# htc

# User guide



HTC Desire 20 pro

# **Contents**

Unboxing and setup	
HTC Desire 20 pro overview	8
Inserting the nano SIM and microSD cards	10
Charging the battery	12
Switching the power on or off	12
Setting up your phone for the first time	13
Adding accounts	14
Ways to unlock HTC Desire 20 pro	14
Changing your nano SIM card settings	15
Your first week with your new phone	
Changing the way you navigate HTC Desire 20 pro	16
Capturing your phone's screen	16
Turning Sleep mode on or off	17
Touch gestures	17
Home screen	20
Lock screen	20
Using Quick Settings	21
Adjusting the volume and sound settings Restarting HTC Desire 20 pro (Soft reset)	22 22
Accessing your settings	23
Notifications	25
Selecting, copying, and pasting text	27
Entering text	28
Security	
Security	
Setting a screen lock	30
Setting up Smart Lock	30
Turning the lock screen off	31
Fingerprint scanner	31
Assigning a PIN to a nano SIM card	32
Updates	
Checking for security updates	34
Installing app updates from Google Play Store	34
Checking your system software version	35
Checking for system software updates	35
Home screen layout	
Changing your wallpaper	36
Adding apps to the Home screen	36
Adding Home screen widgets	37
Organizing apps into folders	38

#### 4 Contents

Storage	
Types of storage	66
Freeing up storage space	66
Copying or moving files between the built-in storage and storage card	67
Copying files between HTC Desire 20 pro and your computer	68
Unmounting the storage card	68
Transfer	
Ways of getting content from your previous phone	69
Transferring content from an Android phone	69
Transferring photos, videos, and music between your phone and computer	70
Backup and reset	
Backing up HTC Desire 20 pro	71
Backing up photos and videos	71
Resetting network settings	72
Resetting HTC Desire 20 pro (Hard reset)	72
Installing and removing apps	
Getting apps from Google Play Store	73
Downloading apps from the web	74
Uninstalling an app	74
Working with apps	
App shortcuts	75
Switching between recently opened apps	76
Working with two apps at the same time	76
Using picture-in-picture	77
Controlling app permissions	77
Choosing which apps have access to your location	78
Setting default apps	78
Setting up app links	78
Disabling an app	79
Using apps	
Using the Clock	80
Checking Weather	82
What you can do on Google Photos	83
FM Radio	84
Sound Recorder	85
Internet connections	
Turning the data connection on or off	86
Managing your data usage	86
Wi-Fi connection	88
Connecting to VPN	89
Installing a digital certificate	90
Using HTC Desire 20 pro as a Wi-Fi hotspot	90

# About this guide

We use the following symbols to indicate useful and important information:



This is a note. It provides detailed information for setup, common questions, and what to do in specific situations.



This is a tip. It will give you an alternative way to do a particular step or procedure 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 is a warning. Take note to avoid potential problems or prevent damage to your hardware.

Information contained in this guide may have changed. For the most up-to-date information, including the latest version of this guide, go to HTC Support.

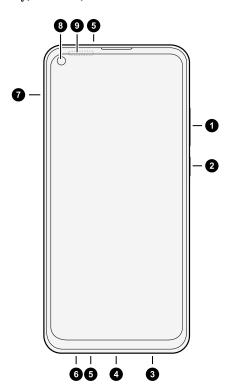
# Important note on recoverable data

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.

# **Unboxing and setup**

# HTC Desire 20 pro overview

After taking HTC Desire 20 pro out of the box, familiarize yourself first with the location of the card tray, controls, and sensors.



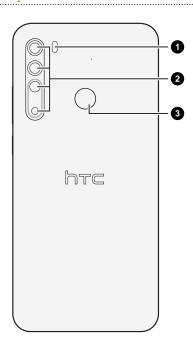
- 1. VOLUME control
- 2. POWER button
- 3. Speaker
- 4. USB Type-C® connector
- 5. Microphones
- 6. 3.5mm headset jack
- 7. nano SIM and storage card tray
- 8. Front camera
- 9. Proximity and light sensor

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



- If you want to use a case or screen protector, don't cover and block the proximity sensor. Purchase a case or screen protector designed for HTC Desire 20 pro.
- Avoid liquid or dust from entering the microphone hole to prevent damage to the microphone.
- Avoid connecting third-party headsets or accessories with metallic charms that dangle near the headset jack. Using these may affect signal reception.
- 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.

#### Back panel

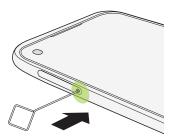


- 1. Dual LED flash
- 2. Quad cameras
- 3. Fingerprint scanner

# Inserting the nano SIM and microSD cards



- Use a standard nano SIM only. Don't cut a larger SIM card to fit. It's thicker than a standard nano SIM card and may get stuck in the slot.
- The microSD<sup>™</sup> card is optional and sold separately.
- If you're using your old microSD card, make sure you have backups of your content on a computer or cloud storage before inserting the card. You may be prompted to format the card.
- 1. Hold the phone face up.
- **2.** Insert the tip of the tray eject tool that came with your phone—or a small bent paperclip—into the tray eject hole.



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



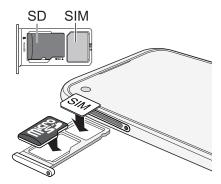
3. Push the tip into the hole until the tray ejects, and then pull the tray out.

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

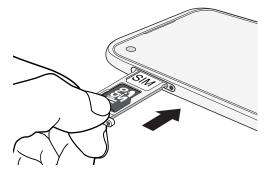


Both SIM 1 and SIM 2 cards can be 4G LTE cards. To find out how to set the preferred card for your mobile data connection, see Changing your nano SIM card settings on page 15.

• When you need to use a microSD card, remove your second nano SIM card and then place the microSD card into the outer holder of the tray. You cannot have both the second nano SIM and microSD cards inserted at the same time.



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



**6.** Make sure the tray is flush with the side of the phone.

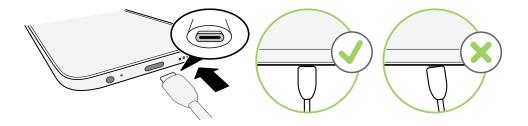
Follow the same procedure above to eject the tray and remove your cards. Before ejecting the tray, make sure to unmount your microSD card first. See Unmounting the storage card on page 68.

# Charging the battery

Before you turn on and start using HTC Desire 20 pro, it is recommended that you charge the battery.



- If the battery has been fully drained, you may need to charge HTC Desire 20 pro for several minutes before powering it on.
- Use HTC's power adapter and USB Type-C cable to charge the battery. When the battery power
  is too low, make sure to use the power adapter to charge, not the USB cable connection with
  your computer.
- 1. Insert the small end of the USB Type-C cable into the USB Type-C connector.



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



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

# Switching the power on or off

Switching the power on

Press the POWER button until HTC Desire 20 pro vibrates.



When you turn on HTC Desire 20 pro 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.



Before you start, back up your data to your Google® Account so you can restore them to HTC Desire 20 pro. Alternatively, use the HTC Transfer Tool after you finish setting up HTC Desire 20 pro. For details, see Ways of getting content from your previous phone on page 69.

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. During the setup, you'll be prompted to do the following:
  - Choose the system language to use, read and agree to the terms of use, and choose your Internet connection.
  - Choose where to copy or restore data from.
  - Sign into your Google Account.
  - Turn on Google Services. Make sure the Back up to Google Drive option is turned on to enable Auto Backup.

It's also recommended to have Location and Device maintenance options turned on.

- Set up Google Assistant<sup>™</sup>. For details, visit support.google.com/assistant/.
- Set up device protection for your phone.
- 3. Follow the onscreen 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 96.

## Adding accounts

Add your accounts to access them on HTC Desire 20 pro. You can add several Google Accounts and sync contacts, email, calendar, and Google app data from these accounts to HTC Desire 20 pro.

- 1. From the Home screen, tap Settings > Accounts.
- 2. Tap Add account.
- 3. Tap the account type you want to add.
- 4. Follow the onscreen instructions to enter your account information.

#### Syncing your accounts

- 1. From the Home screen, tap Settings > Accounts.
- **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 Desire 20 pro 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, tap **Settings** > **Accounts**.
- 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 Desire  $20 \, \mathrm{pro}$ .

#### Ways to unlock HTC Desire 20 pro

It is important to set HTC Desire 20 pro to lock itself to prevent others from accessing your data in case it gets lost or stolen. There are several ways you can unlock HTC Desire 20 pro.

- Screen lock: Set HTC Desire 20 pro to unlock using a secure PIN, password, or pattern. See Setting a screen lock on page 30.
- **Fingerprint:** Wake up and unlock HTC Desire 20 pro with a touch by adding fingerprints. See Fingerprint scanner on page 31.
- Smart Lock: Set HTC Desire 20 pro to automatically unlock when it's safe with you, such as when your phone is in your pocket or you're at home. See Setting up Smart Lock on page 30.

# Changing your nano SIM card settings

When you have two nano SIM cards inserted on your phone, there are several options you can set for your cards.

- 1. From the Home screen, tap Settings > Network & internet > SIM cards.
- **2.** Do any of the following:
  - Change the SIM card names.
  - Enable or disable a SIM card.
  - Set the default SIM card for your mobile data connection.
  - Set the default SIM card for making phone calls.
  - Set the default SIM card for sending SMS messages.

# Your first week with your new phone

## Changing the way you navigate HTC Desire 20 pro

By default, you navigate your phone using the Navigation bar at the bottom of the screen. In Settings, you can change the way to navigate your phone.

- 1. From the Home screen, tap Settings > System.
- 2. Tap Gestures > System navigation.
- **3.** Select one of the following types of navigation:
  - Gesture navigation

Use swipe gestures instead of tapping buttons to go back to the previous screen, return to the Home screen, and access recent apps. After selecting this option, tap 😵 to adjust the Back gesture sensitivity.

■ 3-button navigation

This is the default Navigation bar with the Back  $\P$  , Home  $\ \ \, \ \,$  , and Recent apps buttons.



There's an accompanying tutorial that plays back when you select a type of navigation. View the tutorial to learn how to navigate.

## Capturing your phone's screen

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

- 1. To capture a screenshot, do any of the following:
  - Press and hold POWER and VOLUME DOWN at the same time.
  - Press and hold the POWER button until a menu opens, and then tap Screenshot.
- 2. Open the Notifications panel.

You'll see the Screenshot saved notification with options on what to do with the screenshot.



If you don't see the options, slide two fingers apart on the notification to display them.

3. Tap Share.

# Turning Sleep mode on or off

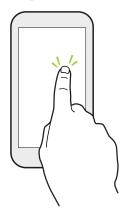
Sleep mode saves battery power by putting HTC Desire 20 pro into a low power state while the display is off. It also stops accidental button presses when HTC Desire 20 pro is in your bag.

- To turn off the display and switch to Sleep mode, briefly press the POWER button.
   HTC Desire 20 pro also automatically goes into Sleep mode when it's left idle for a while. You can change the time before HTC Desire 20 pro sleeps by setting the screen timeout.
- To wake up your phone from Sleep mode, press the POWER button.

