

HUAWEI Ascend G6 Smartphone FAQ

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1 Basics

1.1 Color schemes




Black and white with belt grinding frames in various colors.

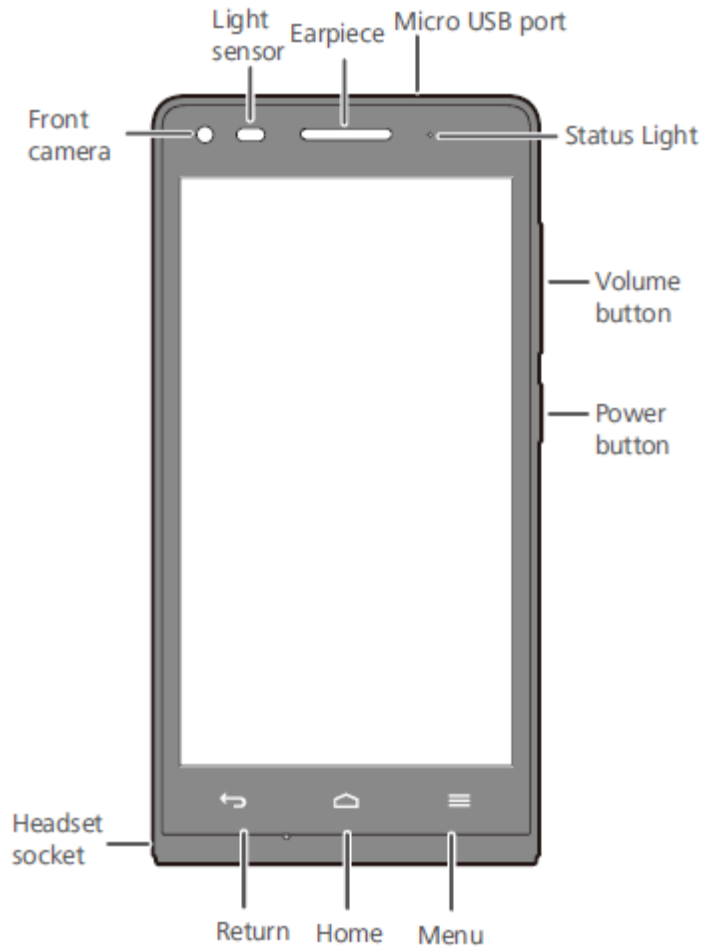
1.2 Selling points

- Appearance and process: ultra-slim quad-core mobile phone with an amazing ID, fitting comfortable in your hand with its super slim, stylish design, and metallic cover
- Camera: 5 MP front camera, a great tool for self portraits; 8 MP BSI rear camera with F2.0 aperture; beauty mode supported for simply stunning photos
- Sharing: ultra speed sharing; support for LTE networks
- Multiple UIs: Emotion 2.0 Lite UI and Simple UI, meeting the needs of different user groups
- Excellent cost effectivity

1.3 Your phone at a glance

From any screen, you can:

- Touch  to return to the previous screen or close the current application.
- Touch  to return to the home screen.
- Touch and hold  to display recently used applications.
- Press the power button once to turn on or off the screen. Press and hold the power button for 10 seconds or more to restart your phone.
- Press the power and volume down buttons at the same time to take a screenshot.



1.4 Installation

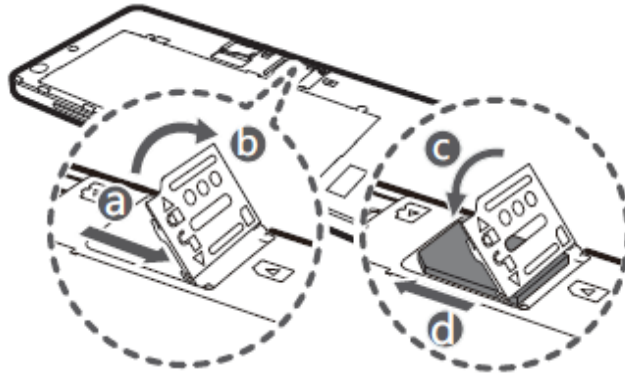
Your phone supports micro-SIM cards. To purchase or replace a micro-SIM card, contact your service provider.

Note: Do not remove the micro-SIM card when your phone is not powered off.

Your phone also supports a single SIM card as well as a microSD card. Perform the installation by following the steps illustrated in the following two figures. After you complete these steps, you are ready to begin using your phone. Press and hold the power button for a few seconds to power on your phone.

