1. With the phone facing down, insert the tip of the tray eject tool that came with your phone (or a small bent paperclip) into the nano SIM tray eject hole that’s on the left side of your phone. Push the tip all the way into the hole until the nano SIM tray ejects, and then pull the tray out.

2. Place your nano SIM card into the tray, with the gold contacts facing up and cut-off corner facing out. Insert the tray back into the slot. When reinserting the tray, make sure it is facing up so that the nano SIM card doesn’t fall out. Slide the tray all the way into the slot.

**IMPORTANT:** Use a standard nano SIM only. Don’t cut a micro SIM 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 provided trays away. You need them to insert your nano SIM and microSD cards.

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**gold contacts**

**nano SIM**

**cut-off corner**
3. Use the same tray eject tool to eject the microSD™ card tray on the other side. Pull the tray out.

4. Place your microSD card (not included) into the tray, with the gold contacts facing *up* and the narrow side facing *in*.

To reinsert the microSD tray, center it first in the slot, and then slide it all the way in.

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**Tips**

- You may need to restart your phone if it doesn’t respond to touch screen or button presses, or if there’s no response after pressing the POWER button for more than 3 seconds. To do this, press and hold the POWER and VOLUME DOWN buttons for at least 12 seconds. When the phone restarts, release the buttons.

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