

The T-Mobile logo, featuring a pink 'T' with two small white squares on either side, followed by the word 'Mobile' in white with a registered trademark symbol.

## Start Guide

htc Sensation™ 4G

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## SUPPORT

This guide provides you with the information you need to get started.

For more information and additional support, please visit [www.t-mobile.com/support](http://www.t-mobile.com/support) where you can:

- Register **my.t-mobile.com** to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Review your phone's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

You can also access account and device information from your phone.

1. From any Home screen, tap the **Applications** icon.
2. Tap **My Account** or **My Device**.

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## SERVICE

If you are a new T-Mobile® customer and your service has not yet been activated, call Customer Care at **1-800-937-8997** and a T-Mobile Activations representative will assist you.

### You will need the following information when activating service:

- Service Agreement and agent code on your Agreement
- Your name, home address, home phone, and billing address

**Note:** For business and government accounts, please provide the name of your company or government agency, address, and tax ID.

- Your Social Security number, current driver's license number, and date of birth for credit check purposes
- Your choice of T-Mobile rate plan and services (see [www.t-mobile.com](http://www.t-mobile.com) for latest plan information)
- SIM serial number and IMEI number (located on the box barcode label)

By activating service, you acknowledge that you have read, understand, and agree to be bound by each of T-Mobile's Terms and Conditions, and your Service Agreement.

## PHONE OVERVIEW



## SIM CARD

Your Subscriber Identity Module (SIM) card identifies your phone to the wireless network. You cannot make or receive calls or browse the Internet without the SIM card.

### Insert the SIM card

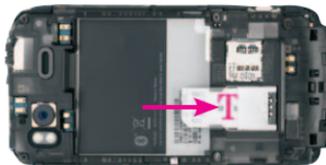
1. Detach the SIM card from its packaging.



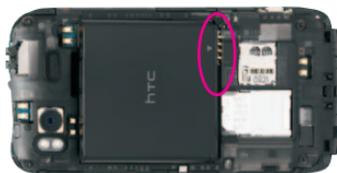
2. Press the battery cover release on the bottom of your phone and then lift the back cover up and toward the top of your phone to remove it.



3. Remove the battery and insert the SIM card, as shown.



4. Align the golden contacts on the battery with the golden contacts in the battery compartment and press the battery into place.



5. Set the top of the phone into the top of the back cover and then gently press the cover closed.

## MEMORY CARD

Your phone comes with a pre-installed microSD memory card.

**Warning:** Applications, personal settings, and other data may be lost or may not function properly if the memory card is removed.

### Install or remove the memory card

1. Press the battery cover release on the bottom of your phone and then lift the back cover up and toward the top of your phone to remove it.
2. Gently press the memory card into the slot, as shown, until it clicks into place.



## BATTERY

### Charge the battery

1. Insert the small end of the charger into the charger/USB port, as shown.
2. Plug the other end into a wall outlet or a USB port on a computer.



## POWER

### Turn your phone on and off

#### To turn the power on:

Press and hold the **Power/Lock** key.

#### To turn the power off:

Press and hold the **Power/Lock** key and tap **Power Off**.

## HOME SCREEN

Swipe your finger left or right to view any of the seven Home screens.

### Status Bar

Drag down to open Notification screen



You can customize each screen with widgets or shortcuts to your favorite applications.

## Status bar

The Status bar appears at the top of every Home screen. Icons indicating the phone's status and new notification alerts appear on the Status bar.

## Notification screen & Quick Settings

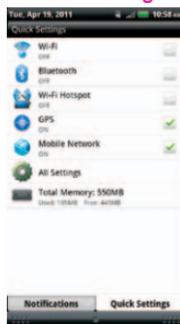
To open the Notification screen, touch and drag the **Status** bar down.

To open Quick Settings, touch and drag the **Status** bar down to open the Notification screen and tap **Quick Settings**. You can use the Quick Settings menu to easily turn on or off commonly used features such as Wi-Fi and Bluetooth®.

### Notification screen



### Quick Settings



## Applications screen

To access the Application screens, from any Home screen, tap the **Applications** icon. Swipe up or down to scroll through the screens. As you download new applications, they will appear on the Application screens in alphabetical order.

