HTC

User guide ___

HTC Sync Manager

Contents

About this guide

In this user guide, we use the following symbols to indicate useful and important information:

This is a note. A note often gives additional information, such as what happens when you choose to do or not to do a certain action. A note also provides information that may only be applicable to some situations.

This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option that you may find helpful.

This indicates important information that you need in order to accomplish a certain task or to get a feature to work properly.

This provides safety precaution information, that is, information that you need to be careful about to prevent potential problems.

Some apps may not be available in all regions or with your mobile operator.

Getting started

About HTC Sync Manager

HTC Sync Manager supports a computer running a Windows® or OS X operating system.

Here's what you can do with HTC Sync Manager.

View and manage media on your computer and phone

- Browse and manage music, photos, and videos that are on your computer and your phone.
- Import iTunes and Windows Media® Player playlists from your computer to HTC Sync Manager.
- Create playlists from music on your phone or your computer and then sync these playlists to both devices.
- Play music and videos using the built-in player.

Transfer content

- Transfer iPhone photos, text messages, contacts, and more to your HTC phone.
- Import all music, photos, and videos from your HTC phone to your computer.
- Copy selected music, photos, or videos from your computer to your phone.
- Import documents from your computer to your phone.

Back up and restore

Back up your HTC phone to your computer so you can easily restore your backup to the same phone or to another HTC phone.

Sync data

Sync data between your phone and your computer.

Installing HTC Sync Manager on your computer

You can install HTC Sync Manager on Windows XP or later versions. To install it on a Mac computer, you need OS X 10.6 or later versions.

1. Download the HTC Sync Manager installer from the HTC support site: htc.com/hsm/.

2. Launch the installer and follow the onscreen instructions.

3. Connect your phone to your computer using the supplied USB cable. HTC Sync Manager opens.

> ▪ If you have problems in installing HTC Sync Manager, close all your running programs and reinstall. If the problem persists, temporarily disable your anti-virus program and try installing again.
>
> ▪ If you disabled your anti-virus program, make sure to turn it back on after installing HTC Sync Manager.

Granting app permissions to HTC Sync Manager

If you're using an Android™ 6 Marshmallow phone and this is your first time to connect your phone to HTC Sync Manager, you'll be asked to give HTC Sync Manager access to your data.

1. When you see a pop-up message that asks you to use USB for file transfers, tap **Yes**.

2. If you're using a Mac computer, tap **OK** when you see the Connect to HTC Sync Manager pop-up message.

3. Slide open the Notifications panel, and then tap the first HTC Sync Manager notification.

4. Tap **Allow** each time you're prompted to grant HTC Sync Manager access to your data.

Checking for new HTC Sync Manager updates

If you already have HTC Sync Manager open, you can manually check for software updates.

▪ To see what version you currently have, click ⋮ > **About**.

▪ To check for and download new updates, click ⋮ > **Check for updates**.

What file formats are supported by HTC Sync Manager?

Video formats and codecs	• 3GP and 3G2 (3rd Generation Partnership Project) • MP4 (MPEG-4)
Audio formats and codecs	• FLAC (Free Lossless Audio Codec) • AAC and M4A (High Efficiency AAC v1 and v2) • MP3 (MPEG-1 Audio Layer 3) • WAV (Resource Interchange File Format) • WMA (Windows Media Audio)
Image formats	• BMP • GIF • JPEG and JPG • PNG
Document formats	• Microsoft® Word: DOC, DOCX • Microsoft Excel®: XLS, XLSX • Microsoft PowerPoint®: PPT, PPTX • PDF • TXT

WMA is only supported in Windows.

Importing media from your computer

Before you can use HTC Sync Manager to view, play, and manage media that are on your computer, import them first to the HTC Sync Manager library.

1. Click **Music** or **Gallery**, depending on whether you want to import music or photos and videos from your computer.

2. From your PC's Windows Explorer or your Mac computer's Finder application, drag a folder or any music, photo, or video in the folder into the HTC Sync Manager window.

   You can also click **Display** > **Add** under Music Settings or Gallery Settings to import a media folder.

