

Safety and regulatory guide



htc

Please read before proceeding

THE BATTERY IS NOT FULLY CHARGED WHEN YOU TAKE THE DEVICE OUT OF THE BOX.

Privacy restrictions

Some countries require full disclosure of recorded telephone conversations.

Important health information and safety precautions

READ THE FOLLOWING WARNINGS AND INFORMATION BEFORE USE OF THE PRODUCT AND FOLLOW ALL PRODUCT SAFETY AND OPERATING INSTRUCTIONS. FAILURE TO DO SO MAY CAUSE BODILY INJURY, ELECTRIC SHOCK, FIRE, AND OTHER DAMAGE.

Electrical safety

- Do not attempt to disassemble the phone or its accessory. Only qualified personnel must service or repair the phone or its accessories.
- Do not connect with incompatible products or accessories.
- Do not touch the SIM card's metal connectors as this may cause an electrostatic discharge.

CAUTION: Connecting to improperly grounded equipment can result in an electric shock to your device.

This product is equipped with a USB Cable for connecting with desktop or notebook computer. Be sure your computer is properly grounded (earthed) before connecting this product to the computer. The power supply cord of a desktop or notebook computer has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet which is properly installed and grounded in accordance with all local codes and ordinances.

Safety precautions for power supply unit

- **Use the correct external power source**
A product should be operated only from the type of power source indicated on the electrical ratings label.
This product should be charged only with the following power supply.

AC adapter:

HTC, TC P5000-US

Your device should only be operated with the HTC qualified battery pack, model number **B2PZC100**. Operating temperature range: 32 °F to 104 °F (0 °C to 40 °C)

▪ **Handle battery packs carefully**

This product contains a Lithium-ion polymer or Lithium-ion battery. There is a risk of fire and burns if the battery pack is handled improperly.



WARNING: To reduce risk of fire or burns, do not disassemble, crush, puncture, short external contacts or circuits, expose to temperature above 40 °C (104 °F), or dispose of in fire or water.



▪ **Additional precautions**

- Keep the device dry and away from water or any liquid as it may cause a short circuit.
- The phone should only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.
- Only use the battery with a charging system that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage or other hazard.
- Avoid dropping the phone. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- If the battery leaks:
 - Do not allow the leaking fluid to come in contact with skin or clothing. If already in contact, flush the affected area immediately with clean water and seek medical advice.
 - Do not allow the leaking fluid to come in contact with eyes. If already in contact, DO NOT rub; rinse with clean water immediately and seek medical advice.
 - Take extra precautions to keep a leaking battery away from fire as there is a danger of ignition or explosion.

Safety precautions related to weather, temperature and moisture

Keep this product away from water, excessive moisture and extreme temperatures. Avoid hot areas. The product should be

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kept away from heat sources such as radiators, heat registers, stoves, or other products that produce heat. Do not leave the product inside a vehicle or in places where the temperature may exceed 40 °C (104 °F), such as on a car dashboard, window sill, or behind glass that is exposed to direct sunlight or strong ultraviolet light for extended periods of time. This may damage the product, overheat the battery, or pose a risk to the vehicle.

Avoid wet areas. Never use the product in rain, or near washbasins or other wet or high humidity locations, such as locations where the device may be exposed to sweat or other liquids. If your product gets wet, do not try to dry the product with the use of an oven, dryer or microwave, as this may damage your product.

Avoid using your device after a dramatic change in temperature and/or humidity ranges, as condensation may form on or within the device. To avoid damaging the device, allow sufficient time for the moisture to evaporate before use.

Do not use your phone if it has been damaged.

Prevention of hearing loss



CAUTION: Permanent hearing loss may occur if earphones or headphones are used at high volume for prolonged periods of time.

Turn down the device volume before using headphones or other audio devices.

Using your phone while flying

Use of cell phones may be restricted on aircraft. For your safety and the safety of other passengers, always follow crew instructions regarding the use of your phone.

Environmental hazards

When in any area with a potentially explosive atmosphere or where flammable materials exist, the product should be turned off and the user should obey all signs and instructions.

Road safety

When behind the wheel, driving safely should always be your first priority. According to the National Highway Traffic Safety Administration (NHTSA), scientific research indicates that using a wireless phone while driving degrades a driver's performance, whether used in a hands-free or hand-held mode. NHTSA advises that the "safest course of action is to refrain from using a cell phone while driving." NHTSA's policy on "Cell Phone Use While

Driving,” as well as Frequently Asked Questions on the subject, are available at www.nhtsa.gov. For your safety and the safety of those around you, please consider turning your phone off while you are driving.

If you choose to use your phone while driving, be aware that some state and local governments have adopted laws governing the use of wireless devices while driving. It is your responsibility to know and comply with the laws in your area.

General precautions

You alone are responsible for how you use your phone and any consequences of its use. You should switch off your phone wherever the use of a phone is prohibited.

- **Avoid dropping, throwing, bending, or applying excessive pressure to the device**

Do not apply excessive pressure on the screen and the device to prevent damaging them. It is also recommended that you store the device in a protective case and only use your finger when interacting with the touch screen. Cracked display screens due to improper handling are not covered by the warranty.

- **Protect your phone**

- Always treat your phone and its accessories with care and keep them in a clean and dust-free place and away from any contaminants.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not paint your phone or its accessories.
- Store your phone or its accessories at temperatures between 0°C to 40°C (32 °F to 104 °F).
- Do not carry your phone in your back pocket as it could break when you sit down.
- Maintain a minimum separation distance of 1.5 cm between the phone and your body.