# Touch gestures

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

#### Tap



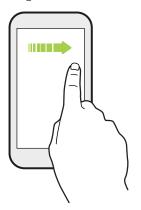
Tap the screen with your finger when you want to select onscreen items such as application and settings icons, or press onscreen buttons.

#### Press and hold



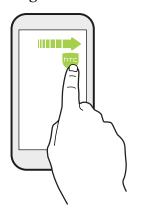
To open the available options for an item (for example, a contact or link in a webpage), just press and hold the item.

#### Swipe or slide



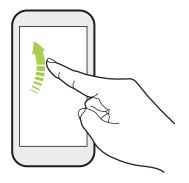
Quickly swipe your finger horizontally across the screen to go to other Home screen panels. Swipe vertically to scroll through a list, document, and more.

#### Drag



Press and hold your finger with some pressure on an icon or widget 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.

#### Slide with two fingers

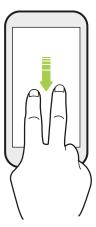


In some apps, slide two fingers apart to zoom in when viewing a picture or text.



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.

#### Home screen

After you've turned on and set up HTC Desire 20 pro for the first time, you'll see the main Home screen.

From the main Home screen, you can do the following:

• Swipe right and you'll see Google Discover.



For details on customizing Google Discover, open the Google app. Tap More > Help, and then search for Discover.

- Change your home and lock screen wallpaper. See Changing your wallpaper on page 36.
- Add your favorite apps and widgets. See Adding apps to the Home screen on page 36 and Adding Home screen widgets on page 37.

You can also add more Home screen panels. See Adding or removing a Home screen panel on page 38.

#### 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 30.

- Tap twice on a notification to go directly to the related app.
- Swipe left or right on the notification to remove it.
- Press and hold a notification, and then choose how you want its app to notify you. You can also turn off notifications from the app.



 Go to Settings > Display > Advanced > Lock screen display to choose what you want to show or hide on the lock screen.

To hide lock screen notifications completely, tap Lock screen > Don't show notifications at all.

To set more lock screen notification options, go to Settings > Apps & notifications > Notifications.

# 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.

#### **Customizing Quick Settings**

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

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



- 2. Tap / and do one of the following:
  - Press and hold a tile, and then drag it to your desired position.
  - Press and hold a tile, and then drag it down under the 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 ◀.

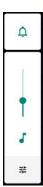


There is a limit to the number of tiles that can be shown in the first panel of Quick Settings. You may need to swipe left on the Quick Settings panel to see more Quick Settings tiles.

## 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  $\hat{\square}$  to switch the ringer and notifications between vibrate, silent, and normal.
- Tap **d** to toggle the media volume on and off.
- Tap 🗮 to adjust different types of volume.

Tap See more to access Sound settings.



Whether the ringer is on or off, turning on **Vibrate for calls** in Sound settings makes your phone vibrate when you have incoming calls.

# Restarting HTC Desire 20 pro (Soft reset)

If HTC Desire 20 pro 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 Desire 20 pro not responding?

If HTC Desire 20 pro does not respond when you touch the screen or press the buttons, you can still restart it.

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



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

# Accessing your settings

There are several ways you can find and access settings on your phone.

- 1. Open Settings from the Home screen, Apps screen, or Notifications panel:
  - On the main Home screen, tap **Settings**.
  - From the Home screen, swipe up, and then find and tap **Settings**.
  - Swipe down with two fingers from the top of the screen, and then tap .
- **2.** Tap the search bar to enter an option or setting you want to find. You can also navigate through the following categories to find a setting:

Option	Description
Network &	Change SIM card settings.
internet	■ Turn airplane mode on or off.
	<ul> <li>Configure and manage your network connections.</li> </ul>
	<ul> <li>Set up your phone as a Wi-Fi hotspot.</li> </ul>
	• Share your phone's Internet connection via USB or Bluetooth.
Connected devices	Connect to external devices through Bluetooth, NFC, and more.
Apps &	<ul> <li>Set how you want to be notified by your apps.</li> </ul>
notifications	• Set app permissions, default apps to use, app usage timer, and more.
Battery	Check battery usage information. Enable features such as <b>Battery Saver</b> to help save battery power.
Display	Adjust screen brightness, text and display size, and other settings for easier readability.
Sound	Adjust different types of sound volume, choose your ringtone and notification sound, set up Do not disturb mode, and more.
Storage	<ul> <li>Check your available internal storage. Clean up the internal storage when you're almost out of storage space.</li> </ul>
	<ul><li>Manage your storage card.</li></ul>
Privacy	■ Choose to show or hide notification content on the lock screen.
	<ul> <li>Manage how your location history and other information is used.</li> </ul>
Location	<ul> <li>Manage location access and various Google location services.</li> </ul>
	■ Choose which apps can access your location.
Security	Set your screen unlock method, SIM card lock, and more.
Accounts	Add your email and other accounts.
Accessibility	■ Enable accessibility features such as TalkBack.
	• Adjust the display size, audio and onscreen text settings, and more.

Option	Description	
Digital Wellbeing & parental controls	Keep track of your daily phone use, set a bedtime schedule with the Wind Down feature, set up content restrictions for your child, and more.	
	For details, see this article in Android <sup>™</sup> Help Center: Manage how you spend time on your Android phone with Digital Wellbeing.	
Google	Set up various Google services and settings for your phone.	
System	<ul> <li>Configure system settings such as languages and input, date and time, and more.</li> </ul>	
	■ Back up your phone to your Google Account.	
	<ul> <li>Check for software updates and install them.</li> </ul>	
	• Factory reset your phone, or only reset certain settings.	
About phone	Check information such as IMEI, Android version, and more.	



At the top of the Settings screen, you'll also see suggested settings you can change.

#### **Notifications**

#### Notifications panel

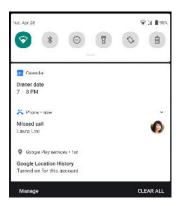
Notification icons inform you of new messages, calendar events, alarms, and activities in progress such as files downloading.



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

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

Or just swipe down anywhere on the Home screen.



- Tap the notification to open the corresponding app.
- To dismiss just one notification in the list, drag it left or right.
- Slide two fingers apart on the notification to expand it and see more details or see if there are
  more notifications bundled inside it. Slide two fingers together on the notification to minimize
  it again.
- Some notifications allow you to take immediate action. For example, tap a missed call
  notification to return the call or reply with a text message.
- If you have several notifications, scroll through the list screen to see them all.
- To dismiss all non-persistent notifications, scroll to the bottom of your notifications, and then tap **Clear all**.
- To clear all silent notifications, tap X next to Silent notifications.
- To change what app notifications you want to receive, tap Manage. For more details, see
   Managing app notifications on page 26.

#### Snoozing notifications

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



Turn on snoozing, if it's not yet enabled. Go to **Settings > Apps & notifications**, tap **Notifications** > **Advanced**, and then turn on **Allow notification snoozing**.

- 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  $\bigcirc$ .
- 3. Tap  $\checkmark$  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

Apps show a dot when they have notifications. You can choose to turn the Notification dot on or off per app or for all apps.

- 1. From the Home screen, tap Settings > Apps & notifications.
- **2.** To turn the Notification dot on or off for an app:
  - a) On the Apps & notifications screen, tap See all \_ apps.
  - **b)** Tap the app that you want, and then tap **Notifications** > **Advanced**.
  - **c)** Tap the **On/Off** switch next to the **Allow notification dot** option.
- **3.** To turn the Notification dot on or off for all apps:
  - **a)** On the Apps & notifications screen, tap **Notifications** > **Advanced**.
  - **b)** Tap the On/Off switch next to the Allow notification dots option.

#### Managing app notifications

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

- 1. From the Home screen, tap Settings > Apps & notifications.
- 2. Do one of the following to choose the app to customize:
  - Tap an app under the Recently opened apps section. Or tap **See all** \_\_ **apps** to choose from more apps. Then tap **Notifications**.
  - To choose an app that recently sent you notifications, tap Notifications. Under the Recently sent section, tap the app you want. Or tap See all from last 7 days to choose from more recent apps.
- **3.** Tap the **On/Off** switch next to each notification type to turn it on or off.
- 4. For a notification type that's turned on, tap it to set how you want to be notified. You can:
  - Set it as an **Alerting** or **Silent** notification:

Option	Description
Alerting	Your phone will notify you with a sound, lock screen notification, and a notification icon for the app in the status bar.
Silent	Your phone won't notify you with a sound or vibration. You'll still see the notification in the Notifications panel.

- Turn on Pop on screen to display alerting notifications as a banner at the top of your screen.
- Tap Advanced, and then turn on Override Do Not Disturb to continue receiving notifications even when Do Not Disturb mode is on.

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.

# Selecting, copying, and pasting text

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

#### Sharing text

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

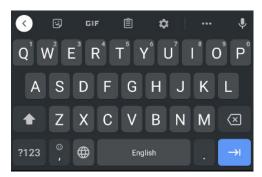
## Entering text



The help content here is based on the following Gboard app version: 9.8.x.

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

Here are some tips on using Gboard:





The keyboard layout may slightly differ depending on the text field currently active.

- Tap the keys on the onscreen keyboard to enter letters and numbers, as well as punctuation marks and symbols.
- Some keys have multiple characters or accents associated with them. Press and hold a key to enter numbers, symbols, or accented letters.
- Tap ?123 to switch to the number and symbol keyboard.
- Swipe left or right on the space bar to move the cursor.
- Tap , and then tap the icons along the bottom to choose from a wide selection of emojis, stickers, and more.
- Tap ●●● to use more Gboard features. You can search the web, translate text, switch to one-handed typing mode, apply a theme, and more.
- Press ▼ to close the onscreen keyboard.



To learn more about Gboard, visit support.google.com/gboard.

#### Entering text by speaking



Voice-to-Text feature may not be available in some languages.

- 1. Tap an area where you want to enter text.
- **2.** On the keyboard, tap  $\P$ .
- 3. Say the words you want to enter.



When entering English text, you can insert punctuation marks by saying their name. For example, say "Bring water comma towels comma and goggles period". The text will appear as "Bring water, towels, and goggles."

# **Security**

## Setting a screen lock

Help protect your personal information and help prevent others from using HTC Desire 20 pro without your permission.

Choose to set a screen lock pattern, numeric PIN, or other means of locking your screen. You'll be asked to unlock the screen every time HTC Desire 20 pro is turned on or when it's idle for a preset period of time.

- 1. From the Home screen, tap **Settings** > **Security**.
- 2. Under Device security, tap Screen lock.
- 3. Select a screen lock option and set up the screen lock.
- 4. Next to Screen lock, tap 😂 > Lock after screen timeout, 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 shown as you draw it, tap tand tap the Make pattern visible On/Off switch to turn it off.

#### Setting up Smart Lock

Smart Lock keeps your phone unlocked when it's safe with you, such as when your phone is in your pocket or you're at home. After you set up Smart Lock, you won't need to manually unlock the phone.



Available Smart Lock options vary depending on the phone model.

