htc

User guide

HTC Desire 21 pro 5G

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Trademarks and copyrights

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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.

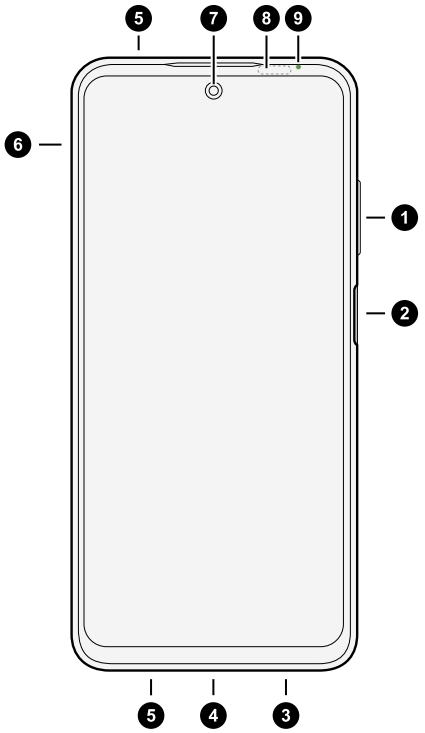
Important note on recoverable data

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 21 pro 5G overview

After taking HTC Desire 21 pro 5G out of the box, familiarize yourself first with the location of the card tray, controls, and sensors.



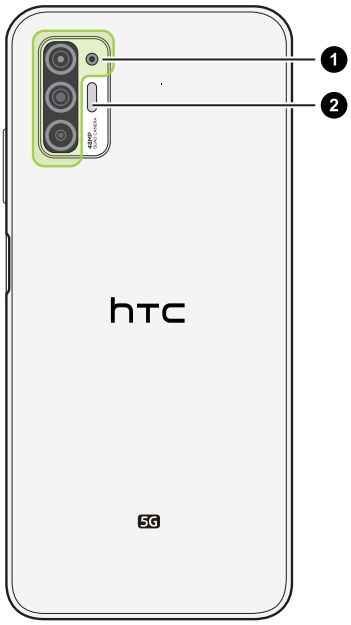
1. VOLUME control
2. POWER button / Fingerprint sensor
3. Speaker
4. USB Type-C® connector
5. Microphones
6. nano SIM and storage card tray
7. Front camera
8. Proximity and light sensor
9. Notification LED

You need a 5G NR/4G LTE™ plan to use your operator's 5G NR/4G LTE network for voice calls and data services. Check with your operator for details.

Dual SIM supports both 5G NR and 4G LTE SIM cards. Only one card can use 5G NR at a time.

- If you want to use a case or screen protector, don't cover and block the proximity and light sensor. Purchase a case or screen protector designed for HTC Desire 21 pro 5G.
- Avoid liquid or dust from entering the microphone hole to prevent damage to the microphone.
- 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

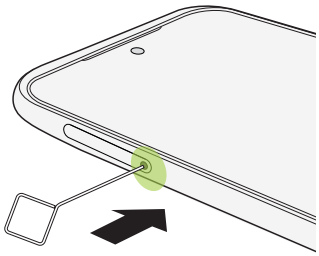


1. Quad cameras
2. Dual LED flash

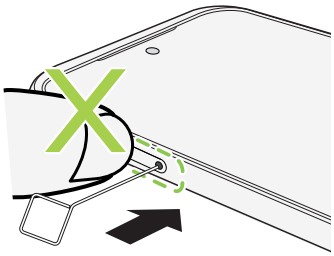
Inserting nano SIM and microSD cards

- 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™ 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.



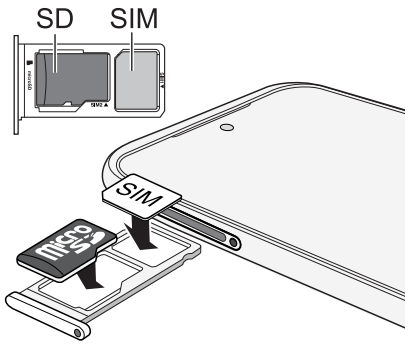
When inserting the eject tool into the tray eject hole to remove the card tray, do not obstruct the tray to avoid damaging the eject mechanism inside the slot.



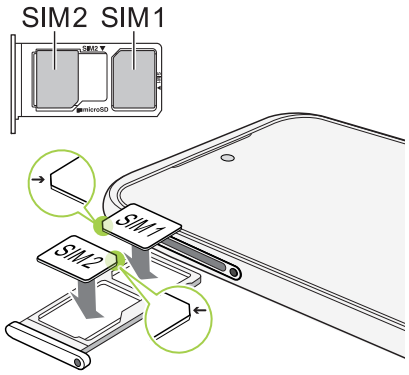
3. Push the tip into the hole until the tray ejects, and then pull the tray out.

4. Do the following to place your nano SIM and microSD cards into the tray:

   - With the gold contacts facing down, place a nano SIM card into the SIM 1 holder of the tray. Make sure to align the cut-off corner to the notch on the holder.
   - Place a microSD card into the outer holder of the tray.

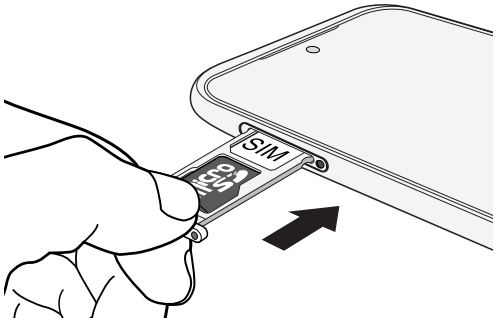


   - When you need to use a second nano SIM card, remove the microSD card and place the nano SIM into the outer holder. You cannot have the second nano SIM and microSD cards inserted at the same time.



- You need a 5G NR/4G LTE plan to use your operator's 5G NR/4G LTE network for voice calls and data services. Check with your operator for details.
- Dual SIM supports both 5G NR and 4G LTE SIM cards. Only one card can use 5G NR at a time.
- You can choose the preferred card to use for your mobile data connection. To find out how, see Changing your nano SIM card settings on page 16.

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.

