

HTC One (E8)

User guide

HTC Confidential 20140625
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Conventions used in 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.

Important note on recoverable data

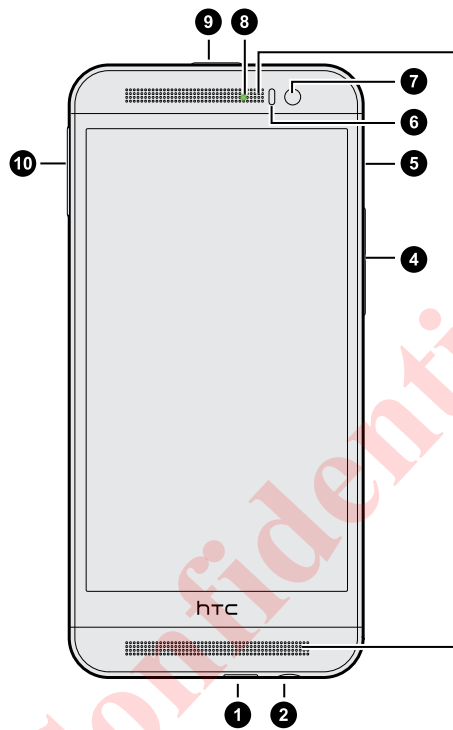
Files and other data that have been deleted, cleared, removed, or erased from your device may still be recoverable by third-party data recovery software. Even a factory reset may not permanently erase all data from your phone, including personal information.

Important RF Notice

This device was tested for compliance with the applicable FCC and Industry Canada specific absorption rate (SAR) limits for radio frequency (RF) exposure during typical body-worn operations. To ensure that RF exposure levels remain at or below the tested levels, use a belt-clip, holster, or similar accessory that maintains a minimum separation distance of 1.0 cm between your body and the device, with either the front or back of the device facing towards your body. Such accessories should not contain any metallic components. Body-worn accessories that do not meet these specifications may not ensure compliance with applicable SAR limits and their use should be avoided.

Unboxing

HTC One (E8)



1. USB connector
2. 3.5mm headset jack
3. Dual speakers
4. VOLUME
5. microSD™ card tray with eject hole
6. Proximity sensor
7. Front camera
8. Notification LED
9. POWER
10. nano SIM card tray with eject hole



If you want to use a case, please don't cover and block the proximity sensor. Purchase a case designed for HTC One (E8).

Back panel



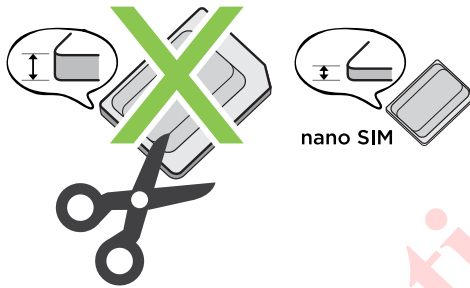
1. LED flash
2. Camera

nano SIM card

HTC One (E8) uses a nano SIM card.

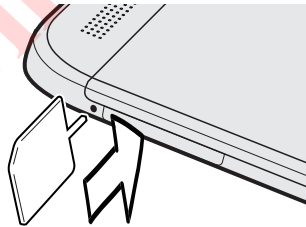
You need a provisioned nano SIM card to connect to the mobile_operator 4G/LTE™ network and to support roaming on compatible GSM networks. The nano SIM card is preinstalled on HTC One (E8). If you need to remove or replace the card, refer to the following instructions.

Use a standard nano SIM card only. Inserting a modified card that is thicker than the standard nano SIM card may cause the card to not fit properly or damage the card slot.

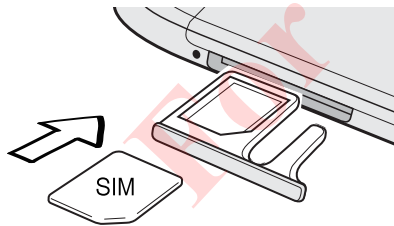


Inserting a nano SIM card

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 next to the nano SIM card slot.



3. Push the tip all the way into the hole until the card tray ejects.
4. Pull the card tray out.
5. Place the nano SIM card (contacts facing down) into the tray.



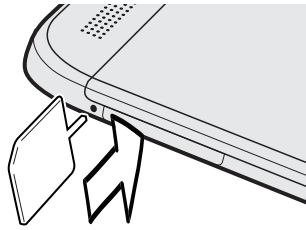
6. Insert the card tray back into the slot.

Removing a nano SIM card



Make sure to switch off HTC One (E8) before removing the card.