- 1. From the Home screen, 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 from the available options and set when you want to keep the phone unlocked. For instance, 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  $\P$  to return to the Security screen.
- 6. Under Device security, tap 🚱 next to Screen lock, tap Lock after screen timeout, and then specify the idle time before the screen is locked.

## Turning the lock screen off

Rather not have to unlock your phone every time you wake it up? You can turn the lock screen off in Settings.



It is recommended that you have a screen lock to help secure your phone from unwanted access.

- 1. From the Home screen, 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.

## Fingerprint scanner

You can quickly wake up and unlock the HTC Desire 20 pro 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 Desire 20 pro.



You may not be able to set the fingerprint scanner to unlock HTC Desire 20 pro, 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, tap Settings > Security.
- 2. Tap Fingerprint.

If you haven't already set up a screen lock, you'll be asked to set one up. See Setting a screen lock on page 30.

3. If prompted, choose how you want to show notification content when your phone is locked, and then tap Done.

- 4. Tap Next.
- 5. Place your index finger on the fingerprint scanner to start scanning.
- 6. Repeatedly touch the scanner until the fingerprint has been successfully recorded.
- 7. After you've successfully recorded your fingerprint, tap **Done**.

You can now use your fingerprint to wake up and unlock HTC Desire 20 pro.

You'll need to input your backup lock screen pattern, PIN, or password if the scanner doesn't identify your fingerprint after five attempts.

#### Adding, removing, or editing fingerprints

- 1. From the Home screen, tap **Settings** > **Security**.
- 2. Tap Fingerprint.
- 3. Enter your pattern, PIN, or password.
- **4.** Do any of the following:
  - Tap **Add fingerprint** to add another fingerprint.
  - Tap a recorded fingerprint to rename it.
  - Tap mext to a recorded fingerprint to delete it.

# 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, tap **Settings** > **Security**.
- 2. Tap SIM card lock.
- 3. In dual SIM phone models, select which card you want to assign a new PIN to.
- 4. Tap the Lock SIM card On/Off switch to turn it on. Enter the default PIN of the card, and then tap **OK**.
- 5. To change the card PIN, tap Change SIM PIN.

#### Restoring a nano SIM card that has been locked out

If you enter the wrong PIN more times than the maximum number of attempts allowed, the card will become "PUK-locked."

You need a Pin Unlock Key (PUK) code to restore access to HTC Desire 20 pro. 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.

# **Updates**

## Checking for security updates

When there's a security patch that provides security fixes or enhancements available for download, you'll receive a security update notification. You can easily install the update from the notification.

You can also manually check for security updates in Settings.

- 1. From the Home screen, tap Settings > Security.
- **2.** Do the following:
  - Tap Security update > Check for update.
  - Tap Google Play system update > Check for update.



Just like security updates, Google Play<sup>m</sup> system updates also provide important security and privacy fixes or enhancements. You may be able to get these updates faster sine they are sent directly to your phone from Google Play<sup>m</sup>, just like app updates.

# 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 the Google Play Store app to automatically download and install app updates when available.

- 1. On the Home screen, tap Play Store.
- 2. Tap  $\equiv$  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** next to 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.

# Checking your system software version

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

- 1. On the Home screen, tap Settings.
- 2. Tap About phone.
- 3. Check under Android version.

# Checking for system software updates

You'll receive a notification if there's a system software update available for your phone model. You can also manually check for system software updates in Settings.

- 1. On the Home screen, tap Settings.
- 2. Tap System > Advanced > Software updates.
- 3. Tap Check now.

# Home screen layout

# Changing your wallpaper

Choose from the preset wallpapers, a photo you've taken with the camera, or an image on your phone.

 $\textbf{1.} \quad \text{From the Home screen, tap } \textbf{Settings} \mathbin{>} \textbf{Display} \mathbin{>} \textbf{Wallpaper}.$ 



You can also press and hold an empty space on the Home screen, and then tap Wallpapers.

- 2. Choose from where you want to select a wallpaper.
- 3. Choose the image you want, and then tap **Set wallpaper**.
- 4. Choose whether to use the image as your home wallpaper, lock screen wallpaper, or both.

## Adding apps to the Home screen

Place apps you often use on any Home screen panel for quicker access.

- 1. Swipe up on the Home screen to open the Apps screen.
- 2. Press and hold an app icon, and then drag it to a Home screen panel you want to add it to.



You can group apps on the Home screen into folders. See Organizing apps into folders on page 38

#### Favorites bar

The favorites bar gives you one-touch access to frequently-used apps. You can replace the apps on the favorites bar.

1. On the favorites bar, press and hold the app you want to replace, and then drag it to an empty space on the Home screen or to **Remove** on top of the screen.



- 2. Swipe up on the Home screen to open the Apps screen.
- 3. Press and hold an app, and then drag it to the empty slot on the favorites bar.



You can group apps on the favorites bar into a folder. See Organizing apps into folders on page 38

## Adding Home screen widgets

Widgets make important information and media content readily available.

- 1. Press and hold an empty space on the Home screen.
- 2. Tap Widgets.
- 3. Look for the widget you want to add to the Home screen.
- $\textbf{4.} \quad \text{Press and hold the widget, and then drag it to the Home screen panel you want to add it to.}$

### 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 with dots appears, that means the widget is resizable.
- 2. Drag the dots to enlarge or shrink the widget size.

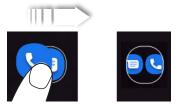
### Removing a widget or icon

Press and hold the widget or icon you want to remove, and then drag it to **Remove** at the top of the screen.

## Organizing apps into folders

You can group apps on the Home screen or favorites bar into folders.

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 Unnamed Folder, and then enter your folder name.
- 4. To add another app, just drag it on top of the folder.

### Removing items from a folder

- 1. On the Home screen or favorites bar, tap a folder to open it.
- 2. Press and hold an app in the folder, and then drag it out to an empty space on the Home screen or to Remove on top of the screen.

## Adding or removing a Home screen panel

A new Home screen panel will be added when you drag an item such as an app or widget to the right of the rightmost Home screen panel.

After you move all items out from a Home screen panel, the empty Home screen panel will be deleted automatically.

## Taking photos and videos

## Quad cameras

HTC Desire 20 pro gives you imaging at its finest. With four rear-mounted cameras, take stunning shots from a variety of perspectives.



### 1. 8MP ultra-wide camera

Take ultra-wide photos with the 118-degree camera. See Taking an ultra-wide photo on page 46.

### 2. 48MP f/1.8 camera

Capture high-resolution photos at 48MP. See Taking a photo on page 43.

#### 3. 2MP depth-sensing camera

Capture professional-looking portraits with blurred background. See Taking portraits or selfies on page 44.

### 4. 2MP macro camera

Take macro shots at the closest focal distance of 2.5 cm (1 in). See Taking a close-up photo on page 46.

## Getting started with the Camera app

Take great photos and videos with HTC Desire 20 pro.

For your convenience, there's more than one way to launch the Camera app.

- On the Home screen, tap the camera icon to open the **Camera** app.
- Swipe up from the camera icon at the bottom-right corner of the lock screen.
- Press the POWER button twice.



Make sure Jump to camera is turned on in Settings > System > Gestures.

You'll see **Photo** mode the first time you use the Camera app.

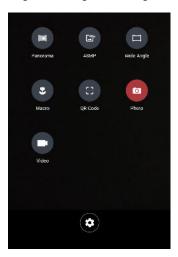


Icon	Function
_	Open the menu to select a capture mode or change camera settings.
C	Switch between the front and rear cameras.
	Switch between Video and Photo modes.
	Capture a photo.
<b>X</b> 2.	Choose either the manual or auto Bokeh mode option so you can take photos with
	blurred background.
	View the last photo or video taken.

### Choosing a capture mode

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

1. Tap — to open the Capture mode menu.



2. Tap the capture mode you want to use.



- To rearrange the capture modes in the menu, drag a mode icon to the position that you want.
- In certain capture modes, you can:
  - Quickly switch between the front and main cameras by tapping 5.
  - Switch back to either **Photo** or **Video** mode by tapping **O** or **■**.

### Turning the camera flash on or off

Tap the flash icon ♥, and then choose a flash setting.

When you've switched to the front camera, you can also tap the flash icon to turn the flash on or off.

### Using the volume buttons for capturing

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

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

## Focusing and zooming

Before taking a photo or video, adjust the focus, exposure, and zoom level.



You won't be able to adjust these settings in some capture modes.

#### Focus and exposure

• In capture modes such as **Photo** and **Video** modes, the camera automatically focuses when you point the camera at your subject.

You can also tap the screen to change the focus to a different subject.

• To manually adjust the exposure, tap the Viewfinder screen. When you see a slider bar, drag your finger up or down.



• In **Video** mode, press and hold on the area where you want to lock the focus and exposure.

#### Zoom

- On the Viewfinder screen, slide two fingers apart to zoom in or together to zoom out. You can also freely zoom in or out while recording.
- In **Photo** and **Video** modes, tap the zoom ratio button to switch between **1x** and **2x** zoom.

You can also drag the button on the zoom slider bar to gradually increase or decrease the zoom level.



## Taking a photo

Take captivating, high-quality photos with the main camera.

- 1. On the Home screen, tap the camera icon to open the **Camera** app.
- **2.** Do one of the following:
  - Switch to **48MP** mode to take photos at the highest 48MP resolution.
  - Switch to **Photo** mode to take photos at other resolutions.

To find out how to switch between capture modes, see Choosing a capture mode on page 41.



**Photo** mode automatically detects low-light conditions. It uses Night Scene mode to enhance nighttime or dark shots and displays **(**★ on the Viewfinder screen.

**3.** Tap the icons on top of the Viewfinder screen in portrait orientation—or on the left side of the screen in landscape orientation—to choose capture settings.



Not all capture settings in **Photo** mode are available in **48MP** mode.

- **4.** Point the camera at what you want to capture. The camera adjusts the focus automatically as you move it.
- 5. Adjust the focus, exposure, and zoom level. See Focusing and zooming on page 42.
- **6.** When you're ready to take the photo, tap .

### Taking burst 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, if you're not in this mode. See Choosing a capture mode on page 41 for details.
- 3. Press and hold

The camera takes consecutive shots of your subject.

## Taking portraits or selfies

Use these features in Photo mode to capture great-looking portraits or selfies.

#### Bokeh mode

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



- To get a nice blurred background in your shots, the ideal distance between you and your subject is 50-200 cm (1 ft 8 in to 6 ft 8 in).
- You need to be in a well-lit environment.
- Some features such as HDR, zooming, and flash are not available in Bokeh mode.
- 1. Switch to **Photo** mode, if you're not in this mode. See Choosing a capture mode on page 41 for details.
- 2. Tap 🗙 to turn on Bokeh mode. The icon then changes to 🕰.
- 3. Drag the slider to increase or decrease the blur level of the background.



4. When ready, tap

### **Beauty Mode**

Use Beauty Mode to apply real-time touch-ups such as skin smoothening, face slimming, and more.