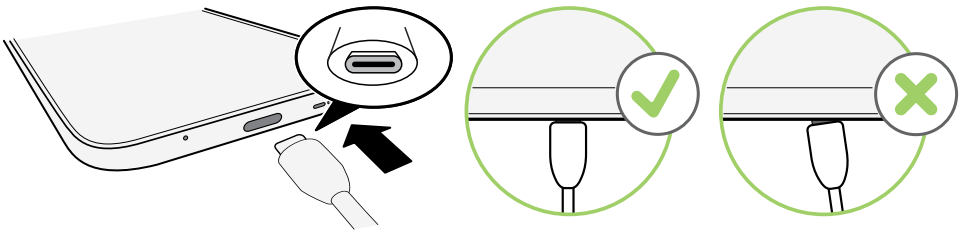
Follow the same procedure above to eject the tray and remove your cards. Before ejecting the tray, make sure to unmount your microSD card first. See Unmounting the storage card on page 76.

Charging the battery

Before you turn on and start using HTC Desire 21 pro 5G, it is recommended that you charge the battery.

- If the battery has been fully drained, you may need to charge HTC Desire 21 pro 5G 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 21 pro 5G vibrates.

When you turn on HTC Desire 21 pro 5G 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 21 pro 5G. Alternatively, use the HTC Transfer Tool after you finish setting up HTC Desire 21 pro 5G. For details, see Ways of getting content from your previous phone on page 77.

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™. 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 104.

Adding accounts

Add your accounts to access them on HTC Desire 21 pro 5G. You can add several Google Accounts and sync contacts, email, calendar, and Google app data from these accounts to HTC Desire 21 pro 5G.

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 21 pro 5G 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 21 pro 5G.

Ways to unlock HTC Desire 21 pro 5G

It is important to set HTC Desire 21 pro 5G 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 21 pro 5G.

- **Screen lock:** Set HTC Desire 21 pro 5G to unlock using a secure PIN, password, or pattern. See Setting a screen lock on page 31.
- **Fingerprint:** Wake up and unlock HTC Desire 21 pro 5G with a touch by adding fingerprints. See Fingerprint sensor on page 32.
- **Face Unlock:** While the screen is on, unlock your phone with your registered facel. See About Face Unlock on page 33.
- **Smart Lock:** Set HTC Desire 21 pro 5G 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 31.

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 21 pro 5G

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 ◀, 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 21 pro 5G into a low power state while the display is off. It also stops accidental button presses when HTC Desire 21 pro 5G is in your bag.

- To turn off the display and switch to Sleep mode, briefly press the POWER button.

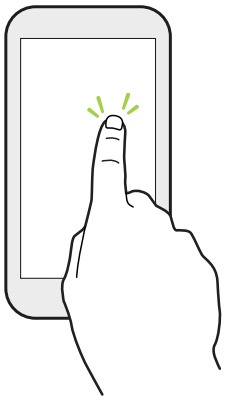
  HTC Desire 21 pro 5G also automatically goes into Sleep mode when it's left idle for a while. You can change the time before HTC Desire 21 pro 5G sleeps by setting the screen timeout.

- To wake up your phone from Sleep mode, press the POWER button.

Touch gestures

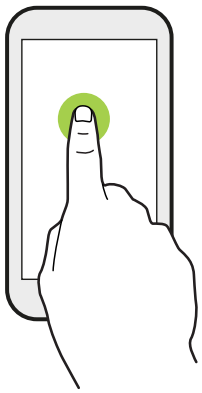
Use touch gestures to get around the Home screen, open apps, scroll through lists, and more.

Tap



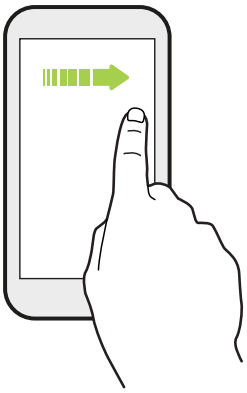
Tap the screen with your finger when you want to select onscreen items such as application and settings icons, or press onscreen buttons.

Press and hold



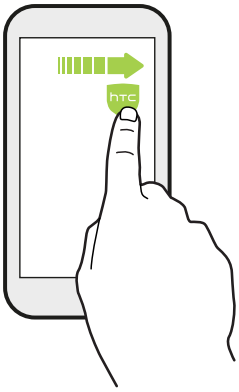
To open the available options for an item (for example, a contact or link in a webpage), just press and hold the item.

Swipe or slide



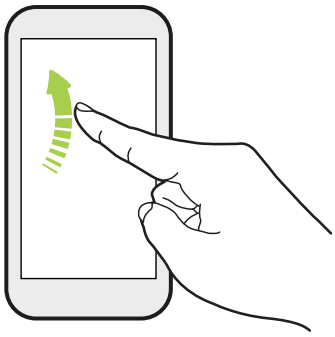
Quickly swipe your finger horizontally across the screen to go to other Home screen panels. Swipe vertically to scroll through a list, document, and more.

Drag



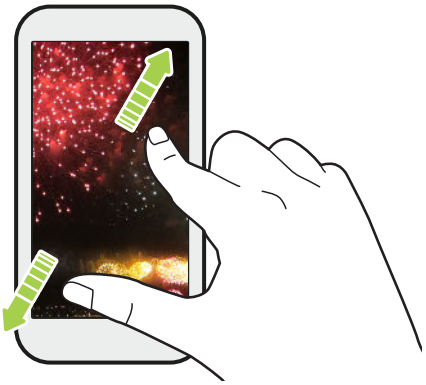
Press and hold your finger with some pressure on an icon or widget before you start to drag. While dragging, don't release your finger until you have reached the target position.

Flick

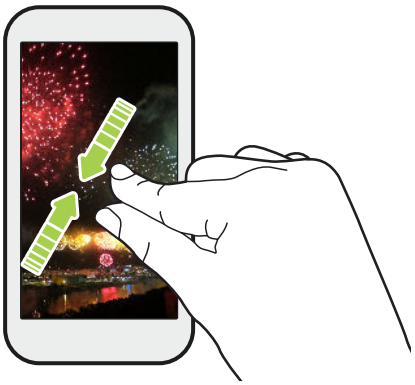


Flicking the screen is similar to swiping, except that you need to swipe your finger in light, quicker strokes, such as when moving right and left on the Home screen, or flicking through a contacts or message list.