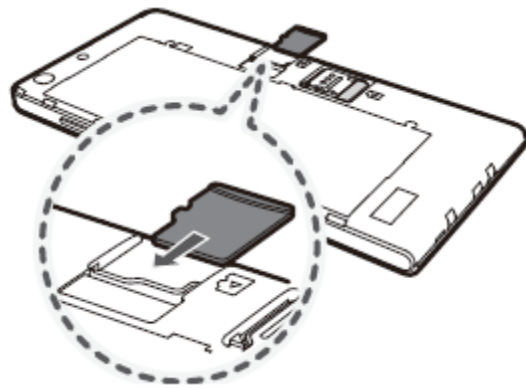
- Inserting or removing a SIM card

Your phone does not support the hot swapping of SIM cards. Before inserting or removing a SIM card, power off your phone; otherwise, exceptions may occur in your phone.



- Inserting or removing a microSD card

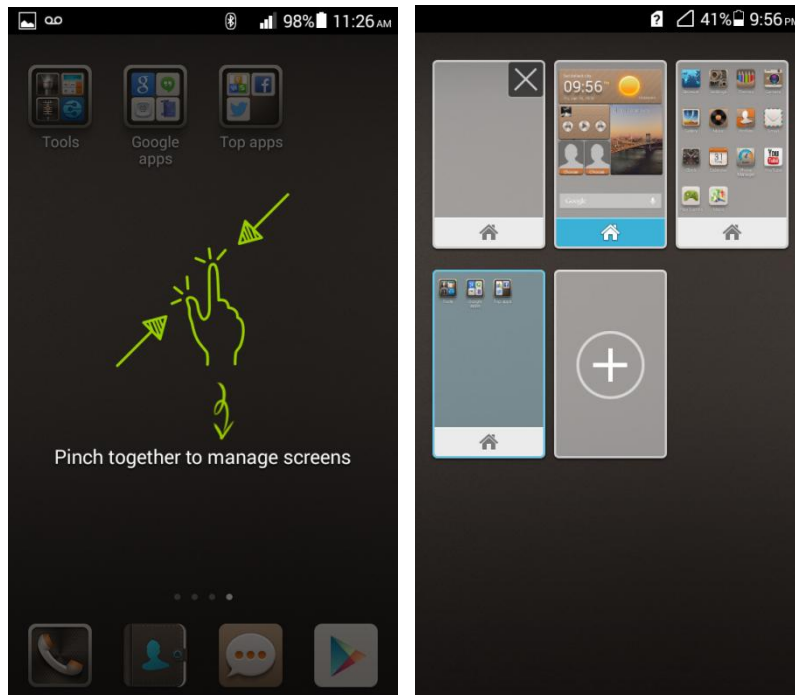
Before removing a microSD card, go to **Settings**. Under **DEVICE**, touch **More** > **Storage** and uninstall the card.



1.5 Home screen

1.5.1 How do I add or delete a home screen?

On the home screen, pinch your fingers together to display the thumbnails. You can then quickly add or delete a home screen.



Your phone does not support 3D home screens.

