

# Nexus 6P Smartphone FAQs V1.0

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Date September 2015

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# 1 Battery and charging

---

## 1.1 Why does my phone take so long to charge?

1. Make sure both ends of the data cable are correctly inserted into the phone and charger.
2. If you are using a low-current charger and a computer USB cable (current usually limited to 500 mA), your phone will take longer to charge due to the small current. It is recommended that you use the 5 V 3 A charger that was shipped with your phone.
3. Unplug your phone from the charger, then plug it back in, inserting the cable firmly into your phone. Unplug the charger from the socket, then plug it back in, ensuring the charger is firmly inserted.
4. If the problem persists, take your phone to an authorized Huawei service center for inspection.

## 1.2 What can I do if my phone runs out of power quickly even when in standby?

Tip 1: Enable battery saver mode.

Setup instructions: Go to **Settings > Battery > Menu > Battery saver**. Battery saver mode is disabled by default. Enabling this mode will restrict your phone's active functions as well as limit vibration, location services, and most background data traffic. Email apps, chat tools, and other apps that depend on synchronizing data will only check for new information when opened.

Tip 2: Adjust your screen brightness.

Setup instructions: Go to **Settings > Display > Brightness level**. Drag the slider left to decrease screen brightness. This will reduce the power consumption of the screen.

Tip 3: Close apps running in the background.

Setup instructions: Touch and hold the icon farthest to the right in the virtual navigation bar at the bottom of the screen. Close any apps you are no longer using.

Tip 4: Uninstall unneeded apps that consume a lot of power.

Setup instructions: Go to **Settings** > **Battery** and see if there are any apps that consume a lot of power. Select the appropriate apps and touch to uninstall them. Search in Google Play for similar apps and use those instead.

Tip 5: If there are some third-party apps running in the background, try backing up your data and restoring to factory settings and check if your phone stays on longer when in standby.

Secondly, please check whether you are in an environment that has good network signal strength. Your phone will consume more power if the signal is poor or unstable.

### 1.3 How can I determine if my phone is fully charged?

- If your phone is powered on while charging, press the power button to turn on the screen. If the battery icon on the status bar becomes fully occupied in white, or **Charged** is displayed on the lock screen, your phone is fully charged.
- If you are charging your phone when it is powered off, press the power button to turn on the screen. If the charging icon becomes fully occupied, your phone is fully charged.

### 1.4 What can I do if my phone won't charge?

- If the battery is completely discharged, connect your phone to the charger and wait for 5 minutes.
- Use the original charger shipped with your phone. If charging failure occurs with the standard charger, try another USB cable or power socket, or restart your phone.
- Your phone may fail to charge if it is too hot.
- Your phone features thermal protection technologies that disable charging if your phone is too hot.
- Do not play games, watch videos, or use other power-intensive applications while charging.
- If you are using a power bank to charge your phone, check that the output current matches your phone's requirements. For example, if the charger that comes with your phone outputs 3 A current and the output from the power bank is less than or greater than 3 A, charging may fail. If the output current matches that of your phone's charger and the problem persists, use the original data cable shipped with your phone to connect your phone to the power bank, then try again.

### 1.5 What should I know about battery care?

- Make sure to use your phone from time to time. If your phone is not used for more than half a year, battery capacity will be significantly reduced.
- Use the original charger shipped with your phone for charging.
- Charge the phone regularly, as and when needed. Do not wait until the battery is completely discharged before charging.
- Avoid using your phone while charging.
- When the battery is fully charged, disconnect your phone from the charger. Failure to do so may cause damage to the battery and charger.

- Do not use the battery in extreme temperatures or expose the battery to major temperature changes as this could reduce your battery's lifespan.

## 1.6 How long should the initial charge be?

Charge the battery until the phone indicates it is fully-charged.

## 1.7 What precautions should I take when charging my phone for the first time?

- Use the original battery and charger that were shipped with your phone.
- Charge the phone regularly, as and when needed. Do not wait until the battery is completely discharged before charging.
- When the battery is fully charged, disconnect your phone from the charger. Failure to do so may cause damage to the battery and charger.

## 1.8 Why won't my phone charge when connected to a computer?

- The computer's USB port may not have enough current.
- If your phone is connected to a desktop computer, connect the data cable to the USB port on the rear side of the computer host.
- If your phone is connected to a laptop computer, use the laptop's built-in USB port. If you use an external USB port, the power supply may be insufficient.
- If the problem persists, use the charger to charge your phone.

## 1.9 Can I use a non-Huawei charger to charge my phone?

Yes if the output current and voltage of the charger are the same as those of the original charger. For details, refer to the instructions on the charger label.

Use chargers that are certified and produced by trusted manufacturers. Ensure that there is a certification logo on the charger label.

## 1.10 If I play games on my phone while charging, will the battery lifespan be affected?

When charging, your phone draws its power from the charger. Therefore, even if you play games, the battery will not discharge and the battery's lifespan will not be affected.

## 1.11 Why is my phone overheated?

- When you are surfing the Internet:
  - Use the native browser to surf the Internet.
  - If you are using a third-party browser, set it to no-picture browsing mode.
  - To reduce heat generated by your phone when you are surfing the Internet, make sure the signal strength occupies all bars.
- When you are playing games:

Games consume more battery power than calls, videos, and music. It is recommended that you don't play games while your phone is charging. Also you can close all background applications when you are playing games or set the volume level to medium to reduce the heat and increase your phone's battery life.
- When you are using the camera:

Photo or video shooting consume relatively much power, so it is normal if your phone is overheated, especially in hot weathers. Your phone adopts an independent single reflex level image processor, OIS lens, and RGBW light sensing component. These components greatly increase the imaging quality and speed, as well as the consumed power, leading to the excessive heat generated by your phone in summer. If you sense that your phone is overheated, stop using the camera for a while to let your phone cool down.
- When you are watching videos:

Video players differ in power consumption due to different codecs. It is recommended that you use a hardware codec with low power consumption. The pre-installed gallery and video player on your phone have low power consumption and generate less heat. It is recommended that you use the pre-installed video player (choose the advanced player when playing videos). Don't watch videos while your phone is charging.
- When you are having video chats:

Video chats consume much power of your phone, which is equal to the power consumed when you are shooting videos and at the same time uploading and downloading data. Update your phone if available for the latest optimization.
- When you are making calls:

The heat generated by your phone increases rapidly when the signal reception is poor. Your phone provides the industry leading heat control function for calls. If you still feel that your phone generates too much heat during calls, check whether your phone's reception is poor. To reduce the power consumption and heat generated by your phone, it is recommended that you don't keep your screen on for a long time during calls, or charge your phone during calls.
- When you are using a navigation application:

Navigation applications consume much power of your phone, so it is normal that your phone is overheated. If you haven't downloaded an offline map to your phone, map data will keep being downloaded during navigation and your phone will generate more heat. Your phone also gets overheated if you are using your phone in a car, or the signal is weak or unstable (the RF transmission power increases). Therefore, do not use your phone in a place with high temperatures or directly in sunlight.
- When you are using a stock speculation application:

Stock speculation applications require real-time network access to refresh data, which consumes much power of your phone, so your phone gets overheated especially in hot weathers. To address this problem: Close background applications after you check the stock data.

- When you are listening to songs:  
It is normal if you feel that your phone is overheated when you are listening to songs with the screen turned on, especially in hot weathers. Your phone's music playback quality has been improved and more heat may be generated while songs are playing. If you feel you're your phone is overheated, reduce the volume. Also don't play games or perform other operations while you are listening to songs.
- When you are charging your phone:
  - Temperatures are high in summer, so it is normal that your phone gets overheated. Do not use your phone when charging it.
  - Do not place your phone in bed or a place with good thermal insulation. Otherwise, the heat generated by charging cannot be well dissipated. Place your phone on a table or other places with good heat dissipation conditions when charging it.

### Recommendations for reducing excessive phone heat:

1. Choose appropriate brightness and volume settings. When adjusting screen brightness, remember that if your screen is too bright a lot of power will be consumed, it may bother your eyes, and the back of your phone will get hot. Try adjusting the brightness to an average level and also allowing the phone to automatically adjust the screen brightness.

Setup instructions: Go to **Settings > Display > Brightness level**. Adjust the brightness slider to the middle and select **Adaptive brightness**. Also, in the drop-down notification panel menu at the top there is also a slider that controls screen brightness.

When adjusting the volume level, remember that if the volume is too high your phone will consume power quickly and the bottom on the back will get hot. Try setting the volume to an average level or lower and don't keep your phone at a high volume level for a long time.

2. Choose the appropriate power saving strategy.

Go to **Settings > Battery > Menu > Battery saver** and enable battery saver mode to reduce heat and improve performance.

3. Turn off GPS when not in use.

Turning off GPS: When you are not using GPS, turn it off. Many third-party apps send requests for your location information. If there is no GPS signal when you are inside, frequently activating GPS clearly increases phone power usage. Go to **Settings > Location** and turn off GPS.

4. Reduce the number of apps used at the same time: The Android system supports running multiple apps at the same time. When multiple apps are running at the same time, phone power usage and heat increase. Please reduce the number of running apps and close apps that aren't needed.

Conveniently clean up apps running in the background: To close apps running in the background, touch and hold the bottom right icon in the virtual navigation bar to show recently used apps. Swipe your finger left or right to stop apps that do not need to run in the background.

To determine if any app is consuming a lot of power, check the list of apps ranked by power consumption in **Settings > Battery** and look at the apps that are consuming comparatively more power. If some apps you don't normally use are consuming comparatively more power, try stopping the apps from running or uninstalling them.

## **1.12 Why is my charger overheated when charging my phone?**

The temperature rise of a charger is below 25 degrees (better than the industry level), which means that the charger temperature will not exceed 55 degrees under room temperature. Therefore, it is normal that you feel the charger is overheated, especially if you are temperature-sensitive.

Based on the EN 60950-1, the maximum temperature for metal is 60 degrees, glass 70 degrees, and plastics 85 degrees for short-term contact; the maximum temperature for metal is 55 degrees, glass 65 degrees, and plastics 75 degrees for long-term contact.

## **1.13 Why does it take a long time to charge my phone when it heats up?**

Huawei phones feature thermal protection technology. When the phone gets hot, it will automatically limit the charging current to prevent discomfort for the user. You can help cool the phone down by closing apps such as games and video players. Normal charging will then resume.

## **1.14 Does my phone support high-voltage quick chargers?**

No.

# 2 Hardware and appearance

---

## 2.1 SIM card and appearance

### 2.1.1 Why does it take my phone so long to read contacts from the SIM card?

The time taken to read contacts from the SIM card depends on the type of SIM card used and the number of contacts you have stored. Generally, the more contacts on the card, the longer it will take to read them. If you are using a 4G card that supports multiple numbers for one contact, your phone will also take a long time to read all of the contacts.

### 2.1.2 Why does the SIM card slot have no springs?

The SIM card slot adopts a spring-free, ultra-thin design. To open the card slot, insert the SIM eject tool into the opening in the slot and press hard until the card tray comes out.

### 2.1.3 How can I remove the SIM card tray without the eject tool?

1. Use a paper clip or similar metal object to pop out the SIM card tray. Do not use toothpicks or other breakable instruments.
2. To prevent non-standard tools from damaging the internal components of your phone, it is recommended that you buy a standard eject tool from an authorized Huawei service center as soon as possible.

### 2.1.4 What can I do if the metal casing is damaged after I drop my phone?

The phone's outer casing is made of soft aluminum that may be damaged if you drop your phone on the floor. It is recommended that you use a protective cover for your phone.

### 2.1.5 Why do I have to use a lot of force to remove the SIM card tray?

If your phone is new, to open the card tray, you will need to insert the standard eject tool into the opening in the tray and push hard until the card tray pops out.

### **2.1.6 Why are the phone buttons noisy?**

The buttons on the phone are assembled from multiple components. When you press a button, the connectors inside will make a sound. This is a normal phenomenon.

### **2.1.7 Why do the buttons feel too loose or too tight?**

The buttons on the phone are assembled from multiple components. It is therefore normal that some buttons may feel slightly loose or tight.

### **2.1.8 Can I remove the battery cover and take out the built-in battery?**

It is not recommended that you remove the battery cover or take out the built-in battery.

### **2.1.9 Does my phone support smart screenshots?**

No.

### **2.1.10 Does my phone support iPhone 6/6S nano-SIM cards?**

Yes.

### **2.1.11 What 4G bands does my phone support?**

- A1:
  - LTE (FDD): B2/3/4/5/7/12/13/17/25/26/29/30
  - LTE (TDD): B41
- A2:
  - LTE (FDD): B1/2/3/4/5/7/8/9/17/19/20/28
  - LTE (TDD): B38/B39/40/41

### **2.1.12 Does my phone support hot-swapping SIM cards?**

No.

Please remove SIM cards only after powering off your phone. If you remove the SIM card before powering off your phone, please restart after re-inserting a card.

### **2.1.13 Does my phone support micro-SIM cards?**

- Micro-SIM cards are not supported.
- Your phone's card slot only supports standard nano-SIM cards.

### **2.1.14 Does my phone support optical image stabilization (OIS)?**

No. The Nexus 6P does support EIS – Electronic image stabilization.

## 2.1.15 What colors are available for the my phone?

- A1: Aluminum, Graphite, and Frost
- A2: Aluminum, Graphite, Frost, and Gold

## 2.2 Screen and display

### 2.2.1 Why do ripples appear on my screen when I press it hard?

The LCD is a precision component designed so that the force applied to the LCD in normal use will not cause ripples. Only when under great force will ripples appear. This is a common phenomenon, and the screen will return to normal after the external force is removed.

### 2.2.2 What can I do if my screen is exposed to water?

If water has entered your phone, you can't simply return your phone. Maintenance due to water damage is not covered by warranty.

If no water has entered your phone, take your phone to an authorized Huawei service center.

### 2.2.3 Why does my screen change by itself or automatically open applications?

1. If the screen automatically changes when your phone is charging or connected to a computer using a data cable, the voltage may be unstable or the data cable or charger may not be original. Excessively high voltage causes interference on the touchscreen. The touchscreen may incorrectly detect your touches, so please use the original charger or data cable provided by Huawei.

2. Connect your phone to a Wi-Fi network. Go to **Settings > About phone > System updates**. Check whether there are any system update notifications. If there are, update your phone to the latest version.

### 2.2.4 Why does the touchscreen sometimes fail to respond?

Check whether you have opened too many apps or whether certain apps (for example, games) that consume a large amount of memory are open. Close such apps and try again.

### 2.2.5 Why does the screen turn off during a call?

This is normal. When your ear or other object triggers the proximity sensor, the screen automatically turns off to prevent misoperations. The screen turns back on when the object blocking the proximity sensor is moved away.

Don't block the area around the earpiece with the phone cover or other objects. When attaching a screen protective film, ensure that it doesn't come into contact with the proximity sensor. Covers that are not transparent enough will impair the functioning of the proximity sensor.

### 2.2.6 What can I do if the screen doesn't automatically rotate?

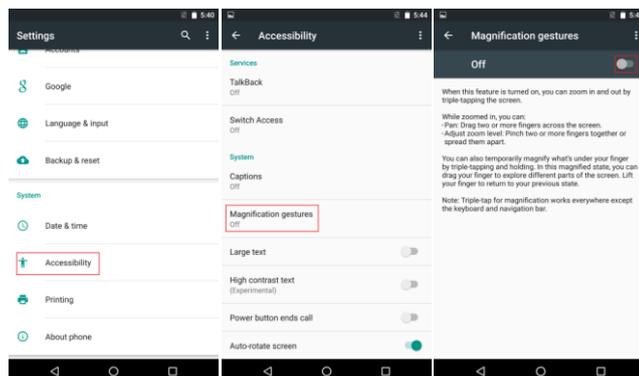
- Check whether you have enabled the automatic screen rotation function.

- Open the notification panel and touch  to turn on the auto-rotate screen function.
  - If this happens when you are using a third-party application, check whether the application uses a gravity sensor.
  - Your phone's gravity sensor may fail to work if certain system files are deleted. Back up important data and restore your phone to its factory settings or update your phone.
- Go to Huawei's official website and download the software update package. Refer to the update guide in the package before performing the update.

## 2.2.7 Why is the touchscreen slow or unresponsive when I use magnification gestures?

**Magnification gestures** is supported on phones running Android 4.2 or later, which is disabled by default. After **Magnification gestures** is enabled from **Settings > Accessibility > Magnification gestures**, you can touch the screen three times consecutively to zoom in or out. However, some users may not be used to this function and may feel that the screen is unresponsive.

To disable **Magnification gestures**, go to **Settings > Accessibility > Magnification gestures** and touch the switch to turn it off.



 **NOTE**  
Figures are for reference purposes only and may differ from your device.

## 2.2.8 How do I take a screenshot?

Press the power and volume down buttons simultaneously to take a screenshot. Screenshots are saved by default in the **Screenshots** folder in **Gallery**.

For the EMUI 3.1 and later platforms, you can use the smart screenshot function.

## 2.2.9 Why is my screen sometimes brighter and sometimes darker?

- Adaptive brightness** is turned on.  
Go to **Settings**, touch **Display** and turn off **Adaptive brightness**.



#### NOTE

Figures are for reference purposes only and may differ from your device.

If the problem persists, restart your phone.

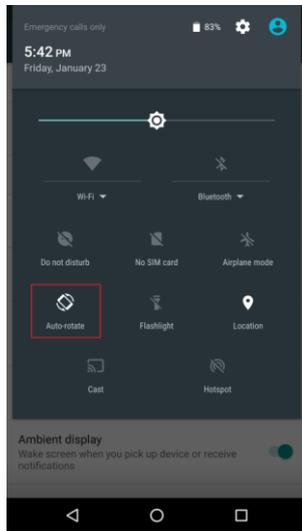
- The battery is not in good contact with your phone.

Use an eraser to rub the contact points or replace the battery.

If the problem persists, contact Huawei technical support or take your phone to an authorized Huawei service center.

## 2.2.10 How do I disable auto-rotate?

On the home screen in portrait mode, swipe down from the status bar to bring up the notification panel and touch **Auto-rotate** to disable it.

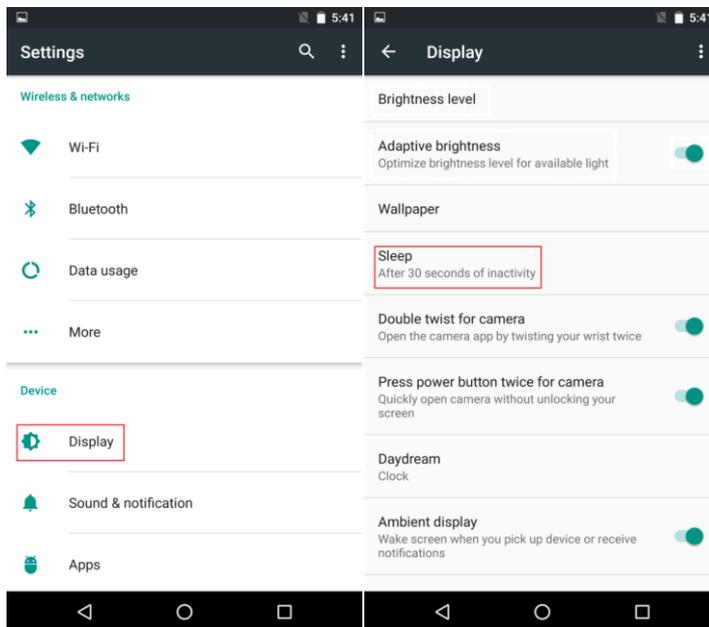


#### NOTE

Figures are for reference purposes only and may differ from your device.

## 2.2.11 How do I set a longer screen timeout period?

Go to **Settings**, touch **Display** > **Sleep**, and select a longer time period.



**NOTE**

Figures are for reference purposes only and may differ from your device.

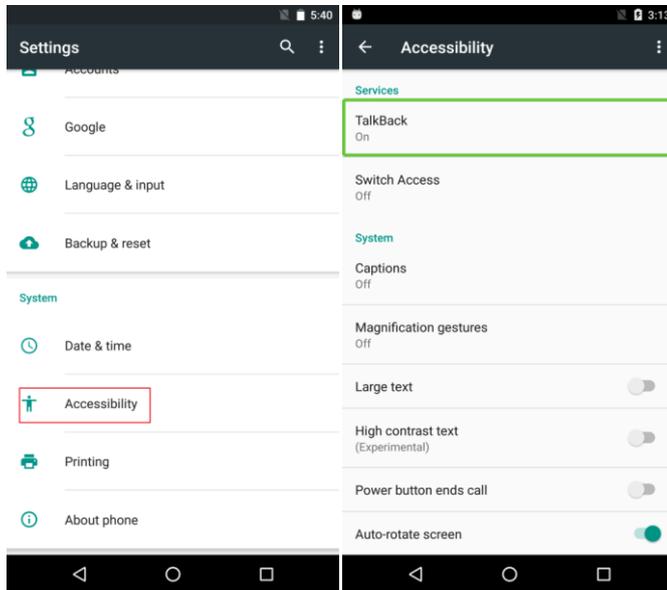
### 2.2.12 Why does my screen often suddenly freeze and a yellow box appear all around the edges?

This is because the **Magnification gestures** function is enabled. When enabled, touching the screen three times in succession will trigger **Magnification gestures**. After **Magnification gestures** are triggered, you must touch the screen with two fingers at the same time to move around the screen. You can touch the screen three times in a row again to return to normal.

This feature is designed for people with visual impairments. To turn it off, go to **Settings > Accessibility > Magnification gestures**.

### 2.2.13 When I touch an app icon, a green box appears and my phone does not respond. It only responds when I touch it twice in a row. Why?

You may have turned on the **TalkBack** function at **Settings > Accessibility > TalkBack**. When this is turned on, touching an app icon once will cause a green box to appear and app icons will only respond like normal if touched twice. If you encounter this situation, it is not due to problems with your phone's hardware. Just disable the **TalkBack** function and your phone will return to normal.