Slide with two fingers

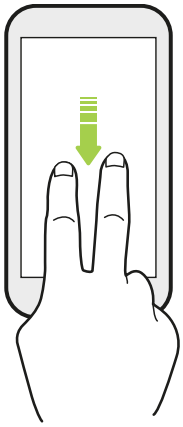


In some apps, slide two fingers apart to zoom in when viewing a picture or text.



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 21 pro 5G 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 38.
- Add your favorite apps and widgets. See Adding apps to the Home screen on page 38 and Adding Home screen widgets on page 39.

  You can also add more Home screen panels. See Adding or removing a Home screen panel on page 40.

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 31.

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

  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 21 pro 5G (Soft reset)

If HTC Desire 21 pro 5G 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 21 pro 5G not responding?

If HTC Desire 21 pro 5G 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:

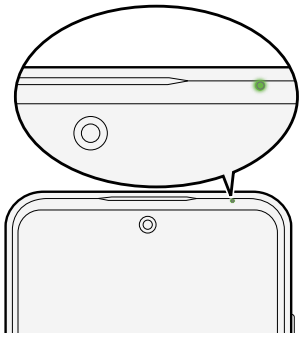
Option	Description
Network & internet	▪ Change SIM card settings. ▪ Turn airplane mode on or off. ▪ Configure and manage your network connections. ▪ Set up your phone as a Wi-Fi hotspot. ▪ Share your phone's Internet connection via USB or Bluetooth.
Connected devices	Connect to external devices through Bluetooth, NFC, and more.
Apps & notifications	▪ Set how you want to be notified by your apps. ▪ Set app permissions, default apps to use, app usage timer, and more.
Battery	Check battery usage information. Enable features such as **Battery Saver** 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	▪ Check your available internal storage. Clean up the internal storage when you're almost out of storage space. ▪ Manage your storage card.
Privacy	▪ Choose to show or hide notification content on the lock screen. ▪ Manage how your location history and other information is used.
Location	▪ Manage location access and various Google location services. ▪ 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™ 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	▪ Configure system settings such as languages and input, date and time, and more. ▪ Back up your phone to your Google Account. ▪ Check for software updates and install them. ▪ 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.

Notification LED

When the phone is on and plugged in, the notification LED shows different colors based on the charging level.



LED	Battery level
Green	90-100%
Light orange	15-89%
Red	14% and below

Additionally:

- While running on battery, the LED will flash red when the battery drops to 15% or below.
- Your notifications always take priority. Regardless of charging or battery status, the LED will flash green when you have a pending notification.

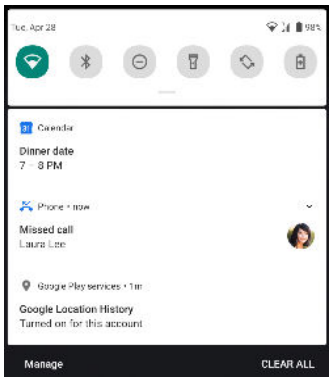
Notifications

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 ✕ next to **Silent notifications**.
- To change what app notifications you want to receive, tap **Manage**. For more details, see Managing app notifications on page 27.

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 .
3. Tap then choose how long you want to snooze the notification.

The snoozed notification shows up again on the status bar and notifications panel as soon as the snooze time ends.

Turning Notification dots on or off

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

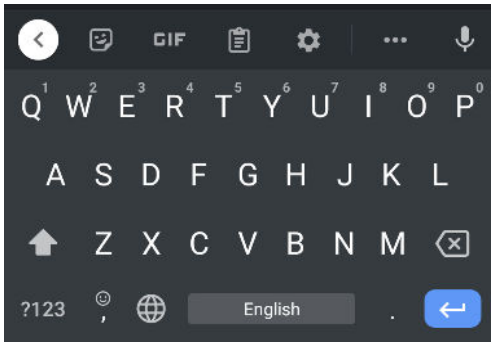
1. After you have selected the text, tap **Share**.
2. Choose where to share the selected text.

Entering text

The help content here is based on the following Gboard app version: 10.0.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 🎤 .
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 21 pro 5G 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 21 pro 5G 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 ⚙ and 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 ◀ 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 sensor

You can quickly wake up and unlock the HTC Desire 21 pro 5G using your fingerprint. You can add up to 5 fingerprints.

When setting up and using the fingerprint sensor, follow these tips:

- Make sure your finger and the fingerprint sensor are dry and clean.
- Use the entire pad of your finger, including the sides and tip.
- When recording your fingerprint, touch the sensor until your phone vibrates.
- The fingerprint sensor has 360° readability—you can touch a recorded finger at any angle to the sensor to turn on the screen or unlock the HTC Desire 21 pro 5G.

You may not be able to set the fingerprint sensor to unlock HTC Desire 21 pro 5G, 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 sensor.

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 31.
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 from your left hand or your thumb from your right hand on the fingerprint sensor to start scanning.
6. Repeatedly touch the sensor on the POWER button and lift your finger or thumb 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 21 pro 5G.

> ! You'll need to input your backup lock screen pattern, PIN, or password if the sensor 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 🗑 next to a recorded fingerprint to delete it.

About Face Unlock

With Face Unlock, you can set up HTC Desire 21 pro 5G to unlock the screen with your face when the screen is on.

For best face scanning results

Follow these tips when registering your face:

- Do the face scan indoors in a well-lit environment.
- Do not cover your face with an object such as sunglasses, mask, or hat.
- Hold your phone at face level and at a distance of 20 to 50 cm (8 to 20 in) from your face.
- Stay still and do not move your phone while the phone scans your face.

> Face Unlock is less secure since your phone could be unlocked by someone or something that contains or looks like your image. If you have concerns, use other more secure authentication methods such as a screen lock pattern, PIN, or password.

Setting up Face Unlock

1. From the Home screen, tap **Settings** > **Security** > **Face Unlock**.
2. If you haven't already set up a screen lock, you'll be asked to choose and set up a backup pattern, PIN, or password for unlocking your phone. See Setting a screen lock on page 31.

3. If prompted, choose how you want to show notification content when your phone is locked, and then tap **Done**.
4. Tap **Register face data**, and then read the tips and reminders.
5. Tap **Next** and follow the onscreen instructions to scan your face.
6. Tap **Turn on** to enable Face Unlock.