You also have three options when viewing your Applications screen:

- **All**
- **Frequent**
- **Downloaded**

Simply tap the icon for the desired view.

## Unlock the screen

1. Quickly press the **Power/Lock** key to wake the display.
2. Touch and drag the ring on the bottom of your screen up.

## Add widgets, shortcuts, and folders to Home screens

1. Swipe left or right to the desired Home screen.
2. Tap the **Personalize** key.
3. Under **Add items to Home**, tap **Widget**, **App**, **Shortcut**, or **Folder** and then add the desired item.

## Edit widget settings

1. Touch and hold the widget you want to edit.
2. Drag the widget to **Edit** at the bottom, left side of the screen.
3. Edit the desired settings and tap **Save** or **Done**.

## Move and delete widgets, shortcuts, or folders

1. Touch and hold the item you want to move or delete until it vibrates.
2. Drag it to another location or to **Remove** at the bottom, right side of the screen.

## Change Home screen wallpaper

1. Tap the **Personalize** key.
2. Under **Personalize display**, tap **Wallpaper**.
3. Tap **HTC wallpapers**, **Live wallpapers**, or **Gallery**.
4. Select the desired image and tap **Save** or **Apply**.

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## RINGTONES AND VOLUME

### Set call ringtone

1. Touch and drag the **Status** bar down to open the Notification screen.
2. Tap **Quick Settings**.
3. Tap **All Settings**.
4. Tap **Sound**.
5. Tap **Phone ringtone**.
6. Tap the desired ringtone.
7. Tap **Apply**.

### Set notification ringtones

1. From any Home screen, tap the **Personalize** key.
2. Under **Personalize sound**, tap **Notification sound**.
3. Tap **Default notification**, **Message**, **Calendar**, or **Email**.
4. Tap the desired ringtone.
5. Tap **Apply**.

### Set call volume

While on a call, press the **Volume** key up or down.

### Set ringtone, media, alarm, and notification volumes

1. Touch and drag the **Status** bar down to open the Notification screen.
2. Tap **Quick Settings**.
3. Tap **All Settings**.
4. Tap **Sound**.
5. Tap **Volume**.
6. Touch and drag the **Ringtone**, **Media**, **Alarm**, and **Notification** sliders to the desired level.
7. Tap **OK**.

### Activate audible touch tones, audible selection, and screen lock sounds

1. Touch and drag the **Status** bar down to open the Notification screen.
2. Tap **Quick Settings**.
3. Tap **All Settings**.
4. Tap **Sound**.
5. Tap to select the **Audible touch tones**, **Audible selection**, or **Screen lock sounds** check boxes.

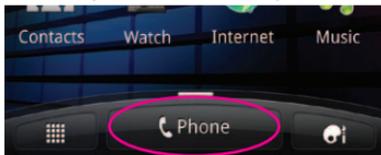
### Silence ring and notification volume

From any Home screen, press the **Volume** key down until you see the **Silent mode** icon.

## CALLS

### Make calls

1. From any Home screen, tap **Phone**.



2. Enter the phone number.
3. Tap **Call**.

### Answer and end calls

To answer a call, tap **Answer**.

To end a call, tap **End call**.

## VOICEMAIL

### Use voicemail

**To call and set up voicemail:**

1. From any Home screen, tap **Phone**.
2. Touch and hold **1** to call voicemail.
3. Follow the instructions to set up your voicemail account.

**To reset the voicemail password to the last four digits of your phone number:**

1. From any Home screen, tap **Phone**.
2. Tap **#793#**.
3. Tap **Call**.
4. Tap **OK**.

### Use Visual Voicemail

Visual Voicemail allows you to view a list of your voicemail messages and play them in any order.

**To set up Visual Voicemail:**

1. From any Home screen, tap the **Applications** icon.
2. Tap **Visual Voicemail**.
3. Tap **Next** to activate Visual Voicemail.
4. Set a new PIN, if necessary, and tap **Next**.

5. Tap the **Record** icon to record your greeting.
6. Tap the **Record** icon again when finished recording.
7. Tap **Next**.
8. Enter a name for your greeting.
9. Tap **Next**.
10. Tap **Done**.

#### To check Visual Voicemail:

1. From any Home screen, tap the **Applications** icon.
2. Tap **Visual Voicemail**.
3. Tap the voicemail message you want to play.
4. Tap the **Play**  icon.