Whether you drag a folder or a file, or go to the settings to add a media folder, the whole folder will be added as an album which you'll see under **This Computer** in HTC Sync Manager. If there are subfolders, they will also be added separately as albums. New media that's added to the folder and subfolders will show up in the albums automatically.

Importing libraries and playlists from iTunes or Windows Media Player

If you have iTunes or Windows Media Player installed on your computer, you can import your media libraries and playlists from these applications to HTC Sync Manager.

You need iTunes 9.0, Windows Media Player 11, or later versions of these applications installed on your computer.

1. Click **Music**.

2. Under Music Settings, click **Display**.

3. Select the **Automatically import from iTunes to HTC Sync Manager** or **Automatically import from Windows Media Player to HTC Sync Manager** option.

If you make changes to your imported playlists in HTC Sync Manager, you will not lose your changes when you manually refresh the HTC Sync Manager library. With the above options selected, HTC Sync Manager will reimport the original playlists as new playlists.

HTC Sync Manager keeps opening automatically?

HTC Sync Manager opens automatically whenever you connect your HTC phone to your computer.

If you don't want HTC Sync Manager to open automatically, click **Home** > **Summary**, and then clear the **Open HTC Sync Manager when a phone is connected** option.

Transferring content

Transferring iPhone content to your HTC phone

With HTC Sync Manager, easily transfer iPhone content such as contacts, messages, wallpaper, camera photos, and more to your HTC phone.

> You need to use iTunes 9.0 or later to back up your iPhone content first to your computer.

1. Connect your iPhone and your HTC phone to your computer.

2. In HTC Sync Manager, click **Home** > **Transfer & Backup**.

3. Click the **Get Started** button.

4. If you haven't used iTunes to back up your iPhone content to your computer, please do so before proceeding.

5. Select your iPhone backup file, and then click **OK**.

6. Select the types of content you want to transfer to your HTC phone.

   You can choose whether to replace the content on your HTC phone with the iPhone content.

7. Click **Start**. Wait for HTC Sync Manager to finish transferring content.

After switching from iPhone to an HTC phone, why am I not receiving text messages from my contacts?

This may happen if your contacts are texting you through the iMessage service and not through SMS or MMS on their iPhone.

To receive their text messages on your HTC phone:

- If you still have your iPhone, turn off the iMessage service in your iPhone settings. If you have other Apple devices, you also need to turn iMessage off on them.

- Or, go to your Apple support profile on the web and unregister your iPhone and other Apple devices.

Why and how should I unregister my iPhone and other Apple devices?

If you're giving away or selling your iPhone and other Apple devices, it's better to unregister the devices so that they're removed from your Apple support profile. This helps to ensure that text messages from your iPhone contacts will be routed over SMS to your HTC phone.

1. On your computer web browser, go to the Apple support profile site: https://supportprofile.apple.com/.

2. Sign in using your Apple ID and password.

3. Click **Edit Products**.

4. Click ⊗ next to the product you want to remove from your profile.

5. Click **Remove Product** or **Unregister**.

Copying or removing media on your phone

One way to copy media files from your computer to your phone is to use your PC's Windows Explorer or Mac computer's Finder application. Another way is to use HTC Sync Manager.

With HTC Sync Manager, you can copy music, photos, videos, entire albums, and playlists.

1. Connect your phone to your computer. Media that have already been copied to your phone will have the ▯ icon.

2. Click an item to select it.

   Or, select several media for transfer. To find out how, see How do I select several items to copy, move, or delete? on page 9.

3. Click ▯ to copy the selected media to your phone, or click ▯ to delete them from your phone.

How do I select several items to copy, move, or delete?

▪ To select several items:

On Windows	Hold down the CTRL key, and then click each item.
On Mac	Hold down the ⌘ key, and then click each item.

▪ To select consecutive items, hold down the SHIFT key, and then click the first and last items.

▪ To select all items:

On Windows	Press CTRL + A.
On Mac	Press ⌘ + A.