By default, your phone automatically unlocks the screen when it recognizes your face. If you prefer to swipe on the lock screen first before the phone unlocks, tap **Settings** > **Face Unlock**, and then turn off the **Face Unlock without swiping** option.

Unlocking your phone with Face Unlock

You need to be on the lock screen to use Face Unlock for unlocking your phone.

1. If the screen is off, press the POWER button to wake up the screen.

   You'll see the icon on the lock screen.
2. Hold your phone in portrait orientation at face level and look at the front camera.
   - If Face Unlock is successful, you'll see the blue icon then your phone unlocks.
   - If Face Unlock is unsuccessful, you'll see the red icon. Tap it to try Face Unlock again.

If you turned off **Face Unlock without swiping** in Settings, you need to swipe on the lock screen after Face Unlock is successful to unlock your phone.

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 **Advanced** > **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 21 pro 5G. 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™ 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™, 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 ≡ 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.

1. From the Home screen, tap **Settings** > **Display** > **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.

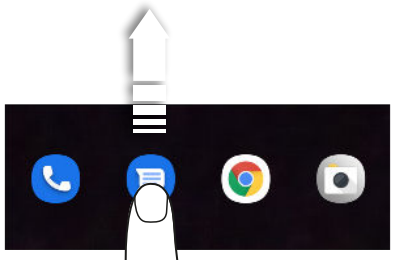
1. Swipe up on the Home screen to open the Apps screen.
2. Press and hold an app icon, and then drag it to a Home screen panel you want to add it to.

You can group apps on the Home screen into folders. See Organizing apps into folders on page 40

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 40

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.
4. 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.

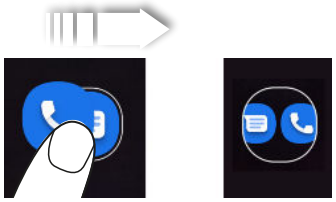
Removing a widget or icon

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

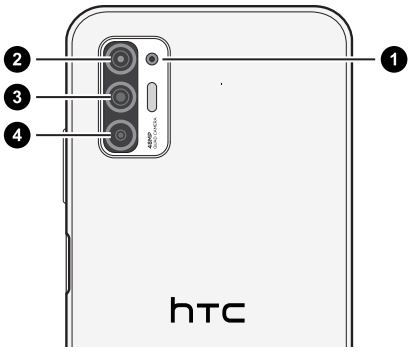
A new Home screen panel will be added when you drag an item such as an app or widget to the right of the rightmost Home screen panel.

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 21 pro 5G gives you imaging at its finest. With four rear-mounted cameras, take stunning shots from a variety of perspectives.



1.	**2MP macro camera** Take macro shots at the closest focal distance of 4 cm (1.6 in). See Taking a close-up photo on page 51.
2.	**8MP ultra-wide camera** Take ultra-wide photos with the 118-degree camera. See Taking an ultra-wide photo on page 50.
3.	**48MP f/1.8 camera** Capture high-resolution photos at 48MP. See Taking a photo on page 46.
4.	**2MP depth-sensing camera** Capture professional-looking portraits with blurred background. See Taking portraits or selfies on page 47.

Getting started with the Camera app

Take great photos and videos with HTC Desire 21 pro 5G.

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 on the bottom-right corner of the lock screen.

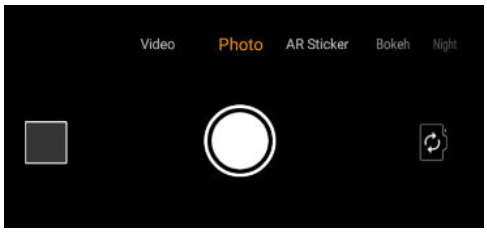
You'll see **Photo** mode the first time you use the Camera app.

Icon	Function
	Switch between the front and rear cameras.
	Take a photo.
	View the last photo or video taken.
Video Photo AR Sticker Bokeh	Switch between the common capture modes.
	Turn the flash on or off.
	Change capture mode settings.
AI	Toggle scene detection on and off.
	Apply a photo filter.
	Choose from more capture modes.

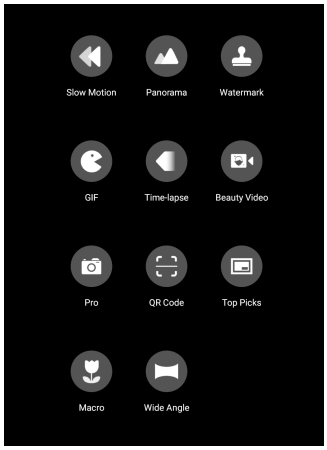
Choosing a capture mode

Switch capture modes to takie photos or videos.

1. To choose from the commonly used capture modes, swipe left or right above the shutter release button in portrait orientation—or swipe up or down in landscape orientation.



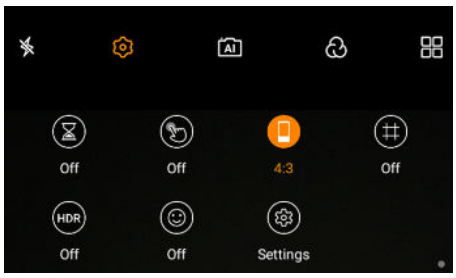
2. Tap the capture mode you want to use.
3. To choose from more capture modes, tap ⊞, and then tap the mode to use.



Capture mode settings

You can change the settings for some of the capture modes such as **Photo** or **Video** mode.

You'll see the settings of the current capture mode at the top of the Viewfinder screen. To access more settings, tap ⚙.



In the panel, tap a setting to toggle it on and off or to cycle through its options.