# 3 System functions and settings

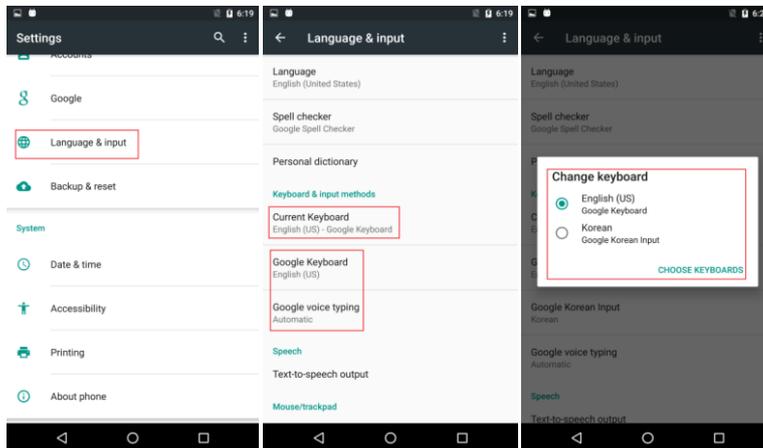
## 3.1 Why doesn't the Google input method keyboard have number shortcut buttons?

When using the Google input method keyboard, there are no individual number buttons. To enter numbers, use either of the following methods:

1. Touch **?123** to enter numbers and special characters.
2. Touch and hold **?123** to enter the numerical keyboard and enter numbers.

## 3.2 After installing another input method, why can't I use it?

Go to **Settings > Language & input > Current Keyboard**. From the input methods list, select the input method you installed to set it as the default input method.



**NOTE**

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### 3.3 What can I do if my phone can't automatically adjust its screen brightness?

Make sure you have enabled **Adaptive brightness** under **Settings > Display**.

### 3.4 What can I do if my phone can't automatically rotate its screen?

Make sure you have enabled **Auto-rotate** in the shortcut menu.

### 3.5 Why does the font size remain unchanged after I set it to large?

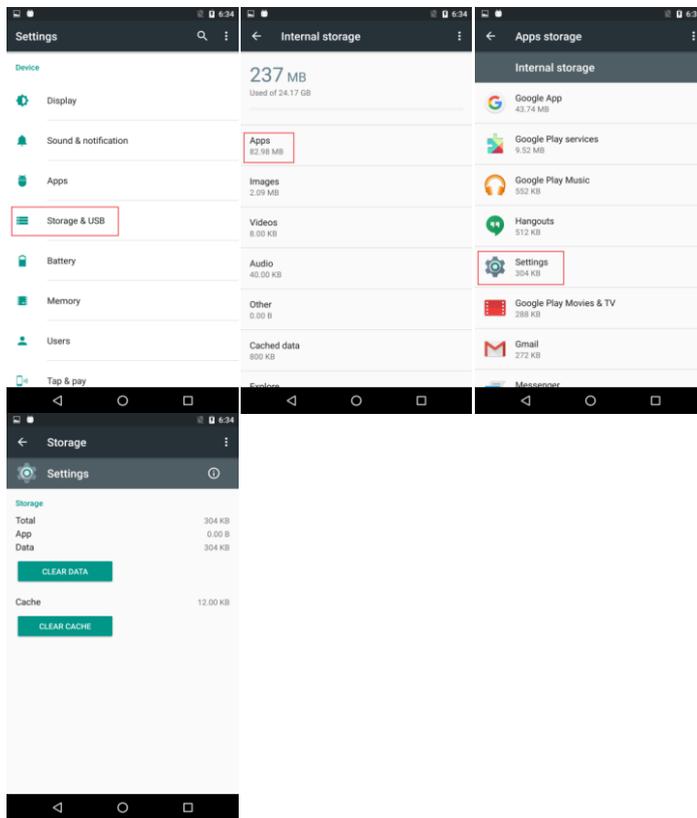
You can only adjust the font sizes in the menu, contacts, and messages. The font sizes in icons and web pages can't be changed.

### 3.6 Where can I draw the unlock pattern after I turn on the screen?

Swipe the screen and draw the unlock pattern.

### 3.7 How do I hide developer options?

To hide developer options, go to **Settings > Storage & USB > Apps**, select **Settings**, and touch **CLEAR DATA**.

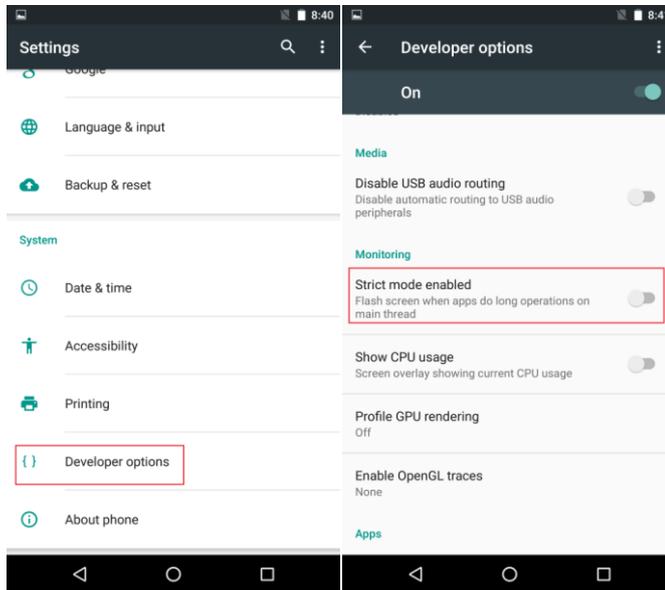


**NOTE**

Figures are for reference purposes only and may differ from your device.

### 3.8 Why does a blinking red frame appear on my screen?

You may have enabled the developer options that are hidden in the system and selected strict mode under **Settings > Developer options > Strict mode enabled**. If strict mode is enabled, the screen blinks when the app is running for a long period of time using the main thread.



Figures are for reference purposes only and may differ from your device.

### 3.9 Why can't I find the camera app icon on the home screen?

Android APK management system allows you to enable or disable apps. It may be that you disabled the app in the past and, as a result, you can't find the app icon. To solve this issue:

Go to **Settings > Apps > Camera**. Check whether the camera app is disabled. If so, enable it manually.

### 3.10 Why is the screen brightness a little darker when I browse a web page?

If you feel the screen is too dark, you can drag the brightness slider to adjust the screen's brightness.

### 3.11 How do I lock and unlock the screen?

To lock the screen, press the power button.

To unlock the screen, press the power button to turn on the screen and use a screen unlock method, such as swiping, entering the PIN, or drawing the unlock pattern.

## 3.12 How do I use Developer options?

To make **Developer options** appear in **Settings**, go to **Settings**, touch **About phone** and touch **Build number** seven times in rapid succession.

**USB debugging:** Enabling USB debug mode allows you to use the **adb** command to debug the phone.

**Stay awake:** Prevents the screen from turning off when your phone is charging.

**Allow mock location app:** Allows the phone to use the mock locations function.

**Desktop backup password:** Allows you to set a backup password.

**Pointer location:** Displays information about the last place the screen was touched.

**Show touches:** Shows visual feedback for touches.

**Show CPU usage:** Shows current CPU usage.

**Force GPU rendering:** Requires applications to use 2D hardware acceleration.

**Animation scale:** Allows you to control the animation scale.

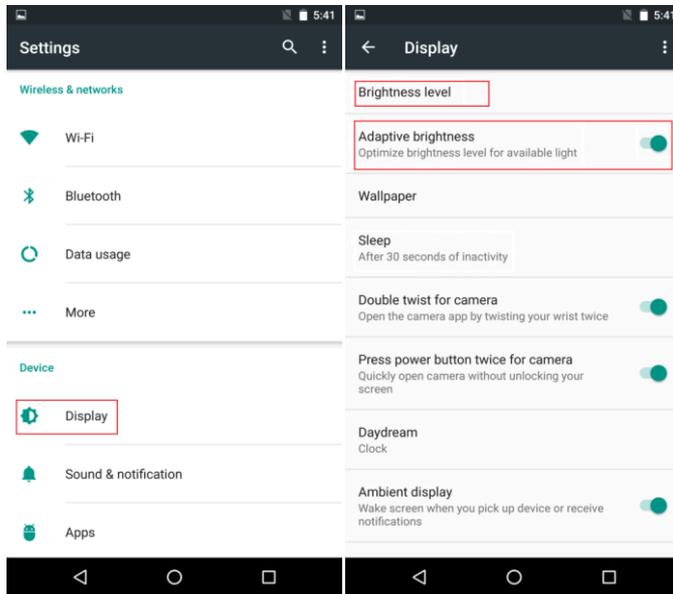
**Background process limit:** Allows you to limit the number of background processes.

**Show all ANRs:** Shows the "App not responding" dialog box for background applications that encounter problems.

## 3.13 How do I adjust the screen brightness?

On the home screen, go to **Settings**. Touch **Display** then **Brightness level**. Select **Adaptive brightness** or manually adjust the **Brightness level** slider.

In the notification panel, drag the brightness slider left or right to adjust the brightness.



 **NOTE**

Figures are for reference purposes only and may differ from your device.

### 3.14 How do I enter or exit safe mode?

To enter safe mode, press and hold the volume down button during the startup animation until **Safe mode** is displayed in the lower left corner of the screen.

To disable safe mode, restart your phone.

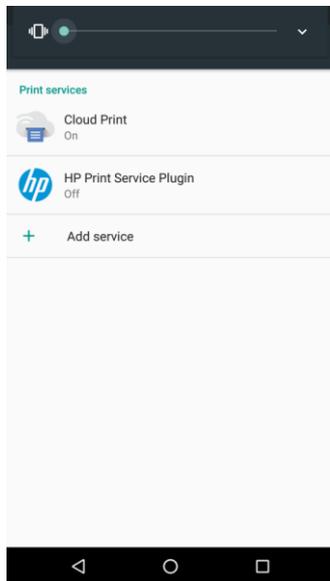
### 3.15 Can I use other chargers than the one provided to charge my phone?

Yes. Your phone has a charging protection circuit. Nevertheless, it is recommended that you use the power adapter provided with your phone, because non-standard power adapters may generate excessive current that shortens your battery's lifespan or insufficient current that prolongs the charging time.

### 3.16 How can I use the printer function in the settings?

1. Go to **Settings > Printing**. Touch **Add service** to be taken to the Google play website. Use the internet to search for materials about and comparisons with the Nexus phone print interface. **Add service** allows you to choose between **Cloud Print** and **HP Print**

**Service Plugin** (other company's services will probably work as well). You can download the **HP Print Service Plugin** from Google Play.



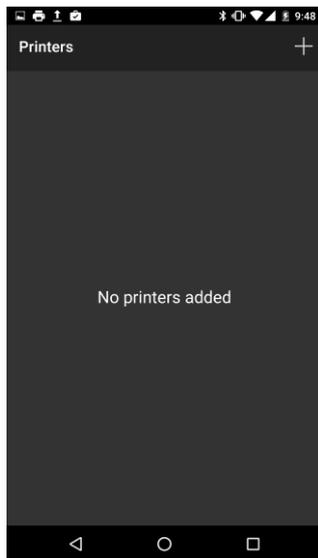
2. Using **HP Print Service Plugin**:

Touch **HP Print Service Plugin** to show the **Searching for printers** screen and select a printer model.

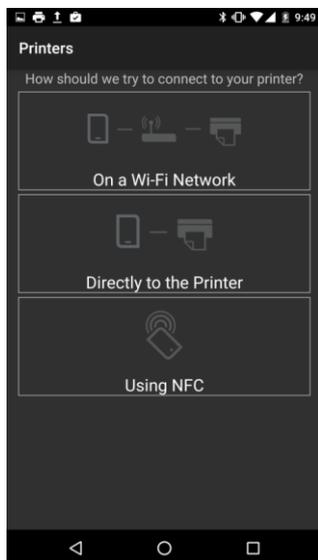


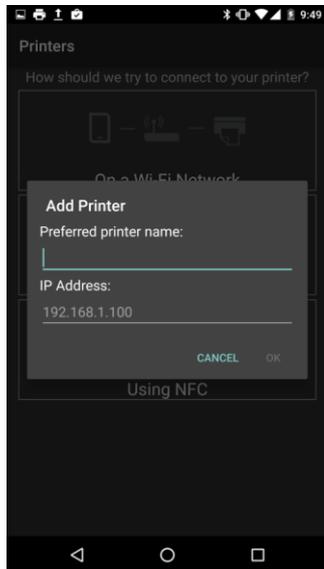
You can also add a printer by yourself:

Touch the  button in the upper right corner to enter the add printer screen. Touch  to add a printer.



3. Connect to a printer through Wi-Fi or directly connect to a printer.  
Touch **On a Wi-Fi Network** to open the **Add Printer** dialog box.





 **NOTE**

Figures are for reference purposes only and may differ from your device.

### 3.17 How do I enter recovery mode?

When an online update package is downloaded, power off your phone, simultaneously press and hold the power and volume up buttons to enter fastboot mode. In this mode, press the volume up and volume down buttons to scroll through the options, and press the power button to select an option.

### 3.18 Why can I only zoom in but can't pan when using Magnification gestures?

You need to use two fingers to pan when using Magnification gestures.

### 3.19 Does my phone support power-on/off tone? If yes, how do I turn off the power-on/off tone?

Your phone does not support power-on/off tone.

### 3.20 How can I schedule my phone's power-on and power-off time?

Your phone doesn't support this function. Please download a third-party application that provides this function.

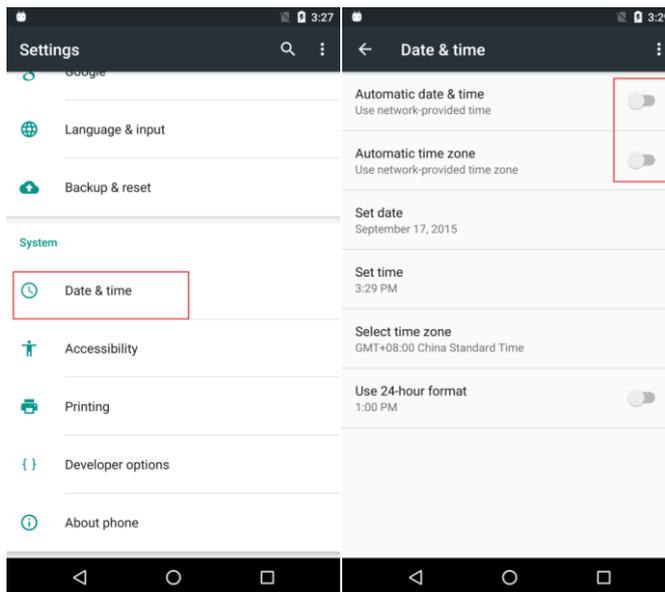
### 3.21 How do I enter USB debugging mode?

The **Developer options** are hidden by default.

1. To show **Developer options** in the settings menu, go to **Settings > About phone**.
2. Touch **Build number** several times in rapid succession until a message is displayed indicating that you have entered developer mode.
3. Return to the **Settings** screen, touch **Developer options**, and enable **USB debugging**.

### 3.22 What can I do if I can't manually adjust the date and time?

Go to **Settings** and touch **Date & time**. Clear the **Automatic date & time** and **Automatic time zone** check boxes.

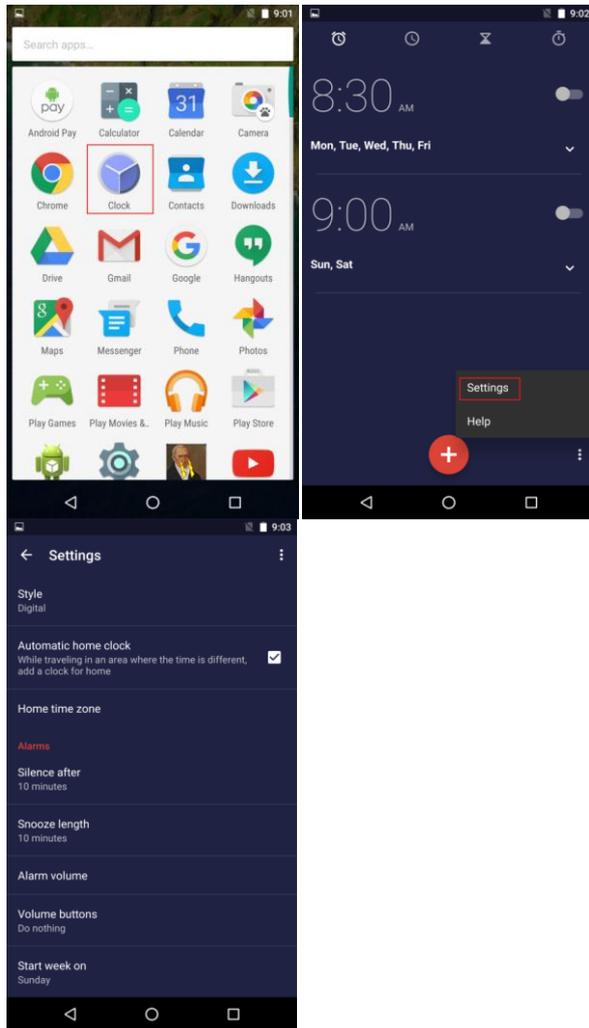


**NOTE**

Figures are for reference purposes only and may differ from your device.

### 3.23 How do I set the alarm ring length and intervals?

Go to **Clock**, touch **Menu** > **Settings** > **Snooze length**. Drag the slider to set the alarm intervals and touch **Silence after** to set the ring length.



 **NOTE**

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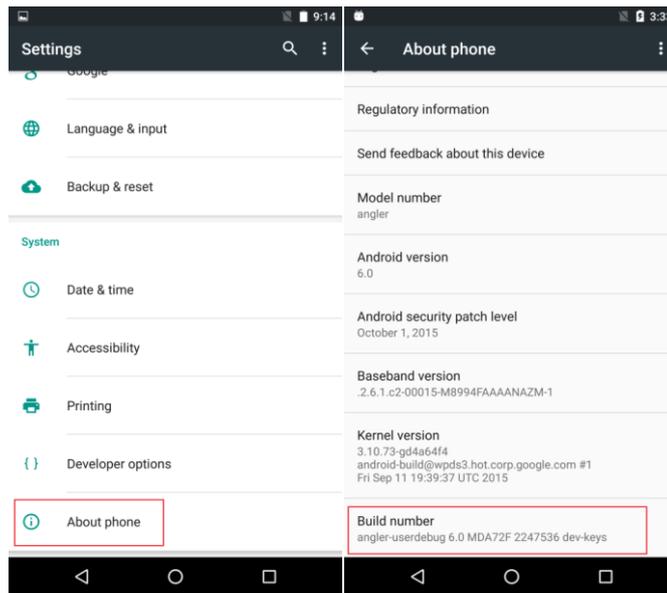
### 3.24 Which system sounds can be configured on my phone?

Select or deselect the corresponding check boxes to enable or disable sound effects from **Settings > Sound & notification > Other sounds**.

- **Dial pad tones:** play a sound when the dialing keypad is touched.
- **Touch sounds:** play a sound when the screen is touched.
- **Screen locking sounds:** play a sound when the screen is locked.
- **Charging sounds:** play a sound when the phone is connected to a charger.
- **Vibrate on touch:** the phone vibrates when you touch the back, home, menu or recent button.

### 3.25 How do I view phone information such as the operating system version?

Go to **Settings**, touch **About phone** and then flick up your finger to view your phone's operating system version (**Build number**).

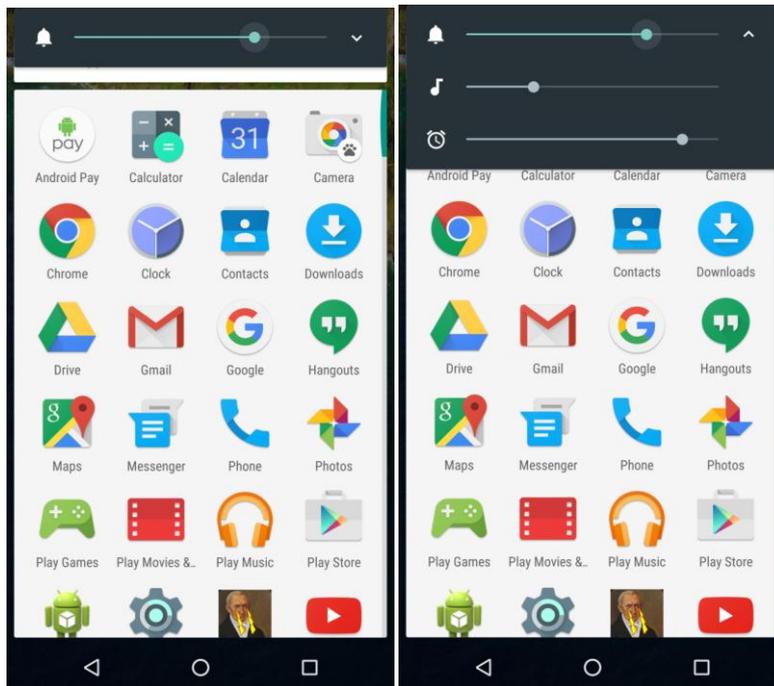


 **NOTE**

Figures are for reference purposes only and may differ from your device.

### 3.26 How can I quickly adjust the system volume?

Press the volume button and touch  to adjust the volumes for ringtones, media, and alarms.



 **NOTE**  
Figures are for reference purposes only and may differ from your device.

### 3.27 How do I change the names of folders on the home screen?

Open a folder and touch the folder name to change the name.

### 3.28 Why is only a part of movie downloaded even if I let my phone download it for a long period of time?

The following scenario may also occur: A user downloads a movie from YouTube and turns off the screen while waiting. The next morning, the user finds that the Wi-Fi connection was interrupted and only a part of the movie has been downloaded.

To address this issue, make sure your phone maintains a Wi-Fi connection in sleep mode. Go to **Settings**, touch a Wi-Fi connection, select **Menu > Advanced** and set **Keep Wi-Fi on during sleep** to **Always**. Otherwise, after the screen is turned off for a while, the Wi-Fi connection may be interrupted.