#### To delete Visual Voicemail messages:

1. From any Home screen, tap the **Applications** icon.
2. Tap **Visual Voicemail**.
3. Tap the voicemail message you want to delete.
4. Tap the **Delete**  icon.
5. Tap **OK**.

## CONTACTS

### Add new contact

1. From any Home screen, tap **Phone**.
2. Enter the contact's phone number.
3. Tap **Save to People**.
4. Tap **Create new contact**.
5. Enter the contact's information.
6. Tap **Save**.

### Call contact from the contacts list

1. From any Home screen, tap **Phone**.
2. Enter the contact's name using the number keys with the corresponding letters. A list of matches will appear above the keypad.
3. Tap the contact you want to call. The phone will automatically dial the phone number set as Primary.

**Note:** If you would like to call one of your contact's other saved phone numbers, tap the **Contact Entry** icon to the right of the contact's name and then tap the desired phone number.

## MESSAGING SETUP

### Set up Gmail™

1. From any Home screen, tap the **Applications** icon.
2. Tap **Gmail**.
3. Tap **Next**.
4. Tap **Create** or **Sign in**.
5. Follow the on-screen instructions.

### Set up Internet email

1. From any Home screen, tap the **Applications** icon.
2. Tap **Mail**.  
**Note:** If you have already set up an email account, tap **Menu** > **Accounts list** > **New account**.
3. Tap the desired email provider.
4. Tap the **Email address** field and enter your email address.
5. Tap the **Password** field and enter your password.
6. Tap **Next**.
7. Enter a name for your account (optional).
8. Enter the name you want displayed on outgoing messages.
9. Tap **Finish setup**.

### Set up corporate email

1. From any Home screen, tap the **Applications** icon.
2. Tap **Mail**.  
**Note:** If you have already set up an email account, tap **Menu** > **Accounts list** > **New account**.
3. Tap **Microsoft Exchange ActiveSync**.
4. At the **Email address** field, enter your email address.
5. Tap the **Password** field and enter your password.
6. Tap **Manual setup**.
7. Enter additional account information, as necessary.
8. Tap **Next**.
9. Modify the account options, as desired, and tap **Next**.
10. Enter a name for your account.
11. Tap **Finish setup**.

Contact your company's IT department if you need more help.

## WI-FI

Your phone can connect to the Internet using Wi-Fi.

### Turn on Wi-Fi

1. Touch and drag the **Status** bar down to open the Notification screen.
2. Tap **Quick Settings**.
3. Tap to select the **Wi-Fi** check box and turn on.

### Connect to Wi-Fi networks

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Wireless & networks**.
4. Tap **Wi-Fi settings**.
5. If necessary, tap to select the **Wi-Fi** check box and turn on Wi-Fi. Your phone will scan for available networks.
6. Tap the network you want to use.
7. If necessary, enter the network password and tap **Connect**.

## WI-FI CALLING

Wi-Fi Calling can improve your coverage and allows you to make phone calls and send messages over a Wi-Fi network (when a Wi-Fi network is available). Unless your rate plan provides otherwise, Wi-Fi Calling minutes count the same as T-Mobile cellular calling minutes on your phone bill.

- To use Wi-Fi Calling, you must first turn on Wi-Fi, connect to a Wi-Fi network, and then turn on Wi-Fi Calling.
- When the Wi-Fi Calling feature is turned on, your phone displays the **Wi-Fi Calling**  icon on the Status bar.
- To stay on a Wi-Fi call, you must remain within range of the Wi-Fi network. When your Wi-Fi signal weakens, your phone will beep and display a warning message alerting you that your call will drop if the signal gets weaker.

Wi-Fi Calling offers three connection options:

- **Wi-Fi Preferred:** All calls are made over an available Wi-Fi network. If there are no available Wi-Fi networks calls are made over the cellular network.

- **Cellular Preferred:** All calls are made over the cellular network unless the cellular network is not available, then calls are made over an available Wi-Fi network.
- **Wi-Fi Only:** All calls are made over an available Wi-Fi network. If there are no available Wi-Fi networks, your calls will not connect.