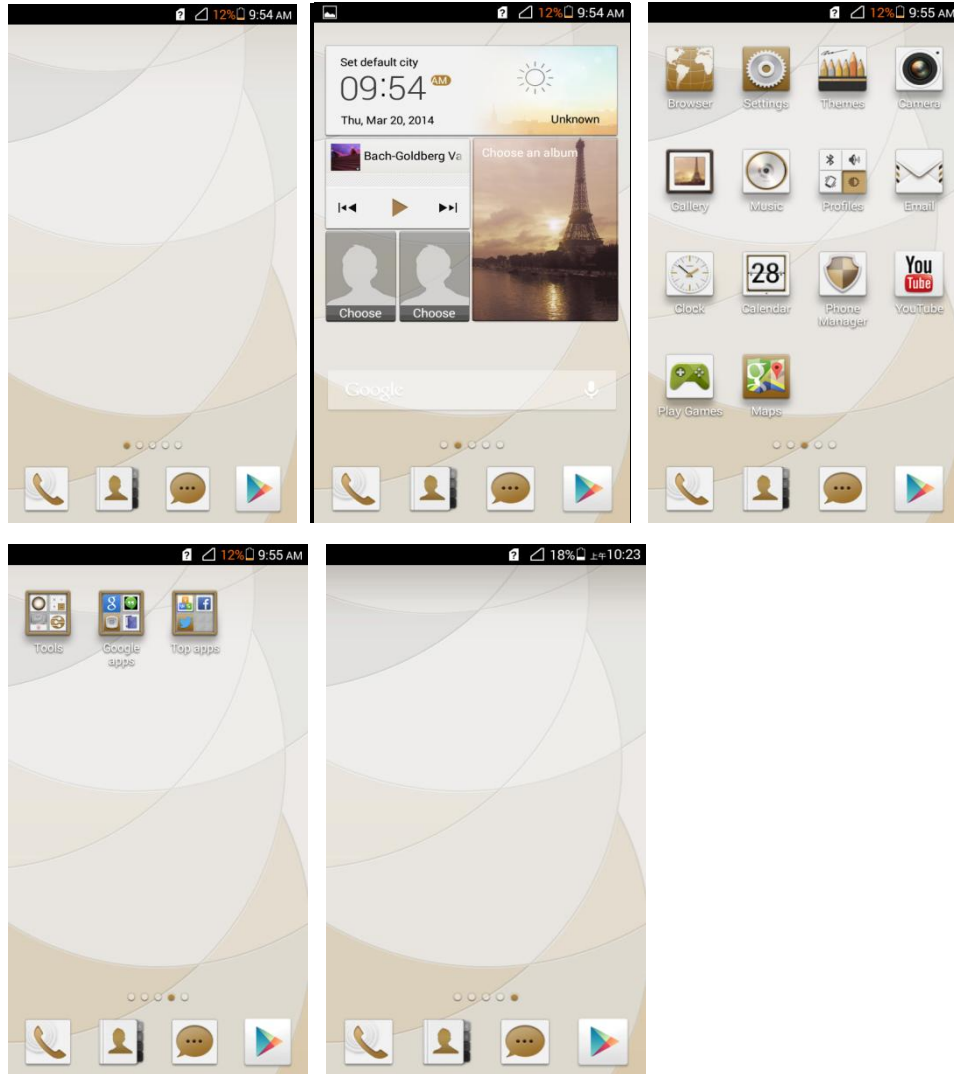
1.5.2 Application list

On the Emotion UI, the application list is the idle screen and consists of five home screens by default. You can flick your finger left or right to switch between them. You can create shortcuts for applications and widgets on the home screens, and touch the corresponding icon to open the application or widget.

The five home screens from the top bottom are:

1. Dock housing application shortcuts
2. Me Widget
3. Home screen shortcuts
4. Home screen shortcuts
5. Dock housing application shortcuts

Home screen elements include application shortcuts and widgets. To create a folder on the home screen, drag an application icon onto another shortcut icon. A folder containing both application icons is then created.



1.5.3 How do I manage the applications and widgets on the home screen?


Touch and hold a shortcut or widget to edit it. You can drag it to change its position or to the trash can shown in the following figure to uninstall it.

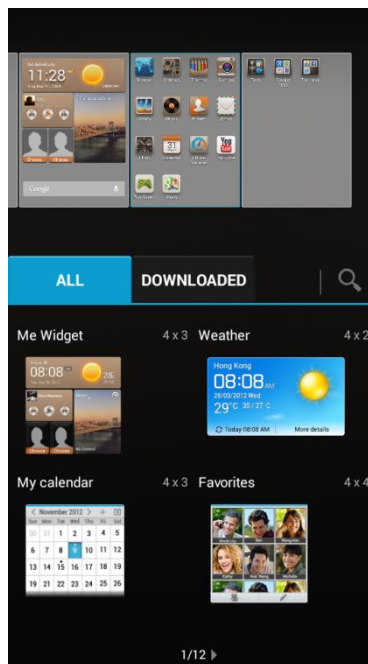
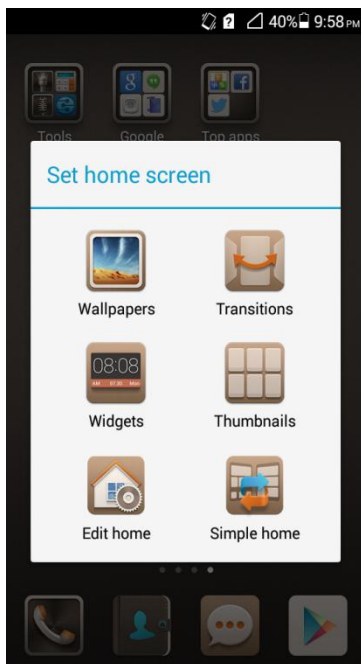


Note:

The system applications cannot be uninstalled.

1.5.4 How do I add a shortcut to the home screen?

Touch  then **Widgets**. Touch and hold a widget and drag it to a blank area on the home screen.