- 1. Switch to **Photo** mode, if you're not in this mode. See Choosing a capture mode on page 41 for details.
- **2.** Tap  $\boldsymbol{\mathcal{G}}$  to switch between the front and main cameras.
- 3. Tap  $\delta^*$  to display the Beauty Mode options.
- 4. Tap each option, and then drag its slider to make your adjustments.



**5.** When ready, tap .

#### **HDR**

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



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

- 1. Switch to **Photo** mode, if you're not in this mode. See Choosing a capture mode on page 41 for details.
- **2.** Tap  $\boldsymbol{\mathcal{G}}$  to switch between the front and main cameras.
- 3. Tap HOR, and then tap HDR or HDR.
- 4. Frame the subject you want to capture.
- 5. When you're ready to take the photo, tap 🔘

### 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.

- Switch to Photo mode, if you're not in this mode. See Choosing a capture mode on page 41 for details.
- **2.** Tap **5** to switch to the front camera.
- 3. Tap = to open the Capture mode menu.
- 4. Tap ❖ > Camera options.
- 5. Make sure the Save mirrored selfies option is selected.

## Recording video

Capture videos of memorable moments.

- 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 41 for details.
- 3. Tap **5** to switch between the front and main cameras.
- **4.** When you're using the main camera, adjust the focus, exposure, and zoom level. See Focusing and zooming on page 42.
- 5. To start recording, tap .



While recording video with the main camera, you can still change the focus, exposure, and zoom level. You can also tap the flash icon to turn the flash on or off.

**6.** Tap **o** to capture a still shot while recording video.

- 7. Tap u to pause the recording, and then tap to resume.
- **8.** To stop recording, tap **.**

## Taking an ultra-wide photo

Switch to Wide Angle mode to use the ultra-wide angle camera for capturing landscape scenes.

- 1. On the Home screen, tap the camera icon to open the **Camera** app.
- 2. Switch to Wide Angle mode. See Choosing a capture mode on page 41 for details.
- 3. Tap the icons on top of the Viewfinder screen in portrait orientation—or on the left side of the screen in landscape orientation—to choose capture settings such as photo resolution.
- Point the camera at what you want to capture.
- 5. When you're ready, tap .
- **6.** Tap **X** to exit **Wide Angle** mode.



By default, Correct lens distortion is enabled in the camera settings which removes distorted edges from ultra-wide shots. Turn off this setting when you need to take photos with fish-eye effects.

## Taking a close-up photo

Use **Macro** mode to take photos of objects or pets at close range.

- 1. On the Home screen, tap the camera icon to open the **Camera** app.
- 2. Switch to Macro mode. See Choosing a capture mode on page 41 for details.
- **3.** Point the camera at what you want to capture.



Keep a distance of between 2.5-10 cm (1-4 in) between your phone and your subject.

- 4. Adjust the focus and exposure. See Focusing and zooming on page 42.
- **5.** Keep your phone steady. When you're ready to take the photo, tap .
- **6.** Tap **X** to exit **Macro** mode.

## Taking a panoramic photo

Get a wider shot of landscapes in one sweep with **Panorama** mode.

- 1. On the Home screen, tap the camera icon to open the **Camera** app.
- Switch to Panorama mode. See Choosing a capture mode on page 41 for details.
- 3. When ready, tap .

- **4.** Pan left or right. Hold your phone as steadily as you can to avoid distortion while the camera captures frame by frame.
- 5. Finish panning, or tap to stop capturing anytime.When done capturing, the camera stitches the frames into a single photo.
- **6.** Tap **X** to exit **Panorama** mode.

## Scanning a QR code

Use the main camera to scan a QR code and extract the information stored in it. You can then paste the information into another app.

- 1. On the Home screen, tap the camera icon to open the Camera app.
- 2. Switch to QR Code mode. See Choosing a capture mode on page 41 for details.
- 3. Point the camera at the QR code you want to scan.

The information stored in the QR code will be displayed onscreen and copied to the clipboard.

- 4. Tap X to exit QR Code mode.
- 5. Open an app that can use the information from the QR code.

For example, if the extracted information is a URL, open a web browser and paste the URL to access the corresponding website.

## **Phone calls**

## What you can do with the Phone app



The help content here is based on the following app version: 53.0.3x.

Aside from making voice calls, here are some of the things you can do with the Phone app.

- Easily search and call nearby businesses. See Making a call on page 49.
- Minimize an ongoing call to a bubble on the Home screen. See Displaying a call as a bubble on page 50.
- Block numbers to prevent your phone from ringing when you receive their calls. You have the
  option to report them as spam calls. See Blocking a phone number on page 52.
- Use Assisted dialing to easily place calls to your home country while you're traveling overseas.
- Switch from a voice call to Google Duo<sup>™</sup> video call.



To learn more about the Phone app, tap : > Help & feedback. Or, you can visit support.google.com/phoneapp.

## Making a call

Use the Phone app to make calls.

- 1. On the Home screen, tap the phone icon to open the **Phone** app.
- **2.** Do one of the following:
  - To enter a number, tap
    - As you type on the keypad, matching numbers or names from your contact list will be displayed.
  - To search for a nearby business establishment, tap the search box at the top of the Phone app. As you enter the first few letters of the business name, matching results will be listed.



If this is your first time to search for nearby places, tap **Allow** to give the Phone app access to your location.

- To choose a saved contact, tap 🕰.
- You can also enter the contact name in the search box.
- To choose a number or contact from the call history, tap ①.
- To choose a contact that you've set as a favorite, tap
- 3. Tap the number you want to call or tap 📞 .



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

**4.** When you're done with the call, tap  $\bullet$ .

### 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.

### Returning a missed call

You'll see the missed call icon K 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, expand the notification to see the calls. You can also tap the notification to check the missed calls in the Recents tab of the Phone app.

## Answering or rejecting a call

When you receive a phone call, you'll see the caller's photo and number, if available.

Do one of the following:

- Tap Answer or Decline.
- If the phone is locked, drag **\** upwards to answer the call or drag it downwards to reject the call.



You can reject the call and send a text message to the caller by tapping Reply.

### 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.

## 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.

### Displaying a call as a bubble

During a call, you can minimize the screen to a floating bubble. This makes it easier for you to multitask.

- In the ongoing call, press  $\bullet$  . The bubble appears on the Home screen.
- Drag the bubble to change its position. You can only move it along the left or right edges of the Home screen.
- Press and hold the bubble to display options.



- To display the call in full screen again, do any of the following:
  - Press and hold the bubble, and then tap Back to call.
  - Slide open the Notifications panel, and then tap the **Ongoing call** notification.
- To remove the bubble, drag it down to the **Hide** option at the bottom of the Home screen.

### Putting a call on hold

To put the call on hold, tap  $\blacksquare$ . The status bar then displays the hold call icon  $\$ .

To resume the call, tap **II** again.

### 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, swipe up  $^{\c c}$  to accept the second call and put the first call on hold.



If you want to answer the incoming call and end the current call, tap Answer & end ongoing call.

2. To switch between the calls, tap \$\mathscr{O}\$.

### Turning the speakerphone on or off during a call

To decrease potential damage to your hearing, do not hold HTC Desire 20 pro to your ear when the speakerphone is on.

- During a call, tap 🕩 . The speakerphone icon 🗘 appears in the status bar.
- To turn the speakerphone off, tap 🖘 again.

### Muting the microphone during a call

During a call, tap  $\mbox{\ensuremath{\&}}$  to toggle the microphone on or off. When the microphone is turned off, the mute icon  $\mbox{\ensuremath{\&}}$  appears in the status bar.

## 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. On the Home screen, tap the phone icon to open the **Phone** app.
- **2.** Make a call to the first conference call participant.
- 3. When connected, tap  $\ ^{\ }$ , and then dial the number of the second participant. The first participant is put on hold.
- **4.** When connected to the second participant, tap  $m{\chi}$ .
- 5. To add another participant, tap  $\c^+$ , and then dial the number of the contact.

- 6. When connected, tap  $\lambda$  to add the participant to the conference call. Tap  $\lambda$  to access options such as ending the call with a participant.
- 7. To end the conference call, tap .

## 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.** If the keypad is open, press ◀ to close it.
- 3. Tap 🔾.
- **4.** Do one of the following:
  - Tap 📞 next to the name or number to call.
  - Press and hold a name or number in the list to display the options menu.
  - Tap : > Call history > Missed to filter and display only missed calls.

### Adding a new phone number to your contacts from call history

- 1. If the keypad is open, press ◀ to close it.
- 2. Tap (\).
- 3. Tap Add contact below the new phone number.
- **4.** Do one of the following:
  - To create a new contact, enter contact details and then tap **Save**.
  - To add the number to an existing contact, tap Add to existing and then search for the contact. Tap the contact name, and then tap Save.

### Clearing the call history list

- 1. Tap > Call history.
- 2. Tap : > Clear call history.

### Blocking a phone number

When you block a phone number, the Phone app declines calls from the number automatically.

- 1. On the Home screen, tap the phone icon to open the **Phone** app.
- **2.** If the keypad is open, press ◀ to close it.
- 3. Tap (\).
- 4. Press and hold the phone number you want to block, and then tap Block/report spam.

- 5. Select or clear the Report call as spam option, depending on whether you want to mark the number as a spam call.
- 6. Tap Block.



- To unblock a number, press and hold the number, and then tap **Unblock**.
- To see and manage your list of blocked phone numbers, tap : > Settings > Blocked numbers. On the Blocked numbers screen, you can also turn on the Unknown On/Off switch to automatically block calls without caller IDs.

## **SMS and MMS**

## About the Messages app



The help content here is based on the following app version: 6.4.x.

With Messages, you can send and receive instant text (SMS) and multimedia (MMS) messages between HTC Desire 20 pro and another phone. MMS can contain text and pictures, recorded voice, audio or video files, or contact cards (vCard). See your service plan for applicable charges for messaging.



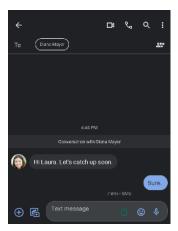
There's also a Messages for web feature that allows you to read and send your messages on your computer. To learn more about the Messages app for mobile and web, tap : > Help & feedback or visit support.google.com/messages.

## Sending a text message (SMS)



- There is a limit on the number of characters for a single text message. Once you go over the character limit, a new message is created but automatically joined into one when received. As you near the limit, a character count will appear above the Send button.
- Your text message automatically becomes a multimedia message if you attach an item, or compose a very long message.
- 1. On the Home screen, tap the **Messages** app.
- 2. Tap
- **3.** Enter a contact name, mobile number, or email address in the **To** field. Or select a contact from the list.

4. In the text box, start composing your message.



5. Tap  $\triangleright$  to send the message.



If you're not ready to send the message, press  $\blacksquare$  to close the keyboard, and then press  $\blacksquare$  to save the message as a draft.

## Sending a multimedia message (MMS)

When you need to add a little more to a text message, you can send a multimedia message (MMS) with pictures, voice recordings, audio or video files.