1. Hold the phone face up and the top panel facing you.
2. Insert the tip of the tray eject tool (or a small bent paperclip) into the tray eject hole next to the nano SIM card slot.



3. Push the tip all the way into the hole until the card tray ejects.
4. Pull the card tray out, and remove the nano SIM card.
5. Make sure that you insert the empty card tray back into 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.



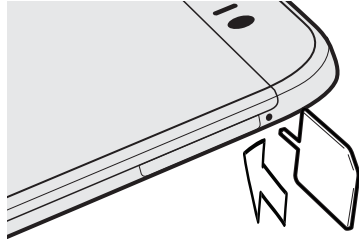
The storage card is optional and sold separately.



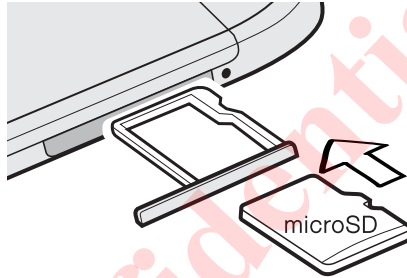
- Moving apps to the storage card doesn't back up the apps. If you do a factory reset, your phone loses the apps. You'll need to reinstall them.
- When you remove the storage card and insert it in another phone, the apps on the storage card won't be installed automatically to the other phone. You'll need to reinstall them.

Inserting the microSD 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 next to the microSD card slot.



3. Push the tip all the way into the hole until the microSD card tray ejects.
4. Pull the microSD card tray out, and place the microSD card (contacts facing down) into the tray.



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

Unmounting the storage card

When you need to remove the storage card while HTC One (E8) is on, unmount the storage card first to prevent corrupting or damaging the files in the storage card.

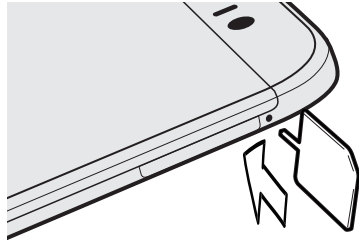
1. Go to Settings, and then tap **Storage**.
2. Tap **Unmount SD card**.

Removing the microSD card



Make sure to unmount your microSD card before removing it.

1. Hold the phone face up and the top panel facing you.
2. Insert the tip of the tray eject tool (or a small bent paperclip) into the tray eject hole next to the microSD card slot.



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

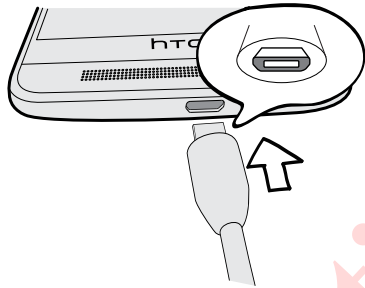
After removing the microSD card, make sure that you insert the empty microSD card tray back into the slot.

Charging the battery

Before you turn on and start using HTC One (E8), it is recommended that you charge the battery.

- P** Use only the adapter and the USB cable that came with HTC One (E8) 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 cable into the USB connector.



2. Insert the other end of the USB 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.
- When you're using the Internet and charging the battery, HTC One (E8) may become warmer. This is normal.
- To conserve energy, unplug the power adapter from the electrical outlet after you finish charging.

Switching the power on or off

Switching the power on

Press the POWER button until HTC One (E8) vibrates.



When you turn on HTC One (E8) 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. If you've set up a lock screen, you need to unlock it.
2. Press and hold the POWER button for a few seconds.
3. Tap **Power off** on the options menu.

Phone setup and transfer

Setting up your new phone for the first time

When you switch on your new phone for the first time, you'll be asked to set it up.



You can enable TalkBack to navigate by voice feedback before selecting the language. Press and hold two fingers on the screen until you hear a message saying that accessibility mode is enabled.

Walk through the on-device setup to choose your Internet connection, sign in to your accounts, and more.

There are different options you can choose to set up your new phone:

- If you don't plan to restore a previous backup from your online storage, you can use the HTC Get Started service to first personalize your new phone and set up your accounts from your computer.

On the Fast and easy setup screen, tap **I want to use Get Started**. Your phone will show you the URL of the HTC Get Started site and a pair code. On your computer's web browser, just go to the URL and enter the pair code to start your web setup. Save your setup to your HTC Account so you can download your personalized settings to your phone.

If you already finished the HTC Get Started setup before turning on your new phone, just download your web setup.

- If you have content from another phone that you want to transfer, whether it's from an Android™ or other phone, select **Get content from old phone**.
- If you have a previous phone backup that you want to restore from your online storage, select **Restore from HTC Backup**.

To make it easier for you to back up and restore content from HTC One (E8) to another HTC phone in the future, select **Back up phone daily**.



