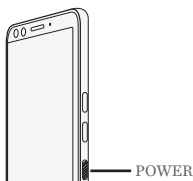


## Restarting the phone



To restart your phone when it freezes, press and hold **POWER** for 8 seconds until the phone restarts, and then release your finger.

## Need help?

Check out our friendly walkthroughs and self-help in troubleshooting basic problems with the HTC Help app. From the Home screen, swipe up to open the Apps screen, and then find and tap **Help**. Or go to [www.htc.com/support/](http://www.htc.com/support/) to find the user guide, how-to articles, and more. Please also read the Safety and regulatory guide that's included in the box.

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[htc.com](http://htc.com)



91H0xxxx-xxM Rev.A

# HTC U12+

## Inserting nano SIM and microSD cards

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### IMPORTANT:

#### Charge the battery.

Before turning on the phone for the first time, charge the battery for several minutes.

#### Use a standard nano SIM only.

Don't cut a micro or regular SIM card and insert it into the nano SIM slot. It's thicker than the standard nano SIM card and may get stuck in the slot.

#### Don't disassemble any part of the phone.

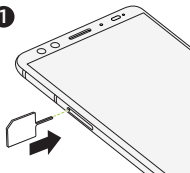
Don't try to open the phone or remove the battery by force. This may damage the phone or its electronics and will invalidate the warranty.

#### Don't throw the tray away.

You need it to insert your nano SIM and microSD™ cards.

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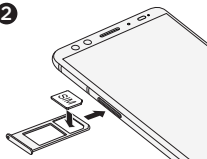
1



1. With the phone facing **up**, insert the tip of the tray eject tool that came in the box (or a small bent paperclip) into the tray eject hole.

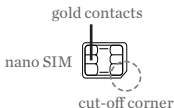
Push the tip all the way into the hole until the card tray ejects and then gently pull the tray out.

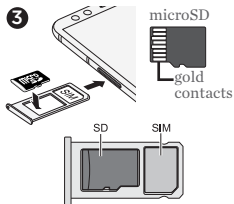
2



2. With the nano SIM card's gold contacts facing **down**, place the card into the SIM holder of the tray.

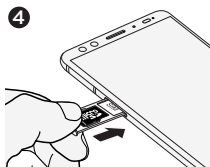
Make sure to align the cut-off corner to the notch on the holder.





3. With the microSD card's gold contacts facing **down** and narrow side facing **in**, place the card into the SD holder of the tray.

4. When reinserting the tray, make sure it is facing **up** so that the cards don't fall out. Hold the tray with the microSD card between your fingers, and then steadily slide the tray all the way into the slot.

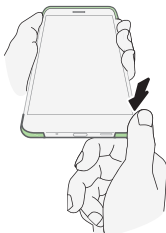
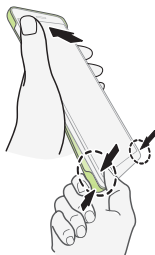


## Using the protective case

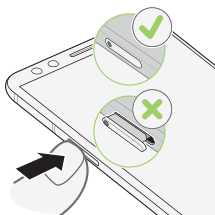
Use the case that's provided in the box to help protect your phone from accidental bumps and scratches.

Place the phone into the protective case, top side first. Then press the four corners until the case clicks into place.

To remove the case, take it off from the bottom corner.

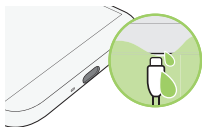


## Water and dust resistant IP68



To prevent water, dust and other contaminants from entering the nano SIM and microSD slot, make sure the tray is fully inserted into the slot.

Make sure the tray does not protrude from the side.



Do not attempt to charge or otherwise use the USB port when your phone is wet.

Do not expose the phone to or let the USB port come in contact with the following:



Soap/detergent  
/shower gel



Swimming pool water  
/sea water/hot water



Sand

- Water containing soap, detergent, or shower gel
- Sea water, swimming pools, spas, hot water, and hot springs
- Any liquid besides tap water such as alcohol, juices, and condiments
- Sand

For more tips on maintaining water and dust resistance for your phone, see the user guide, HTC Help app, or the support site. Also make sure to read the Safety and regulatory guide that comes with the phone.