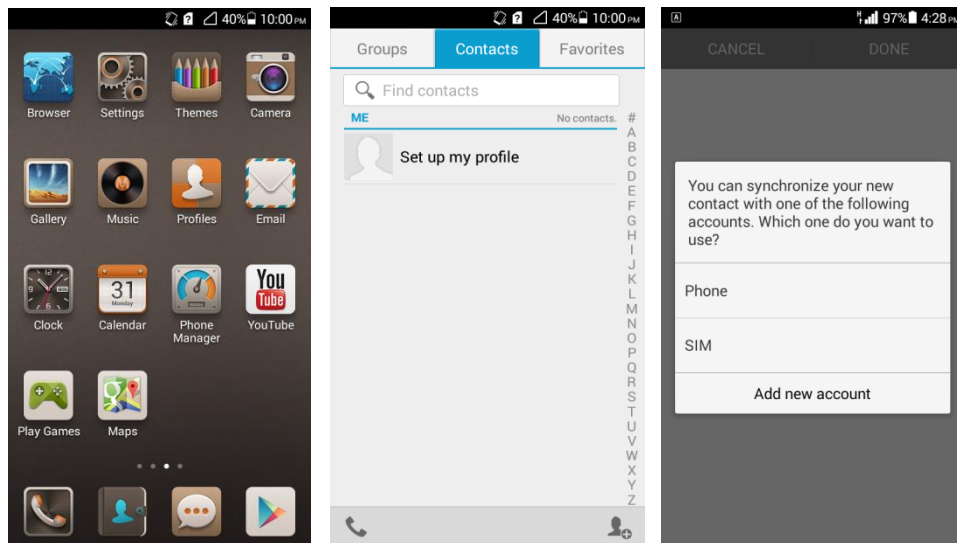
1.6 Contacts

1.6.1 How do I create a contact? How do I assign a photo to a contact?

- Creating a contact

Touch **People**. On the **Contacts** tab, touch the new contact icon. Choose where you want to save the contact.

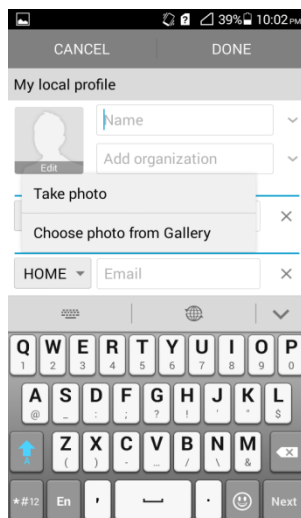
Enter the contact details and touch **DONE**.



- Assigning a photo to a contact

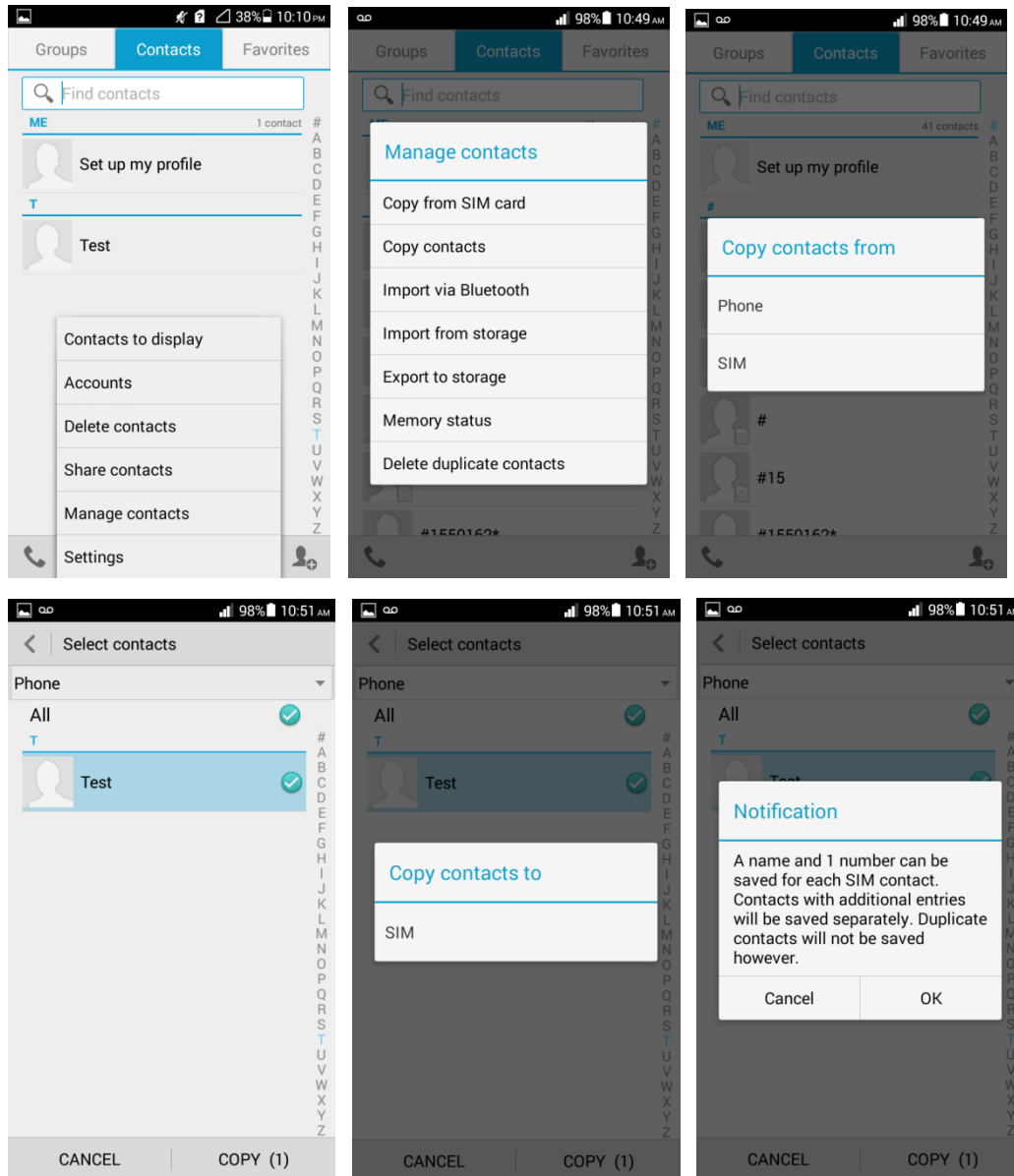
You cannot assign a photo to a contact saved to the micro-SIM card.

