response so you know what you are touching.



Not all languages are supported.

---

### Turning TalkBack on

---

1. From the Home screen, swipe up and then tap **Settings > Accessibility**.
2. Tap **TalkBack**, and then tap the **On/Off** switch.

3. Read the items and features on your phone that TalkBack will have access to, and then tap **OK**.
4. Listen through the tutorial explaining how to use TalkBack.



TalkBack works best if you turn off automatic screen rotation.

### Turning Explore by touch on or off

Explore by touch allows HTC U11 to respond to TalkBack gestures and screen touches with audible feedback. Explore by touch is enabled when you turn on TalkBack.



The steps below are described using the regular gestures. Use the corresponding TalkBack gestures if you already have TalkBack turned on.

Follow these steps if you want to turn of Explore by touch:

1. From the Home screen, swipe up and then tap **Settings > Accessibility**.
2. Tap **TalkBack**, and then tap **Settings**.
3. Under Navigation, tap the **On/Off** switch next to **Explore by touch**, and then tap **OK**.

When Explore by touch is disabled, HTC U11 will no longer respond to TalkBack gestures or speak screen touches.

### Using TalkBack gestures

When TalkBack and Explore by touch are turned on, the regular touch gestures are replaced by the TalkBack gestures.



Media gestures such as 3-finger swiping may not be available when TalkBack gestures are enabled.

Do one of the following:

To	Do this
<b>Open an item</b>	<ol style="list-style-type: none"> <li>1. Drag your finger on the screen to find and select the item.</li> <li>2. Double-tap anywhere on the screen to open the item.</li> </ol>
<b>Move an item</b>	<ol style="list-style-type: none"> <li>1. Drag your finger on the screen to find the item.</li> <li>2. Double-tap anywhere on the screen, but don't lift your finger on the second tap.</li> <li>3. Drag the item to a new spot and then lift your finger.</li> </ol>
<b>Scroll through a screen</b>	Use two fingers to swipe up, down, left or right.
<b>Unlock the lock screen</b>	Use two fingers to swipe up from the bottom of the screen.
<b>Open the Notifications panel</b>	Use two fingers to swipe down from the top of the screen.

## Assigning TalkBack shortcuts

TalkBack has customizable gestures that can be used to open the Notifications panel, view recent apps, access TalkBack controls, and more.



The steps below are described using the regular gestures. Use the corresponding TalkBack gestures if you already have TalkBack turned on.

1. From the Home screen, swipe up and then tap **Settings > Accessibility**.
2. Tap **TalkBack**, and then tap **Settings > Gestures**.
3. Tap any of the shortcut gestures, and then select an action.

## Using TalkBack context menus

TalkBack has a global context menu for controlling continuous reading and TalkBack controls and a local context menu for controlling the selected text or item on the screen. These menus can be accessed using TalkBack shortcut gestures.

1. From the Home screen, swipe up and then tap **Settings > Accessibility**.
2. Tap TalkBack, and then turn it on.
3. Do one of the following:
  - To open the global context menu, use one finger to swipe down and right in one continuous movement.
  - To open the local context menu, use one finger to swipe up and right in one continuous movement.



If you already changed the TalkBack shortcut gestures, check your TalkBack settings for the appropriate gesture.

4. Double-tap an item on the menu to select.

## Changing the TalkBack reading speed and pitch



The steps below are described using the regular gestures. Use the corresponding TalkBack gestures if you already have TalkBack turned on.




1. From the Home screen, swipe up and then tap **Settings > Accessibility**.
2. Tap **TalkBack**, and then tap **Settings > Text-to-speech settings**.
3. Drag the **Speech rate** or **Pitch** sliders to the right to increase or left to decrease.
4. Tap **Play** to hear the speech rate and pitch you've set.



Tap **Reset** to revert the settings to their default values.

TalkBack language settings

- 1. From the Home screen, swipe up and then tap **Settings > Accessibility**.
- 2. Tap **TalkBack**, and then tap **Settings > Text-to-speech settings**.
- 3. Do any of the following:

To	Do this
Select a different language	Tap <b>Language</b> , and then select your preferred language on the list.
Install a voice	Tap  next to <b>Preferred engine</b> , and then tap <b>Install voice data</b> . Tap the language you want to install, and then tap  . When installation is completed, press  to go back to the Text-to-speech settings screen and tap <b>Language</b> .



Not all languages are supported.

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