## Turn on Wi-Fi Calling

**Note:** Wi-Fi must be turned on before Wi-Fi Calling can be turned on.

1. From the Home screen, tap the **Applications** icon.
2. Tap **Wi-Fi Calling**.
3. If necessary, tap **Register**.
4. Tap the **On/Off** icon to turn on/off Wi-Fi Calling.

When you see the **Wi-Fi Calling**  icon on your Status bar, you are ready to make phone calls and send messages over the Wi-Fi network.

If you choose to turn off Wi-Fi Calling, you can still stay connected to Wi-Fi for data usage.

## Set connection preferences

**Note:** Wi-Fi Calling must be turned on to change connection preferences.

1. From any Home screen, tap the **Applications** icon.
2. Tap **Wi-Fi Calling**.
3. Tap the **Menu** key.
4. Tap **Settings**.
5. Tap **Connection preferences**.
6. Tap one of the following options:
  - **Wi-Fi Preferred**
  - **Cellular Preferred**
  - **Wi-Fi Only**

## TETHERING

Share your phone's mobile data connection with a single computer by tethering.

To use your phone's tethering capability, you must have a Tethering and Wi-Fi Sharing service plan.

When tethering is turned on, your phone displays the **Tethering** icon in the Status bar.

- Tethering works with Windows® 7, Windows XP, and Windows Vista®. For more information on tethering with operating systems, go to [www.android.com/tether](http://www.android.com/tether).

- For Windows XP, first install the driver on your computer before you can tether. To install the driver, go to [www.android.com/tether](http://www.android.com/tether).
- When you connect your phone to a computer with a USB cable, you can either share your mobile data connection by tethering or you can share files—you cannot do both. Do not turn on tethering if you want to use your computer to access your phone's memory card.

## Tether your phone

1. Connect your phone to a computer with a USB cable.
2. Tap **USB tethering**.
3. Tap **Done**.
4. Tap **Windows** or **Mac OS X**.

Your phone starts sharing its wireless network data connection with your computer via the USB connection.

**Note:** You can also turn on/off tethering by tapping the **Menu** key > **Settings** > **Wireless & networks** > **USB tethering**.

## WI-FI SHARING

Share your mobile data connection with up to eight other devices wirelessly by turning your phone into a portable Wi-Fi hotspot.

- To use your phone's Wi-Fi Sharing capability, you must have a Tethering and Wi-Fi Sharing service plan.
- When Wi-Fi Sharing is turned on, your phone displays the **Wi-Fi Sharing** icon in the Status bar.
- You cannot use Wi-Fi and Wi-Fi Sharing at the same time.

## Turn on Wi-Fi Sharing

1. Touch and drag the **Status** bar down to open the Notification screen.
2. Tap **Quick Settings**.
3. Tap to select the **Wi-Fi Hotspot** check box.

Your phone starts broadcasting its Wi-Fi network name (SSID) allowing you to connect up to eight other devices. Your phone's default SSID is **HTC Sensation 4G**.

## Configure Wi-Fi Sharing

1. From any Home screen, tap the **Menu** key.
2. Tap **Settings**.
3. Tap **Wireless & networks**.
4. Tap **Portable Wi-Fi hotspot settings**.
5. Tap to clear the **Portable Wi-Fi hotspot** check box to turn off, if necessary.
6. Enter a new Router name (SSID).
7. Tap the **Security** drop-down menu.
8. Tap **WEP (128)**, **WPA (TKIP)**, or **WPA2 (AES)**.
9. Tap the **Password** field and enter a password.

## Manage users

1. While configuring Wi-Fi Sharing, tap **Manage users**.
2. Tap to select the **Allowed users only** check box.
3. Tap **OK**.
4. Tap the **Max. connections** drop-down menu.
5. Tap the desired number of users to allow.
6. Tap **Done**.

## BLUETOOTH®

Your phone comes with Bluetooth connectivity, a wireless technology that enables a data connection between your phone and a Bluetooth headset or other Bluetooth device (sold separately).

### Prepare Bluetooth headset

Make sure that the headset is fully charged and in pairing mode. Refer to the headset's user manual for more information.