Icon	Description	Available modes
⚡	Choose a flash setting.	All modes except AR Sticker, Bokeh, Night, Panorama, and Top Picks

Icon	Description	Available modes
AI	Toggle scene detection on and off.	Photo
	Choose from the available photo filters.	Photo
	Cycle through the self-timer options.	Photo / AR Sticker / Bokeh / Night / Pro / Wide Angle
	Toggle touch capture on and off. When on, you can tap the screen to take a photo.	Photo/ AR Sticker / Night / Pro / Wide Angle
	Set the aspect ratio.	Photo / AR Sticker / Pro
	Show or hide the grid.	Photo / Pro
HDR	Set HDR to auto, on, or off.	Photo
	Toggle auto smile capture on and off.	Photo
1080p	Set the video resolution.	Video / Beauty Video
	Toggle anti-shake on and off.	Video
	Access more camera settings.	Photo / Video / AR Sticker / Bokeh / Night / Wide Angle

Focusing and zooming

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

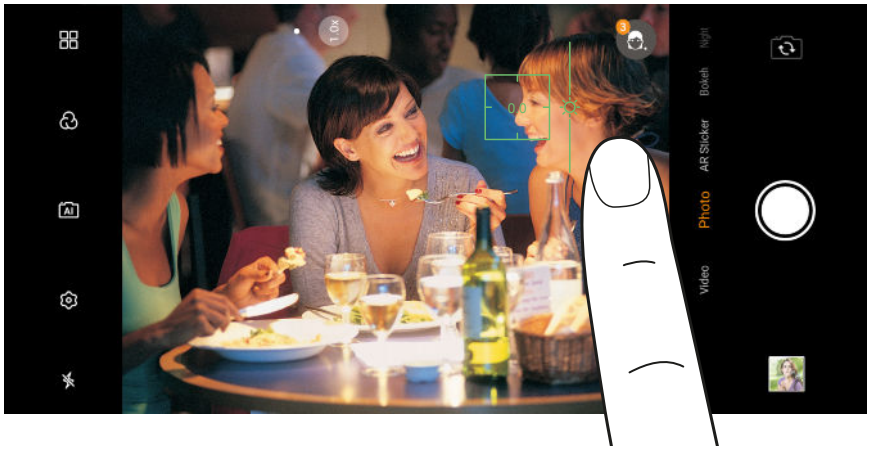
Some capture modes don't support these settings.

- **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 do the following:

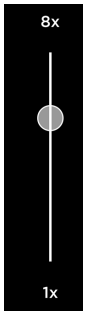
  - Auto focus on another subject. Just tap the subject.
  - Auto adjust exposure. Tap a dark area to brighten it, or tap an overexposed area to darken it.
  - Manually adjust exposure. Tap the screen, and then drag your finger up or down to increase or decrease exposure.



- **Zoom**

  In capture modes that allow zooming, do any of the following:

  - 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 video.
  - Tap the zoom ratio button to switch between **1x** and **2x** zoom.
  - Press and hold the zoom ratio button. When the zoom slider appears, drag the round button up or down the slider 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. Choose a capture mode for taking photos. To find out how, see Choosing a capture mode on page 43.

   Here are some common capture modes:

Mode	Description
Photo	Take photos at various resolutions. To choose a resolution, tap ⚙ > ⚙ > **Picture size**.
Bokeh	Take photos with blurred background. See Bokeh mode on page 48.
Night	Take photos in low-light conditions. This mode captures at a fixed 12MP resolution.

3. Choose the photo resolution and other capture settings. See Capture mode settings on page 43.

If you chose to apply a filter in **Photo** mode, the highest resolution that can be used for taking photos is 12MP.

4. Point the camera at your subject. The camera focuses automatically as you move it.
5. Adjust the focus, exposure, and zoom. See Focusing and zooming on page 45.
6. When you're ready to take the photo, tap ●.

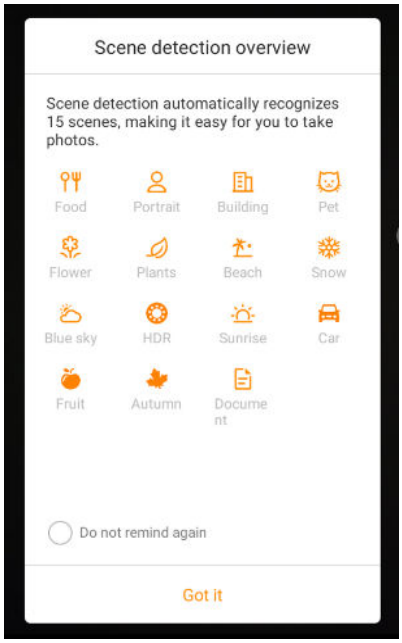
Scene detection

In **Photo** mode, scene detection automatically sets the scene for your subject.

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 43 for details.
3. Tap AI to turn scene detection on.

4. Point the main camera at your subject.

   Depending on the type of subject you're capturing, you may see one of these icons:



5. 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 43 for details.
3. Press and hold ●.

   The camera takes consecutive shots of your subject.

Taking portraits or selfies

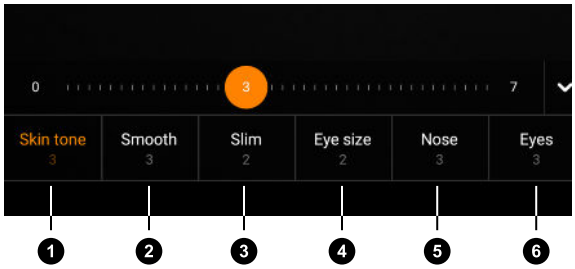
Use these features to capture great-looking portraits or selfies.

Beauty mode

Use Beauty mode to apply real-time touch-ups such as skin smoothening, face slimming, and eye enhancements when taking photos.

1. Switch to **Photo** mode, if you're not in this mode. See Choosing a capture mode on page 43 for details.
2. Tap to switch between the front and main cameras.

3. Tap , and then tap ^ to display the Beauty Mode options.
4. Tap each option, and then drag the corresponding slider to make your adjustments.



Option
1. Skin tone adjustment
2. Skin smoothing
3. Face slimming
4. Eye size adjustment
5. Nose straightening
6. Eye brightening

5. When ready, tap .

Switch to **Beauty Video** mode to record videos with real-time touch-ups.

Bokeh mode

In **Bokeh** mode, you can take portraits, object shots, or selfies with a nice blurred background.

- To get a nice blurred background when taking portraits or object shots, keep a distance of 0.5-1.5 m (2-5 ft) between you and your subject.
- You need to be in a well-lit environment.
- Settings such as HDR, zoom, and flash are not available in **Bokeh** mode.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Bokeh** mode. See Choosing a capture mode on page 43.
3. Tap to switch between the front and main cameras.
4. Point the main camera at your subject, or pose at the front camera if you're taking a selfie.