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

- 1. On the Home screen, tap the **Messages** app.
- 2. Tap **■**.
- **3.** Enter a contact name, mobile number, or email address in the **To** field. Or select a contact from the list.
- 4. Tap 🔁 to attach a photo or video.
  - Tap  $\bigoplus$ , to include other types of attachments, such as a sticker, voice recording, or your location.
- 5. Tap the text box, and then enter your message.
- 6. Tap  $\triangleright$  to send the message.



If you're not ready to send the message, press  $\blacksquare$  to close the keyboard, and then press  $\blacksquare$  to save the message as a draft.



Depending on the resolution of your photo or video attachments, they may be displayed as cropped thumbnails in your multimedia message.

## Sending a group message (SMS)

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.

- 1. On the Home screen, tap the Messages app.
- 2. Tap **□** > Create group.
- $\textbf{3.} \quad \text{In the $\textbf{To}$ field, enter the mobile numbers to send to, separating them with a semicolon.}$ You can also choose from Top contacts or the contact list.



When choosing from the contact list, tap the name and not the profile photo. If a contact has multiple numbers, choose one of their mobile numbers.

- 4. After you finish choosing contacts, tap Next.
- 5. When prompted, enter an optional group name.
- **6.** Tap the text box, and then compose your message.
- 7. Tap  $\triangleright$  to send the message.



If you're not ready to send the message, press ▼ to close the keyboard, and then press ◀ to save the message as a draft.

## Replying to a message

- 1. On the Home screen, tap the **Messages** app.
- 2. Tap a contact (or phone number) to display the exchange of messages with that contact.
- 3. Tap the text box, and then enter your message.
- **4.** Tap **>**.

## Forwarding a message

- 1. On the Home screen, tap the Messages app.
- 2. Tap a contact (or phone number) to display the exchange of messages with that contact.
- 3. Press and hold the message until it is selected, and then tap : > Forward.
- 4. Select the contact from the pop-up window. If the contact is not listed, tap New message and then enter or select a contact.
- **5.** Tap **>**.

## Blocking messages from unwanted contacts

Block unwanted messages and keep your Messages screen clean.

- 1. On the Home screen, tap the **Messages** app.
- 2. Press and hold a contact (or phone number) to select.
- 3. Tap  $\bigcirc$  at the top of the screen. When the contact sends you messages, you will not see them in the Messages screen or receive notifications and calls.
- **4.** To see the conversations you've blocked, tap : > Spam & blocked. Tap a conversation to read the messages from a blocked contact or number.
- 5. To see all blocked contacts and numbers, tap >Blocked contacts.



To unblock a number, tap **X** next to the number, and then tap **Unblock**.

## Deleting messages and conversations

Open the Messages app and do any of the following:

To delete a	Do these steps
Conversation	Press and hold a contact (or phone number) to select it, and then tap $lacktriangle$ .
Message	Tap the conversation thread with a contact (or phone number), press and hold the message to select it, and then tap $\blacksquare$ .

## **Contacts**

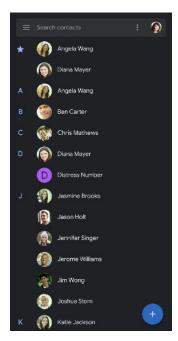
### Your contact list



The help content here is based on the following app version: 3.31.x.

The Google Contacts app lists all contacts you've stored on your Google Account.

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



- 2. Here are some of the things you can do:
  - If you added several Google Accounts on your phone, tap your profile photo or ♣ on the top-right side of the screen. From the menu:
    - Tap Contacts from all accounts to view contacts from all your accounts.
    - Tap an account to view only the contacts from that account.
  - Add new contacts to your Google Account. See Adding a new contact on page 59.
  - Save SIM contacts to your Google Account. See Importing SIM contacts on page 59.
  - Use labels to group contacts. See Grouping contacts into labels on page 59.
  - Sort contacts by first or last name. To choose the sorting order, tap ≡ > Settings > Sort by.
  - Import contacts from a .vcf file. Tap ≡ > Settings > Import > .vcf file.
     You can also export them to a .vcf file.

To learn more about Google Contacts, tap = > Help & feedback or visit support.google.com/

## Adding a new contact

Create new contacts and add them to your Google Account.

- 1. From the Home screen, swipe up and then find and tap Contacts.
- 2. Tap +.
- 3. Tap the **First name** field, and then enter the contact name. Tap ✓ to separately enter the contact's given, middle, or last name and name suffix, such as Jr.
- **4.** Tap **t** to add a photo to the contact.
- 5. Enter the contact information in the fields provided.



Tap More fields to enter more information.

**6.** When you're done, tap **Save** at the top of the screen.

### Importing SIM contacts

You can import contacts from your SIM card to your Google Account.

- 1. In the Contacts app, tap  $\equiv$  > Settings > Import.
- 2. Choose the SIM card to import contacts from, and then tap OK.
- 3. Choose the contacts you want to import, and then tap  $\checkmark$ .

### **Editing contact information**

Make changes to an existing contact.

- 1. From the Home screen, swipe up and then find and tap Contacts.
- 2. Tap the contact you want to edit.
- 3. Tap / .
- 4. Enter the new information.
- 5. Tap Save.

### Grouping contacts into labels

Organize your contacts by grouping them under a label.

- 1. From the Home screen, swipe up and then find and tap Contacts.
- 2. Tap  $\equiv$  > Create label.

- 3. Enter a name for the label, and then tap OK.
- **4.** Tap **≥**<sup>+</sup>.
- **5.** Press and hold the first contact you want to add, and then tap the other contacts you want to add.
- **6.** When you're done selecting, tap  $\checkmark$  at the top of the screen.

### Sending a message or email to contacts in a label



For billing purposes, each text message is counted separately. For example, if you send a message to a group of 5 people, you may be billed for 5 messages

- 1. On the Contacts screen, tap  $\equiv$ .
- 2. Tap the name of the label you want to send an email or message to.
- 3. Tap: , and then tap Send email or Send message.

### Editing a label

- 1. On the Contacts screen, tap
- 2. Under Labels, tap the label you want to edit.
- 3. You can:
  - Change the label name by tapping : > Rename label.
  - Add more contacts to the group by tapping 2+.
  - Remove contacts from the group by tapping : > Remove contacts.

## **Battery**

## Tips for extending battery life

How long the battery can last before it needs recharging depends on how you use HTC Desire 20 pro. Try out some of these tips to help increase battery life.

### Use the power management features

- Turn Battery Saver on in Settings. See Using Battery Saver mode on page 63.
- 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 63.

### Manage your connections

- Turn off wireless connections such as mobile data, Wi-Fi, or Bluetooth when not in use.
- 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 97.
- Set the screen timeout to a shorter time. See Setting when to turn off the screen on page 97.
- 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 Changing your wallpaper on page 36.

### Manage your apps

- Battery optimization helps extend battery standby time. See Battery optimization for apps on page 64.
- Restrict battery usage of apps running in the background. See Enabling background restriction in apps on page 64.
- 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 79.
- Allowing apps to always get your location will drain the battery. You can set apps to access your location only when you're using them. See Choosing which apps have access to your location on page 78.

When you're running low on battery, turn off the location setting temporarily. See Turning the location setting on or off on page 96.

### 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 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.
- 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 > Advanced and choose which ones you don't need and can disable.
- Check your apps' settings as you may find more options to optimize the battery.

## Using Battery Saver mode

Battery Saver mode helps to increase battery life. Here are some of the things this mode does to save battery:

- Turn off location services when the screen is off.
- Restrict apps from doing things in the background, if they have battery optimization enabled.
- Restrict apps from syncing data in the background.
- Turn off Hey Google voice detection when the screen is off.

You can manually turn on Battery Saver mode or set it to turn on automatically when the battery level reaches a certain percentage.

- 1. On the Home screen, tap Settings.
- 2. Tap Battery > Battery Saver.
- 3. Tap TURN ON NOW or TURN OFF NOW to turn Battery saver mode on or off.

To set at what battery level to automatically switch this mode on, tap Set a schedule > Based on percentage. Adjust the slider to set the battery level.



You won't be able to turn off Dark theme if Battery Saver mode turned it on automatically. Turn off Battery Saver mode if you want to turn off Dark theme.

## Displaying the battery percentage

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

- 1. On the Home screen, 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. On the Home screen, tap Settings.
- 2. Tap Battery.

You'll see how much power is left and about how long it will last.

- 3. Tap : > Battery usage.
- 4. Tap Show full device usage or Show app usage to toggle between displaying system and app battery consumption.

- **5.** Tap an item to check how it uses the battery.
- **6.** If you see the Manage battery usage section while viewing battery use details, tap the option underneath it to adjust settings that affect battery usage.

Another way to check the battery usage per app is to go to **Settings**, and then tap **Apps & notifications** > **See all** \_ apps. Tap the app you want to check, and then tap **Advanced** > **Battery**.

## 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. Battery optimization is enabled for most apps by default which helps prolong battery standby time when you're not using the phone.

The phone needs to be sitting idle for an extended period of time before battery optimization takes effect.

### Turning battery optimization off in apps

If there are apps that you don't want battery optimization enabled, you can turn the feature off in those apps.

- 1. On the Home screen, tap Settings.
- 2. Tap Apps & notifications > Advanced > Special app access.
- 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, tap Settings > Apps & notifications.
- Under Recently opened apps, tap an app you want to configure.
   If you don't see the desired app, tap See all \_\_\_ apps, then tap the app that you want.
- 3. On the App info screen, tap Advanced > Battery

- 4. Under Manage battery usage, tap Background restriction.
- 5. Tap Restrict.

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

### Checking which apps are battery restricted

- 1. On the Home screen, tap Settings.
- 2. Tap Battery > Adaptive Battery.
- 3. Tap **Restricted apps** to see the list of battery restricted apps.



- You'll see this option only when there are apps running in the background that you've restricted from using the battery.
- On the Restricted apps screen, you can enable or disable restriction for each app.

## **Storage**

## Types of storage

HTC Desire 20 pro allows you to save app data, media, and other files to the following types of storage:

### 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 Desire 20 pro or any Android phone.

### **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 Desire 20 pro and a USB storage device.

### Freeing up storage space

As you use HTC Desire 20 pro, you'll gradually fill up the storage with content over time. Here are some tips on how to free up phone storage space.

### Manage photos and videos

- After taking burst 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.
- Turn on Storage manager to help handle old photos and videos on your phone.

### Back up data and files

Keep only the most recent app data or files that you often need to use. Back up your other data or files.

### Remove or disable apps

Uninstall apps that you've downloaded if no longer need them. See Uninstalling an app on page 74.

Preinstalled apps can be disabled when you're not using them. See Disabling an app on page 79.

### Manually free up space

On the Storage screen, tap Free Up Space. The phone checks the phone storage and suggests items you can delete.

## 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 Desire 20 pro.

- 1. From the Home screen, tap **Settings** > **Storage**.
- 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.** Do one of the following:
  - Tap one or more file types such as **Documents** or the media file types. HTC Desire 20 pro then looks for these file types and displays the files.
  - Open the folder that contains the files you want to copy or move.
- 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.



If the file size of the selected files is big, tap > Compress to compress them into a zip file.