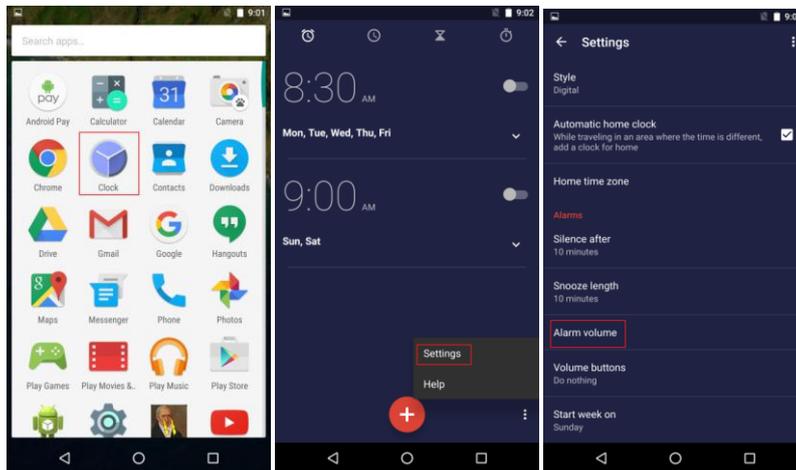
### 3.29 Why is Wi-Fi disabled after I enable a Wi-Fi hotspot?

When you enable Wi-Fi, your phone works as a receiver; and when you enable the Wi-Fi hotspot, your phone works as a transmitter. However, your phone can't work as both receiver and transmitter simultaneously.

### 3.30 Why doesn't my alarm make any sound?

Check the volume.

Go to **Clock > Menu > Settings > Alarm volume**. Make sure the volume is larger than **0**.



#### NOTE

Figures are for reference purposes only and may differ from your device.

### 3.31 Why does my phone run slowly when the battery level is low?

When your phone's battery level is less than 10%, your phone's performance will be restricted to preserve the battery life.

### 3.32 Why does the game app run slowly?

1. Try the game app using another phone. If the game app also runs slowly, this problem is caused by the game app instead of your phone.
2. Check whether your phone is hot. According to Huawei specific heat protection design, your phone's performance is limited to provide comfortable touch feeling and to protect the phone. You can set your phone at a proper temperature when you play games on your phone or lower the screen brightness.
3. Check whether the battery level is low. At low battery level, to extend the phone usage and protect your phone, your phone's performance is limited. You can charge your phone.
4. When you play games, check whether any download task is implementing on the background. File copying operations increase the load of the phone.
5. If the game requires network connection, check the network status. The performance is also affected by unstable network connections.
6. If the problem is not caused by any of the above reasons, refer to the solution to slow system performance.

### 3.33 Why is the screen suddenly zoomed in and a yellow frame displayed around the screen?

Go to **Settings > Accessibility > Magnification gestures**. Check whether the magnification gestures switch is turned on. If yes, turn it off.

### 3.34 How do I use the backup function in settings?

This function is related to a Google account. If you have not installed the Google Mobile Services (GMS) application, this function will be grayed out and cannot be used. You can use the backup function normally only after setting up a Google account and installing some related Google apps (such as Gmail and Google Play). The data that you can back up is primarily contacts, Wi-Fi passwords, browser tabs, and apps. The data is backed up to the cloud to make it easier to restore data.

### 3.35 What input methods are built-in?

The Google keyboard is built-in. Your phone supports keyboards which correspond to the system language. You can also manually select the keyboard you want to use for a certain language.

### 3.36 Does my phone support MHL?

No.

**3.37 Does my phone support HDMI?**

No.

**3.38 Does my phone support TV-OUT?**

No.

**3.39 Does my phone support setting a time to automatically power on/off my phone?**

No.

**3.40 Does my phone support voice wakeup?**

No.

# 4 Managing apps

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## 4.1 Third-party apps

### 4.1.1 Why can't I synchronize the contacts and calendar events from my Gmail account?

1. Log in to your Google account.
2. Go to **Settings > Account > Google**. Touch the Google account and you will see the options to synchronize calendar events and contacts. Touch **Sync now** in the upper right corner to synchronize the calendar events and contacts.
3. Precautions:  
If the system prompts to read your apps, choose to allow it.

### 4.1.2 Why can't I install a downloaded app on my phone?

Your phone supports .apk applications developed using JAVA. To install .jar or .jad applications, you must install a JAVA simulator, such as Jbed.apk or GZL-signed-Jbed.apk.

### 4.1.3 Why does an installation failure notification appear when I try to install a downloaded app?

- Your phone's storage space may be insufficient. Try uninstalling some applications that you no longer use from **Settings > Apps**.
- The app may not be compatible with your phone system version. Your phone is running Android 5.0.
- If the battery level is low, installations may fail.

### 4.1.4 Why do apps use my phone's memory?

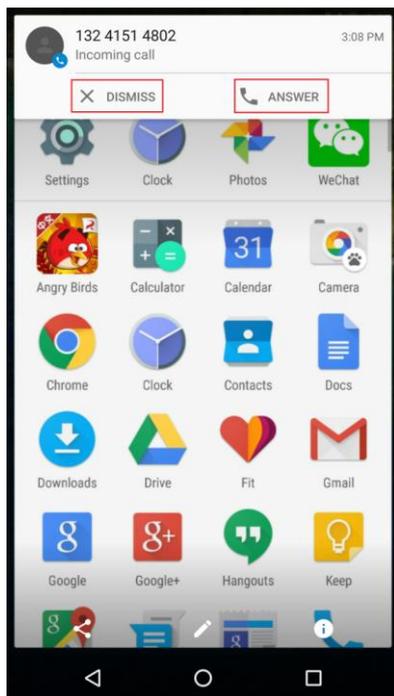
You can install third-party applications to your phone's internal storage, but some temporary data will be saved to your phone's memory when these applications run, which is normal.

#### 4.1.5 Why do some apps fail to install and a "duplicate permissions" message is displayed?

The repeated permissions function is used by the Android 5.0 system to restrict third-party apps customization of permissions, thereby standardizing the permission requests of apps and protecting security of users' data. The Android 5.0 system checks the existing permissions when you install apps. If the new apps request permissions granted to other apps and the signatures provided by the apps are different, the system displays a duplicate permissions error message and exits the installation. Huawei will encourage app developers to correct their apps designs to avoid security risks.

#### 4.1.6 Why can't I answer when receiving calls while playing games or watching videos full screen?

To not disrupt the current game or video, when receiving calls while playing games or watching videos full screen, the incoming call screen only appears on the top of the screen. At this time, touch to answer or reject the call; you don't need to swipe. Touch the icon on the left to reject the call. Touch the icon on the right to answer the call. If you swipe, the incoming call notification will disappear. If you still want to answer, you will need to go to the home screen and then answer the call from within the drop-down menu.



## 4.1.7 Which third-party apps does my phone support?

Apps related to Google Mobile Services (GMS) are supported, including apps downloaded from the Google Play Store.

## 4.2 System apps

### 4.2.1 Why can't I open the camera?

According to the Android system architecture, before an app opens the camera, other apps using the camera must be closed first, for example, flashlight apps or QR code scanner apps. Try closing these apps and then opening the camera again.

### 4.2.2 Why is the GPS icon always displayed in the status bar?

You may have enabled some apps that use the GPS navigation function, for example, Here and Google Maps.

To solve this problem:

- Turn off GPS when you don't need it.
- Close the apps using the GPS navigation function.

### 4.2.3 How do I control my phone remotely?

Your phone must already have a Google account set up. Go to **Settings > Security > Device administrator** and touch the **active** button below **Android Device Manager** to activate the Android device manager.

On a computer, go to <https://www.google.com/android/devicemanager> and log in using the Google account information related to your phone.

Make your phone ring: click the ring option on your computer's screen.

Lock your phone: click the lock option on your computer's screen.

Erase your phone's data: click the erase option on your computer's screen.

### 4.2.4 Does my phone support video calls or video chats?

Your phone's pre-installed applications don't support video calls, but it comes with a front camera, and you can install third-party applications, such as Skype or Hangouts, for video chats.

### 4.2.5 Can my phone freely switch between 4G, 3G, and 2G networks?

It takes 150 seconds to recover data service when you switch from a 4G network to a 2G network or from a 3G network to a 2G network.

The network icon disappears when switching between networks. Voice calls will not be affected when you switch networks.

## 4.2.6 Why doesn't my phone play SMS tones?

Perform the following checks:

- Check whether the SMS tone is never played on any screens (according to the Android native design, the system doesn't play tones when you receive SMSs while viewing the message details screen).
- Check whether the volume is set to mute (press the volume up side button).
- Check whether you have enabled the do-not-disturb function.
- If the problem persists, restore the factory settings.

## 4.3 App interaction errors

### 4.3.1 How can I delete the cache and history in my phone's browser?

In the browser, touch the menu button, select **Settings > Privacy**, and then touch **CLEAR BROWSING DATA** to delete the cache.

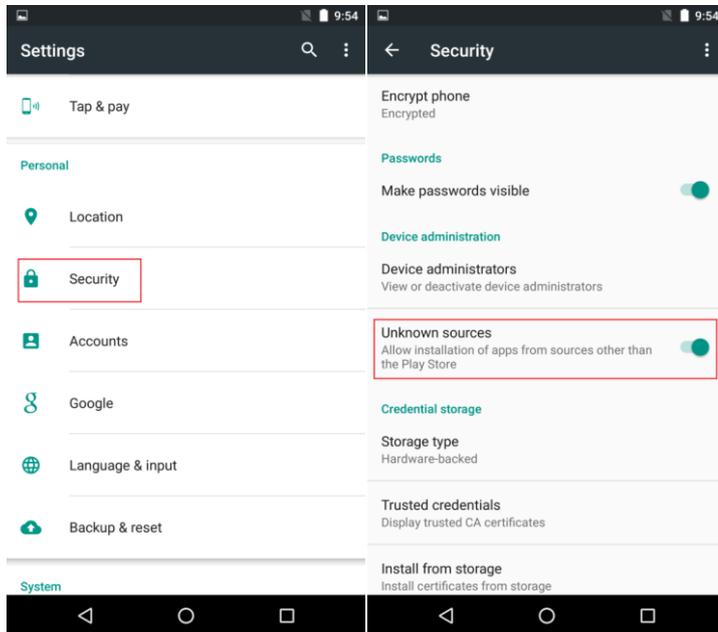
In the browser, touch the menu button, select **History**, and then touch **CLEAR BROWSING DATA...** to delete the history.

### 4.3.2 What can I do if my phone can't install an application?

- Your phone supports third-party applications in APK format only. Make sure the application you are trying to download is in this format.
- If the app is not from the app center, you need to set the phone to trust the app source and then install the app. Go to **Settings > Security**. Select **Unknown sources**. Then, install the app again.
- The third-party application may not be compatible with your phone. Try using similar apps.

### 4.3.3 What can I do if my phone shows a prompt to forbidding the installation of an application during installation?

Go to **Settings**, touch **Security**, and select **Unknown sources**.



 **NOTE**

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### 4.3.4 How can I search for apps on my phone?

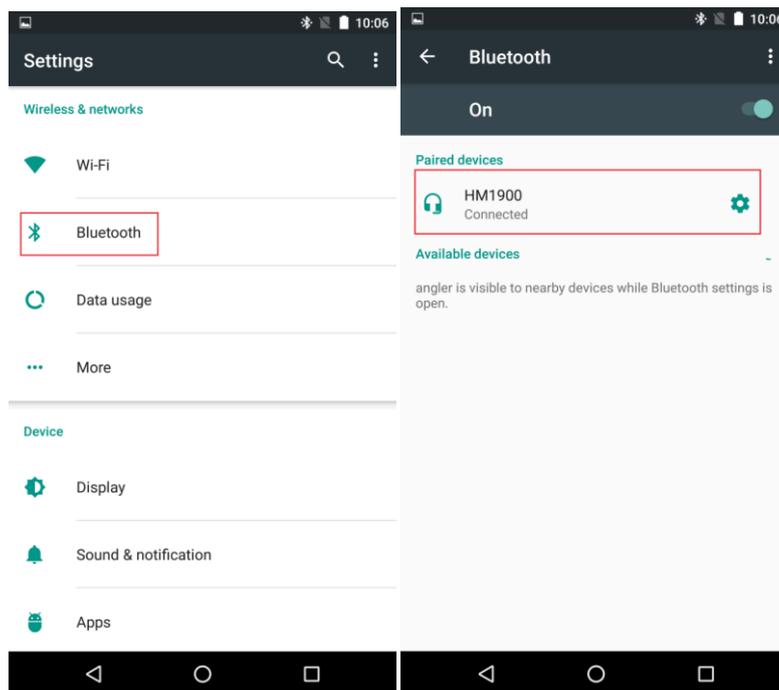
Touch the Google Now app on the home screen to enter the search screen. You can search for apps, contacts, and other information from the search box.

# 5 Networks and data sharing

## 5.1 Wi-Fi and Bluetooth

### 5.1.1 Why can't I listen to music using the Bluetooth headset?

1. Check whether your Bluetooth headset supports music playback. Generally, monaural Bluetooth headsets in the market don't support music playback over Bluetooth.
2. Go to **Settings > Bluetooth > Paired device/Available devices**. Check whether the Bluetooth headset has been connected to your phone. If not, makes sure the headset is not connected to other phones and then reconnect your phone to the Bluetooth headset.



3. If the problem persists, take your phone to an authorized Huawei service center to check the hardware and software.

### **5.1.2 What can I do if voices are unclear when I make phone calls using a Bluetooth headset?**

1. Check the model of your Bluetooth headset.
2. Make phone calls when signals are stable and make sure there are no physical obstructions between your phone and the Bluetooth headset.
3. Check whether the Bluetooth device can be properly connected to other phones for phone calls. If not, contact the relevant support center to solve the problem.
4. If the problem persists, take your phone to an authorized Huawei service center to check the hardware and software.

### **5.1.3 Why can't I enable or disable the Bluetooth function?**

This problem may be caused by the software system. You can update your current version to the latest version. If the problem persists, take your phone to an authorized Huawei service center to check the hardware.

### **5.1.4 What can I do if my phone can't access the Internet after it is connected to a router over Wi-Fi?**

Make sure the router is successfully connected to a network. If the router can't connect to a network, restart or replace the router.

### **5.1.5 Why is the connection to the Wi-Fi network interrupted?**

Use your phone near the router. If this often happens, restart your phone and the router. If the problem persists, take your phone to an authorized Huawei service center to check the hardware.

### **5.1.6 Why can't I enable Wi-Fi?**

In **Settings**, turn off Wi-Fi and then turn it back on to check whether the problem is solved. If not, turn on airplane mode and turn it back off and then restart the phone to check whether Wi-Fi can be turned on normally. If the problem persists, take your phone to an authorized Huawei service center to check the hardware.

### **5.1.7 Why can't I disable Wi-Fi?**

In **Settings**, turn off Wi-Fi. If Wi-Fi can't be turned off, restart the phone. If the problem persists, take your phone to an authorized Huawei service center to check the hardware.

### **5.1.8 Why can't my phone connect to a router over Wi-Fi?**

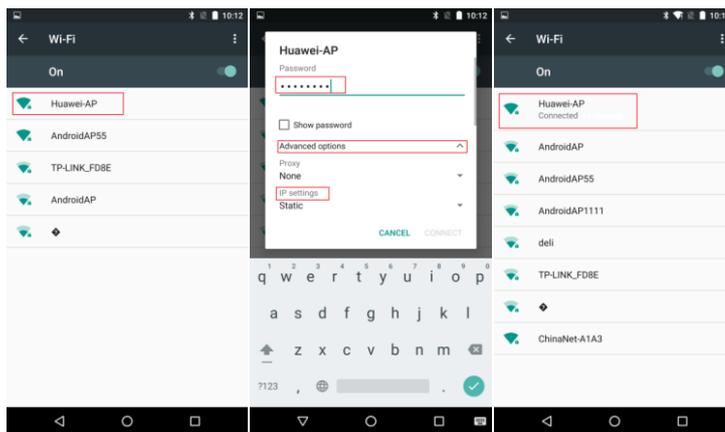
- If the Wi-Fi hotspot is encrypted, check that the password you entered is correct. Note that the password is case-sensitive.
- Check whether the Wi-Fi hotspot name or password has changed. If so, obtain the new information and try again.
- Make sure you are within the working range of the Wi-Fi hotspot; otherwise the Wi-Fi connection will automatically disconnect.

- The number of connected devices may have reached the Wi-Fi hotspot's limit. Try connecting to another available network.
- If your phone can't connect to the Wi-Fi hotspot and keeps obtaining an IP address, set a static IP address for it as follows:

For an encrypted Wi-Fi hotspot, on the Wi-Fi settings screen, touch the hotspot.

In the displayed dialog box, select the **Advanced options** check box. Under **IP settings**, touch the drop-down list box, and choose **Static**. Then enter the IP address and domain name.

Enter the password, and touch **CONNECT**.



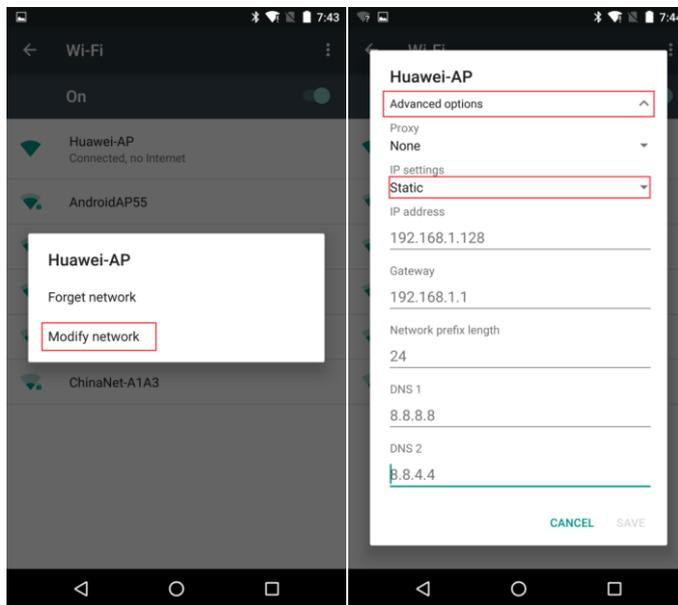
#### NOTE

Figures are for reference purposes only and may differ from your device.

For an open Wi-Fi hotspot, on the Wi-Fi settings screen, touch and hold the hotspot.

From the displayed option menu, choose **Modify network**. In the displayed dialog box, select the **Show password** check box. Under **IP settings**, touch the drop-down list box, and choose **Static**. Then enter the IP address and domain name and touch **SAVE**.

After your phone connects to the Wi-Fi network, a Wi-Fi icon will be displayed on the status bar.



 **NOTE**

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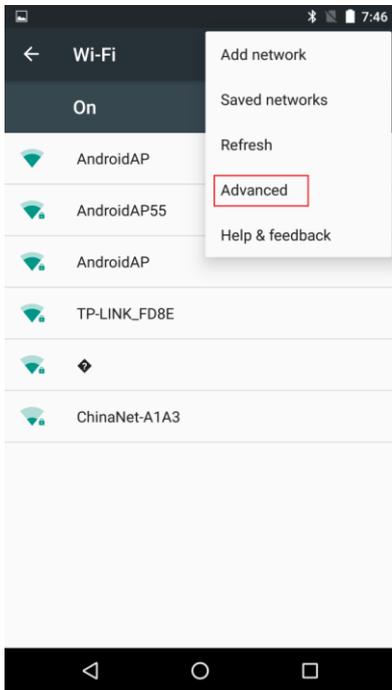
- Check whether the MAC address filtering function is enabled on the router. If this function is enabled, phones that are not in the access list can't access the Wi-Fi network. For details about configuration on the router, see the router User Guide.
- To connect to some public Wi-Fi hotspots, you may need to log in to a web page for registration. For details, contact the Wi-Fi hotspot provider.

If the problem persists, restart Wi-Fi on your phone or restart the Wi-Fi hotspot device.

### 5.1.9 Why does the download task over a Wi-Fi network stop after the screen turns off?

Measures are taken to save power of the phone, so that the download task is stopped when the screen turns off. To continue the download task, perform the following steps:

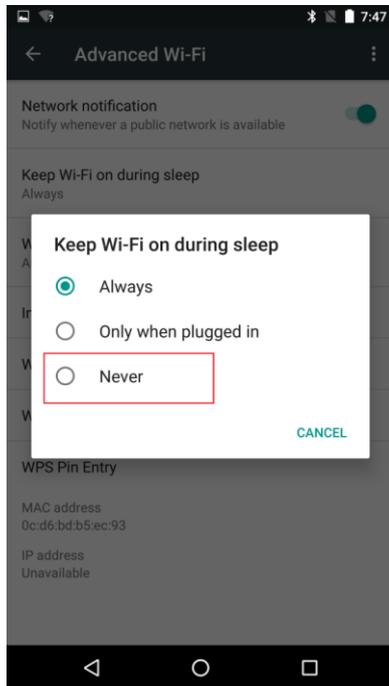
1. Go to Wi-Fi **Advanced**.



2. Touch **Keep Wi-Fi on during sleep**.



3. Touch **Never**.



### 5.1.10 Why does the Wi-Fi network speed become slow or the signal become poor?

- Don't touch the Wi-Fi antenna on your phone.
- If your phone is far from the Wi-Fi router or is isolated from the Wi-Fi router by a wall, the signal strength is weakened, resulting in a decreased network speed or poor signal quality.
- Make sure your phone's protective cover is made of plastics or leather instead of metal, because the metallic protective cover blocks your phone's antenna signals.
- Check whether other devices are transmitting massive data traffic, for example, using Huawei MediaQ to watch TV or using the laptop to download movies. If yes, properly arrange the network resources.
- Use the SpeedTest or similar software to test the Wi-Fi rate.
- Connect to Wi-Fi near the router.

### 5.1.11 Can my phone be connected to an iPhone over Bluetooth?

No.