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 location services on or off](#) on page 142.

Restoring your backup from your online storage

If you used HTC Backup before, you can restore your backup to HTC One (E8) when you turn the phone on for the first time or after a factory reset.



Depending on the amount of content, restoring your backup to your phone through your data connection may incur additional data costs and take a long time. Using a Wi-Fi® connection is recommended.

1. When you're asked whether you have a Google® Account, sign in to your account.
2. Use your mobile data or Wi-Fi connection to connect your phone to the Internet.
3. If you used your Google login credentials as your HTC Account and your backup is in Google Drive™, tap **Sign in with Google**.

If not, tap **Remind me later**, go to the Transfer or restore screen, and select **Restore from HTC Backup**.

4. Follow the onscreen instructions to restore your backup and to continue setting up your phone.
5. Slide open the Notifications panel to check if there's any notification to finish setting up your phone.

Free apps from Google Play™ will be restored in the background, and you can track the progress via a notification in the status bar. To restore paid apps, you need to download and install them from Google Play.

Your apps will appear on the Apps screen as they are installed. The Apps and Home screen shortcuts will be reorganized as in your backup after all of your apps have been installed. You may continue using HTC One (E8) while apps are being restored.

Transferring content from an Android phone

On your old Android phone, download the HTC Transfer Tool and use it to transfer your content to your new HTC phone. The types of locally stored content on your old phone that the tool can transfer include contacts, messages, calendar events, web bookmarks, music, photos, and videos. Some settings can also be transferred.



- You need Android version 2.2 or later to use the HTC Transfer Tool on your old phone.
- If your old phone has Android version 2.1 or an earlier version, you need to use Bluetooth® transfer. For details, see [Transferring contacts from your old phone through Bluetooth](#) on page 19.

1. If you're setting up your new HTC phone for the first time, select **Get content from old phone**.

Or go to Settings, and then tap **Get content from another phone**.

2. Choose whether to transfer from an old HTC Android phone or other Android phone.
3. Tap **Full transfer**, and then tap **Next**.
4. Follow the steps shown on your new phone to download the HTC Transfer Tool from Google Play to your old phone, install it, and open the tool.
5. When you see a PIN on your old phone, make sure the same PIN also appears on your new phone before you continue.



If the PIN code doesn't appear, this may mean that your old phone is unable to connect to your new phone. If this happens, try another transfer method.

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

Transferring content from an iPhone

If you have an iPhone, it's fast and easy to transfer your contacts, messages, and other content when you use HTC Sync Manager.

To find out how, see [Transferring iPhone content and apps to your HTC phone](#) on page 120.

If you only need to migrate your contacts, you can also use Bluetooth transfer. For details, see [Transferring contacts from your old phone through Bluetooth](#) on page 19.

Transferring contacts from your old phone through Bluetooth

Use Bluetooth to transfer contacts from an iPhone, a phone that has Android version 2.1 (or earlier version), or other types of phones. Depending on the capabilities of your old phone, you may be able to transfer not only contacts but also other data such as calendar events and text messages to your new HTC phone.



Use HTC Sync Manager to transfer more types of content from an iPhone.

1. If you're setting up your new HTC phone for the first time, select **Get content from old phone**.
Or go to Settings, and then tap **Get content from another phone**.
2. Choose whether to transfer from an Android phone, iPhone, or other phone types. If you chose to transfer from an Android phone, tap **Quick transfer**.
3. On your old phone, turn Bluetooth on.
4. Follow the onscreen instructions on your old and new phones to pair them and start the data transfer.

Other ways of getting contacts and other content

There are different ways you can individually add contacts and other content to HTC One (E8).

Sync with your computer	Use HTC Sync Manager to sync contacts, documents, playlists, and more between HTC One (E8) and your computer running a Windows® or Mac OS 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 One (E8).
Google Account	Google contacts are imported to HTC One (E8) after you sign in to your Google Account. You can also create more Google contacts right from HTC One (E8).
Social network accounts	Log in to your favorite social networks to sync contact information from them.
Microsoft® Exchange ActiveSync®	HTC One (E8) syncs your work contacts from the Microsoft Exchange ActiveSync Server in your workplace.
Phone contacts	You can create contacts locally on HTC One (E8), if you don't prefer to store them on your online accounts.
nano SIM card	Copy all your nano SIM contacts to HTC One (E8).

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

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

- Connect HTC One (E8) to your computer. Your computer will recognize it just like any removable USB drive, and you can copy your media between them.
- Download and use the HTC Sync Manager software on your computer. You can set it up to automatically get music, photos, and videos off HTC One (E8) to your computer. You can also sync playlists from your computer to the phone.