- 5. Tap , and then tap Copy to or Move to.
- 6. Tap  $\equiv$  to open the slideout menu, and then choose where you'd like to copy or move your files.
- 7. Tap Copy or Move.

# Copying files between HTC Desire 20 pro and your computer

You can copy your music, photos, and other files to HTC Desire 20 pro.



Save and close your files before copying them from your computer to HTC Desire 20 pro, or vice versa.

- 1. Connect HTC Desire 20 pro to the computer using your USB Type-C cable.
- 2. On HTC Desire 20 pro, unlock the screen if it's locked.
- 3. Slide the Notifications panel open. Tap **Android System > Charging this device via USB**, and then do the following:
  - Under the USB controlled by setting, select This device.
  - Under the Use USB for setting, select **File Transfer**.
- 4. When you see a pop-up window appear on your computer, choose to view files.

If the pop-up window doesn't appear, open a file management app such as File Explorer on your computer. Click **HTC Desire 20 pro** to access files in the internal storage or storage card.

- 5. Copy the files from your computer to HTC Desire 20 pro, or vice versa.
- **6.** After copying the files, disconnect HTC Desire 20 pro from the computer.

## Unmounting the storage card

When you need to remove the storage card while HTC Desire 20 pro is on, unmount the storage card first to prevent corrupting or damaging the files in the storage card.

- 1. From the Home screen, tap **Settings** > **Storage**.
- 2. Under Portable storage, tap  $\triangle$ .

## **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 Desire 20 pro.

### 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 Desire 20 pro for the first time, sign in to your Google Account and restore your old phone's data to HTC Desire 20 pro.

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 Desire 20 pro. See Transferring content from an Android phone on page 69.

#### From an iPhone

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

On HTC Desire 20 pro, 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 Desire 20 pro.

The types of content on your old phone that the HTC Transfer Tool can transfer include contacts, call histories, music, photos, videos, certain settings, and more.

- 1. From the Home screen, tap Settings > System.
- 2. Tap Get content from another phone.
- 3. Choose whether to transfer from an HTC Android phone or other Android phone.
- 4. On the Get content from another phone screen, tap Next.
- 5. Follow the steps shown on HTC Desire 20 pro to download the HTC Transfer Tool to your old phone, install it, and open the tool.

- 6. When you see a PIN on your old phone, make sure the same PIN also appears on HTC Desire 20 pro 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 Desire 20 pro. When this happens, try another transfer method.
- 7. Tap **Confirm** on your old phone.
- 8. On your old phone, choose the types of content you want to transfer, tap **Transfer**.
- 9. Wait for the transfer to finish.
- 10. Tap Done on both phones.

## 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 Desire 20 pro 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 Desire 20 pro and your computer on page 68.
- Use cloud storage services to put your media in one place so you can manage them anywhere -on your computer, HTC Desire 20 pro, and other mobile devices.

## **Backup and reset**

## Backing up HTC Desire 20 pro

Back up HTC Desire 20 pro to Google Drive so you can restore content such as app data and settings after a factory reset or when restoring your data to another Android device.

- 1. From the Home screen, tap **Settings** > **System** > **Backup**.
- 2. Make sure Back up to Google Drive is turned on.



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

The auto backup feature in Android will periodically back up HTC Desire 20 pro to a private folder in Google Drive. Backup data will not count towards your Google Drive storage quota. Large files or files that app developers have chosen to exclude will not be backed up.

You can also tap **Back up now** to manually back up HTC Desire 20 pro anytime.

## Backing up photos and videos

Use Google Photos<sup>™</sup> to back up your photos and videos to your Google Account.



The help content here is based on the following app version: 5.11.x.

### Turning on backup

When you turn on backup, Google Photos automatically backs up camera shots to your Google Account—whether they're stored in internal storage or your storage card.

- 1. Open the Google Photos app.
- **2.** Do one of the following:
  - If this is your first time opening Google Photos, tap Turn on Backup, and then follow the onscreen instructions.
  - Turn on backup in Google Photos settings:
    - 1. Tap your profile photo on the top-right corner of the screen.
    - 2. Tap Photos settings > Back up & sync.
    - 3. Turn on Back up & sync.

### Backing up media folders

Here's how to back up other folders such as Downloads or Screenshots and media folders you created.

- 1. Tap your profile photo on the top-right corner of the screen.
- 2. Tap Photos settings > Back up & sync > Back up device folders.
- 3. Choose the folders you want to back up to your Google Account.

## Resetting network settings

Reset the network settings when you're having problems connecting HTC Desire 20 pro to the Internet or Bluetooth devices.

- 1. From the Home screen, tap Settings > System > Advanced > Reset options.
- 2. Tap Reset Wi-Fi, mobile & Bluetooth.
- 3. Tap Reset settings.
- 4. Tap Reset settings again.

## Resetting HTC Desire 20 pro (Hard reset)

If HTC Desire 20 pro 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 Desire 20 pro 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, tap **Settings** > **System** > **Advanced** > **Reset options**.
- 2. Tap Erase all data (factory reset).
- 3. Tap Erase all data.
- 4. Tap Erase all data again.



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

# Installing and removing apps

# Getting apps from Google Play Store

Google Play Store is the place to go to find new apps for HTC Desire 20 pro. 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.
- The available payment methods vary by country.

#### Finding and installing an app

When you install apps and use them on HTC Desire 20 pro, 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 Desire 20 pro. You're responsible for the results of using downloaded apps.

- 1. On the Home screen, 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 34.

#### Restoring apps from Google Play Store

If you performed a factory reset or had some favorite apps on another Android device, you can easily reinstall your apps on HTC Desire 20 pro.

- 1. On the Home screen, tap Play Store.
- 2. Tap  $\equiv$  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.

# 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 Desire 20 pro and your personal data, we strongly recommend that you only download from websites you trust.

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



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

# Uninstalling an app

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



Most of the preloaded apps cannot be uninstalled.

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



If you uninstalled a purchased app, check support.google.com/googleplay for information about refunds.

# Working with apps

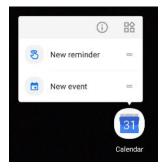
# App shortcuts

If an app provides shortcuts to some of its common functions, you'll see them when you press and hold the app icon.



Not all apps support this feature.

- 1. Press and hold an app icon on the Apps screen or Home screen.
- 2. From the menu, tap the shortcut you want to use.





- You can also drag a shortcut to add it to the Home screen.
- You'll see 😭 in the menu if the app provides widgets. Tap the icon to choose a widget to add to the Home screen.

# Switching between recently opened apps

It's easy to switch between apps you've opened recently.

Press to see your recently-opened apps.



- To go back to an app, scroll through the cards to find the app and tap it.
- To remove an app, drag it up.
- To remove all the apps from this list, swipe right until you see
   Clear all and then tap it.

Or, press twice to quickly switch between two most recently used apps.

# Working with two apps at the same time

- 1. Open the first app you want to use, and then press  $\blacksquare$ .
- 2. At the top border of the app, press and hold the app icon.
- 3. Tap Split screen. A screen divider will appear and you'll see two screens.
- **4.** Do one of the following:
  - If there are open apps in the recent apps list, tap an app you want to use on the second screen.
  - Press ●, and then find and open the app you want to use on the second screen.

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 HTC Desire 20 pro.



Not all apps support picture-in-picture.

- 1. Open a supported app, such as a video player or video call app, and start the video. Display the video in full screen.
- **2.** Press .

The video continues to play in a small window at the bottom-right corner of the screen.

- 3. While viewing the video, you can do other things at the same time, such as use another app.
- Drag the small window to move it to another position.
   Double-tap the window to display the video in full screen again.

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

The app info will show the picture-in-picture option if the app supports it.

- 1. Press and hold the app icon, and then tap ①.
- 2. On the App info screen, tap **Advanced**. Then 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 support picture-in-picture, go to **Settings**, and then tap **Apps & notifications** > **Advanced** > **Special app access** > **Picture-in-picture**.

# Controlling app permissions

When you use apps the first time, you'll be prompted to grant them permissions to access certain data or features, such as your location, storage, or microphone. This gives you more control over your apps.

- If you suspect a certain app of being malicious or requesting unnecessary permissions, you should choose **Deny**.
- If you choose **Deny** in a trusted app, it might not work or have limited functionality. If this happens, go to Settings to change the app permissions.
- 1. From the Home screen, tap **Settings** > **Apps & notifications**.
- 2. Tap Advanced > Permissions manager.

- 3. Tap a data type or feature to check which apps have permissions to use it.
- 4. Tap an app. Choose whether to allow or deny it access to the data or feature.



To change the different types of permissions for an app, press and hold the app on the Home screen or Apps screen, and then tap ① > Permissions.

# Choosing which apps have access to your location

Check which apps have access to your location. You can set whether to allow or deny location access for each app.

- 1. From the Home screen, tap Settings > Location.
- 2. Tap App permission.
- 3. Tap the app whose location permission you want to change.
- **4.** Select one of the following permissions:

Option	Description
Allow all the time	Always give the app location access. This option may not be available in some apps.
Allow only while using the app	Give location access only when you're using the app.
Deny	Stop the app from accessing your location.

# Setting default apps

In Settings, you can choose default apps for web browsing, text messaging, and more.

- 1. On the Home screen, tap Settings.
- 2. Tap Apps & notifications.
- 3. Tap Default apps.
- 4. Choose your default launcher, web browser, 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. On the Home screen, tap Settings.
- 2. Tap Apps & notifications.

- 3. Tap Default apps.
- 4. Tap Opening links.
- 5. Tap the app you want to configure, and then tap **Open supported links**.
- 6. 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. On the Home screen, tap Settings.
- 2. Tap Apps & notifications.
- 3. At the bottom of Recently opened apps, choose to see all apps.
- 4. Tap the app, and then tap **Disable**.



You can also press and hold an app on the Home screen or Apps screen, tap ①, and then tap Disable.

# **Using apps**

# Using the Clock

Get more from the Clock app than just the regular date and time. Use your phone as a world clock to see the date and time in cities across the globe. You can also set alarms or track your time using the stopwatch or timer.

#### Setting the date and time manually

- 1. Depending on your HTC device model, open the Clock app from the Home screen or Apps screen.
- 2. On the World Clock tab, tap : > Set date & time.
- 3. Tap the Use network-provided time On/Off switch and the Use network-provided time zone On/Off switch to turn the options off.
- **4.** Set the time zone, date, and time as required.



To enable or disable military time format, tap the Use 24-hour format On/Off switch.

#### Setting your home city

- 1. On the World Clock tab, tap : > Set home time zone.
- 2. Enter your home city's name.
- 3. Scroll through the list and tap your home city.

#### Adding a city to the World Clock screen

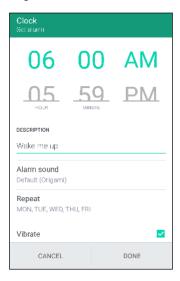
- 1. On the World Clock tab, tap +.
- 2. Enter the city name you want to add.
- 3. Scroll through the list and tap the city that you want to add.