Syncing data between your phone and your computer

Set up HTC Sync Manager to sync contacts and calendar events between your computer and your phone.

You can choose to sync your phone with the following applications on your computer:

On Windows	On Mac
Outlook® 2003 or later version	Apple Contacts, Apple Address Book, Apple Calendar, Apple iCal, or Outlook 2011 for Mac

1. Connect your phone to your computer.

2. In HTC Sync Manager, click **Home** ▸ **Sync Settings**.

3. If you want HTC Sync Manager to automatically sync data, select **Sync automatically whenever the phone connects**.

4. Click ⚙ next to the different data types to customize their sync settings.

People	Select the **Sync people** option, and then:
	▪ Choose which application on your computer contains the contacts that you want to sync with your phone.
	▪ Choose which data to keep if there's conflicting contact info on your phone and your computer.
Calendar	Select the **Sync calendar events** option, and then:
	▪ Choose which application on your computer contains the calendar events that you want to sync with your phone.
	▪ Choose from when you want to start syncing calendar events.
	▪ Choose which data to keep if there are conflicting calendar events on your phone and your computer.

5. Click **Sync** if this is your first time to sync.

Only the contact and calendar fields that are available on your phone will be synced with your computer.

Batch importing all music, photos, and videos from your phone

You can set up HTC Sync Manager to batch import all media files from your phone to your computer. If you're using an older phone model that still supports the HTC Music app, you can also set HTC Sync Manager to sync iTunes and Windows Media Player's music playlists between your computer and your phone.

1. Connect your phone to your computer.

2. In HTC Sync Manager, click **Home** > **Sync Settings**.

3. If you want HTC Sync Manager to automatically batch import media and sync data, select **Sync automatically whenever the phone connects**.

4. Click next to the Music item.

5. Select **Copy all music from phone to this computer**.

   If your phone has the HTC Music app, also select the **Sync selected playlist** option. Select the playlists you want to sync, and choose whether to keep your computer playlists or mobile playlists when the same playlists exist.

6. Click .

7. Click next to the Gallery item, and then select **Import photos and videos from phone to this computer**.

   If you're using a Mac computer, you can also select **Launch iPhoto and import photos to iPhoto**.

   Select **Delete photos and videos from phone after importing** if you want to remove the photos and videos from your phone after the transfer.

8. Click .

9. Click **Sync** if this is your first time to batch import.

If you've set up HTC Sync Manager to always sync whenever you connect your phone, it will automatically check for new media on your phone and import them to your computer.

Importing documents from your computer to your phone

Want to bring documents with you on your phone? Set HTC Sync Manager to automatically import documents from a folder on your computer to your phone.

1. Connect your phone to your computer.

2. In HTC Sync Manager, click **Home** > **Sync Settings**.

3. If you want HTC Sync Manager to automatically batch import documents, select **Sync automatically whenever the phone connects**.

4. Click next to the Document item.

5. Select the **Sync Office and PDF files from the following locations on this computer** option.

6. Click **Add**, and then choose the folder that contains the documents you want to import to your phone. You can add several folders.

7. Click **Sync** if this is your first time to import.

If you've set up HTC Sync Manager to always sync whenever you connect your phone, it will automatically check for new documents on the selected folders and import them to your phone.

Backing up and restoring

Types of content HTC Sync Manager can back up and restore

Back up content from your HTC phone to your computer so that you can easily restore them to the same phone after a factory reset or to a new phone.

For HTC phones that use HTC Sense™ 5.5 or later, HTC Sync Manager can back up the following:

Personalization settings	- Ringtones - Wallpaper - Classic Home screen layout
Email accounts	Login credentials and settings of email accounts, such as Exchange ActiveSync® and POP/IMAP accounts that are in the HTC Mail app
Data and other settings	- Contacts that are stored on your phone - Calendar events that are stored on your phone, if your phone has the HTC Calendar app - Favorites contact group, if your phone has HTC Sense 6 or later - Text messages - Call history - Some system and HTC app settings
Media and documents	- Camera photos and videos - Office documents, and PDFs that are stored on your phone - Gallery events, if your phone has the HTC Gallery app - Music files

For HTC phones that use HTC Sense 5, 4+ or 4, HTC Sync Manager can back up the following:

Personalization settings	Wallpaper
Data	- Contacts and calendar events that are stored on your phone - Text messages - Call history
Media and documents	Camera photos and videos, music, Office documents, and PDFs that are stored on your phone

Backing up your phone to your computer

When you do a backup of your HTC phone, HTC Sync Manager names the backup file using the phone model.