- **Damage requiring service**

Unplug the product from the electrical outlet and contact HTC's customer support via our website (www.htc.com) to locate an authorized service technician or provider that can service your device if

- The product has been damaged by being exposed to rain or liquid, dropped, or subject to impact.
- There are noticeable signs of overheating.
- The product does not operate normally when you follow the

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operating instructions.

- **Avoid pushing objects into product**

Never push objects of any kind into cabinet slots or other openings in the product. These openings must not be blocked or covered.

- **Cleaning**

Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners harsh chemicals, cleaning solvents or aerosols on the device or accessories. Use a damp cloth for cleaning, but NEVER use water to clean the LCD screen.

- **Small children**

Use of your device by small children should be supervised by an adult. They could hurt themselves or others, or could accidentally damage the phone. Your phone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard. Consult the doctor immediately if the accessories or battery are swallowed.

- **Repetitive motion injuries**

To minimise the risk of repetitive strain injuries, when texting or playing games with your phone:

- Do not grip the phone too tightly
- Press the buttons lightly

- **Emergency calls**

This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Disposal of your device

Please do not discard your device in a landfill. Electronic devices contain substances that may be hazardous to the environment if not properly disposed of. Please safely dispose of your device through HTC's free mail-back recycling program at www.freeurecycle.com or by locating an e-waste drop-off point in your community.



Regulatory agency identifications

For regulatory identification purposes, your product is assigned a model number of **2PZC500**.

Your phone's FCC ID is **NM82PZC500**.

To view your FCC ID and IC ID in your device you may also go to the Settings menu → About Phone → Legal Information → Regulatory.

Industry Canada statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with CAN ICES-3(B)/NMB-3(B).

This Category II radio communication device complies with Industry Canada Standard RSS-310.

IMPORTANT NOTE:

The Country Code selection for 2.4 GHz WLAN is disabled on this device. Operation in the 2.4 GHz band is restricted to Channels 1 - 11.

Operation in the 5 GHz band

- Operation in the 5150-5250 MHz band is restricted by Industry Canada to indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.
- High-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could use interference and/or damage to LE-LAN devices.

Federal Communication Commission interference statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a

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particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Hearing-Aid Compatibility (HAC) regulations for wireless devices

The FCC has adopted rules to ensure reasonable access to telecommunications services for persons with hearing disabilities. As part of this effort, the industry uses a rating system for wireless phones to help hearing device users find phones that may be compatible with their hearing devices (hearing aids and cochlear implants). This hearing-aid compatibility (HAC) rating system is described in the American National Standards Institute (ANSI) C63.19-2011 standard and includes the following ratings:

M-Ratings: *For phones that use acoustic coupling with hearing devices that are not operating in telecoil mode.* Phones rated M3 or M4 meet FCC HAC requirements and are likely to generate less radio frequency interference with hearing devices than phones with lower ratings. M4 is the better/higher of the two ratings. Your 2PZC500 is rated **M4**.

T-Ratings: *For phones that use inductive coupling with hearing devices operating in telecoil mode.* Phones rated T3 or T4 meet FCC HAC requirements and are likely to be more usable with a hearing aid's telecoil than phones that are not rated. T4 is the better/higher of the two ratings. Your 2PZC500 is rated **T3**.

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

The ratings are not guarantees. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs. Results will vary depending on a user's hearing device and hearing loss. For example, if some wireless phones are used near some hearing devices, users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully.

Please power off the Bluetooth function while using hearing aid devices with your 2PZC500.

For information about hearing aids and digital wireless phones

FCC Hearing Aid Compatibility and Volume Control:

<http://www.fcc.gov/cgb/dro/hearing.html>

Hearing Aid Compatibility for Wireless Telephones

<http://www.fcc.gov/guides/hearing-aid-compatibility-wireless-telephones>

Specific Absorption Rate (SAR) testing

Your device has been designed to comply with applicable limits for RF exposure. These limits use a unit of measurement called Specific Absorption Rate, or SAR, which refers to the rate at which the human body absorbs RF energy. For more information on Federal Communications Commission (FCC) and Industry Canada (IC) SAR and radio frequency exposure, please see our Radio Frequency Safety web page at:

<http://www.htc.com/us/support/content.aspx?id=6505>.

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HTC Corp. submitted SAR test results demonstrating compliance with the FCC's SAR limit for wireless devices as part of the FCC's equipment certification process for this device. These results can be accessed via the FCC's equipment authorization database (found at <http://transition.fcc.gov/oet/ea/fccid/>) by searching for the device's FCC ID: **NM82PZC500**. This device's maximum SAR values as reported to the FCC are:

- Head: 0.95 W/kg@1g
- Body-worn Accessory: 0.89 W/kg@1g

Body-worn operation

This device was tested for typical body-worn operations. A minimum separation distance of 1 cm must be maintained between the user's body and the handset, including the antenna.

Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided.

RF radiation exposure statement

- This equipment must not be co-located or operated in conjunction with any other antenna or transmitter.
- Use only the supplied or an approved antenna. Unauthorized antennas, modifications, or attachments could impair call quality, damage the phone, or result in violation of regulations. Do not use the phone with a damaged antenna. If a damaged antenna comes into contact with the skin, a burn may result.

RoHS compliance

This product is in compliance with Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011, on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) and its amendments.

CEC appliance efficiency compliance



The BC logo (shown at the left) indicates that this product complies with the California Energy Commission (CEC) energy efficiency standards for battery charger systems set forth at California Code of Regulations Title 20, Sections 1601 through 1608.

Proprietary notice

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