#### Setting an alarm

You can set up one or more alarms.

- 1. Depending on your HTC device model, open the Clock app from the Home screen or Apps screen.
- 2. On the Alarms tab, select the check box of an alarm and then tap that alarm.
- 3. Use the scroll wheels to set the alarm time.

- 4. If you want the alarm for multiple days, tap Repeat.
- 5. Tap Done.





- To turn off an alarm, clear the check box of that alarm.
- If you need to set more than three alarms, tap +.
- Tap : > Settings to set the alarm volume, make the alarm sound louder gradually, and more.

#### Snoozing or dismissing the alarm

When the alarm on your HTC device goes off, tap or swipe up the onscreen controls to dismiss or snooze the alarm. If you're using a smartphone, you can also press the VOLUME buttons to snooze, or flip the phone to dismiss the alarm.

To change your alarm settings:

- 1. On the Alarms tab, tap : > Settings.
- 2. You can change settings such as alarm volume, snooze duration, and more.

#### Deleting an alarm

- 1. On the Alarms tab, tap : > Delete.
- 2. Select the alarms you want to delete and then tap Delete.

# **Checking Weather**

Use the Weather app and widget to check the current weather and weather forecasts for the next few days. In addition to your current location, you can view weather forecasts for other cities around the globe.

1. Depending on your HTC device model, open the Weather app from the Home screen or Apps screen. You can also tap the weather icon shown on the upper-right corner of the weather clock widget.

You'll see the weather for different cities, including where you are.

- 2. Swipe to the Hourly and Forecast tabs to view hourly and daily weather forecasts.
- 3. To check the weather in other cities, tap  $\odot$ , and then select the city you want.
- **4.** To add more cities, tap + and then enter the location.
- 5. To change the temperature scale, update schedule, and more, tap : > Settings.

Your settings in the Weather app also control the weather information that is shown in the Clock.

#### Changing the city on the weather clock

Change the city on the weather clock directly from the widget.

- 1. On the weather clock widget, tap the name of the currently displayed city.
- 2. Tap +.
- **3.** Enter the name of the city want to search for. As you type, suggestions will be listed on the screen.



If you can't see the list of suggestions, press the \begin{align\*} \text{button to close the onscreen keyboard first.} \end{align\*}

- 4. Tap the city you want to add.
- 5. Tap the city to select it as the city to display on the weather clock.



If you are prompted to confirm your choice, tap OK.

# What you can do on Google Photos



The help content here is based on the following app version: 5.11.x.

In the Google Photos app, sign in to your Google Account to access your backed up photos and videos. Here are some of the things you can do when using Google Photos.

- View, edit, and share your photos and videos.
- Select photos and videos for sharing, archiving, and more. To select multiple photos and videos, do any of the following:
  - Press and hold a date to select all photos and videos captured on that date.
  - Press and hold a thumbnail to select it, and then tap more thumbnails.
- Create albums, collages, animations, and movies.
- Search for people, pets, things, or places in your photos.



To learn more about Google Photos, tap your profile photo on the top-right corner of the screen, and then tap **Help & feedback**. Or, you can visit support.google.com/photos.

#### Cropping a photo

- 1. Open the Google Photos app.
- 2. Tap a photo thumbnail to view it in full screen.
- 3. Tap  $\exists \pm$ , and then do any of the following:
  - Tap 🛱 to rotate or crop the photo.
  - Tap :: > Crop document to crop and straighten the picture of a document.

To select the boundary of the document, tap **Auto** or manually drag the borders.

- 4. While you're editing, press and hold the photo to compare your changes to the original.
- 5. Tap Reset if you need to start over. When you've finished cropping, tap Done.
- **6.** Do one of the following:
  - To undo the edits and start over, tap > Undo changes.
  - To save the changes as a new photo, tap **Save copy**.

#### Trimming a video

- 1. Open the Google Photos app.
- 2. Tap a video thumbnail to view it in full screen.
- 3. Tap ≒, and then drag the trim sliders to the part where you want the video to begin and end.



You can also stabilize or rotate the video, as well as mute the audio.

- **4.** Tap ▶ to preview your trimmed video.
- 5. Tap Save copy.

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

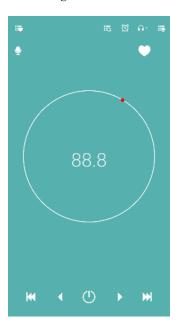
### **FM** Radio

Listen to FM radio stations on your phone without connecting to the Internet or incurring additional cost.

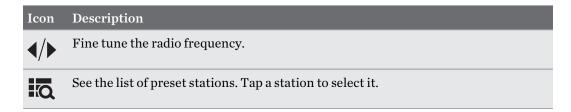


You need to connect a headset to the audio jack of HTC Desire 20 pro. The FM Radio app uses the headset as the FM radio antenna.

- 1. From the Home screen, swipe up and then find and tap FM Radio.
- 2. If this is your first time opening FM Radio, tap 🗖 to scan for local FM stations. After scanning, tap a station to listen to it.
- 3. To switch stations, do any of the following:
  - Tap to go to the next station.
  - Tap **₭** to go to the previous station.
  - Drag the red dot on the big circle.



4. While listening to a station, you can tap the following:



Icon	Description
Ø	Set a schedule to automatically turn off FM Radio.
	Switch between listening through the headset or speaker.
•	Mark as favorite.
	See the list of marked favorites. You can rename or remove favorites.
•	Record the current broadcast.
	See the recording list.

5. To turn off FM Radio without exiting the app, tap 😃 .

To turn it back on, tap 😃 again.

### Sound Recorder

Use Sound Recorder to record the audio of lectures, interviews, and more.

- 1. From the Home screen, swipe up and then find and tap Sound Recorder.
- 2. Hold the microphone near the sound source.
- 3. Tap to start recording a voice clip.



Sound Recorder can run in the background while you do other things on HTC Desire 20 pro, except when you open other apps that also use audio functions.

- 4. Tap | to pause the recording.
- 5. Tap **t** to stop recording.
- 6. Tap Save.



To see your recorded voice clips, tap **:** . Tap a voice clip to play it.

# 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 21.
- 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 Desire 20 pro 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, tap **Settings** > **Network & internet**.
- 2. Tap Data Saver and then tap the On/Off switch to turn it on or off.
- 3. 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. On the Home screen, tap Settings.
- 2. Tap Network & internet > Mobile network.
- 3. In dual SIM phone models, switch to the tab of the SIM card that you want to set.
- **4.** Tap the **Roaming On/Off** switch to turn it on or off.

# Keeping track of your mobile data usage

Monitor your mobile data usage to help prevent overages.



Data usage measured by HTC Desire 20 pro may differ from, and be less than, your actual data usage.

- 1. From the Home screen, tap Settings > Network & internet.
- 2. Tap Mobile network.
- 3. In dual SIM phone models, choose the SIM card you use for your data connection.
- 4. Make sure Mobile data is turned on.

5. Tap Data usage.

You'll then see a graph that displays your mobile data usage to date.

- **6.** Tap **②**. Do the following to set display options for the graph:
  - Tap **App data usage cycle** to set the day of the month when your data usage cycle resets. This date is usually the start of your monthly billing cycle.
  - Turn on Set data warning. Tap Data warning to set how much data is used before you
    get alerts.
  - Turn on Set data limit. Tap Data limit to set how much data is used before your data connection automatically turns off.



When setting a data warning or data limit, tap v to change the unit to megabytes (MB) or gigabytes (GB).

#### Viewing app data usage

- 1. From the Home screen, tap Settings > Network & internet.
- 2. Tap Mobile network.
- 3. In dual SIM phone models, choose the SIM card you use for your data connection.
- 4. Make sure Mobile data is turned on.
- 5. Tap Data usage.
- **6.** Scroll down to see a list of apps and their data usage info.
- 7. Tap an app to see more details.

### Wi-Fi connection

To use Wi-Fi, you need access to a wireless access point or "hotspot".



The availability and strength of a Wi-Fi signal varies depending on objects the Wi-Fi signal has to pass through (such as buildings or a wall between rooms).

#### Turning Wi-Fi on or off

- 1. From the Home screen, tap Settings > Network & internet.
- 2. Tap the Wi-Fi On/Off switch to turn Wi-Fi on or off.
- 3. Tap Wi-Fi to see a list of detected wireless networks.



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

#### Connecting to a Wi-Fi network

- 1. Turn Wi-Fi on, and check the list of detected Wi-Fi networks.
  - See Turning Wi-Fi on or off on page 88.
- 2. Tap a Wi-Fi network you want to connect to.
- 3. If you selected a secured network, enter the network key or password.
- **4.** Tap **Connect**. You'll see the Wi-Fi icon **▼** in the status bar when connected.

# Connecting to 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 Desire 20 pro to your local network, you may be asked to:

- Install security certificates.
- Enter your login credentials.
- Download and install a required VPN app, such as for connecting to a secured enterprise network. Contact your network administrator or VPN provider for details.

Also, HTC Desire 20 pro must first establish an Internet 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. On the Home screen, tap **Settings**.
- 2. Tap Network & internet > Advanced > 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. On the Home screen, tap **Settings**.
- 2. Tap Network & internet > Advanced > 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 Desire 20 pro 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 Desire 20 pro or your storage card.
- 2. From the Home screen, tap Settings > Security.
- 3. Tap Advanced > Encryption & credentials > Install from storage.
- **4.** Tap  $\equiv$  to choose where you saved the certificate.
- 5. Browse to the certificate and select it.
- **6.** Enter a name for the certificate. Select how the certificate will be used: for **VPN and apps** or **Wi-Fi**.
- 7. Tap **OK**.

# Using HTC Desire 20 pro as a Wi-Fi hotspot

Share your data connection with other devices by turning HTC Desire 20 pro into a Wi-Fi hotspot.



- Make sure the data connection is turned on before sharing HTC Desire 20 pro as a Wi-Fi hotspot.
- Contact your mobile service provider if a hotspot feature needs to be added to your data plan.
- 1. On the Home screen, tap **Settings**.
- 2. Tap Network & internet > Hotspot & tethering > Wi-Fi hotspot.
- 3. Enter a Wi-Fi hotspot name or use the default name.

**4.** Choose the type of security and set the password for your Wi-Fi hotspot. If you selected **None** in Security, you don't need to enter a password.



The password is the key other people need to enter on their device so they can connect and use HTC Desire 20 pro as a Wi-Fi hotspot.

**5.** Tap the Wi-Fi hotspot **On/Off** switch to turn it on.

HTC Desire 20 pro is ready to be used as a Wi-Fi hotspot when you see 何 on the status bar.



After turning on Wi-Fi hotspot, tap on the Wi-Fi Hotspot settings screen to share the password as a QR code. This allows you or people you trust to easily get the password on other devices without having to type it manually.

# Sharing your Internet connection over USB

No Internet connection available for your computer? No problem. Use the data connection of HTC Desire 20 pro to connect to the Internet.