Touch **People**. On the **Contacts** tab, touch a contact to display the contact details. Touch the contact photo area then **Take photo** or **Choose photo from Gallery**. (If you touch **Choose photo from Gallery**, you also need to choose a photo.)



1.6.2 How do I import and export contacts using a SIM card?

- Importing contacts from your phone to a SIM card
 1. Touch **People**. On the **Contacts** tab, touch the menu key to display the option menu. Touch **Manage contacts** > **Copy contacts** > **Phone**.
 2. Select the desired contacts, and touch **COPY** > **SIM** > **Phone**.



- Exporting contacts from a SIM card to your phone
 1. Touch **People**. On the **Contacts** tab, touch the menu key to display the option menu. Touch **Manage contacts** > **Copy contacts** > **SIM**.
 2. Select the desired contacts, and touch **COPY** > **Phone** > **OK**.

1.6.3 How many contacts does my phone support?

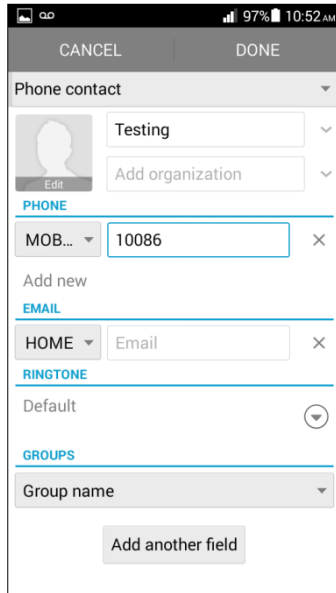
You can save 2000 or more contacts in your phone's internal storage, depending on your phone's available space. How many contacts can the SIM card save depends on the SIM card.

1.6.4 How do I add a contact to a contact group?

Use either of the following methods:

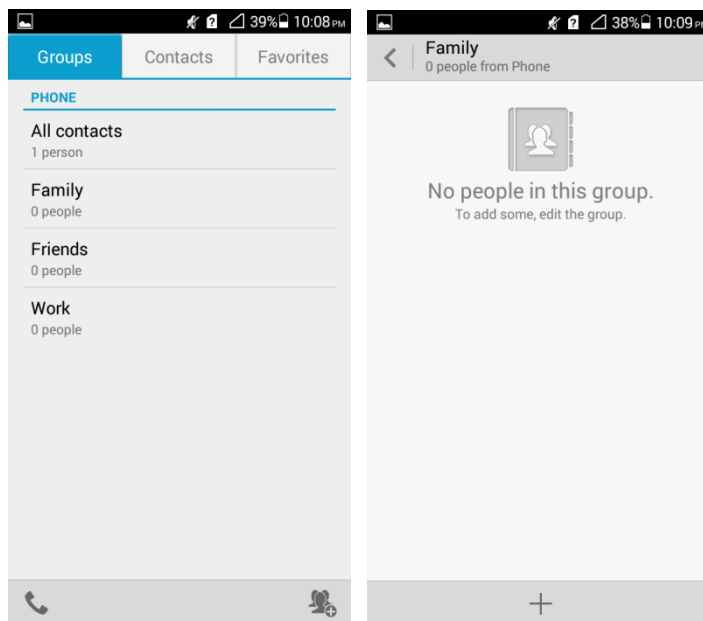
- Method 1:

On the contact editing screen, choose a group from the drop-down list under **GROUPS**.