### 5.1.12 Why doesn't the Bluetooth headset have any sound?

1. Check whether the phone and the Bluetooth headset are connected.

2. Check whether the volumes on the phone and headset are properly adjusted.
3. Check whether the Bluetooth headset doesn't generate any sound in calls or can't play music. If the music can't be played, check whether the Bluetooth headset supports music playback. Generally, monaural Bluetooth headsets in the market don't support music playback over Bluetooth.
4. Connect the Bluetooth headset to another phone. Check whether the same problem occurs. You can also search for the solutions on the Internet.

### **5.1.13 Why is the Wi-Fi function automatically turned on after I turn it off?**

Disable **Network notification** from the advanced settings. Then, check whether the problem is solved. If not, restart your phone.

### **5.1.14 Why can't my phone scan any Wi-Fi hotspot?**

1. Check whether the hotspot name is hidden. In the router settings, cancel the hotspot hiding function.
2. Use your phone to scan the hotspot near the router (3–5 meters).
3. If no hotspot is found, restart your phone. If the phone still fails to locate any hotspot, take your phone to an authorized Huawei service center to check the hardware.

### **5.1.15 Why can my phone scan the Wi-Fi hotspot only near the router?**

You can restart your phone to check whether the problem can be solved. If the problem persists, use another phone to scan the hotspot. If this phone can successfully scan the hotspot, take your phone to an authorized Huawei service center to check the hardware.

### **5.1.16 Why can't my phone scan a certain hotspot but can scan other hotspots?**

You can restart the router first. If the phone still fails to scan the hotspot, perform the following steps:

1. Check whether the router hides the SSID. For details about configuration on the router, see the router User Guide.
2. Detect the frequency and channels set on the router. Channels 1, 6, and 11 of the 2.4 GHz network are recommended. If the router uses the 5 GHz frequency, channel 149 is recommended.
3. Check whether the frequency of the router is set to 5 GHz. If yes, set the frequency of the router to 2.4 GHz (only for the phones supporting 2.4 GHz frequency).
4. If the preceding solutions don't work, use another phone to check whether hotspots can be scanned on that phone. If yes, take your phone to an authorized Huawei service center and check the hardware.

### **5.1.17 Why can't my phone scan any hotspot in other countries?**

The Wi-Fi configurations for phones vary by countries. You are suggested to use a local SIM card and register with the local network.

(The specific country name is recorded for software modification).

### **5.1.18 Why is the confirmation button unavailable after I enter the Wi-Fi connection password?**

Please check whether you have entered an 8-digit password. If no, reset your router's password. Change the authentication's encryption mode to WPA-PSK or WPA2-PSK, and set the password to contain 8 numeric numbers. Then try again. You are suggested to select the option for displaying the password to check whether the entered password is correct.

### **5.1.19 Why can't my phone successfully connect to the hotspot due to authentication failure?**

1. Check whether you have entered a correct password. Pay special attention to special characters in Chinese or English.
2. If the entered password is confirmed to be correct, change the router's password to numeric numbers only, for example, 12345678.
3. If the authentication still fails, restart your phone.

### **5.1.20 Why does my phone display the message indicating that the settings are saved but my phone fails to successfully connect to the hotspot?**

1. Check whether protective measures are configured on the router, for example, MAC address filtering.
2. If no protective measure is taken, check the number of connected users on the router. You can modify the Wi-Fi password of the router to filter other unauthorized users.
3. Restart your phone or the router.

### **5.1.21 Why does my phone fail to connect to a home Wi-Fi network?**

1. Restart your phone or the router.
2. If the problem persists, set a static IP address for your phone. For details about configuration on the router, see the router User Guide.

### **5.1.22 Why does my phone fail to connect to a public Wi-Fi network?**

The IP resources provided by a router on a public Wi-Fi network are limited. You can try connecting to the public Wi-Fi network when only a few users are using the public Wi-Fi network or at a place with fewer users.

### **5.1.23 Why does my phone fail to access the Internet after it is connected to the public Wi-Fi network?**

1. In the public areas such as KFC, Starbucks, railway station, or airport, you can find a place with fewer users to try again.

2. In the public areas such as hotels and restaurants, check whether the hotspots are available with the hotel and restaurant staff. If yes, restart your phone.

### **5.1.24 Why does my phone fail to access the Internet after it is connected to a private Wi-Fi hotspot?**

1. When another device serves as a hotspot and your phone fails to access to the Internet, you can check whether the device serving as the hotspot can successfully access the Internet or whether other phones can successfully access the Internet.
2. Set the Wi-Fi channel to channel 11 to avoid interference from other devices.
3. If the problem persists, restart your phone or the device serving as the hotspot.

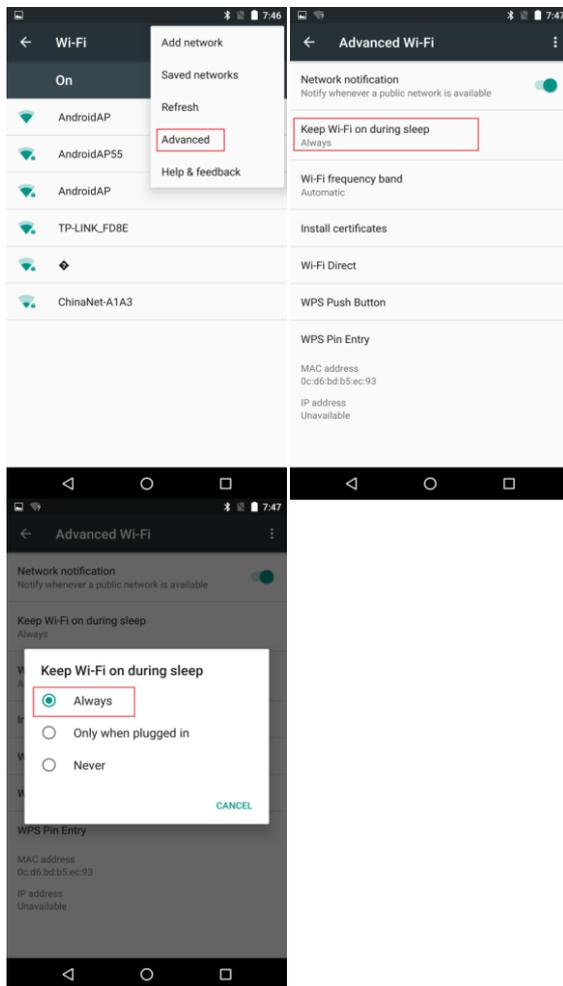
### **5.1.25 Why does the network speed become slow after my phone is connected to a Wi-Fi hotspot?**

1. Check whether other devices are using the network at the same time, for example, using Huawei MediaQ to watch TV or using the laptop to download movies. If yes, properly arrange the network resources.
2. Test the Wi-Fi rate using the SpeedTest software.
3. Use your phone near the router. Otherwise, the retransmission of lost packets decreases the network speed.
4. Don't touch the top part of the phone, especially the Wi-Fi antenna part near the volume buttons.
5. Make sure your phone's protective cover is made of plastics or leather instead of metal, because the metallic protective cover blocks your phone's antenna signals.

### **5.1.26 Why does my phone keep disconnecting and then reconnecting to the Wi-Fi network?**

After successfully connecting to a Wi-Fi network, keep the phone within range of the Wi-Fi hotspot to avoid losing the connection due to a weak signal.

Go to your phone's Wi-Fi settings page, select **Advanced** and then set **Keep Wi-Fi on during sleep** to **Always**. The phone will always stay connected to the Wi-Fi network.



If the problem persists, turn off Wi-Fi and then turn it back on again or restart the Wi-Fi hotspot.

**NOTE**

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### 5.1.27 What can I do if, after turning off Wi-Fi, my phone's mobile data service turns off?

Go to **Settings > Data usage** and enable **Cellular data**. This way, when Wi-Fi is turned off, your phone will ask if you want to use mobile data services.

### 5.1.28 After I set my phone to disconnect from the Wi-Fi network after the screen turns off, why is it connected to the XX network after the screen turns on?

Optimization measures are designed to help the phone save power when the screen turns off. You can set the phone to never disconnect from the Wi-Fi network during sleep.

### 5.1.29 Why doesn't my phone ring for incoming calls when a Bluetooth headset is connected?

Check whether phone audio is switched off in **Settings > Bluetooth > Phone audio** and turn it on if necessary. If phone audio is switched off, your phone will not ring when you receive incoming calls.

### 5.1.30 What files can be transmitted using Bluetooth?

Pictures, audio files, videos, text files, web pages, or contacts can be transmitted using Bluetooth.

### 5.1.31 How do I send a file using Bluetooth?

1. To share a file, go to **Explore** or **Photos**, touch and hold the file. On the displayed option menu, touch **Share** then **Bluetooth** to send the file.
2. To share a web page, open it, and touch **Menu > Share > Bluetooth**.
3. To share a contact, go to **Contacts**, touch and hold the contact, and touch **Share > Bluetooth**.

### 5.1.32 Why can't I pair my phone with other Bluetooth devices?

Your phone supports various profiles, such as A2DP, HSP, HFP, PAN, HID, OPP, and PBAP. If the pairing device also supports these profiles but fails to be paired with, see the following solutions:

1. Your phone can't detect other phones.

To solve this problem: Check that your phone has Bluetooth turned on and is set to be visible.

2. Your phone can't detect a Bluetooth headset.

To solve this problem: Check that your headset is set to be visible (entering the pairing mode). The methods for setting different Bluetooth headsets to enter the pairing mode are not the same. For details about the settings, see the user guide of the headset or search for a solution on the Internet. Generally, when the red and blue indicators blink alternatively, the headset enters the pairing mode.

3. The phone can't connect to other phones when sending files.

To solve this problem: Check that the phone to be connected to can receive files and supports the format of the file to be sent.

### 5.1.33 What protocols are used by Bluetooth functions?

The protocols used by various Bluetooth functions of Huawei phones are as follows: HFP (making calls), HSP (making calls), A2DP (playing music), AVRCP (controlling music

playback), OPP (file transmission using Bluetooth), PBAP (synchronizing contacts), MAP (synchronizing SMSs), HID (using a Bluetooth keyboard and mouse), PAN (sharing a network using Bluetooth), and BLE (connecting to a Bluetooth low-power-consumption device such as a wrist band)

### **5.1.34 Why does a 'Poor Wi-Fi connection status' prompt appear when I'm browsing the Internet?**

If the signal strength of the Wi-Fi network is weak, a 'Poor Wi-Fi connection status' message will be displayed prompting you to switch to a mobile data connection.

### **5.1.35 Why does my phone automatically connect to another Wi-Fi network?**

When the quality of the Wi-Fi connection is poor, your phone will automatically connect to another known Wi-Fi network with a stronger signal (if available).

### **5.1.36 Why does my phone automatically connect to a Wi-Fi network when I am using a mobile data connection?**

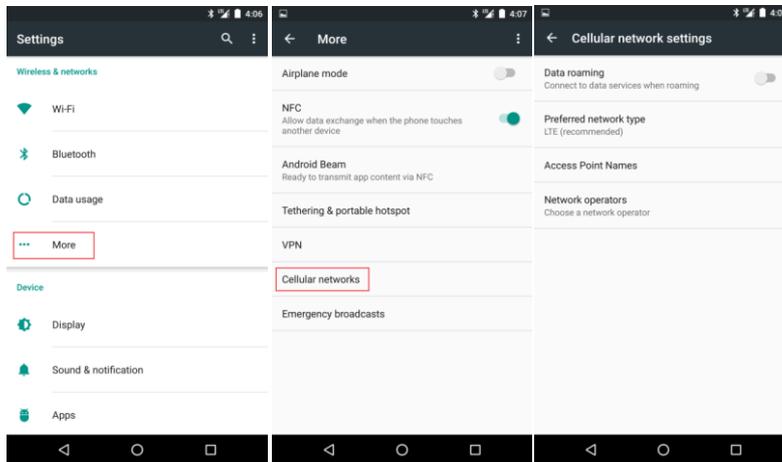
1. The signal strength of the Wi-Fi network that you were previously connected to has improved or you have a poor mobile data connection.
2. You disabled mobile data services.

## **5.2 Why can't I access the Internet when attempting to browse web pages or download files?**

1. Contact your carrier to check whether you have activated mobile data services.
2. Check whether your mobile data connection is enabled.
3. If your phone settings are correct and you still can't access the Internet, insert your SIM card into another phone that supports mobile data to check whether the SIM card is faulty.

## **5.3 Why can't I use mobile data services when roaming?**

- Go to **Settings > More > Cellular networks > Data Roaming** and check whether data roaming is enabled.



**NOTE**

Figures are for reference purposes only and may differ from your device.

- Contact your carrier's customer service hotline and ask if there are any preconditions that must be met in order to use data services when roaming.

## 5.4 Why is the Internet connection slow?

In theory, 4G provides the fastest connection speeds, followed by 3G and 2G. Check what type of network your phone is connected to. Network speeds may vary depending on the carrier. In addition, connection speeds can also vary depending on the user's surroundings, therefore carry out comparisons only when in the same location and connected to the same network type.

Reasons for slow connection speed:

1. The web page is very large and therefore takes a while to load.
2. Surroundings: e.g. you are in an enclosed environment or on a train.
3. Problem with the web page's server.

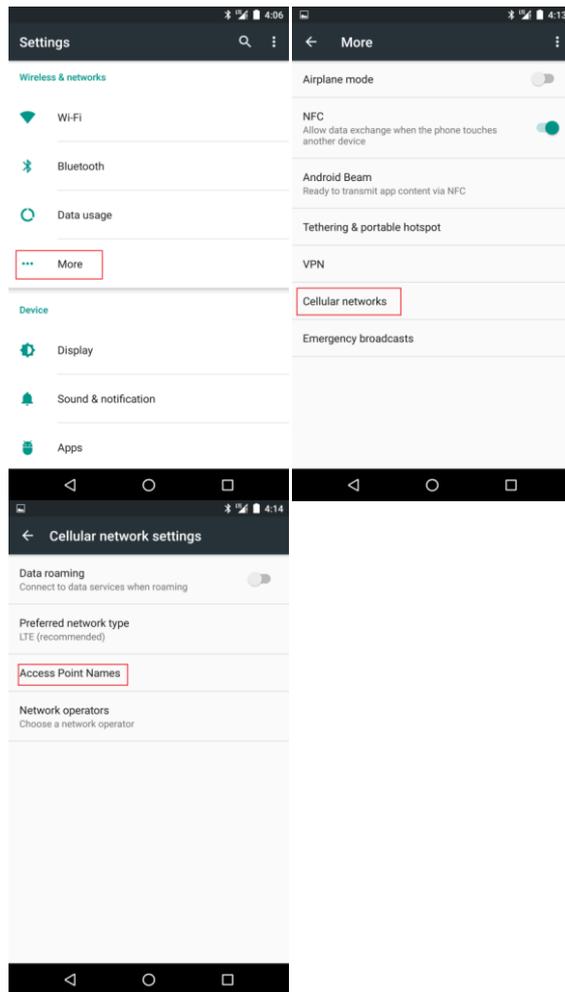
You may notice a slower connection speed when in power saving mode. You can change the settings in **Settings > Battery > Battery saver**.

You can use speed test software to test your bandwidth, but you must be sure to select the same server. Selecting a different server will result in significant differences in the test results.

Try following the steps below:

1. Check whether background apps are using the Internet connection.
2. Carry out a comparison test on another phone: insert your SIM card into another phone or insert another SIM card connected to the same network into your phone. If the connection speed is still slow, go to an authorized Huawei service center for a replacement SIM card.

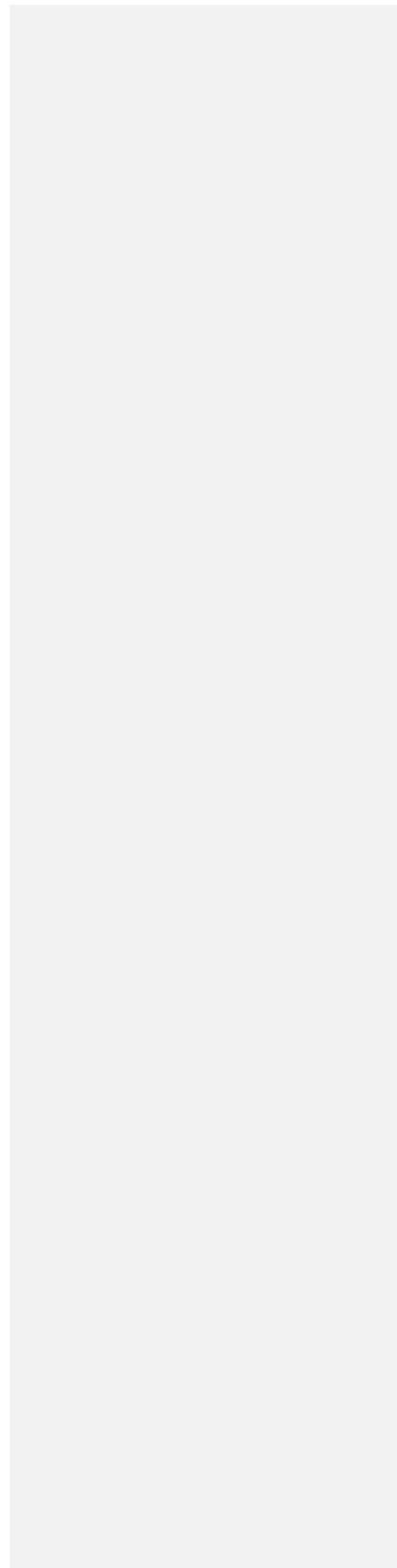
3. Exit the app and then relaunch it, or uninstall and then reinstall the app.
4. Disable and then re-enable mobile data. Turn on airplane mode and then turn the airplane mode off again.
5. Go to **Settings > More > Cellular networks > Access Point Names** and then select reset it to default.



 **NOTE**

Figures are for reference purposes only and may differ from your device.

6. Restart your phone.



## 5.5 Why is the signal strength weak when I place my phone on a metal surface or use a metal case?

The phone's antenna is located on the underside of the phone. Placing the phone on a metal surface will impair the antenna's performance.

## 5.6 How do I set a static IP address for my phone to connect to a Wi-Fi network?

Touch **Settings** > **Wi-Fi**. On the **Wi-Fi** screen, touch a hotspot. In the displayed dialog box, select **Show advanced options**. Touch **IP settings** and select **Static**. Enter the IP address (mostly 192.168.1.xxx), gateway address (mostly 192.168.1.1), subnet mask or network mask (255.255.255.0), and domain name (DNS address).

When your phone uses DHCP to access the Internet through Wi-Fi, it must wait for the router to assign it a dynamic IP address, which takes time. By specifying a static IP address for your phone, this problem is solved.

## 5.7 What are the differences between FDD and TDD?

TD-LTE means Time-division Long Term Evolution, and FDD-LTE means Frequency-Division Long-Term Evolution. To be simple, TD-LTE distributes the network resources to different users at different times, while FDD-LTE distributes the network resources to different users with different frequencies. TD-LTE and FDD-LTE both belong to LTE, which is the name given by the 3GPP for the next generation of telecommunication standards.

## 5.8 Why can't I transfer files to another Bluetooth device that I've already paired with?

- The distance between your phone and the other Bluetooth device is over 10 meters.
- The other Bluetooth device did not respond to your file transfer request in time.
- The other Bluetooth device doesn't support the format of the file you are trying to send.

## 5.9 How do I view my phone's MAC address?

When the phone is connecting to a Wi-Fi network that uses MAC filtering to ensure secure access, you need to find the phone's MAC address and add it to the wireless network's access list.

Go to **Settings** and select **About phone** > **Status** to view the phone's MAC address.

## 5.10 How can I tell whether the phone is connected to the Internet using mobile data or Wi-Fi network?

Check the status bar on the top of the screen to determine the connection status.

If you see , the phone is connected to the Internet using the Wi-Fi network. If you see



, the phone is connected to the Internet using a mobile data connection.

## 5.11 How do I view mobile data usage?

Go to **Settings** and select **Data usage** to view the phone's mobile data usage statistics.

## 5.12 How can I tell whether my phone supports Bluetooth tethering?

Some phones may not support Bluetooth tethering.

Go to **Settings** and select **More > Tethering & portable hotspot**. Your phone supports tethering if the **Bluetooth tethering** option is available.

## 5.13 What is a Wi-Fi hotspot?

When the Wi-Fi hotspot function is enabled, other devices can connect to your phone using the Wi-Fi hotspot and access the Internet free of charge using your data plan. It is best not to enable this feature if you only have a limited data plan.

## 5.14 How do I add a bookmark in the built-in web browser?

Open the Menu from the Browser screen and touch **Bookmarks**. From the browsing history, touch and hold the page to be bookmarked and select **Add bookmark** from the pop-up menu.

## 5.15 How do I close pages in the built-in browser?

On the Chrome screen, select  or  to display thumbnails of all the pages that are open.

Touch  to close the pages that are not needed.

## 5.16 How do I open a new page in the built-in browser?

Enter the URL directly in the address bar on the Chrome screen.

## 5.17 How do I delete personal data from the built-in browser?

On the Browser screen, open the options menu and select **Settings > Privacy**. Select the data you need to delete, such as the cache, browsing history, cookies, and site data. Delete data by following the onscreen instructions.

## 5.18 How do I save an image from a web page?

On a web page, touch and hold the image you want to save and select **Save image** from the pop-up menu.

## 5.19 Why is the network speed slow when I use the Wi-Fi connection?

Replace the wireless router or use another network. Try updating your phone's software to the latest version, and then re-connecting to the network.

## 5.20 When I send files using Bluetooth, why does the Wi-Fi connection sometimes become unavailable?

The Bluetooth and Wi-Fi functions use the same antenna. When the Bluetooth occupancy is very high, the Wi-Fi performance is degraded or the Wi-Fi connection may be disconnected. Try again after turning off the Bluetooth.

## 5.21 How do I disable the 4G network connection?

Go to **Settings > Wireless & networks > More > Cellular networks**. Touch **Preferred network type**, and select a 3G or 2G type.