If you have an iPhone, you can even connect it and transfer camera roll photos to your computer. Then reconnect HTC One (E8) and copy them over.

Home screen

After you've turned on and set up HTC One (E8) for the first time, you'll see HTC BlinkFeed™.

- Customize HTC BlinkFeed to show posts from your social networks, headlines from your favorite news media, and more. For details, see [Your dynamic Home screen](#) on page 39.
- Swipe left and you'll discover widget panels for adding your favorite widgets, apps, and more so they're just a tap away. If you need more room for your stuff, you can add more panels. For details, see [Personalizing](#) on page 53.
- You can change the apps on the launch bar at the bottom of the Home screen. See [Launch bar](#) on page 54.



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

Using Quick Settings

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

1. With two fingers, swipe down from the status bar to open Quick Settings.
2. To turn a setting on or off, just tap its tile.
3. To change the options for a setting, press and hold its tile. Or tap .



You can also tap  to switch to Quick Settings from the Notifications panel.

Customizing Quick Settings

Aside from the default tiles, there are several other tiles available in Quick Settings.

1. With two fingers, swipe down from the status bar to open Quick Settings.
2. Tap  and do one of the following:
 - In the Quick Settings list, press and hold  next to the item you want to move and drag it to rearrange the list.
 - Under Hidden items, press and hold  and drag it up to make it available in Quick Settings.



There is a limit to the number of tiles that can be shown in Quick Settings. You may need to remove an existing item to make space for another one. To remove an item, drag it below Hidden items.

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 either from the Quick Settings panel or the Apps screen.
 - With two fingers, swipe down from the status bar to open Quick Settings, and then tap .
 - From the Home screen, tap  to switch to the Apps screen, and then tap **Settings**.
2. Here are some of the basic settings you can change:
 - Tap the **On/Off** switch next to an item such as Wi-Fi to turn it on or off. Tap the item itself to configure its settings.
 - Tap **Sound** to set a ringtone, choose a sound profile, and configure incoming call sound settings.
 - Tap **Personalize** to change the wallpaper, add apps and widgets to the Home screen, and more.
 - Tap **Accounts & sync** to add and sign in to your different accounts, such as email, social networks, and more.
 - Tap **Security** to help secure HTC One (E8), for example with a screen lock.

Updating your phone's software

HTC One (E8) can check and notify you if there's a new update available. You can also choose to automatically download updates or manually check if there's an available update.

Checking your system software version

Before installing a system software update, you can check first what Android and HTC Sense™ versions you have on your phone.

1. Go to Settings, and then tap **About**.
2. Tap **Software information**.

Enabling automatic updates

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

1. Go to Settings, and then tap **About**.
2. Tap **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.

Installing a software update

When Internet connection is on 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 One (E8) 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 One (E8) if needed.

Checking for updates manually

1. Go to Settings, and then tap **About**.
2. Tap **Software updates**. HTC One (E8) checks if updates are available.



If you don't have Internet connection, you'll be prompted to turn on mobile data or connect to a Wi-Fi network. Once connected, tap **Check now** to check for updates.

Getting apps from Google Play

Google Play is the place to go to find new apps for HTC One (E8). Choose from a wide variety of free and paid apps ranging from productivity apps, entertainment, to games.



- A Google Wallet™ payment service is required to purchase a paid app. You will be asked to confirm method of payment when you purchase an app.
- The name of the Play Store app may differ depending on your region.
- The ability to purchase apps varies by region.

Finding and installing an app

When you install apps and use them on HTC One (E8), 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 One (E8). You're responsible for the results of using downloaded apps.

1. Open the Play Store app.
2. Browse or search for an app.
3. When you find the app that you like, tap it and read its description and user reviews.

4. To download or purchase the app, tap **Install** (for free apps) or the price button (for paid apps).
5. Tap **Accept**.



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

To open the app, go to the Apps screen and tap the app.

Restoring apps from Google Play

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

1. Open the Play Store app.
2. Tap **≡** to open the slideout menu.
3. Tap **My apps**, swipe to the All tab, and then tap the app you want to restore.
4. Install the app.

For more details, refer to the Google Play 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 One (E8) and your personal data, we strongly recommend that you only download from websites you trust.
- Before you can install the downloaded app, make sure that you've set HTC One (E8) to allow installation of third-party apps in **Settings > Security > Unknown sources**.

1. Open the browser, and then go to the website where you can download the app you want.
2. Follow the website's download instructions for the app.



After installing the app, make sure to go back to **Settings > Security** and clear the **Unknown sources** 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 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 help.

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