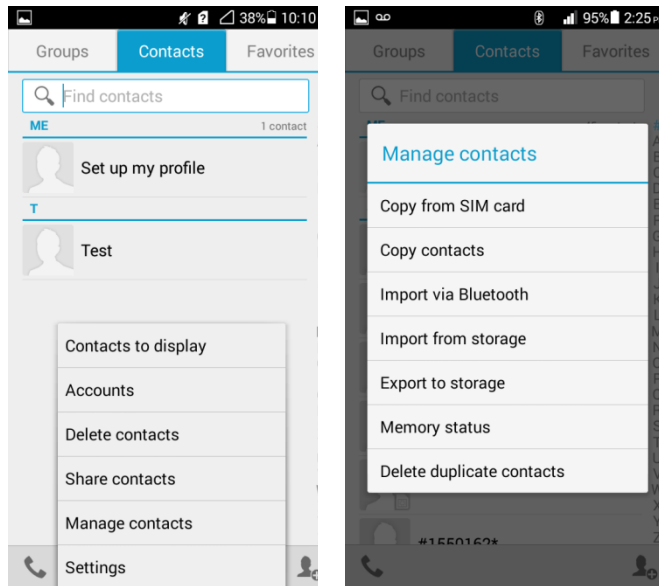
- Method 2:

Touch **People** then the **Groups** tab, select the desired group, and touch the menu key then **Edit** to display the group editing screen. Touch **+** and add a contact to the group.




1.6.5 How do I manage the contacts

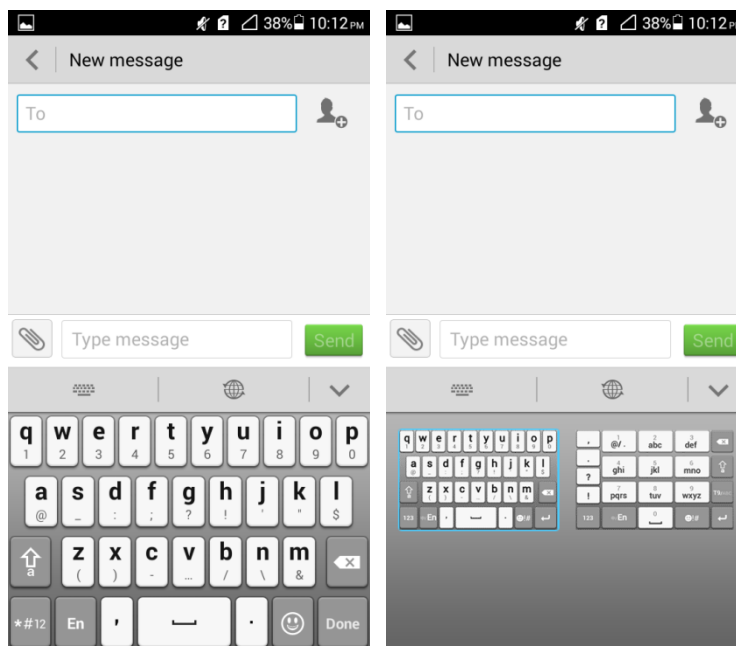
Touch **People**. On the **Contacts** tab, touch the menu key. From the displayed option menu, choose **Manage contacts**.



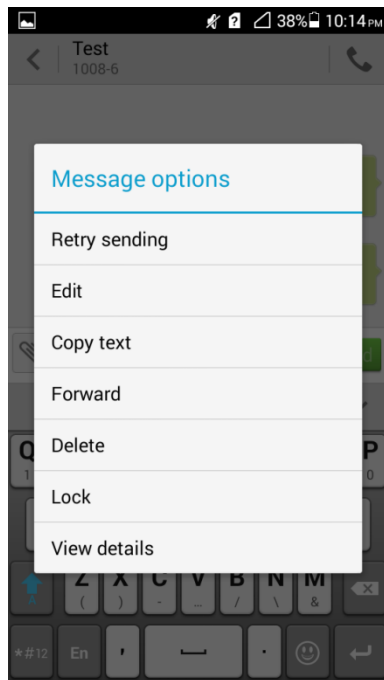
1.7 Text messaging

1.7.1 How do I change the input method when editing a text message?

On the message editing screen, touch the text box to bring up the onscreen keyboard. (The default input method is Huawei input method.) Touch  and select handwriting in full-screen or half-screen mode.



1.7.2 How do I delete or lock a message in a conversation? How do I delete multiple messages simultaneously?

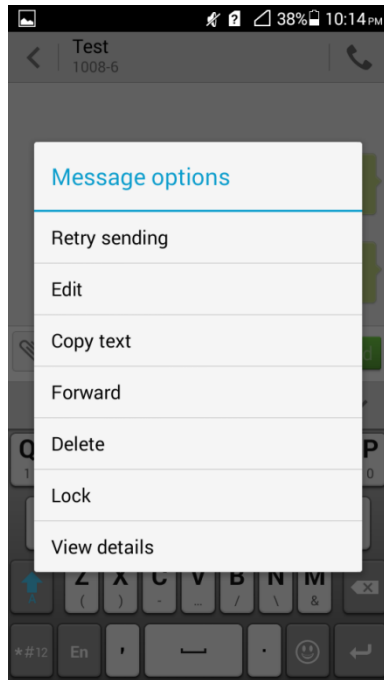


Go to **Messaging** and touch a conversation to display all messages in the conversation. Touch and hold the message you want to lock or delete. From the displayed option menu, choose **Lock** or **Delete**.