## 5.22 Do I need to change my phone number or SIM card before I can access 4G?

You will require a new SIM card, although you can keep your existing phone number. Please contact your carrier for more details.

## 5.23 Why can't I access the 4G network?

Ensure that the following conditions are satisfied:

- Your phone is a 4G phone.
- The SIM card is a 4G card.
- You have activated the 4G data plan and the enabled the 4G network connection on your phone.
- The carrier provides local 4G network coverage.

## 5.24 Why is my phone displaying the 3G icon when I am using a 4G SIM card?

Check that you are using a 4G SIM card. If not, change your SIM card.

If the 4G signal is weak or there is no 4G coverage, your phone will automatically switch to a 3G network.

## 5.25 What is 4G?

4G is short for the 4th Generation Mobile Communication, which supports faster data transmission than the 3G network.

## 5.26 Why does the 4G phone consume more traffic than the 3G phone?

This understanding is incorrect.

The download speed of the 4G network is faster than that of the 3G or 2G network. However, fast speed doesn't mean a large traffic consumption. Traffic consumption depends on the user data usage instead of networks and phones.

The data transmission speed of the 4G network is faster. Misoperations may consume a large amount of traffic. Therefore, you are suggested to disable the mobile data services when you are not using the mobile network.

## 5.27 Why can I use only the 2G network?

Make sure you have correctly placed the SIM card in the 4G card tray, the 4G service has been activated for your 4G phone, and the current area is covered by the 4G network.

## 5.28 Does my phone support 4G? Can international 4G networks be used like normal?

Using 4G networks is supported.

If travelling internationally, roaming must be enabled. Also, your carrier and the carrier of the country in which you are roaming must cooperate to provide 4G roaming services. Before travelling, please confirm the details of your situation with your carrier.

## 5.29 Does my phone support using GSM 850 MHz networks internationally?

Yes.

Your phone supports GSM 850 MHz band roaming.

## 5.30 What network systems and bands does my phone support?

- A1:
  - GSM/EDGE: 850/900/1800/1900 MHz
  - UMTS/WCDMA: B1/2/4/5/8
  - CDMA: BC0/1/10
  - LTE (FDD): B2/3/4/5/7/12/13/17/25/26/29/30
  - LTE (TDD): B41
- A2:
  - GSM/EDGE: 850/900/1800/1900 MHz
  - UMTS/WCDMA: B1/2/4/5/6/8/9/19
  - TD-SCDMA: 34/39
  - CDMA: BC0/1
  - LTE (FDD): B1/2/3/4/5/7/8/9/17/19/20/28
  - LTE (TDD): B38/B39/40/41

## 5.31 Does my phone support Bluetooth 4.2?

Yes.

## 5.32 Does my phone support 5 GHz Wi-Fi?

This is supported in all countries and regions.

You can use your phone's 5 GHz Wi-Fi to receive data or set your phone as a 5 GHz Wi-Fi hotspot in all countries and regions except Japan. In Japan, you can only use your phone's 5 GHz Wi-Fi to receive data.

### **5.33 Does my phone support Bluetooth aptX?**

No.

### **5.34 Does my phone support infrared remote control?**

No.

### **5.35 What support does my phone have for international roaming?**

Your phone does not only support GSM, but also support TDD-LTE, FDD-LTE, WCDMA, and CDMA. International roaming services must be enabled by your carrier.

# 6 Fingerprint identification

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## 6.1 Why does the fingerprint unlock feature frequently fail to work properly?

The fingerprint sensor on Huawei phones is designed to work at temperatures ranging from  $-20^{\circ}\text{C}$  to  $+75^{\circ}\text{C}$ . If the fingerprint sensor fails to recognize your fingerprint, this is usually due to the ambient conditions.

This problem is normally observed during cold periods when the finger's skin is susceptible to peeling, causing temporary changes in the shape of your fingerprint. In addition, the fingerprint sensor may also not work properly late at night or when you wake up in the morning due to changes in the depth of fingerprint ridges caused by dry fingers and slow circulation.

1. Check whether the skin on your finger is dry, peeling or damaged.

The fingerprint sensor is designed to work at temperatures ranging from  $-20^{\circ}\text{C}$  to  $+75^{\circ}\text{C}$ .

Solutions:

Use another finger.

Use skincare products to keep your skin moist and prevent it from peeling or cracking.

If you are suffering from dry skin, exercising or using warm water to wash your hands can help to relieve the problem.

2. Check whether the surface of the fingerprint sensor is dirty and clean it if necessary.

3. If the fingerprint sensor is still not working properly, check whether your phone vibrates when you use the sensor. If so, this means that your phone did not recognize your fingerprint and the screen was not unlocked.

Solutions:

Try to cover the whole of the fingerprint sensor with your fingertip.

You can record six images for each fingerprint - two for the center of each fingerprint (the most commonly used part) and four for the surrounding areas. The greater the surface area you record, the greater the accuracy of the fingerprint sensor. Try registering your fingerprint again following the steps above. When registering your fingerprint, avoid using the same area of your finger for each of the six images.

## 6.2 Why does it takes a long time to unlock the screen after my phone has been used for a certain period?

1. Your fingers may become dry in autumn and winter. In this case, you can press your finger against the fingerprint sensor more strongly and keep your finger moderately humid by blowing hot air to it or washing it.
2. The blood circulation speed decreases when you sleep and the fingerprint pattern gets shallower. Even though the fingerprint characteristics remain unchanged, it may feel smoother. In this case, you need to press harder.
3. The working temperature of the fingerprint sensor is from  $-20^{\circ}\text{C}$  to  $+75^{\circ}\text{C}$ .

## 6.3 What can I do to successfully unlock the screen if my fingers are dry?

When your fingers are dry naturally, in dry seasons (autumn and winter) or in plateau areas, during rest, or after you carry heavy objects, you may fail to unlock the screen using your fingerprint.

Fingerprints increase the friction between your finger and the object you want to touch. If your fingerprint is too dry, the friction will decrease.

Solution:

1. Press your finger against the fingerprint sensor more strongly.
2. Keep your fingers moderately humid by blowing hot air onto them or washing them.

## 6.4 What can I do to successfully unlock the screen if my fingers are wet or sweaty?

If your fingers are sweaty or still wet after you wash your hands, you may fail to unlock the screen using your fingerprint.

To solve this problem: Wipe your fingers with tissues and ensure your fingers are free of water or sweat.

## 6.5 Why does my phone fail to read my fingerprint?

1. Your phone may fail to read your fingerprint if your finger is too dry, sweaty, wet, or is damaged. Wipe your finger and try again. If your fingers are dry, you may need to press your finger against the sensor more strongly.
2. You can try enrolling your fingerprint again. While you are enrolling your fingerprint, use the gesture you often use, enroll as many fingerprint areas as possible, and avoid enrolling the same area of your fingerprint, so the enrolled fingerprint image will be consistent with that read by your phone when you press your finger against the fingerprint sensor.

3. Make sure the finger area you press against the fingerprint sensor is the same as the one you enrolled on your phone. It is recommended you use the gesture you often use when you enroll your fingerprint.

## **6.6 Why do people whose fingerprint patterns are shallow often fail to unlock the screen using the fingerprint?**

Female and children's fingers are slim and their fingerprint patterns are shallow.

1. Slim fingers may not be able to touch the edges of the fingerprint sensor, which may result in an incorrect fingerprint image collection. (For example, the edges of the Mate7's fingerprint sensor provide a weak but stable electricity signal. When a finger touches the edges, the sensor generates sensing capacitance on its surface to produce the fingerprint image. If the finger doesn't touch the edges properly, the image quality may be poor.)

2. Shallow fingerprint patterns may also cause poor quality fingerprint images.

To solve this problem: Use the finger pad to cover the whole fingerprint sensor and its edges to enroll clear and stable fingerprints.

## **6.7 Why does the fingerprint sensor often fail to recognize my fingerprint and respond slowly when I'm unlocking the screen?**

Circulation in your fingers will deteriorate in high-altitude locations, when sedentary or when lifting heavy objects, resulting in dry skin and therefore slight changes to the shape of your fingerprint. Refer to the solutions for dry skin above, e.g. press slightly harder on the fingerprint sensor and keep your skin moist by breathing onto your fingers or washing your hands and then wiping them dry.

## **6.8 Why can't I unlock my phone using my fingerprint until I restart my phone?**

Check how often this occurs. This problem is caused by a software defect rather than the hardware of the fingerprint sensor or your phone. Please pay attention to the follow-up version instructions.

## **6.9 Why can't I unlock the screen using my fingerprint when my phone is connected to another brand charger?**

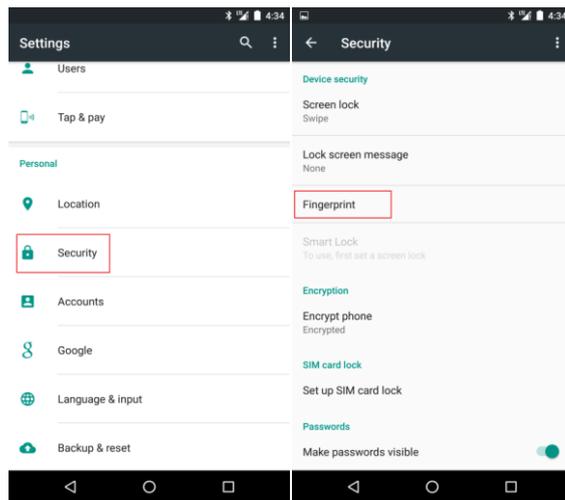
Please use the standard charger that comes with your phone.

Non-standard chargers have different anti-interference capabilities. The interference from the power supply will affect the performance of the fingerprint sensor.

## 6.10 Why can't I unlock the screen using my fingerprint? Why can't I find the fingerprint option under Settings?

If you can't unlock your screen using your fingerprint, go to **Settings** > **Security** and check whether there is a fingerprint option. If not, restart your phone and check whether the fingerprint option exists.

If you can't find the fingerprint option under **Settings**, take your phone to a Huawei service center.



## 6.11 Why do I have to register my fingerprint several times and at different angles?

Your phone can record a large area of your fingerprint when you register it several times at different angles, making it easier for your phone to read. For example: If you register four different areas of your fingerprint, you can use any one of them to unlock your phone.

## 6.12 Why can I unlock my screen even if my finger is not perfectly aligned with the fingerprint sensor?

Your phone's fingerprint sensor has an identification angle of 360 degrees, so it can read your fingerprint even if your finger is not perfectly aligned with the sensor.

## 6.13 How do I unlock the screen using my fingerprint?

To unlock the screen, slightly press your finger against the sensor. Your phone unlocks in an instant.

## 6.14 How do I add or register my fingerprint?

1. On the home screen, touch **Settings**.
2. Under **Security**, touch **Fingerprint**.
3. Set a screen unlock PIN or password as the backup unlock mode.
4. Follow the onscreen instructions to register your fingerprint. You need to register it several times to ensure its information is complete.

You can register fingerprints of up to five fingers.

## 6.15 Can anyone access my fingerprint information?

Your fingerprint information is stored independently within the hardware package. No one can read the fingerprint information, and the fingerprint information will not be uploaded to any server. This storage mechanism contributed to our cooperation with Alipay in establishing industrial standards for a fingerprint-based payment system.

## 6.16 What should I do to the registered fingerprints if I want to give my phone to a friend?

You can delete the fingerprints and let your friend register new ones.

## 6.17 Why do I have to record my fingerprint for several times?

Your phone can record a large area of your fingerprint when you register it several times at different angles, making it easier for your phone to read. For example: If you register four different areas of your fingerprint, you can use any one of them to unlock your phone.

When you register your fingerprint, the screen will tell you to record the center and edges of your finger several times. Your phone has a fingerprint identification angle of 360 degrees. Press your finger against the sensor at any angle to register it.

Multiple fingerprint images will be registered. If any image does not register, your phone will ask you to do it again.

2. The fingerprint sensor is pressure-sensitive. There is a weak signal surrounding the depressed fingerprint identification area. When you press your finger against this area, your fingerprint is transmitted to the contact surface for identification.

For female users, use the finger pad to press the fingerprint sensor and make sure the edges of your finger are fully enrolled, to make it easier to unlock.

3. Fingers may be dry or wet (oily or sweaty). If your finger is dry, to avoid unclear fingerprint images, you need to press your finger against the fingerprint sensor more strongly. If your finger is wet, sweaty, or oily, it is recommended you use tissues to wipe your fingers before you enroll your fingerprint.

4. If the fingerprint sensor or your finger is dirty, your phone may fail to read your fingerprint. Check that there is no dust, sweat, or other smudges on your finger or the fingerprint sensor. Clean the fingerprint sensor, if necessary.

## 6.18 Why can't I unlock my phone using my fingerprint?

1. Go to **Settings** > **Security** > **Fingerprint** and check whether you have enrolled your fingerprint.
2. If you have enrolled your fingerprint, go to **Settings** > **Security** and check whether **Screen lock** has been enabled.
3. Make sure you use the correct finger to unlock your phone. For example, if you have enrolled the fingerprint of your index finger but use the middle finger to unlock your phone, your phone can't be unlocked.

## 6.19 Why doesn't my fingerprint register successfully?

1. Don't move your finger while you are registering it.
2. Keep your finger clean and dry.

When registering your fingerprint, press it down as you would normally, and make sure the whole surface area of your finger is recorded.

## 6.20 Why does my phone read my fingerprint slowly in the morning or at midnight?

Your finger gets dry when you are asleep, which makes it hard for your phone to read your fingerprint. After you wake up, your body will adjust the humidity of your skin and your phone will be able to read your fingerprint at a normal speed.

## 6.21 Why can't I use my fingerprint to unlock my phone when a third-party screen lock application starts?

To ensure fingerprint security, your phone's fingerprint service is not open to, and can't be used on third-party applications.

## 6.22 Why can't I unlock my phone or register my fingerprint when I swipe my finger on the fingerprint sensor?

Your phone's fingerprint sensor is pressure-sensitive. You only need to slightly press your finger against the sensor to unlock the screen or register your fingerprint. Don't scratch the fingerprint sensor.

## 6.23 Why do I have to set an unlock password before I register my fingerprint?

If for any reason you can't use your fingerprint to unlock the phone, you can use the password to unlock it and update the registered fingerprint.

## 6.24 Why does my phone read my fingerprint slowly in winter or when the weather is dry?

Your fingerprint changes with different environmental elements, such as temperature, humidity, acidity, and oiliness. Fingerprint enrolling and reading are also affected by fingerprint patterns.

Before enrolling your fingerprint, clean your fingers. Keep your fingers in moderate humidity and moist condition. For example, if your fingers are too dry, your phone may fail to identify your fingerprint.

If your fingers are sweaty, it is recommended you use tissues to wipe them before you unlock the screen.

If your fingers are dry, you may need to press your finger against the sensor more strongly.

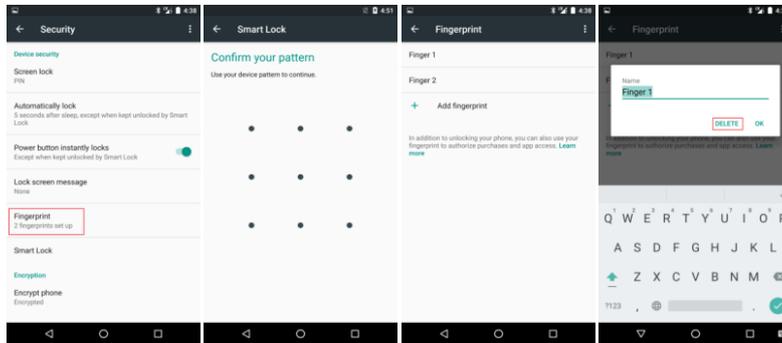
## 6.25 How do I unlock the screen when I am not able to use the fingerprint feature?

Before setting up the fingerprint unlock feature, you must set the screen unlock method to **Number password** or **Combined password** and create a screen unlock password. If your phone can't recognize your fingerprint or you are unable to use the fingerprint unlock feature, you can unlock the screen by entering the preset password.

## 6.26 How do I delete the fingerprints registered on my phone?

Go to **Settings > Security > Fingerprint** and enter the unlock password. Select the fingerprints you want to delete in the fingerprint list and touch **DELETE**.

You can also access the phone using the owner password. Go to **Settings > Security > Fingerprint > Screen lock** and check all the fingerprints registered in owner mode and visitor mode.



 **NOTE**

Figures are for reference purposes only and may differ from your device.

## 6.27 How do I disable fingerprint unlocking?

Go to **Settings**, then select **Security > Screen lock**, enter your password and follow the onscreen instructions. Select another unlock method to disable fingerprint unlocking.

## 6.28 What happens to my fingerprint data when I restore factory settings?

If you have two operating systems installed, your fingerprint data will only be deleted on the system that you delete or restore to factory settings. Fingerprint data on the other system will not be affected. If you have one operating system, all your fingerprint data will be deleted.

## 6.29 Does my phone support NFC?

Yes.

## 6.30 Does my phone support fingerprint identification?

Yes.

### **6.31 What does fingerprint identification do?**

Fingerprint identification can unlock your phone and authorize payments.

### **6.32 Does my phone support authorizing payments using fingerprint?**

Yes.

# 7 Camera and multimedia

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## 7.1 Why is the DTS effect not obvious?

Use a headset for better sound effect when you are playing songs.

## 7.2 Why can't I view photos I have taken by double pressing the volume down button after I turn on the camera?

You may have set **Screen lock** for privacy protection, which prevents you from viewing the photos you have taken.

## 7.3 When the screen is locked, why can I only see the photos I have just taken?

This is because you have setup a **Screen lock**. To protect your privacy, photos taken at a previous time cannot be viewed when the screen is locked.

## 7.4 Why doesn't an Apple headset work with my phone?

Other brand headsets are not compatible with your phone. Use the headset provided or another compatible one.

## 7.5 Why do I hear a sound when I shake my phone?

The sound comes from your phone camera's autofocus motor. Currently all phones use a voice coil motor (VCM) focusing system, the internal coil of which is secured by springs. When you shake your phone, that is the sound you hear.

## 7.6 Why can't I open the camera?

If you can't open the camera, this may be because there is another app already open that is related to the camera in some way, like the flashlight. Try closing all apps that may be related to the camera and then opening the camera again.

## 7.7 Why is the volume of the video I recorded low?

You may have recorded the video too far away from the subjects. It is recommended that you record a video within 2 meters of the subjects.

## 7.8 Why does it take longer to focus when I take photos at a short distance from an object than from further away?

Generally, users take photos one meter away from an object, so by default, your phone starts scanning from there. If the object is closer than that, it is normal for your phone to take longer to focus.

## 7.9 Why is the focus unclear when I take a photo in a dark environment?

Your phone may not be able to identify the details of an image in a dark environment. If the focus area has no detail with no obvious color contrast, the image is harder to identify. This reduces your phone's performance. This is normal. You need to focus several times or manually choose an area with an obvious color contrast.

## 7.10 Why does the photo become vague after I zoom in?

When you are viewing a photo, your phone allows you to zoom in, but the clarity of the pixels reduces the further you zoom in.

## 7.11 Why does my phone overheat after I take photos or shoot videos for a certain time?

To achieve better image quality, your phone has a single-lens reflex level image processing chipset, which uses quite a lot of battery power. Your phone's ability to dissipate heat is limited due to its size. Therefore, if you keep shooting photos or videos for a certain time, your phone will overheat.

However, it is equipped with overheating protection and will not be damaged.

## 7.12 Why do photos taken at night have speckled pixels?

For clearer details in photos you take in a dark environment, the ISO value has been increased to increase the photo brightness, which at the same time enhances the noise. We think it's better to increase the brightness for clearer details, regardless of the noise.

### **7.13 Why do videos taken near lights have ripples?**

Lights are powered by alternating current at a certain frequency. If the frequency and the camera's scanning frequency do not match, ripples appear. Since commercial electricity frequencies vary by country and area, to achieve compatibility, your phone needs to identify the actual commercial electricity frequency in real time, resulting in ripples if shooting scenes change. If your phone is near the light source or the shooting scenes change during video recording, ripples may also occur. This is normal.

### **7.14 Why is a photo of a moving object blurred?**

A certain exposure time is required to take a photo. During the exposure time, if an object moves in the shot, the photo is blurred.

### **7.15 Why is the image on the viewfinder blurred until 2 to 3 seconds after I turn on the camera?**

When the camera is turned off, it focuses at an infinite distance. When you turn it on, it waits until the viewfinder is stable to start focusing. This takes 2 to 3 seconds.

### **7.16 Why does a photo lights I take at night have a radial halo?**

Your camera is protected by glass. If you touch it or make it dirty, a radial halo appears in the photo. To get rid of it, wipe the glass with a cleaning cloth.

### **7.17 Why is the photo of a night scene still dark even after I turn on flash?**

The LED strobe lamp has limited brightness, so sometimes it may not be strong enough to light up the scene. This is normal. When you use the flash, do not block the light with your fingers or the phone's decorations. Otherwise, the photo you take may be blurred.

### **7.18 Why is the viewfinder red when I cover the camera with my hand?**

If the light is strong and you cover the camera with your hand, the blood in your hand will be reflected and make the viewfinder red. If the light is weak and you cover the camera with your hand, the viewfinder will be black.

## 7.19 Why is a photo taken with the flash blurred?

Possible reasons include:

1. You may have put your hand near the flash, resulting in bad image contrast ratio. Try moving your hand away from the flash area and check whether the problem persists.
2. Your phone's cover may be near the flash. Remove it and check whether the problem persists.

## 7.20 Why do the photos I take with flash on have red eyes or bright spots?

If the light level is low, human eyes dilate, and the light of the flash reflects back to the camera, resulting in a red-eye or bright spot effect. This is normal.

## 7.21 Why do the photos I take with flash have color cast?

- You may have covered the camera or flash with your hand or your phone's case or protective screen film, resulting in unclear images and color cast (an obvious tint of blue or yellow). Remove the obstruction from the camera or flash.
- Colors of a photo taken with flash are inconsistent with the colors of a photo taken without. Photos taken with flash have a deeper tint of yellow, because a light source with a different temperature appears in addition to the existing ambient light source. This is normal. You may need to update your phone to the latest version.
- Try restoring the default settings.
- You may have made the protective lens of the camera or flash dirty, making the photos look blurred and foggy. Remove your phone's cover and wipe the lens with a cleaning cloth.