5. Set the aperture by dragging the slider. A smaller aperture value increases the blur in the background.

If you've switched to the front camera, you can apply Beauty mode to your selfies.

Tap , and then tap ^ to use the Beauty Mode options.

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

HDR

When shooting subjects against a bright background or sceneries with bright skies and shaded landscapes, use HDR, short for High Dynamic Range, to take your photos. 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 43 for details.
2. Tap HDR to switch between HDR auto, on, and off modes.
3. Frame the subject or scenery you want to capture.
4. When ready, tap ●.

Stickers

Add fun stickers when taking facial shots. Stickers can be added to both photos and videos.

The maximum duration is 10 sec. when recording video with an animated sticker.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **AR Sticker** mode. See Choosing a capture mode on page 43 for details.
3. Tap to switch between the front and main cameras.
4. Tap to open the sticker menu.
5. Tap the sticker you want to use.

6. To close the sticker menu, tap the Viewfinder screen or press .
7. When ready, tap to take a photo or press and hold to record a video with the selected sticker.

Switch to **GIF** mode to capture animated GIFs with stickers.

Unflipping photo selfies

When you see yourself on the Viewfinder screen, your selfie is actually a mirrored image. Here's what to do if your captured photo looks flipped and is not the mirrored image.

1. Switch to **Photo** mode, if you're not in this mode. See Choosing a capture mode on page 43 for details.
2. Tap to switch to the front camera.
3. Tap > .
4. Make sure the **Mirrored selfie** option is turned on.

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 43 for details.
3. Adjust the focus, exposure, and zoom. See Focusing and zooming on page 45.
4. Choose the video resolution and other capture settings. See Capture mode settings on page 43.
5. To start recording, tap .

While recording video, you can still change the focus, exposure, and zoom. You can also toggle the flash on and off while recording video with the main camera.

6. Tap to capture a still shot while recording video.
7. Tap 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 43 for details.
3. Choose your capture settings. See Capture mode settings on page 43.

4. Point the camera at your subject.
5. When you're ready, tap ●.
6. Tap ✕ to exit **Wide Angle** mode.

By default, **Correct lens distortion** is enabled which removes distorted edges from ultra-wide shots. When you need to take photos with fish-eye effects, tap ⚙ > ⚙ and then turn off this setting.

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 43 for details.
3. Point the camera at your subject.

To get a clear close-up shot, keep a distance of 4 cm (1.6 in) between your phone and your subject.

4. Keep your phone steady. When you're ready to take the photo, tap ●.
5. Tap ✕ 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.
2. Switch to **Panorama** mode. See Choosing a capture mode on page 43 for details.
3. Hold your phone in portrait orientation. 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 ✕ to exit **Panorama** mode.

Scanning a QR code

Use the main camera to scan a QR code and extract the information stored in it.

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 43 for details.

3. Point the camera at the QR code you want to scan.

   The information from the QR code will be displayed onscreen.

4. Tap the button at the bottom of the screen to access the displayed information.

   For example, if the information is a URL, tap the **Go to URL** button to open the URL in your web browser.

5. Tap ✕ to exit **QR Code** mode.

Advanced camera features

Pro mode

Use Pro mode to manually adjust white balance, ISO, and exposure settings and capture professional-quality photos.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Pro** mode. See Choosing a capture mode on page 43 for details.
3. Tap a setting, and then drag its slider to make adjustments.

4. Tap , and then tap to choose an aspect ratio.
5. Point the camera at your subject. The camera focuses automatically as you move it.
6. Adjust the focus, exposure, and zoom. See Focusing and zooming on page 45.
7. When you're ready to take the photo, tap .
8. Tap to exit **Pro** mode.

Adding a watermark to your photo

Add the date and time, preset text, or fun images on your captured photo.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Watermark** mode. See Choosing a capture mode on page 43 for details.
3. Tap to switch between the front and main cameras.
4. To choose a watermark, do any of the following:
   - Swipe left or right on the Viewfinder screen until you see the watermark you want.
   - Tap , and then choose a watermark from the menu. After selecting, tap .
5. To adjust the position and size of the watermark:
   - Press and hold the watermark, and then drag it to the position you want.
   - Press and hold the watermark, and then slide two fingers apart to enlarge or together to shrink.

6. Point the camera at your subject. The camera focuses automatically as you move it.
7. Adjust the focus, exposure, and zoom. See Focusing and zooming on page 45.
8. When you're ready to take the photo, tap ●.

Recording videos in slow motion

Add a touch of suspense by recording actions in slow motion.

> Audio is recorded in this mode, but will only be available when video is played back in normal speed.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Slow Motion** mode. See Choosing a capture mode on page 43 for details.
3. Choose whether to record at **3x slower** or **4x slower** speed.
4. To start recording, tap ●.
5. Tap ⏸ to pause the recording, and then tap ▶ to resume.
6. To stop recording, tap ■.
7. Tap ✕ to exit **Slow Motion** mode.

Recording a time-lapse video

Use **Time-lapse** mode to capture slow changing scenes or actions—such as clouds moving through the sky or construction of a building—as fast moving videos.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Time-lapse** mode. See Choosing a capture mode on page 43 for details.
3. Set the speed. Available options range from **1s** to **10s**.
4. When you're ready to start recording, tap ●.
5. While recording, you can do the following:
   - Change focus to a different subject or area by tapping it on the Viewfinder screen.
   - Tap the flash icon to turn the flash on or off.
6. To stop recording, tap ■.
7. Tap ✕ to exit **Time-lapse** mode.

Capturing best moments with Top Picks mode

Get more than just a still photo. Capture living moments as motion photos in JPG format. Top Picks mode starts capturing a few seconds before you tap the shutter release button, and automatically picks shots with the best image quality.

Top Picks mode helps pick out your best shots—people smiling with their eyes open. It can also analyze and recommend your best jump shots.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Top Picks** mode. See Choosing a capture mode on page 43 for details.
3. Point the camera at your subject. The camera focuses automatically as you move it.
4. Adjust the focus, exposure, and zoom. See Focusing and zooming on page 45.
5. Keep your phone steady. When you're ready, tap ●.

Use Google Photos™ to view recommended shots and choose which ones to save.