To simultaneously delete multiple messages from a conversation, touch and hold the conversation to enter multi-selection mode, select the messages you want to delete, and touch **Delete**.

1.7.3 How do I forward a text message, or send a text message to multiple recipients?

To forward a text message, touch and hold the message, choose **Forward** from the displayed option menu, enter a recipient, and touch **Send**.



To send a text message to multiple recipients, compose your message, touch , select the desired recipients, touch **OK**, and send the message.

1.7.4 How many English characters can be contained in a long text message?

It varies according to customized product versions.

1.7.5 How many text messages can be stored on my phone?

It depends on your phone's available storage space.

1.7.6 How do I set the SMS center number?

Your phone does not support this function.

1.8 Calls

1.8.1 How do I record a call, and where is the recording saved?

Your phone does not support this function.

1.8.2 How do I switch between calls or merge calls to have a third-party call?

Your phone supports the third-party call service. This service is also called the conference call service, and is a new service based on the call waiting and call hold services. A maximum of four parties can be included in a conference call.

To start a conference call, merge the current calls.



To use this function, make sure your card supports the three-party call service. Check with your service provider for whether the call waiting and call hold services are enabled.

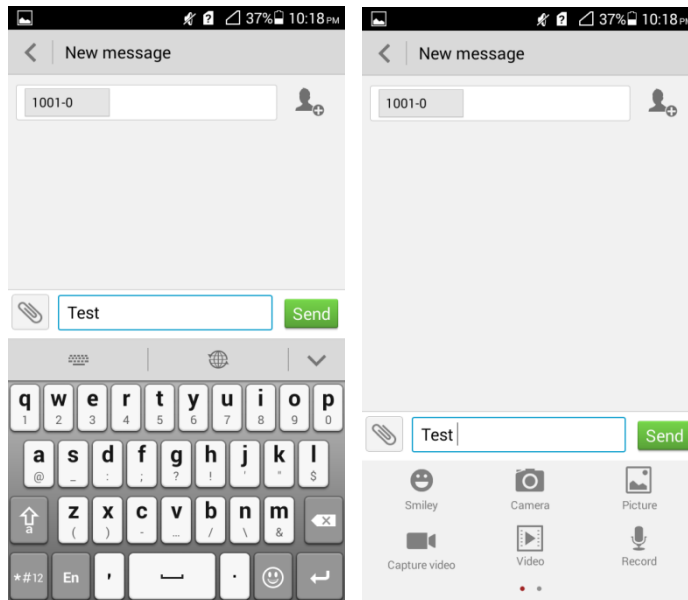
1.8.3 Does my phone support dual SIM cards?

No.

1.9 Multimedia messaging

1.9.1 How do I send a multimedia message?

1. Go to **Messaging** and touch **New message**.
2. Enter the recipient and compose a message.
3. Touch  and choose **Add subject** from the displayed option menu. The message then changes to a multimedia message.
4. Touch  next to the text box to add pictures, audio clips, or videos to the message.



5. When you are done, touch **Send**.

1.9.2 I cannot send or receive multimedia messages, why? How can I resolve this problem?

Your phone may fail to send or receive multimedia messages due to any of the following reasons:

- The network is busy, or the signal reception is poor.
Solution: Try again later.
- The message is denied by the network (MMS center).
Cause 1: The recipient number is invalid.
Solution: Check that the recipient number is correct and try again.

Cause 2: The size of the multimedia message exceeds the specified threshold.

Solution: Delete some content from the multimedia message to make sure its size does not exceed the specified threshold. Then, try again.

- The balance is insufficient.

Solution: Top up your account and try again.

- Your phone's available storage is insufficient.

Solution: Make sure you have at least 1 MB available memory by deleting unused files or applications.

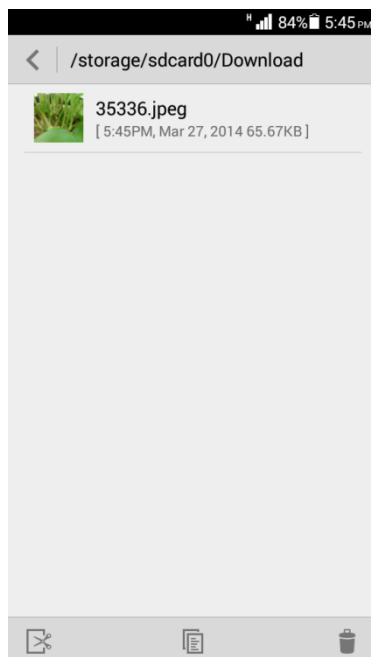
1.9.3 Are there any restrictions on the size, format, or resolution of the file to be attached to a multimedia message?