### NOTE

If the problem persists after you have wiped the lens clean, please use a PC cover purchased from Huawei's official website.

## 7.22 Why does video recording suddenly stop?

You may have reached the maximum file size, 4 GB.

## 7.23 Why does it take a long time to open Gallery after I take photos?

Your phone performs a large number of algorithm-based image processing operations in the background to achieve optimal photo effect. This may take a long time, causing a delay in opening Gallery. Please wait for several seconds.

## 7.24 Why do photos taken of some scenes appear bright while the photos taken of other scenes have obvious bright and dark contrast?

Your phone employs a high dynamic range imaging (HDR) technique. It automatically starts HDR when the shooting object contains a scene with obvious contrast, resulting in bright photos with visible details in the lightest and darkest areas. It doesn't start HDR when the shooting object contains a scene with a low degree of contrast, resulting in photos with obvious bright-and-dark contrast.

## 7.25 What can I do if I see black spots and smudges on the viewfinder after I've used the camera for several months?

1. Wipe the rear protective lens of the camera clean and make sure the lens is clean. Also check the protective lens is not scratched.
2. If you still see smudges, you may have dropped your phone and damaged the camera. The black spots and smudges may be caused by scraps inside the camera. The camera is a precision component and can't be opened, but you can tap the phone against your hand to shake the scraps outside the imaging area.
3. If the problem persists, take your phone to a Huawei service center for repair.

## 7.26 What can I do if I can't use the flash?

1. Set the flash mode to mandatory . The flash will always turn on when you are taking a photo or shooting a video.
2. If the flash mode is set to auto , the camera will turn the flash on or off based on the ambient light. If you want to turn on the flash in a bright environment, enable mandatory flash mode.
3. Check that your phone is not charging. Otherwise, the flash can't be used.
4. Check that your phone has sufficient battery.  
Your phone automatically disables flash when the battery level is low.  
Charge your phone if necessary.  
The flash may not turn on if your phone overheats or the flash is used too often. Wait for a while and try again.
5. Check that scanning software is disabled. Otherwise, the flash can't be used.  
If the problem persists, contact Huawei technical support or take your phone to an authorized Huawei service center.

## 7.27 Why are the photos blurred?

1. The camera lens may be dirty.

2. If the photos are red and blurred with flash turned on, your hand might have been too close to the flash.

## **7.28 Why do the brightness and color change when I touch a previewed photo?**

When you touch a previewed photo, your phone will expose the touched areas, resulting in slight brightness and color changes, which is normal.

## **7.29 Why does a photo load slowly after I shoot it?**

After you touch the shooting button, the image optimization program will take a while to achieve a better quality image, which is normal. The image optimization time will be shorter in the future. It is recommended that you update your phone to the latest version.

## **7.30 Why are there white dots on photos taken against strong light?**

They are caused by strong light refraction on the lens, which is normal.

## **7.31 Can I take photos or shoot videos if my phone has no microSD card installed?**

Yes if your phone has sufficient internal storage space because the photos will be saved there.

## **7.32 What video formats and sizes does my phone support?**

Your phone supports the MPEG-4 format. The size of a recorded video depends on the available storage space in your phone.

## **7.33 What photo formats and sizes does my phone support?**

The image format of your phone is JPG by default. The size of an image depends on the current image resolution and shooting mode.

## 7.34 What might cause poor quality playing of online streaming media on my phone?

1. The source streaming media is of poor quality.
2. The network connection is poor.
3. Your phone's hardware may be faulty. For example, the display is damaged. To check whether your phone's hardware is faulty, play a local video for comparison.
4. Your phone's available memory is insufficient.
5. The CPU usage is high.
6. Too many applications are running at the same time.

## 7.35 Will simultaneously playing and downloading online streaming media take up my phone's storage space?

No. When playing and downloading online streaming media, your phone uses its RAM rather than its internal storage.

## 7.36 Why is there no sound when I play videos in MKV format?

Your phone doesn't support audio in AC-3 and EC-3 formats due to patent restrictions.

## 7.37 What can I do if I can't open some photos or audiovisual files?

1. Your phone doesn't support the file format.  
By default, your phone supports the \*.png, \*.gif (static), \*.jpg, and \*.bmp image formats and the \*.mp3, \*.wav, \*.ogg, \*.mid, \*.amr, \*.mp4, and \*.3gp audiovisual formats.  
Your phone may support the \*.webp and \*.wbmp image formats and the \*.awb, \*.aac, \*.flac, \*.mkv, and \*.webm audiovisual formats, depending on the hardware chip platform used by your phone. To play the files in a format not supported by your phone, download a third-party application that supports the file format.
2. The file is damaged.  
Obtain a good copy of the file and open it.
3. The file is copyright-protected.  
Obtain the file usage permission and open the file again.
4. The battery level is low.  
Charge the phone and open the file again.
5. An unknown error occurs in the application or your phone's OS.  
Restart the application or your phone and try again.

## 7.38 How do I display photos I take in full-screen mode?

Check that the photo resolution is set to an appropriate value before you take photos so that they can be displayed in full-screen mode after shooting.

To set the photo resolution, touch  on the viewfinder then **Settings** > **Resolution**, and change the resolution value.

## 7.39 What can I do if the photos I take are blurred and dark?

1. Check that the camera lens is clean. If not, wipe it with a cleaning cloth and shoot again.
2. If you take photos before the camera completes focusing, the photos will be blurred. The focusing time is about 1.5 seconds. Please wait until the camera completes focusing.
3. Take photos in a well-lit environment.
4. Select a shooting mode suitable for the shooting scene and adjust the camera parameters to obtain optimal photo clarity.
5. If the problem persists, contact Huawei technical support or take your phone to an authorized Huawei service center.

## 7.40 How do I adjust the size of the photos I take?

1. The photo size is related to the resolution that your phone's camera supports. The higher the resolution, the larger the photo size.
2. On the viewfinder, touch  then **Settings** > **Resolution**, and change the resolution value.
3. Go to **Photos** or start a third-party photo edit application, open a photo that you have taken, and trim the photo to change its size.

## 7.41 What can I do if there is no sound when I view an online video?

1. Check that the media volume of your phone is not muted. Press the volume up button to increase the volume.
2. Check whether the volume of the video client is muted. If yes, cancel the mute settings.
3. Reinstall the video client.
4. Open the video on another phone to check whether the video is problematic.
5. Open another video to check whether the video player is problematic.
6. Reset your phone and try again.

If the problem persists, contact Huawei technical support or take your phone to an authorized Huawei service center.

## 7.42 What can I do if the volume is low when I listen to music with a headset?

1. Press the volume up button to increase the volume.
2. Check whether the earpieces of your headset are blocked by foreign bodies. Clean them periodically.
3. Play a loud ringtone to check whether the low volume problem is caused by bad audio sources. If so, replace the music file and try again.
4. If you use a high-fidelity headset, the sounds of the music may be abnormal because of your phone's voltage output limit.

## 7.43 What can I do if the online video player exits abnormally when I am watching it?

1. Check the network connection is stable.
2. Restart your phone.
3. The online video player may not be compatible with your phone. Download and install another video player and try again.

## 7.44 Can I shoot panoramic photos?

To shoot panoramic photos, follow the onscreen instructions to steadily and slowly move your phone. If you move your phone too fast or out of line, the shot may fail.

## 7.45 Why does a panoramic photo break up?

When shooting panoramic photos, follow the onscreen instructions to steadily and slowly move your phone. If you move your phone too fast, the photo may break up. If there are moving objects (people walking or cars) on the viewfinder, the photo may also break up.

## 7.46 What is ISO?

ISO describes the camera's sensitivity toward lights. In dark environments, if you use a higher degree ISO, brighter photos can be taken. If you use a lower degree ISO, darker photos can be taken.

## 7.47 What is white balance mode?

Photo colors may change when affected by environmental lights. Using white balance mode, you can reduce color change to a minimum. When shooting photos, pre-installed multiple white balance modes are available.

## 7.48 How do I turn on flash when shooting photos?

When you set the flash to auto mode, the flash will fire automatically if the environment is too dark.

When you set the flash to always on, it will operate regardless of the environment.

## 7.49 Why does the screen blink when I flick left and right to view photos in Gallery full-screen mode?

The photos are of high quality and to increase the loading speed, they are refreshed twice. A blurred photo will be displayed first. Then it will be refreshed from top to bottom in square area form. Therefore, if the photo has rich details, you can clearly see the refreshing process. This is the mainstream photo loading method, which also applies to Google's original gallery and other third-party galleries.

## 7.50 How do I find lost photos and videos on the microSD card?

Files that are lost when the Android system is running due to exceptions (such as program exceptions or exceptional power offs) will be collected to the **LOST.DIR** folder. Change the file extension to **.jpg** to view lost photos. Change the file extension to **.mp4** to restore lost videos.

## 7.51 Why does the length of the focusing time vary?

The focusing algorithm will readjust its processing if the environment, object, or the distance from the object changes, resulting in different focusing time. It takes longer to focus if the object's texture is unclear in a dark environment.

## 7.52 What are the functions of Color correction?

Color correction is designed for users with color blindness or dyschromatopsia. **Color correction** can be enabled under **Settings > Accessibility**. Then the specific correction mode can be selected based on actual situations.

Color correction is an experimental function that may affect some of your phone's functions if enabled.

## 7.53 What are the capabilities of my phone's cameras?

- Rear Camera
  - 12 MP
  - 1.55  $\mu\text{m}$  pixels
  - F2.0 aperture
  - IR laser-assisted autofocus
  - 4K (30 FPS) video capture
- Front Camera
  - 8 MP
  - 1.4  $\mu\text{m}$  pixels
  - F2.4 aperture
  - HD video capture (30 FPS)

## 7.54 Does my phone support calling using iPhone headsets?

No.

## 7.55 Does my phone support macro photos? Are autofocus and manual focus supported when I am taking pictures and videos?

All of this is supported. To manually focus, please wait until the camera has automatically focused, then touch and hold on the viewfinder. The focus and light meter frames will appear. Drag the focus frame to manually focus.

## 7.56 In the dual color temperature flash, what are the upper and lower LEDs for? Why does only one light up sometimes?

- The color temperature sent out by the upper and lower LEDs in the dual color temperature flash is different. This is accomplished by checking color temperature of the surrounding environment and adjusting the power of the two LEDs to produce different lighting levels. The mixed light produced by the different flash color temperatures provides fill light, helping to achieve optimal photo results.
- The default flashlight mode and video recording mode use the same LED. Only when taking pictures which need a brighter flash will both LEDs light up.

### **7.57 Does my phone support HD video playback?**

Yes. Your phone support HD videos up to 4K.

### **7.58 Does my phone support all-focus mode?**

Yes.

### **7.59 Does the front camera use a backside illumination (BSI) sensor or stacked CMOS sensor?**

Backside illumination (BSI) sensor.

### **7.60 Does the rear camera use a backside illumination (BSI) sensor or stacked CMOS sensor?**

Stacked CMOS sensor

### **7.61 What is the role of laser-assisted autofocus?**

Your phones has a unique laser-assisted autofocus function that can help the phone focus and take pictures faster and more accurately. To make sure this function works normally, please do not cover the laser sensor on the back of the phone with your hand or other objects. Also, please make sure the area around the laser sensor stays clean.

### **7.62 Does the front camera have laser-assisted autofocus?**

No.

### **7.63 Can I set the recording scenario in the recorder app?**

No.

# 8 Messaging and email

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## 8.1 Why can't I log in to my company email using an Exchange account?

1. Make sure the server address is correct. Contact your company's email server administrator, check the server address, and manually set the server address on your phone.
2. Exchange servers limit the maximum number of devices per user. If number of devices you use exceeds this limit, you may not be able to log in. If you encounter this problem, contact your company's email server administrator to check whether your devices exceed the limit. If so, ask the administrator to delete some of your devices.
3. Check that the email port is correct. It is recommended that you ask the IT department of the company for the correct email port.

## 8.2 Why are there limits on sending and receiving emails?

- Limitations on the frequency of receiving emails:  
Many email service providers limit the frequency at which emails can be received to stop spam. This is because when emails are sent to a group of contacts, the system sends the emails one by one. If you send emails to one recipient too frequently or to a large number of users of one email service provider, the email service provider may temporarily reject your emails. Try reducing the frequency at which you send out emails and see if this resolves the problem.
  - Limits on the frequency of sending emails:  
If you need more detailed information than what is listed below, please refer to your email service provider's official website (consider your email service provider's instructions as standard):
  - There are normally 5 kinds of limitations on sending emails:
    - The number of emails which can be sent in one day.
    - The number of recipients one email can be sent to.
    - The number of emails which can be sent by the same IP address in one day.
    - The maximum number of emails which can be sent from one IP address in one minute.
    - The time interval between each email sent.
- For example:
- a. Gmail email accounts:
    - The number of emails is limited to 500 per day.
    - Newly registered email accounts are limited to sending only 50 emails per day.

b. Hotmail email accounts:

The number of emails which can be sent is limited to 100 per day.

The largest number of recipients to which you can send the same email at the same time is 50 email addresses.

c. Sending email limitations for other email addresses:

GMX free email addresses: The number of emails which can be sent is limited to 100 per day.

Gawab free email addresses: The number of emails which can be sent is limited to 100 per day.

### 8.3 Why can't I send or receive SMS messages?

1. The problem may be caused by your card. Insert your card into another phone to check whether the problem persists.
2. Make sure the number of the SMS center is correct. This number can be obtained from your carrier.
3. If a third-party security application is installed on your phone, uninstall it or restore to factory settings and check whether the problem is resolved.
4. Your phone reception may be poor. Take your phone to a place with good reception and try again.
5. During times of high use, the mobile network may be busy. Wait a while and try again.
6. Make sure the recipient's phone number is correct.

### 8.4 What can I do if I can't send or receive multimedia messages?

1. The network condition or signal reception may be poor. Try again later.
2. The network may be busy sending your multimedia messages. Try again later.
3. The phone number of the recipient may be incorrect. Check the number and try again.
4. The multimedia message may exceed the maximum size (generally 300 KB). Delete some content and try again.
5. Your phone's account balance may not be sufficient. Top up your phone and try again.
6. Your phone's internal storage space may be insufficient. Free up the space and make sure it is larger than 300 KB.

### 8.5 Is there any restriction on the size, format, or resolution of the file to be attached to a multimedia message?

If an audio or video file exceeds the maximum size (generally 300 KB) allowed by your carrier, it can't be attached to a multimedia message. If a picture is too large, it will be

automatically compressed before being attached to a message. As a result, the resolution of the picture may be smaller when received.

## 8.6 Can I view emails when offline?

Yes, but only if the emails have already been downloaded to your phone.

## 8.7 Can I restore deleted messages?

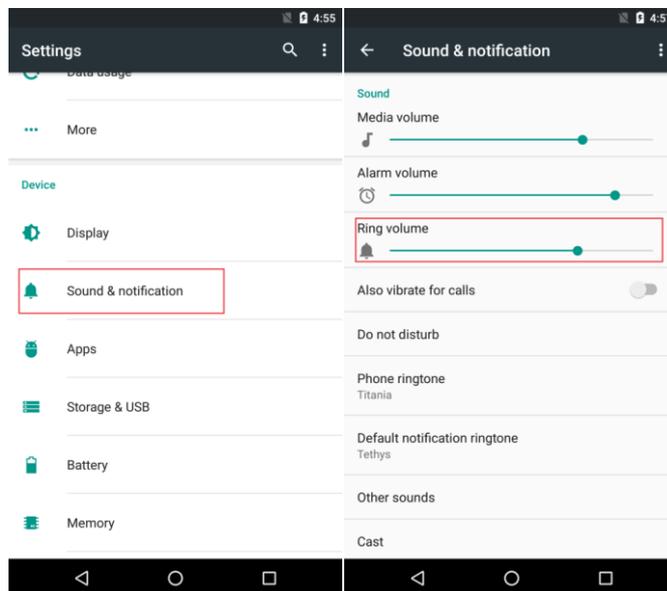
No.

## 8.8 Are there any restrictions on email attachment size?

The total size of all attachments in a single email may not exceed 50 MB. For large attachments, try splitting up the attached files and send them separately.

## 8.9 Why doesn't my phone play a notification tone when I receive messages?

Go to **Settings** > **Sound & notification** > **Volume**. Drag the slider under **Ring volume** to adjust the volume.



 **NOTE**

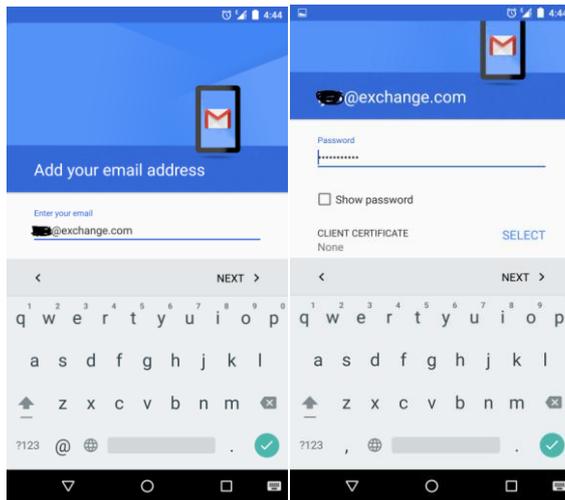
Figures are for reference purposes only and may differ from your device.

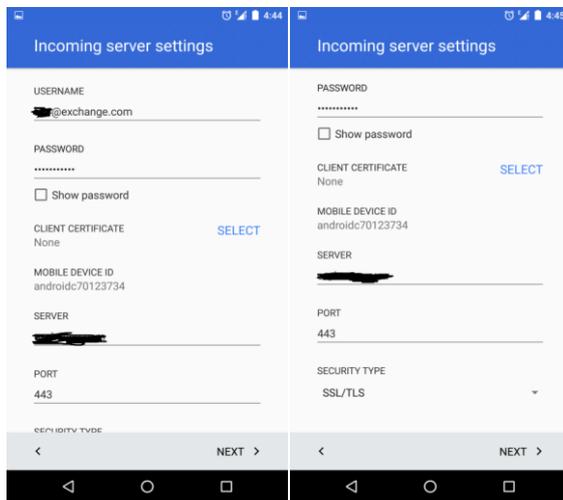
## 8.10 How do I remove an email account?

Go to **Settings** > **Accounts** > **Gmail**. Select the email account to be deleted and touch **Remove account**.

## 8.11 What can I do if I receive the following notification when logging in to an Exchange email address: Cannot connect to server?

Please make sure the email address, domain name, user name, password, server, and port numbers are all set up correctly.





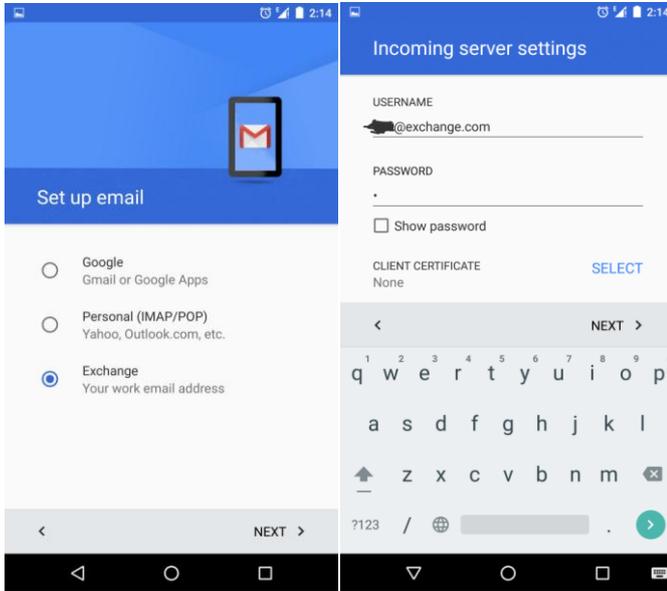
#### Common mistakes:

1. The password is entered incorrectly. Please touch the  icon to the right side of the password field to show the password as you enter it. This way you can make sure you enter it correctly.
2. There is a mistake in the server name or the port number. Please refer to your email service provider's information.  
Commonly used ports are: 80, 443, and others.
3. The security type is incorrect. Please try selecting **SSL/TLS (Accept all certificates)**.
4. If you try everything listed above and cannot resolve the problem, please contact your email service provider and ask for assistance.

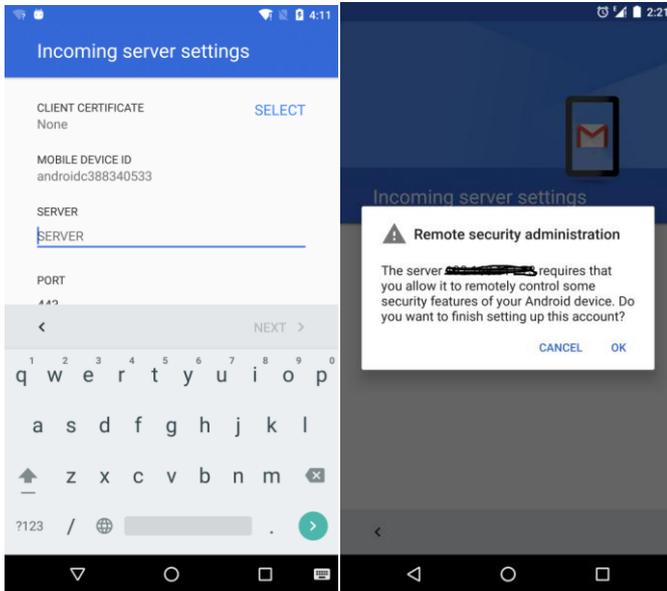
## 8.12 How do I set up an Exchange email account?

During the setup process, you may need to contact your email service provider for assistance or login information.