1. Connect your phone to your computer.

2. In HTC Sync Manager, click **Home** > **Transfer & Backup**.

3. Under Backup and Restore:

   - Choose whether to include media content from your phone in the backup.
   - Choose whether to always back up your phone whenever you connect it to your computer.

4. Click **Back up now**.

5. If this is your first time to back up your phone, choose whether to set a password for the backup file. Enter and confirm your password, and then click **OK**.

Restoring your backup from your computer to your phone

1. Connect your phone to your computer.

2. In HTC Sync Manager, click **Home** > **Transfer & Backup**.

3. Under Backup and Restore, click **Restore**.

4. Select a backup file to restore from.

5. Choose whether to replace existing content on your phone with the content from the backup file.

6. Click **Restore Now**.

7. If the backup file has a password, enter the password, and then click **OK**.

8. After the backup has been restored, choose whether to keep the backup file or remove it from your computer.

9. On your phone, slide open the Notifications panel, and then tap **Home screen restored** to apply your personalized Home screen layout to your phone.

Managing your backups

You can change the backup folder, change the password, or remove backups from your computer.

1. Connect your phone to your computer.

2. In HTC Sync Manager, click **Home** > **Transfer & Backup**.

3. Under Backup and Restore, click **Manage**.

4. To change the password or remove it from a backup, click the backup file, and then click **Edit**.

5. To delete a backup, click the backup file, and then click **Remove**.

6. To change the folder where to save your backups, click **Change**, and then navigate to the folder that you want to use.

7. Click **Done**.

Viewing and managing media

Playing music

With HTC Sync Manager, manage your music library and enjoy listening to songs that are on your computer. When you connect your HTC phone to your computer, you can also see all the songs stored on your phone and play them in HTC Sync Manager.

1. In HTC Sync Manager, click **Music**.

2. Click ▼ next to the displayed category such as Artists to switch between music categories.

3. When you're in the Albums, Artists, or Genres category, you can:

   - Move the mouse over a thumbnail, and then click ⊙ to play all the songs of an album, artist, or genre.
   - Double-click a thumbnail to view the song list of an album, artist, or genre.

4. When you're in the song list, double-click a song to play it. After the playback ends, the next song automatically plays.

5. Use the playback controls at the bottom of the screen to pause, resume playback, repeat songs, and more.

   You can also drag the progress bar slider ▭●▭ to jump to any part of the song.

To see the songs that are stored on your phone, click **Music**, and then click the phone name on the left pane. Double-click a song to play it. After the playback ends, the next song automatically plays.

Creating playlists

You can create playlists on your computer or your phone.

1. In HTC Sync Manager, click **Music**.

2. Select albums or music tracks to add to your playlist. To find out how, see How do I select several items to copy, move, or delete? on page 9.

3. Depending on where you want to create the playlist, click **Add New Playlist** under This Computer or the phone name on the left pane.

4. Enter a playlist name, and then click **OK**.

5. To add music to an existing playlist, select the albums or music tracks that you want, and then right-click to choose whether to add them to a playlist on your computer or your phone.

6. To play an entire playlist, click a playlist under This Computer or the phone name on the left pane, and then click ▶ .

Viewing photos and videos

Browse through your computer's photos and videos by timeline or by album.

1. In HTC Sync Manager, click **Gallery**.

2. When browsing through your computer's photos and videos, click ▼ to switch between Timeline or Albums view.

   - Timeline view groups photos and videos based on the time period they were taken. Click ▼ next to **Group by** to choose whether to group by event, day, month, or year.
   - Albums view groups photos and videos by album or folder name.