Phone calls

What you can do with the Phone app

The help content here is based on the following app version: 58.0.3x.

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 57.
- Minimize an ongoing call to a bubble on the Home screen. See Displaying a call as a bubble on page 58.
- 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 60.
- Use Assisted dialing to easily place calls to your home country while you're traveling overseas.
- Switch from a voice call to Google Duo™ 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 .
   - 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 .

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 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.

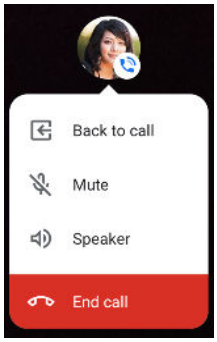
What can I do during a call?

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 . 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 . The status bar then displays the hold call icon .

To resume the call, tap 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 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 .

Turning the speakerphone on or off during a call

To decrease potential damage to your hearing, do not hold HTC Desire 21 pro 5G 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 to toggle the microphone on or off. When the microphone is turned off, the mute icon 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 .
5. To add another participant, tap , and then dial the number of the contact.

6. When connected, tap to add the participant to the conference call. Tap 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: 7.0.x.

With Messages, you can send and receive instant text (SMS) and multimedia (MMS) messages between HTC Desire 21 pro 5G 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 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.

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 , 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 ▷ 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.

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**.
3. In the **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 ▷ 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 ⊘ 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.

   Tap **Unblock** to move the conversation out of Spam & blocked so you can receive messages again from the sender.

To see all blocked contacts and numbers, tap ⋮ > **Blocked contacts**.

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 🗑.
Message	Tap the conversation thread with a contact (or phone number), press and hold the message to select it, and then tap 🗑.

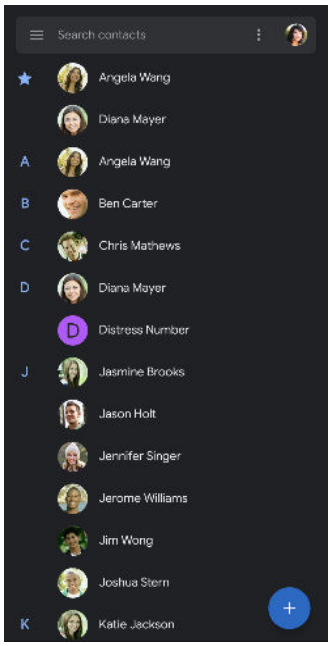
Contacts

Your contact list

The help content here is based on the following app version: 3.36.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 67.
   - Save SIM contacts to your Google Account. See Importing SIM contacts on page 67.
   - Use labels to group contacts. See Grouping contacts into labels on page 67.
   - 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/contacts.

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 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 ☰ > **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 ✓.

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 ☰ > **Create label**.

3. Enter a name for the label, and then tap **OK**.
4. Tap .
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 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 .
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 .
   - 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 21 pro 5G. 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 71.
- 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 71.

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 105.
- Set the screen timeout to a shorter time. See Setting when to turn off the screen on page 105.
- 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 38.

Manage your apps

- Battery optimization helps extend battery standby time. See Battery optimization for apps on page 72.
- Restrict battery usage of apps running in the background. See Enabling background restriction in apps on page 72.
- 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 87.

- 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 86.

  When you're running low on battery, turn off the location setting temporarily. See Turning the location setting on or off on page 104.

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 ⋮ . 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**.
2. 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 21 pro 5G 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 21 pro 5G 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 21 pro 5G and a USB storage device.

Freeing up storage space

As you use HTC Desire 21 pro 5G, 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 82.

Preinstalled apps can be disabled when you're not using them. See Disabling an app on page 87.

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 21 pro 5G.

1. From the Home screen, tap **Settings** > **Storage**.
2. Tap **Internal shared storage** then tap **Files**, or tap the storage card name.

   Or tap the external USB storage device if you have one connected.
3. Do one of the following:
   - Tap one or more file types such as **Documents** or the media file types.
     HTC Desire 21 pro 5G then looks for these file types and displays the files.
   - Open the folder that contains the files you want to copy or move.
4. To select or deselect files:
   - Press and hold a file to select it. To select more files, tap each file.
   - Tap a file to deselect it.
   - To select all files, tap ⋮ > **Select all**.

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 ☰ 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 21 pro 5G and your computer

You can copy your music, photos, and other files to HTC Desire 21 pro 5G.

Save and close your files before copying them from your computer to HTC Desire 21 pro 5G, or vice versa.

1. Connect HTC Desire 21 pro 5G to the computer using your USB Type-C cable.
2. On HTC Desire 21 pro 5G, 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 21 pro 5G** to access files in the internal storage or storage card.
5. Copy the files from your computer to HTC Desire 21 pro 5G, or vice versa.
6. After copying the files, disconnect HTC Desire 21 pro 5G from the computer.

Unmounting the storage card

When you need to remove the storage card while HTC Desire 21 pro 5G 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 ⏏ .

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 21 pro 5G.

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 21 pro 5G for the first time, sign in to your Google Account and restore your old phone's data to HTC Desire 21 pro 5G.

- **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 21 pro 5G. See Transferring content from an Android phone on page 77.

From an iPhone

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

On HTC Desire 21 pro 5G, go to Settings, tap **System** > **Advanced** > **Get content from another phone**, and then tap **iPhone** to see the instructions. You can also 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 21 pro 5G.

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 **Advanced** > **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 21 pro 5G 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 21 pro 5G 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 21 pro 5G. 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 21 pro 5G 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 21 pro 5G and your computer on page 76.
- Use cloud storage services to put your media in one place so you can manage them anywhere —on your computer, HTC Desire 21 pro 5G, and other mobile devices.

Backup and reset

Backing up HTC Desire 21 pro 5G

Back up HTC Desire 21 pro 5G 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 21 pro 5G 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 21 pro 5G anytime.

Backing up photos and videos

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

The help content here is based on the following app version: 5.23.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 21 pro 5G 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 21 pro 5G (Hard reset)

If HTC Desire 21 pro 5G 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 21 pro 5G 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 21 pro 5G. 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 21 pro 5G, 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 21 pro 5G. 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 36.

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 21 pro 5G.