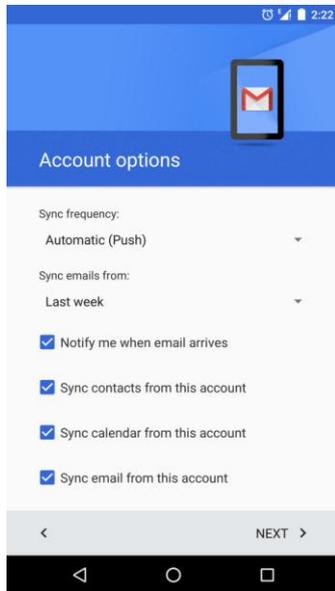
1. Choose **Exchange** and enter your email address, domain name, user name, password, and other basic account information.



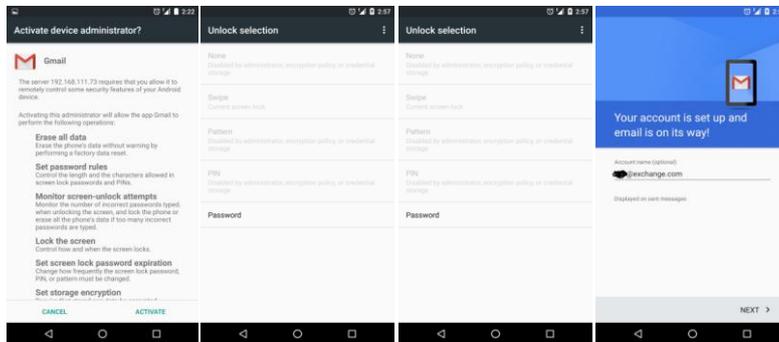
2. Touch **NEXT** (This will automatically determine your email account's incoming server settings). You can also touch **Manual setup** to go to the incoming server settings screen and manually set up the incoming server settings.



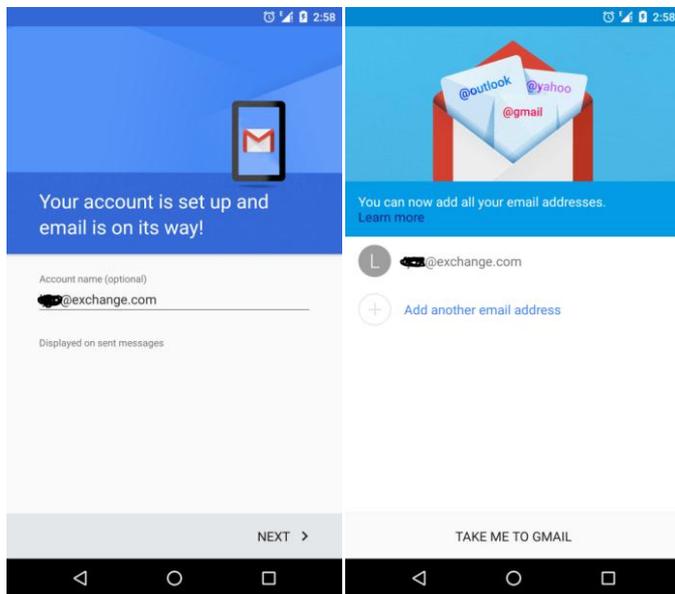
3. After completing the incoming server settings setup, you will be notified about **Remote security administration**. Touch **OK** to enter the email account settings screen. Confirm the sync frequency and other related settings



4. Activate the device administrator function for the email account. When activated, if someone using your phone fails to meet the security policies set here, they will be asked for an unlock password.



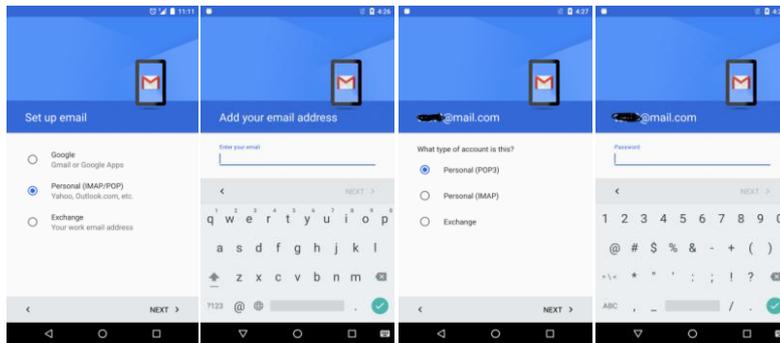
5. Give your email account a name and touch **NEXT** to complete the account settings.



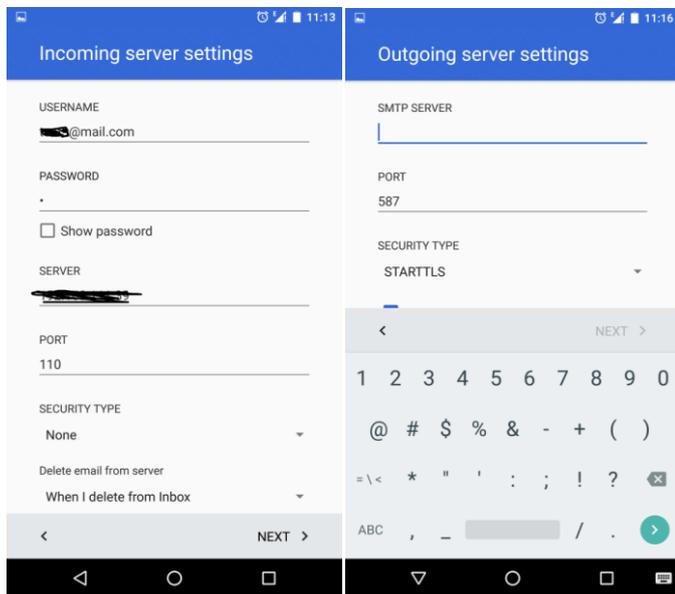
## 8.13 How do I set up a POP3 or IMAP email account?

During the setup process, you may need to contact your email service provider for assistance or login information.

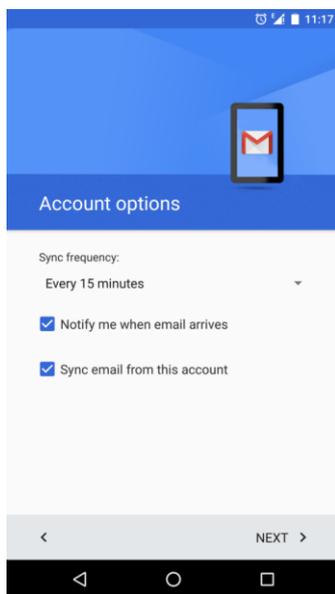
1. Choose **Personal (IMAP/POP)** and enter your email address, password, and other basic information.



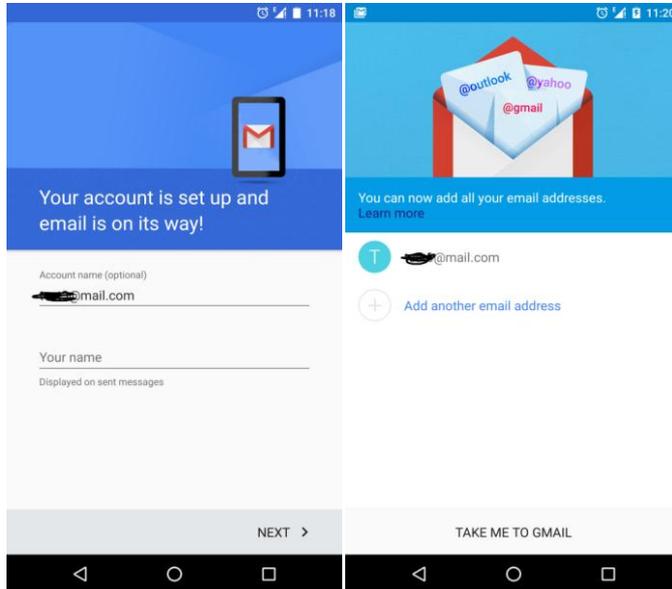
2. Touch **NEXT** (This will automatically determine your email account's incoming server settings). You can also touch **Manual setup** to go to the incoming server settings screen and manually set up the incoming server settings.



3. After completing the incoming server settings setup, the next step is to confirm the sync frequency and other related settings.



4. Give your email account a name and touch **NEXT** to complete the account settings.



# 9 Calls and contacts

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## 9.1 Why does my phone have a signal, but I can't make calls?

1. Please check whether your SIM card has been cut by hand to fit your phone. Sometimes cut SIM cards cause problems when making calls. It is recommended that you go to an authorized service center and get a standard nano-SIM card.
2. Try going to a different location and trying to make calls again. You can also ask colleagues or friends nearby who use the same carrier as you to check whether their phones are also unable to make calls so that you know if the mobile network is causing the problem.
3. Try updating your phone's operating system to the latest version.
4. If you have a 4G card, or if the 3G/4G network is always unstable, you can try using the 2G network (**Settings** > **More** > **Cellular network** > **Preferred network type** > **2G**) to make sure your phone's caller and callee functionality is working normally.

## 9.2 What do I do if I hear static or sounds like "zzzzz" from electrical interference when I make calls?

1. When the problem appears, if the sounds are choppy and interrupted, it is probably electrical interference. Solve this in the following ways:
  - For network problems, this relates to the strength or weakness of your mobile network signal. Try moving to a location with a stronger signal and making a call.
  - First, turn off the 4G network switch and try again to see if there is any improvement. If so, this may indicate that the present 4G network is a newly established network and is still unstable.
2. When the problem appears, if there is a loud "zzzz" sound in the receiver, then the problem doesn't relate to the network environment. It may be caused by the following reasons:
  - Some people's voices are comparatively loud and some people's ears are especially sensitive to loud frequencies. When calling this sort of person, some people may hear a slight "zzzz". This sound will be even more apparent to people whose ears are comparatively sensitive.

- If you feel uncomfortable when listening to the receiver, please lower the volume to a suitable level, like volume level 1-2.
- When you lower the volume, if the volume is too low, try adjusting the position of the receiver to your ear so it is aligned with your ear.
- If you need to use your phone when spending long periods of time in noisy environments), try using a headset or Bluetooth headset to make calls.

### **9.3 What do I do if, in the middle of a call, the call is dropped and my phone enters airplane mode?**

It may be that some users hold their phones in a particular way which keeps the proximity sensor from touching their ear so that when they make calls the screen doesn't turn off. This may trigger the airplane mode switch in the shortcut menu. Swipe down from the status bar and turn off **Airplane mode**.

### **9.4 When I import contacts, why does the number of contacts decrease?**

During the process of importing contacts from vCards or from SIM cards, phones use contact names and other information to determine whether a contact is a duplicate. If it is a duplicate, it will be merged into to one contact to be shown in the contact list.

### **9.5 Why doesn't my phone display the contact photo for incoming calls even after I have set the contact photo?**

Check whether the same number is saved in multiple contacts. When the phone matches a number with a contact, it selects the contact which was created first. If the number is saved in multiple contacts but you have set the contact photo for only one contact, your phone may match the number with another contact. You can remove the contacts for whom the number is repeatedly saved, especially the contact information in the SIM card (setting photo for contacts in the SIM card is not supported).

### **9.6 Why do I hear echoes during phone calls?**

If you hear echoes of your own voice, the other party's phone may be causing the problem. When you hear echoes during a call with one person, try calling another person's mobile phone or land-line phone to see if there are no echoes. When you make the call with the second person, make sure you are not both in the same room and are at least 10 meters away from each other.

## 9.7 Why are there interruptions when I make calls or one or both parties can't hear the other?

1. If the other party can't hear you, try speaking closer to the microphone.
2. If calls are dropped intermittently in areas where the signal is weak or where there is a lot of signal interference, this is due to network problems and is to be expected considering the condition of the network. Try moving to a location where the signal is normal and calling again.
3. Please use a standard wired headset or turn on the speaker when calling to see if you can hear any better. If so, the receiver may have a problem. Please go to an authorized service center for assistance.

## 9.8 What can I do if my phone's music volume in speaker mode becomes lower?

1. Choose **Settings > Sound & notification > Sound** to increase the volume.
2. If you place your phone on a tabletop while you are playing songs, the speaker may be blocked, resulting in decreased volume for incoming call ringtones and songs in speaker mode.
3. Try playing other loud songs, such as **Titania**, to check whether the volume of the song itself is low.
4. If the problem persists, take your phone to a service center.

## 9.9 What can I do if the playback volume of call recordings is small?

The playback volume settings for calls and recordings are different. Try increasing the playback volume when you are playing recordings.

## 9.10 Why is there static when I am playing songs in speaker mode?

1. If you put your ear close to the speaker and you hear some white noise in the background, this is a normal phenomenon. When the speaker's volume increases, the signal-to-noise ratio (SNR) decreases. Try listening to the audio about 10 cm away from your phone. If there is no obvious background noise, your speaker is functioning properly.
2. Try playing the default ringtone. If the ringtone is normal, your speaker may have some problems.
3. If the problem persists, take your phone to a service center for assistance.

## 9.11 What can I do if I hear static during phone calls in handsfree mode?

1. When you make phone calls, don't place the speaker too close to your ear.
2. Try playing music in speaker mode. If the problem persists, take your phone to a service center for assistance.

## 9.12 Why can't I create a contact photo?

Temporarily, creating photos for contacts in the SIM card is not supported. You can synchronize the contacts in your SIM card to your phone and then create photos for the contacts.

## 9.13 How many contacts can be saved in my phone?

No less than 2000 contacts. The number of contacts that can be saved in a SIM card depends on the SIM card.

## 9.14 Why does the screen stay off after I move my phone away from my ear?

Your phone has a proximity sensor that's installed near the receiver.

During a call, if you place the phone near your ear or use another object to block the upper part of the screen, the phone automatically turns the screen off to prevent unintentional use of the phone. When the phone is moved away from the object blocking the sensor, the phone automatically turns the screen back on.

If the screen is still off after you move your phone away from your ear, press the power button to turn the screen back on and make sure the upper part of the screen is not blocked by another object.



### NOTE

Don't block the area around the earpiece with the phone cover or other objects. When you attach a screen protector to the screen, make sure it doesn't block the proximity sensor. It is recommended that you use a screen protector designed for your phone.

## 9.15 How do I erase the call history?

1. Erasing the whole call history:

Open the dialer app, touch the call history icon, and touch **View full call history > Menu > Clear call history**.

2. Erasing part of the call history:

Open the dialer app, touch the call history icon, touch the call records you would like to erase, and then select **Call details**. Touch the trash can icon in the upper right corner to erase the call record.

## 9.16 How can I delete the pre-installed ringtone?

You can't delete the pre-installed ringtone.

## 9.17 How do I assign a photo to a contact?

- You can only assign photos to contacts saved in your phone memory. Assigning photos for contacts saved on your SIM card is not supported.  
Go to the contact details screen and touch the photo area next to the contact name. From the option menu that appears, choose a photo, and follow the onscreen instructions to select a photo.
- Assigning a photo from **Photos**:  
Find the desired photo and open the options menu. Touch **Use as > Contact photo**, select a contact, and follow the onscreen instructions to adjust the photo. When you are done, touch to save the settings.

## 9.18 Does my phone support video calls?

No. To make video calls, you can install a third-party application, for example, Hangouts.



### NOTE

Make video calls over the Wi-Fi network to save data traffic.

## 9.19 How can I turn off the keypad touch sound?

On the **Phone** screen, touch the options menu. Touch **Call > Sounds and vibration** and deselect **Dialpad tones**.

## 9.20 How can I view missed calls?

On the **Phone** screen, select the **Call log** tab, and all missed calls are displayed in red.

## 9.21 How can I quickly find a contact?

On the Contacts screen, touch the search bar and enter the contact name or the first letters of the contact's first and last name.

For example, to find the contact named Lucy Green, enter **Lucy Green** in the search bar.

## 9.22 Why can't I hear the voice of the other party during a call?

The phone of the other party may temporarily have a weak signal or may have enabled the mute function. Try ending the call and then calling again.

Hardware problems such as a defective receiver can also cause this problem. If the problem persists, contact Huawei technical support or take your phone to an authorized Huawei service center.

## 9.23 How do I forward all incoming calls to another phone number?

On the **Dialer** screen, touch the options menu. Go to **Call > Call forwarding > Always forward**. Enter the number to receive the forwarded calls and touch **TURN ON**.

## 9.24 How can I forward unanswered calls to another phone number?

On the **Phone** screen, touch the options menu. Go to **Settings > Call > Call forwarding > When unanswered**. Enter the number to receive the forwarded calls and touch **TURN ON**.

## 9.25 How can I forward calls missed when my phone is unreachable to another phone number?

This function requires support from your carrier.

On the **Phone** screen, touch the options menu. Go to **Settings > Call > Call forwarding > When unreachable**. Enter the number to receive the forwarded calls and touch **TURN ON**.

## 9.26 How do I edit the text messages which can be sent when I reject incoming calls?

On the **Phone** screen, touch the options menu. Go to **Settings > Quick response**. Edit a text message and touch **OK**.

## 9.27 How do I quickly mute an incoming call?

When receiving a call, you can quickly mute it by pressing the volume button or power button.

## 9.28 How do I quickly dial a number?

On the speed dialing screen, set phone numbers for each digit. After setting up quick dial numbers, you can press and hold a digit to make calls to corresponding phone number.

## 9.29 What is the purpose of the Fixed Dialing Number (FDN) feature?

The Fixed Dialing Number feature prevents unauthorized use (calling, sending SMS messages, and more) when you lend your phone to a third party. For example, if person A lends their phone to person B, person B will only be able to make calls to numbers selected by person A. This feature helps to prevent other people from using your phone (e.g. when leaving your phone to charge in a dormitory) and doesn't affect incoming calls. This feature is assigned to your SIM card. Removing the SIM card will disable this feature.

## 9.30 What can I do if my phone ends a call if I press the power button during the call?

Go to **Settings > Accessibility > Power button ends call** to disable this function.

## 9.31 Why are my contacts garbled after I import them?

This problem may be caused by an incompatibility between the encoding format of the contacts and the system. Try importing the contacts in .vcf format in this way:

1. Export the contacts from your old phone's pre-installed contact application to a .vcf file on a microSD card.
2. Insert the microSD card into a new phone and import the .vcf file to the phone using the new phone's pre-installed contact application.
3. To import the contacts, on the **Contacts** screen, touch the menu icon then **Import/Export**, touch **Import from .vcf file**, and select the appropriate .vcf file.

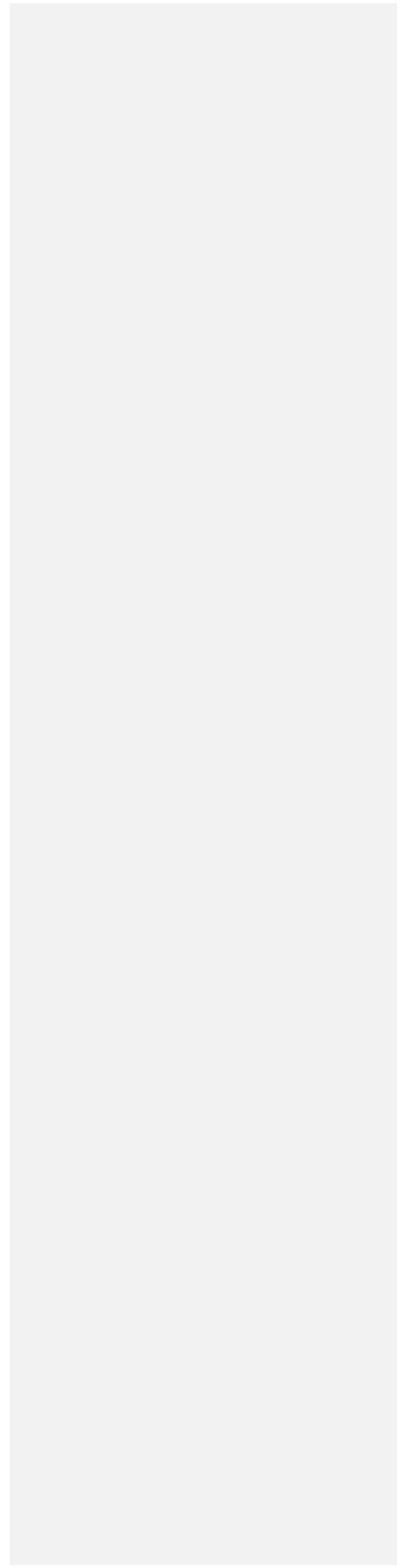
## 9.32 Why can't I merge call logs for the same contact?

Call logs for the same contact are listed separately so that you can see all of your calls listed in chronological order. Call logs will only be merged when the contact uses the same number to make several consecutive calls. Records for calls made from the same contact but from different numbers or from the same number but not made consecutively will not be merged.

## 9.33 How do I check the time of a missed call?

You can check the time of a missed call as follows:

In the call log above the keypad, touch the **i** icon to the right of the missed call. In the interface that appears, touch the call detail icon below the unanswered phone number to view all the detailed information about the missed call, including the time the call came in and how many times it rang.



# 10

## Storage and file management

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### 10.1 What do I do if the internal storage is full and an error message appears when applications are opened?

The Android operating system for mobile phones is installed on the system partition of the phone's internal storage. When a phone doesn't have sufficient RAM available, the operating system will allocate some storage space outside the system partition to be used as swap space. This allows data to be freely moved in and out between the RAM and swap space. If your phone's internal storage is full, the swap space may not be large enough to allow the data to move in and out. In this situation, processes using large amounts of RAM may encounter errors. To resolve this problem, delete some content from the phone's internal storage and restart the phone.

### 10.2 What do I do if no notification pops up on my phone after connecting it to a computer?

First, please check whether the mobile phone drivers are installed. If the drivers are already installed, and no notification pops up even though the USB cable is connected, please check whether **Allow USB debuggings** has been selected. If it is selected, no notification will pop up if your phone is connected to the same computer again.

### 10.3 What do I do if I am unable to open USB debugging?

Go to **Settings > About phone**. Quickly touch **Build number** seven times to enter **Developer options**. Then enable **USB debugging** mode.