3. Double-click a thumbnail to see a group of photos and videos.

4. If the photos and videos are camera shots transferred from your HTC phone, you can filter them by type. Click ▼ next to **Filter by**, and then choose the type of camera shot such as photos, continuous shots, or Zoe™ shots.

5. Double-click a photo or video to see a larger view.

When you connect your phone to your computer, you can also view photos and videos that are stored on your phone. On the left pane, just click the phone name. You can switch between albums on the left pane.

Working with albums

Copy or move photos and videos between albums on your computer or your phone.

1. In HTC Sync Manager, click **Gallery**.

2. Click ▼ > **Albums**.

3. To combine albums into a new album on your computer, select the albums, and then click **Add New Album** under This Computer.

4. To copy or move photos and videos from an album, select them first. Then right-click and choose whether to copy or move them to an album on your computer or your phone.

   You can only move photos and videos between albums on your computer or between albums on your phone.

In Timeline view, you can also copy groups of photos and videos from your computer to an album on your phone.

Editing your photos

You can do basic photo edits such as cropping and rotating.

1. Double-click the timeline or album that contains the photos you want to edit.

2. Double-click the photo you want to edit.

3. On the left pane, choose what you want to do with the photo, such as to rotate or crop.

4. To crop, click ⬜.

- Click **Custom** to choose a preset size.
- Or manually resize and drag the crop box to the part of the photo you want to crop.
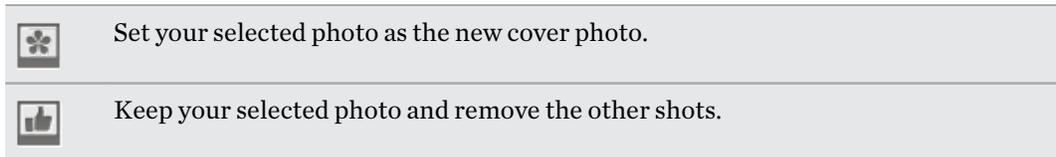
When done cropping, click **Apply**.

5. Click ▶ or ◀ to go to the next or previous photo. You'll be asked to save your changes. When you save, the photo will be overwritten.

6. Click **OK** to save your changes and move on to the next or previous photo.

Viewing continuous shots

If you transferred camera shots that were captured using continuous shooting (burst) mode to your computer, you can view them in HTC Sync Manager. Just like on your phone, you can change the cover photo for a set of continuous shots, or pick only one shot to keep and remove the other shots.

1. Double-click the timeline or album that contains the continuous shots. Continuous shots have the ⬚ icon.

2. Double-click the thumbnail of the shots that you want to view.

3. Drag the slider left or right to view the shots.

4. Select a photo that you like, and then click one of these icons on the left pane:

✽	Set your selected photo as the new cover photo.
👍	Keep your selected photo and remove the other shots.

Viewing shots captured in Zoe camera mode

If your HTC phone supports capturing shots in Zoe camera mode, HTC Sync Manager imports them along with your regular photos and videos when you do a batch import.

After importing, you can view them in HTC Sync Manager.

1. Double-click the timeline or album that contains the shots that you want.

Shots captured in Zoe camera mode have the ⬚ icon.

2. Double-click the thumbnail of the shot that you want to view.

HTC Sync Manager then automatically plays.

3. To replay, click ⊙.

4. To save a frame as a separate image, drag the slider to the frame that you want, and then click 🖻 .

Deleting media from HTC Sync Manager

When deleting media, you can choose whether to remove them from HTC Sync Manager only or also delete them from your computer.

1. Click **Music** or **Gallery**, and then select one or more media you want to delete. To find out how to select several media files, see How do I select several items to copy, move, or delete? on page 9.

2. On the left pane, click 🗑 .

3. You can:

    ▪ Click **Keep Files** to remove the selected media only from HTC Sync Manager but not from your computer.
    ▪ Click **OK** to remove the selected media from HTC Sync Manager and your computer.

💡 Under Music Settings or Gallery Settings, you can also click **Display** to select and remove an entire folder from HTC Sync Manager.

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