### Turn on Bluetooth and pair with headset

1. Touch and drag the **Status** bar down to open the Notification screen.
2. Tap **Quick Settings**.
3. Tap to select the **Bluetooth** check box.
4. Tap **All Settings**.
5. Tap **Wireless & networks**.
6. Tap **Bluetooth settings**.
7. Tap **Scan for devices**. Your phone will scan for and display a list of available Bluetooth devices.
8. From the list, tap the headset you want to pair with your phone.
9. If necessary, enter the PIN or passcode.
10. Tap **Pair** or **OK**.

## CARING FOR YOUR PHONE

### Make it last

Your phone is a complex electronic device; think of it as a mini-computer. Here are some tips to help you extend the life of your new phone.

**Do not get your phone wet. Water will damage your phone and accessories.** Even a small amount can cause damage.

**Protect your phone's touch screen.** Your phone's touch screen is delicate. Guard against scratches by using a screen protector or by keeping it in a protective case.

**Use the original manufacturer's batteries and accessories.** Non-approved accessories can harm you and damage your phone.

**Do not use damaged accessories.** If your charger or any other accessory is damaged, replace it or take it to a qualified service dealer. Do not attempt to charge your phone if the charger has received a sharp blow, been dropped, or is otherwise damaged; doing so may damage your phone.

## ACCESSORIES

Whether you want a charger, a fashionable carrying case, a Bluetooth headset, or you just want to browse for fun extras, T-Mobile is the place to shop for all your phone accessories. Here are a few examples...



Screen Protector



Charger

To purchase accessories for your phone, visit [T-Mobile.com](http://T-Mobile.com), call 1.800.204.2449, or visit your nearest T-Mobile store.

Accessory selection subject to change and may vary by location.

## SAFETY TIPS

### Consider device compatibility

If you have a pacemaker or hearing aid, check with your doctor to make sure it is safe for you to use a cell phone. In some cases, cellular radio frequencies can disrupt the performance of other electronic equipment. If you have questions about the interaction between your phone and any other piece of electronic equipment, ask the equipment manufacturer.

### Drive safely

**When you are driving, T-Mobile encourages you to use your phone in a safe and sensible manner. Here are a few tips:**

- Assess road conditions before answering your phone. Your safety is more important than any call.
- Prepare your hands-free headset, if you have one, or turn on your speakerphone, before you start moving.
- Keep your phone close. If it rings and you discover it's in the back seat, do NOT crawl over the seat to answer it while driving.
- Pre-program frequently used numbers into your phone for easy, one-touch dialing.
- Remember that laws prohibiting or restricting the use of a cell phone while driving may apply in your area.

## EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.\*

\* Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused. The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency). Please see T-Mobile's Terms and Conditions and Privacy Policy for additional service restrictions and details.

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## ADDITIONAL INFORMATION

Use of some features or services may incur separate, additional charges and/or require a qualifying data plan.

**Wi-Fi:** Device will not transition between Wi-Fi and the cellular network. Devices using wireless connections may be vulnerable to unauthorized attempts to access data and software stored on the device.

**Tethering and Wi-Fi Sharing:** Qualifying data plan and Tethering and Wi-Fi Sharing add-on feature required; subject to data usage permitted under data plan.

**Messaging/Data:** You will be charged for all data sent by or to you through the network, regardless of whether or not data is received. Character length/file size of messages/attachments may be limited. T-Mobile is not liable for content of messages/attachments or for any failures, delays or errors in any T-Mobile generated alerts or notifications. **Your data session, plan, or service may be slowed, suspended, terminated, or restricted** if you use your service in a way that interferes with or impacts our network or ability to provide quality service to other users, if you roam for a significant portion of your usage, or if you use a disproportionate amount of bandwidth during a billing cycle. You may not use your plan or device for prohibited uses.

**Downloads/Applications:** T-Mobile is not responsible for any third party content or Web site you may be able to access using your phone. Additional charges may apply; not all downloads available on all phones. You obtain no rights in downloads; duration of use may be limited and downloads may be stored solely for use with your phone. T-Mobile is not responsible for any download lost due to your error. T-Mobile is not responsible for Apps, including download, installation, use, transmission failure, interruption or delay, third party advertisements you may encounter while using an App, alterations any App may make to the functionality of your device, **including any changes that may affect your T-Mobile plan, service, or billing, or any content or website you may be able to access through an App.**

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

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See brochures and the **Terms and Conditions (including arbitration provision)** at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling.**

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