### 10.4 What do I do if my phone will not connect to a computer when in USB debugging mode?

Go to **Settings > Developer options**, disable USB debugging and disable **Developer options**, and then restart your phone.

## 10.5 How do I check the internal storage space?

Go to **Settings > Storage** to check your storage space.

## 10.6 How do I find the default storage location of my files?

The default location for files received through Bluetooth can be found in the **Bluetooth** folder from **Storage & USB > Explore**.

The default location for pictures and video recordings is in the **DCIM** folder from **Storage & USB > Explore**.

The default location for screenshots is in the **Pictures** folder from **Storage & USB > Explore**.

## 10.7 How do I format the internal storage?

Go to **Settings > Backup & reset > Factory data reset** and touch **Reset phone**.

## 10.8 How can I check my phone's information?

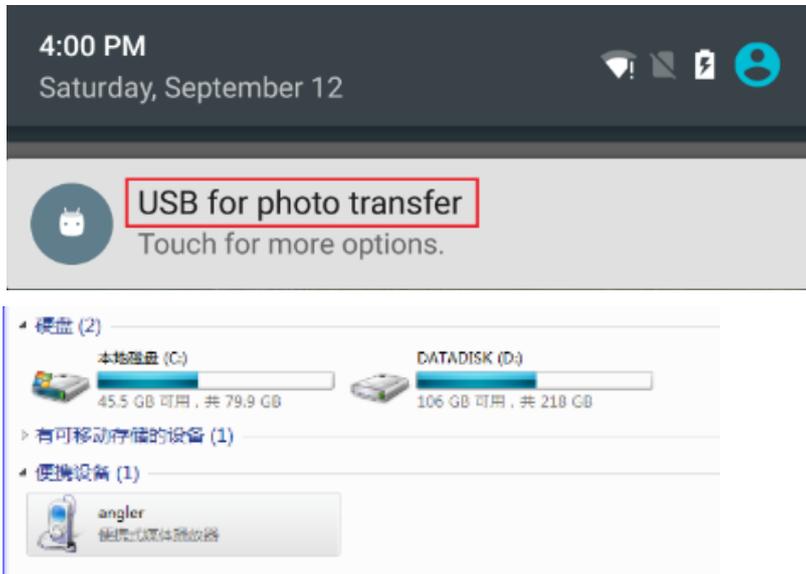
Go to **Settings > About phone** to check the model number, processor, RAM, storage, and screen resolution information.

## 10.9 Why can't I use the down button on a keyboard connected to my phone to view specific Albums in the Gallery?

Albums are drawn using Android's native Open GL technology. Albums can't be viewed without using this widget.

## 10.10 When I connect my phone to my computer and choose to view photos, what will be displayed on my computer?

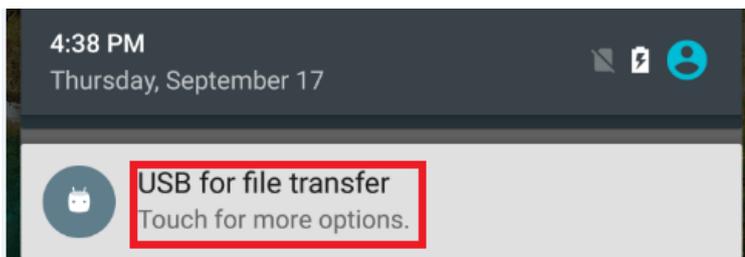
An auto-play dialogue box will not appear. The following figure shows what is displayed when you open **My Computer** (Only Windows 7 is shown):

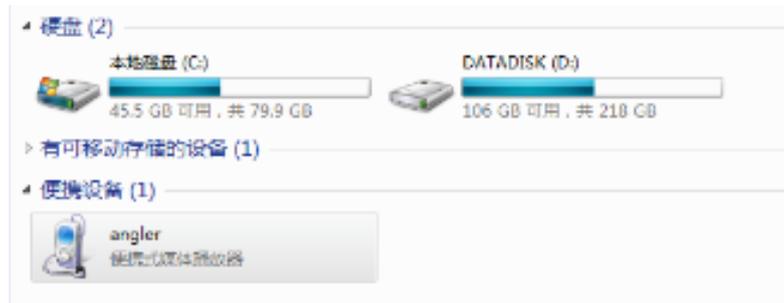


Comment [zhoujie1]: 这个图还未更新, 请修改

## 10.11 When I connect my phone to my computer and choose to manage files, what will be displayed on my computer?

When your computer recognizes you have connected your phone in file transfers mode, an auto-play dialogue box will appear. (If auto-play notifications have been disabled on the computer, this will not appear. Windows 7 is used as an example.)





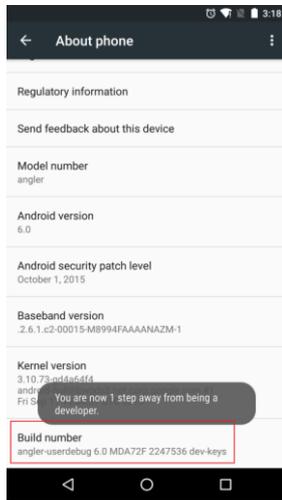
## 10.12 What can I do if I can't connect to Windows 7 or 8 when my phone is in file transfers mode?

File transfers mode uses MTP transfer mode that requires that your computer's USB ports use standard Windows drivers. Some third-party chipset manufacturers' drivers may not be standard Windows drivers, causing compatibility problems with your phone.

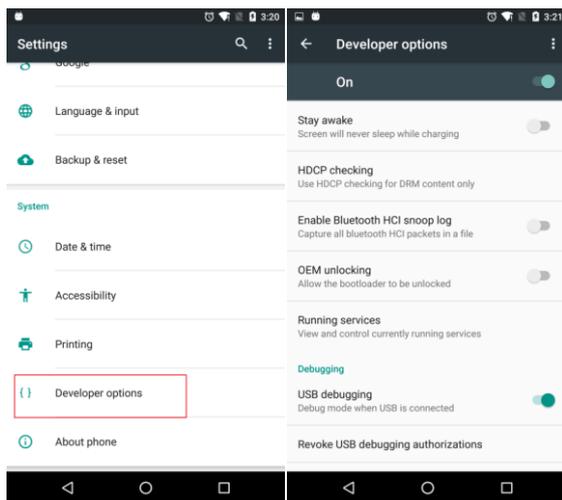
If you select file transfers mode and your phone's internal storage cannot be displayed on the computer, try again with a different brand of phone and see if the same problem occurs. If so, it may be that the problem is caused by driver incompatibility. Try contacting your computer's manufacturer's customer service center for assistance in resolving problems related to being unable to use your phone with the computer due to problems with drivers.

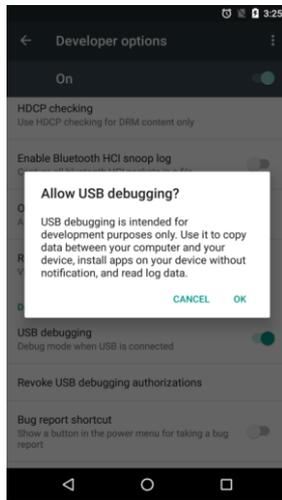
## 10.13 How do I enable USB debugging (some third-party phone management apps require that USB debugging be enabled)?

Go to **Settings > About phone** and touch **Build number** seven times in a row to make **Developer options** appear in the menu.



Touch the back key, go to **Developer options**, enable **USB debugging**, and touch **OK** in the **Allow USB debugging?** dialog box.





Due to Google's security limitations, you need to complete the procedures above to enable USB debugging.

If the **Allow USB debugging?** dialog box does not appear, please re-insert the USB cable. If it still does not appear, please restart your phone.

## 10.14 When using file transfers mode, why is the information I see out of sync with my phone?

File transfers mode uses Microsoft's MTP mode and information is not refreshed in real time. If you want real-time synchronization, you need to restart your phone to resolve this problem.

## 10.15 What can I do if it is hard to plug and unplug the USB cable?

1. Use a standard USB cable.
2. After getting a new USB cable, the plug will fit somewhat tighter. After using it for a short time, it will feel more normal.
3. If you continue to have problems, visit an authorized service center for assistance.

# 11 Backup, restoration, and update

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## 11.1 The update package is available on the entire network. Why can't I find it?

1. Check whether your phone has been rooted and the system files have been deleted.
2. If the system files have not been modified, go to **Settings > Apps > Settings** and clear data. Switch to a mobile network or Wi-Fi network and search for the update package.

## 11.2 What can I do if my phone fails to download the update package?

1. Check whether your mobile or Wi-Fi network is disabled. If so, the download will not start.
2. Check whether airplane mode is enabled.
3. Check whether you have touched the **Pause** button.

## 11.3 What can I do if the system update notification is still showing after my phone has been updated?

Make sure your phone is connected to a mobile or Wi-Fi network after the update.

## 11.4 Why does my phone display an installation package failure message?

Your network connection may be poor, so the downloaded installation package is incomplete. Re-download the installation package. If the network is still poor, use another network or download it at another time.

## 11.5 What data can be backed up on my phone?

You can back up your contacts, messages, multimedia messages, calendar events, applications, and other GMS application data after you log in to your Google account.

## 11.6 What data will be erased if I restore my phone to its factory settings?

Restoring your phone to the factory settings erases all your personal data from the phone storage, including information about your accounts, your system and application settings, and downloaded applications.

## 11.7 What data will be erased when my phone is updated?

When your phone is updated, contacts, messages, Gmail accounts, system settings, and installed applications will be erased. Back up important data on your phone before you update it.

 **NOTE**

Your phone data will not be erased if HOTA update is used.

## 11.8 How do I permanently delete all the files on my phone?

Go to **Settings** > **Backup & reset** > **Factory data reset** and touch **Reset phone**.

## 11.9 How do I set my phone to automatically check and perform updates?

Go to **Settings** and touch **About phone** > **System updates**.

# 12 Location service and navigation

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## 12.1 Why can't my phone's GPS search for a satellite?

- Make sure you are not in an enclosed area (for example, a room on the first floor of a tall building, a small area surrounded by tall buildings, or an underground garage) because these block the satellite signals. Take your phone to an outdoor area and enable the data service to quickly receive GPS signals. Do not touch the upper right corner of your phone where the GPS antenna is installed.
- Make sure your phone's protective cover is made of plastic or leather rather than metal, because a metallic cover blocks your phone's signals.

## 12.2 Why can't a third-party application map load the map data?

Ensure the network connection is working. A slow network speed may result in data loading failure.

## 12.3 Why doesn't the installed third-party positioning application locate correctly?

The location information of a third-party positioning application is provided by the third-party provider if there is no GPS signal available. It can result in incorrect positioning. Use another application and try again. Take your phone to an open area and try again.

## 12.4 Why is the compass inaccurate?

The compass may not be calibrated. Open a compass application (map or compass) and move your phone in a figure 8-pattern.

## 12.5 Do I have to pay for the navigation function?

When the GPS function doesn't require an internet connection, you don't have to pay for it.

GPS positioning with a mobile or Wi-Fi network can be more accurate. However, Internet access is required when you browse a map or plan a route using GPS software, which may incur a data usage fee. It is recommended you download an offline map package.

## 12.6 What can I do when the GPS software is slow or fails to locate?

- The GPS signal may be poor indoors, resulting in slow positioning or failure. Use in an open area where the network signal is stronger.
- Check whether your phone is connected to a Wi-Fi or mobile network because some GPS software requires an internet connection.
- If these methods fail, contact Huawei technical support or use other GPS software.
- If the problem persists, contact Huawei technical support or take your phone to an authorized Huawei service center.

## 12.7 What can I do if the GPS positioning is inaccurate?

- Use in an open area where the network signal is stronger, for example, on streets or in squares. The positioning accuracy depends on the accuracy of the GPS and map. Try not to use indoors.
- Connect to a Wi-Fi or mobile network or use the A-GPS while enabling the GPS function.
- If these methods fail, use other GPS software.
- If the problem persists, contact Huawei technical support or take your phone to an authorized Huawei service center.

## 12.8 How do I use my phone's GPS?

Your phone has a built-in GPS receiver which you can use after installing GPS software. If no GPS software is pre-installed in your phone, download it from the Huawei App Center.

To use GPS, enable GPS, open the GPS software, browse a map or plan routes, follow the onscreen instructions.

## 12.9 How can I use the GPS with an offline map?

Connect to a Wi-Fi network, open the map GPS software and download an offline map package. You can now use GPS offline. While using it offline, you need to enable the GPS but not necessarily connect your phone to a network. Use GPS offline in an area where the satellite signal is strong, for example, outdoors.

It is recommended that you download offline GPS software from the Google Play Store.

## 12.10 What is LBS?

LBS stands for Location Based Services that are value-added services provided by combining the mobile communications network and satellite positioning system. This provides users with services, such as weather, GPS, and shopping.

## 12.11 Does LBS use the data traffic?

After you enable LBS, your phone will load map data using data traffic when running a location based app. It is recommended you download an offline map and regularly update it using a Wi-Fi network before using its software. That will help minimize LBS data traffic usage.

## 12.12 What can I do if I see a "Location service is unavailable" notification?

1. Please make sure mobile data is turned on and check if your Wi-Fi network is working properly.
2. Go to **Settings** > **Location** and make sure **Location** is enabled. Be sure to turn on this function.
3. If you continue to have problems, visit an authorized service center for assistance.

## 12.13 What should I do if I see a "Location service error" notification?

1. Go to **Settings** > **Location** and make sure location services are enabled.
2. Please make sure mobile data is working properly or that Wi-Fi is connected and working properly. If you don't have a network connection you will not be able to retrieve location data from the appropriate servers.
3. When inside or underground, the GPS signal reception will be affected. Please move outside and try again.
4. If you follow the recommendations above and continue to have problems, please restart your phone and try again.

## 12.14 What is GPS?

GPS stands for Global Positioning System which uses satellites for positioning and navigation globally.

## 12.15 Do I have to pay for the GPS function?

You don't have to pay for the GPS function if your phone supports it. However, searching for navigation information or loading maps while using GPS will incur data traffic, which you need to pay for.

## 12.16 Does GPS use a lot of data traffic?

It depends. GPS doesn't use data traffic itself. However, data traffic is necessary when your phone loads real-time information or map data. The data traffic volume depends on the information loaded.

Different GPS software uses different data traffic. Some malicious software may use a large amount of data traffic. It is recommended that you download standard GPS software from the Google Play Store.

## 12.17 How can I reduce the data traffic usage fee when using GPS?

- Use standard GPS software.
- Download an offline map before using GPS.
- Close the GPS software after using it.

## 12.18 What can I do if the GPS information is inaccurate?

Generally, the information of a civil GPS is accurate within 10 meters. However, the GPS receiver may receive deviated signals because of trees and clouds. To improve the positioning accuracy:

- Update the GPS software and map to get the latest traffic information.
- Go to **Settings** > **Location** and select both the GPS satellite and Wi-Fi network from the location sources.

## 12.19 How can I strengthen the GPS signal?

- Try using GPS in an open area.
- When you use GPS in a car, place your phone near the front windscreen.

## 12.20 How does GPS work?

The phone sends its location information (latitude and longitude coordinates) to the positioning background through the self-attached GPS module. Then, the positioning background calculates the coordinates on the electronic map and marks the positioned object on the map, to show the current geographical location of the phone.

## 12.21 What are the differences between GPS and base station positioning?

For GPS, the phone sends its location information to the positioning background through the self-attached GPS module, and the positioning background performs positioning. For base station positioning, the base station of the telecommunications carrier determines the phone's location by calculating the distance between the base station and the phone.

GPS uses a satellite for positioning, which consumes more power but is more accurate. GPS doesn't work well indoors while base station positioning is less accurate, but does work indoors.

## 12.22 Does automatic time synchronization consume data traffic?

If your phone obtains the date and time from your carrier's network when it powers on and registers with the network, it doesn't use an Internet connection to synchronize the date and time, and no data traffic is generated.

If your phone fails to obtain the date and time from your carrier's network when it powers on, and you have enabled the automatic time update function, your phone synchronizes the date and time with the network, which does generate minor data traffic.

## 12.23 Why do I get an electric shock when I use the headset?

In areas or seasons with low humidity, an electric charge is generated when there is friction between clothing and headsets. It accumulates, resulting in static electricity. When you put on the headset, the metal contacts your hair and skin, giving you an electric shock. This is normal, not dangerous and is neither a quality or safety defect.

## 12.24 What can I do if my phone receives no signal?

- The SIM/UIM card can't be detected.  
Refer to the attached Quick Guide and check whether the SIM/UIM card is inserted correctly.  
Check whether your phone can identify the inserted SIM/UIM card. Phones of different standards support different types of cards. Consult the phone provider to check what type of card your phone supports.  
Check whether the SIM/UIM card is valid by inserting it into another phone.
- There is no Internet signal available.  
This is probably because of poor signal strength. Wait for a moment or use your phone in an area where the signal is stronger.
- Airplane mode is enabled.

Check whether airplane mode is turned on. If it is, the icon will appear in the status panel.

Restart your phone.

If the problem persists, contact Huawei technical support or take your phone to an authorized Huawei service center.

## 12.25 What is safe mode?

Safe mode function has been added to versions later than Android 4.0. When it is turned on, the system only loads basic functions or pre-installed applications.

When you install a third-party application on the phone, it will probably fail to power on because the new application is incompatible with the system. If this occurs, turn on safe mode, check whether the basic functions of the system are normal, and uninstall incompatible applications.

## 12.26 How do I turn on safe mode?

- When your phone powers on, press and hold the volume down button to turn on safe mode.
- Press and hold the power button and touch and hold **Power off** from the displayed options menu. From the displayed **Reboot to safe mode** dialog box, touch **OK** to restart your phone and enter safe mode.
- In safe mode, there will be an indication in the lower left corner on the screen.

### NOTE

Some phone models do not support safe mode.

## 12.27 What can I do if water enters my phone?

1. If your phone gets wet, do not attempt to turn it on or off.
2. Wipe water from the phone and place it in a highly water-absorbent environment, such as active carbon, rice, or desiccant for 48 hours.
3. When your phone is dry, try powering it on. If it turns on but some features are not working (for example, the keyboard doesn't light up or the touchscreen doesn't respond), it could be due to a hardware fault. Contact Huawei technical support or take your phone to an authorized Huawei service center.

### NOTE

If your phone comes into contact with liquid, such as coffee, coke, milk, or salt water, take it to an authorized Huawei service center as soon as possible.

## 12.28 What are the risks if I reformat my phone?

Reformatting your phone may cause deterioration in performance and some features might not work properly. As third-party firmware is not adequately tested and may not be compatible with your phone, your phone may be vulnerable to viruses.

Exercise caution as reformatting your phone can have unexpected consequences. If your phone doesn't work properly and can't be restored, your actions are at your own risk.

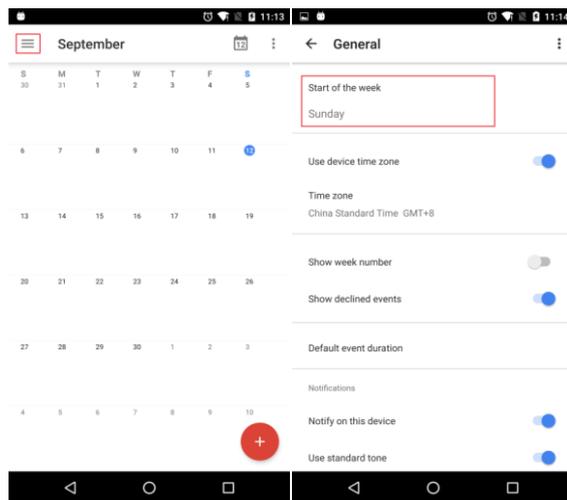
After-sales service centers can handle software or hardware faults resulting from reformatting, but charges will apply.

## 12.29 How do I prevent personal information from being accessed on my phone?

- Some third-party apps may allow personal data on your phone to be accessed or deleted. You can download security apps (such as avast) for your phone which will scan the phone and remove third-party Malware. This helps keep your personal data safe.
- Your personal data is at risk when you use Wi-Fi hotspots in locations, such as shopping centers, hotels, restaurants, and cafés. Take care when connecting to such hotspots.

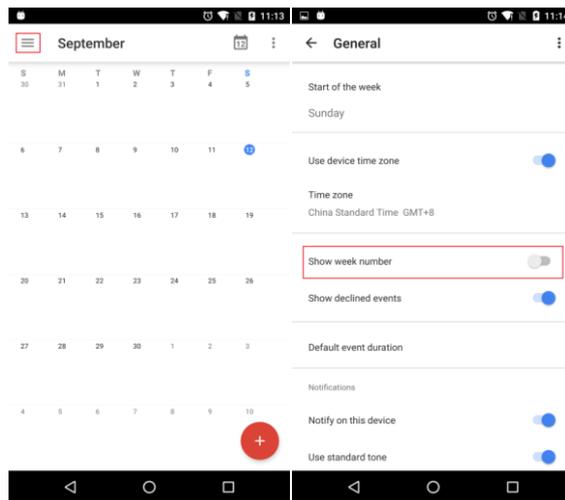
## 12.30 How do I change the first day of a week on the calendar?

On the **Calendar** screen, touch the options menu. Go to **Settings > General > Start of the week > General** and update the date.



## 12.31 How does my phone display the number of weeks on the calendar?

On the **Calendar** screen, touch the options menu. Go to **Settings > Show week number**. The number of weeks is displayed on the calendar.



## 12.32 Does my phone have a timer?

Yes.

1. On the **Clock** screen, touch the **Stopwatch** tab. Touch **Start** to start timing.
2. During timing, touch  to measure progress.
3. Touch **Stop** to stop timing.

## 12.33 Can I set an alarm on the timer?

Yes.

On the **Clock** screen, touch the **Timer** tab. Set the timer duration and start.

## 12.34 Can I turn off the alarm using the volume buttons?

Yes. On the **Clock** screen, touch the **Alarm** tab. Touch **Settings > Volume buttons**. Touch **Volume buttons** and select **Dismiss**.