- You may need to have USB tethering added to your data plan, and it may incur additional cost.
   Contact your mobile service provider for details.
- Make sure that mobile data is turned on.
- 1. Connect HTC Desire 20 pro to your computer using a USB Type-C cable.
- 2. On the Home screen, tap Settings.
- 3. Tap Network & internet > Hotspot & tethering.
- **4.** Tap the USB tethering **On/Off** switch to turn it on.

# Wireless sharing

# Turning Bluetooth on or off

- 1. From the Home screen, tap Settings > Connected devices.
- **2.** Tap **Connection preferences** > **Bluetooth**, then tap the **On/Off** switch to turn the Bluetooth connection on and off.
- 3. Tap Pair new device 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 connect a compatible Bluetooth accessory such as a Bluetooth A2DP stereo headset to HTC Desire 20 pro.



Before you connect your headset, make it discoverable so HTC Desire 20 pro 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 92.
- 2. Tap the name of your headset in the Available Devices section. HTC Desire 20 pro pairs with the headset and the headset connection status is displayed 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.

#### Reconnecting a Bluetooth headset

Normally, you can easily reconnect your headset by switching on Bluetooth on HTC Desire 20 pro, 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 92.

- **2.** Tap the headset's name in the Previously connected 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 93, and then follow the steps under Connecting a Bluetooth headset on page 92.

# Unpairing from a Bluetooth device

1. Turn Bluetooth on and check the list of paired devices.

See Turning Bluetooth on or off on page 92.

- 2. In the Previously connected devices section, tap 😵 next to the device to unpair.
- 3. Tap Forget.

# Receiving files using Bluetooth

HTC Desire 20 pro 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 92.

- 2. On the sending device, send one or more files to HTC Desire 20 pro.
- 3. If asked, accept the pairing request on HTC Desire 20 pro 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 Desire 20 pro 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 Desire 20 pro, you can make contactless payments through certain payment apps such as Google Pay™. You may also be able to read data from NFC cards or other devices through supported apps.



To do contactless payment or read data, you must turn NFC on. Make sure the NFC area (shaded) on the back of HTC Desire 20 pro is close to the terminal, card, or device when you tap your phone.





### Turning NFC on or off

- 1. On the Home screen, tap Settings.
- **2.** Tap **Connected devices** > **Connection preferences**, and then tap the NFC **On/Off** switch to turn it on and off.

# **Common settings**

# Changing your ringtone



Make sure the volume is on.

- 1. From the Home screen, tap **Settings** > **Sound**.
- 2. Tap Phone ringtone.
- 3. Select a ringtone from the list.
- **4.** If you want to add a ringtone, tap + and then choose where you want to add the ringtone from.
- 5. When you're done selecting your ringtone, tap **OK**.

# Changing your notification sound



Make sure the volume is on.

- From the Home screen, tap Settings > Sound.
- 2. Tap **Default notification sound**, and then select one from the list.
- **3.** Tap **OK**.

# 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, 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.

# Airplane mode

When you enable Airplane (Flight) mode, all wireless radios on HTC Desire 20 pro 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 Wi-Fi hotspot and Bluetooth tethering are turned on, enabling Airplane mode turns them off. You need to manually turn them back on after you disable Airplane mode.

Do any of the following to turn Airplane mode on or off:

- In Settings > Network & internet > Advanced, tap the Airplane mode On/Off switch to turn Airplane mode on or off.
- With two fingers, swipe down from the status bar to open the Quick Settings panel. Tap the
   Airplane mode tile to turn airplane mode on or off.

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

# Setting when to turn off the screen

After a period of inactivity, the screen turns off to conserve battery power. You can set the idle time before the screen turns off.

- 1. From the Home screen, tap **Settings** > **Display**.
- 2. Tap Advanced.
- **3.** Tap **Screen timeout**, and then tap the time before the screen turns off.

# Screen brightness

Increase screen brightness to make reading the screen easier, or decrease the brightness level to reduce eye strain.

- 1. From the Home screen, tap **Settings** > **Display**.
- 2. Tap **Brightness level**. Drag the slider to set the maximum brightness you want for your screen.



Adaptive brightness, which is turned on by default, automatically changes the screen brightness to suit your lighting condition. It may exceed the maximum level that you've manually set. To turn this feature off, tap Adaptive brightness, and then tap the On/Off switch.

#### Dark theme

Dark theme can help reduce eye strain. It displays the system background and supported apps in black.

- 1. From the Home screen, tap **Settings** > **Display**.
- **2.** Tap the **Dark theme On/Off** switch to turn it on or off.



When Battery Saver mode is on, your phone also turns on Dark theme automatically. See Using Battery Saver mode on page 63 for details.

# Night Light

Adjust the screen from blue to a warmer color to help reduce eye strain when viewing it at night.

- 1. From the Home screen, tap **Settings** > **Display**.
- 2. Tap Night Light, and then tap Schedule to set a schedule when to turn on the feature.
- 3. Tap Turn on until \_\_\_\_\_
- **4.** With Night Light 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.

# Changing the default font size

- 1. From the Home screen, tap Settings > Display.
- 2. Tap Advanced > Font size, and then select the size you want.

# Adjusting the display size

Resize items and fonts on the screen to make them easier to see.

- 1. From the Home screen, tap **Settings** > **Display**.
- 2. Tap Advanced > Display size.
- 3. Tap + or -, or drag the slider to increase or decrease the size of fonts or items on the screen.



Swipe left or right above Preview to see the actual look of your selected display size.

#### Touch sounds and vibration

Some people like the sound or vibration feedback they get when touching the screen, and some don't. You can turn on or off various types of touch sounds and vibration on HTC Desire 20 pro.

- Touch tones when tapping the phone dial pad
- Touch sounds when tapping onscreen items
- Screen lock 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, tap **Settings** > **Sound**.
- 2. Tap Advanced.
- 3. Under Other sounds and vibrations, select the options you want to turn on or off.

#### Turning off keyboard sounds and vibration

- 1. From the Home screen, tap Settings > System > Language & input.
- 2. Tap Virtual keyboard > Gboard > Preferences.
- 3. Under Key press, you can:
  - Tap the Sound on keypress On/Off switch to turn on or off the keyboard sounds.
  - Tap the Haptic feedback on keypress On/Off switch to turn on or off keyboard vibration.

# 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, tap Settings > System > Language & input.
- 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.

#### 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

Choose whether to block pop-up notifications or mute the notification sound.

- 1. Go to Settings, and then tap **Sound** > **Do Not Disturb**.
- 2. Tap Restrict 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** > **Do Not Disturb**.
- 2. Under Mute device but allow exceptions, set what's allowed to bypass Do not disturb mode:
  - Tap Calls > Allow calls. Choose whether to allow incoming calls and from whom: anyone, contacts only, or starred contacts.

You can also choose whether to allow repeat callers.

- Tap SMS, MMS, and messaging apps > Allow messages. Choose whether to allow incoming messages and from whom.
- Tap See all exceptions to choose more options.

#### 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 > Do Not Disturb.
- 2. Tap Schedules > Add more.
- 3. Choose whether to set an **Event** or **Time** schedule. Enter a name, and then tap **Add**.
- **4.** Customize the settings for the schedule.

Schedule type	Settings
Event	<ul><li>Select a calendar you want to make the schedule for.</li><li>Set a condition for the type of reply.</li></ul>
Time	<ul> <li>Set the days.</li> <li>Set the start and end times.</li> <li>Choose whether to allow alarms to override the set end time.</li> </ul>

To set exceptions for the event or time schedule, tap **Do Not Disturb behavior**. Select **Create custom settings for this schedule**, and then tap **③**.

**5.** When you're done, press  $\P$ .



To toggle an event or time schedule, select or clear its checkbox.

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# Index

- bokeh mode 44

A	- burst shots 43
Accounts 14	- capture modes <i>41</i>
Accounts 14 Airplane mode 97	- flash <i>41</i>
Alarm clock 80	- focusing 42
	- getting started <i>39</i>
Apps - app permissions 77	- HDR <i>45</i>
- app permissions // - app shortcuts <i>75</i>	- macro mode 46
- app shortcuts 75 - apps with location access 78	- panorama mode 46
- apps with location access 78 - disabling an app 79	- portraits 44
- installing <i>74</i>	- recording video 45
G	- scanning QR code 47
- installing from Google Play 73	- selfies 44
- installing from the web 74	- taking a photo 43
- multitasking 76	- ultra-wide shots 46
- organizing into a group 38	- zooming 42
- picture-in-picture 77	Capture screen 16
- recent apps 76	Change phone language 99
- restoring 74	Clock
- setting app links 78	- about <i>80</i>
- setting default apps <i>78</i>	- adding a city 80
- split-screen view 76	- alarm <i>80</i>
- uninstalling <i>74</i>	- setting date and time 80
	setting home city 80
В	Contacts
Backup	- adding <i>59</i>
- backing up data <i>71</i>	- contact list 58
- backing up photos and videos <i>71</i>	- copying 58
- restoring backed up apps <i>74</i>	- editing <i>59</i>
Battery	-exporting 58
- charging <i>12</i>	- groups <i>59</i>
- checking usage <i>63</i>	- importing <i>58, 59</i>
- saving battery power <i>61</i>	- sending to a group 60
Bluetooth	-transferring <i>58</i>
- connecting a Bluetooth headset 92	Copy
- receiving information <i>93</i>	- files <i>68</i>
Burst mode 43	- text <i>27</i>
C	
Camera	Data connection
- background blur 44	- data roaming <i>87</i>

- sharing 91

- widgets 37

Night Light 98

105 Index	
Notifications - app notifications 26 - panel 25	Setup - first-time setup - photos, music, SIM card <i>10</i>
Pair a Bluetooth headset 92	Sleep mode 17 Smart Lock 30 Smart network sh
Phone information 35 Photos - cropping 83 transferring from computer 70	Soft reset 22 Sound Recorder 8 Storage 66
- transferring from computer 70 Picture-in-picture 77 Power	System navigation T
<ul> <li>- charging the battery 12</li> <li>- checking battery usage 63</li> <li>- saving power 61</li> <li>- sleep mode 17</li> <li>PUK (PIN Unblock Key) 33</li> </ul>	Tethering See USB Tether Text message 54
	U
Quick settings 21	Ultra-wide angle Updates - app updates <i>3</i> 4
Recording your voice 85	<ul><li>security update</li><li>system updates</li></ul>
Reset 22,72 Router	USB Tethering 97
See Wireless router	Videos
S	- transferring fro - trimming 83
Screen - adjusting brightness 97 - changing the time before the screen turns off 97 - dark theme 98	Voice input 29 VPN 89 - adding a conne - connecting 89
- Dark theme <i>98</i> - Sleep mode settings <i>97</i>	W

Screen lock 30

Screenshot 16

SD card 10

#### Security

- fingerprint 31
- security certificates 89
- setting a screen lock 30

#### Settings

- About *35*
- display language 99
- Storage 66

- р *13*
- videos from old phone 70

aring *91* 

85

n *16* 

ing

43

- es *34*
- s *35*

- om computer *70*
- ection 89

Wallpaper 36

Weather 82

Wi-Fi 88,89

- turning on 89

Widgets 37

Wireless router 90