1. On the Home screen, tap **Play Store**.
2. Tap ☰ to open the slideout menu.
3. Tap **My apps & games** and swipe to the Library tab.
4. Tap **Install** next to the app you want to restore.

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 21 pro 5G 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.

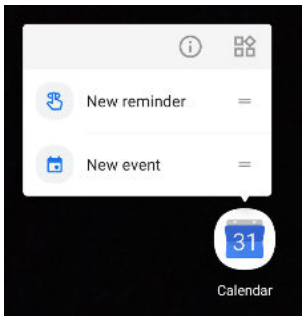
Working with apps

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.

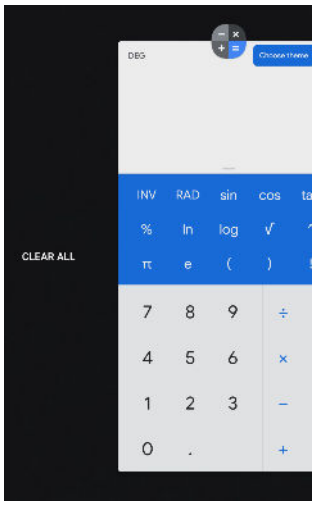


- You can also drag a shortcut to add it to the Home screen.
- You'll see in the menu if the app provides widgets. Tap the icon to choose a widget to add to the Home screen.

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 ■ .
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 21 pro 5G.

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.
4. 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 ⓘ.
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 ⓘ > **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 ⓘ, 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

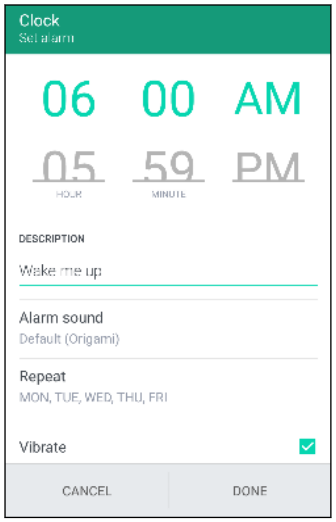
1. On the World Clock tab, tap + .
2. Enter the city name you want to add.
3. Scroll through the list and tap the city that you want to add.

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 , 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 button to close the onscreen keyboard first.

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: 5.23.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 full screen.
3. Tap > **Crop**, and then do any of the following:
   - Tap **Auto** to automatically straighten the photo. You can also gradually straighten the photo by dragging the slider.
   - Tap , and then choose an aspect ratio to use for cropping the photo.
   - Tap to rotate the photo 90 degrees.
   - Crop the photo by dragging one of the corners of the crop box.
   - Tap to adjust the perspective of the photo. This is best for straightening and cropping documents.

     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:
   - Tap **Cancel** to undo the edits and start over.
   - Tap **Save copy** to save the changes as a new photo.

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.

Changing the playback speed of a slow motion video

Adjust the playback speed of a selected section of a slow motion video.

You can only change the playback speed of videos captured at 4x in the Camera app.

1. Open the Google Photos app.
2. Find and tap the thumbnail of slow motion video to view it in full screen.

   Slow motion videos are marked with the icon on the thumbnail.
3. Tap the screen to see the onscreen controls.
4. Frame the sequence you want to slow down by moving the left and right sliders.

Saving shots from your motion photo

After you've captured a motion photo, you'll see recommended shots marked with a dot. Choose which ones you want to save.

1. Open the Google Photos app.
2. Find and tap the motion photo.
3. Tap to play it. Tap to pause.
4. Swipe up on the photo.
5. From Shots in this photo, tap the thumbnail strip.
6. Tap a thumbnail marked with a dot to see a recommended shot. You can also drag to scroll frame by frame.
7. When you see the shot you want to save, tap **Save copy**.
8. Repeat the above step to choose and save more shots from your motion photo.

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 21 pro 5G, except when you open other apps that also use audio functions.

4. Tap ❚❚ to pause the recording.
5. Tap ■ 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 5G NR/4G LTE plan to use your operator's 5G NR/4G LTE network for voice calls and data services. Check with your operator for details.
- Dual SIM supports both 5G NR and 4G LTE SIM cards. Only one card can use 5G NR at a time.

1. Open the full Quick Settings panel. See Using Quick Settings on page 22.
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 21 pro 5G 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 21 pro 5G 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 ⚙. 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 ▼ 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 96.

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 21 pro 5G 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 21 pro 5G 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 21 pro 5G 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 21 pro 5G or your storage card.
2. From the Home screen, tap **Settings** > **Security**.
3. Tap **Advanced** > **Encryption & credentials** > **Install from storage**.
4. Tap ☰ 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 21 pro 5G as a Wi-Fi hotspot

Share your data connection with other devices by turning HTC Desire 21 pro 5G into a Wi-Fi hotspot.

- Make sure the data connection is turned on before sharing HTC Desire 21 pro 5G 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 21 pro 5G as a Wi-Fi hotspot.

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

HTC Desire 21 pro 5G is ready to be used as a Wi-Fi hotspot when you see 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 21 pro 5G 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 21 pro 5G 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 21 pro 5G.

Before you connect your headset, make it discoverable so HTC Desire 21 pro 5G 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 100.
2. Tap the name of your headset in the Available Devices section. HTC Desire 21 pro 5G 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 21 pro 5G, 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 100.

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 101, and then follow the steps under Connecting a Bluetooth headset on page 100.

Unpairing from a Bluetooth device

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

   See Turning Bluetooth on or off on page 100.

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

Receiving files using Bluetooth

HTC Desire 21 pro 5G 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 100.

2. On the sending device, send one or more files to HTC Desire 21 pro 5G.
3. If asked, accept the pairing request on HTC Desire 21 pro 5G 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 21 pro 5G 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 21 pro 5G, 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 21 pro 5G is close to the terminal, card, or device when you tap your phone.

To learn more about Google Pay, visit support.google.com/pay.

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.

1. 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 21 pro 5G 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 71 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 21 pro 5G.

- 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** > **Languages & 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** > **Languages & 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	▪ Select a calendar you want to make the schedule for. ▪ Set a condition for the type of reply.
Time	▪ Set the days. ▪ Set the start and end times. ▪ Choose whether to allow alarms to override the set end time.

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

5. When you're done, press ◀.

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

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