If an audio or video file exceeds the specified size threshold (depending on your service provider), it cannot be attached to a 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 attached to the message decreases.

1.9.4 Where are my multimedia messages' attachments saved?

By default, when you receive a multimedia message, the attachment is automatically saved to the **/data** folder, which is invisible to you.

When you choose to save an attachment, it is saved to **/storage/sdcard0/Download** in your phone's internal storage by default.



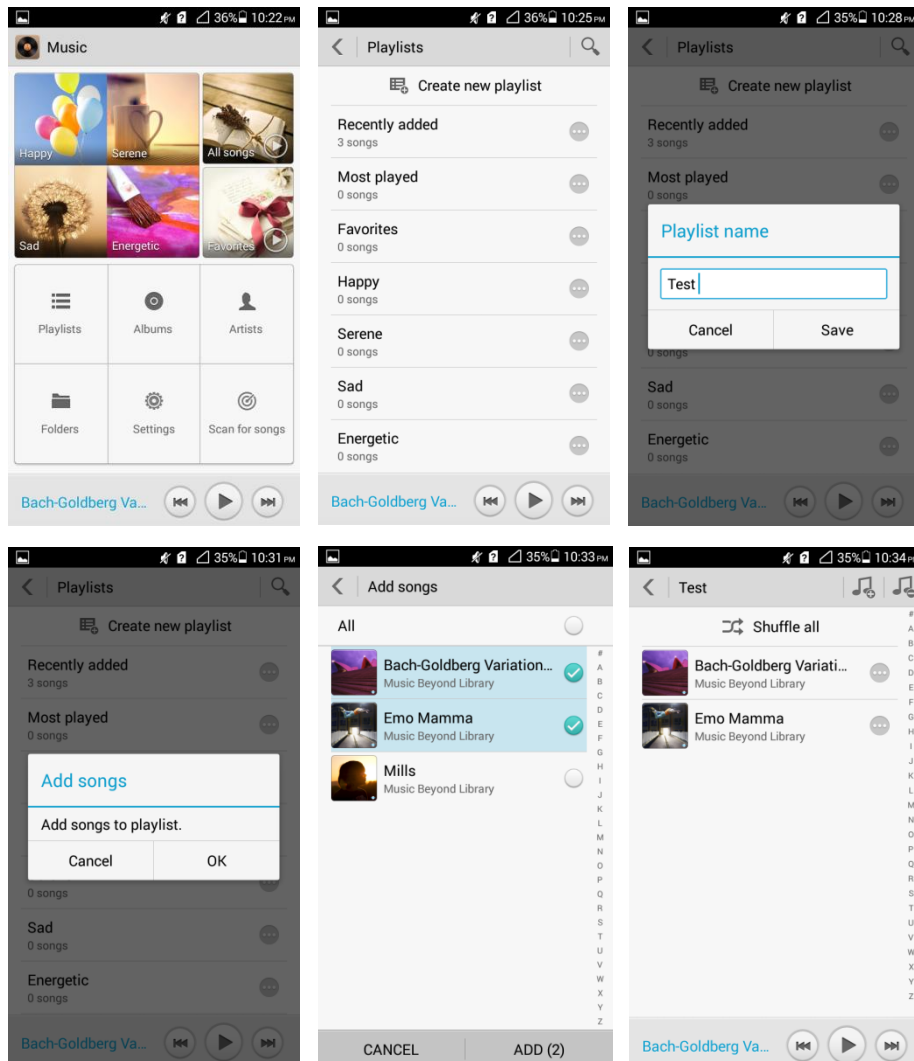
1.10 Music

1.10.1 What is the difference between Albums, Artists, Folders, Genres, and Playlists?

- **Albums:** Songs are sorted by album.
- **Artists:** Songs are sorted by artist.
- **Folders:** Songs are sorted by name.
- **Genres:** Songs are sorted by genre.
- **Playlists:** It contains the playlists you have created.

1.10.2 How do I create a playlist?

1. Go to **Music** and touch **Playlists** then **Create new playlist**.
2. Enter the playlist name and touch **Save**.
3. In the displayed dialog box, touch **OK**. Select the songs you want and touch **ADD**.



1.10.3 What playing modes does my phone support?

- Play in order (default): plays all audio clips in a playlist in sequence and stop playing after all the files have been played.
- Shuffle: plays all audio clips in a playlist in a random order and stop playing after all the files have been played.
- Repeat list: plays all audio clips in a playlist in sequence and repeats the playlist after all the files have been played.
- Repeat current song: plays the current audio clip repeatedly.

1.10.4 How do I play songs in the background, quit Music, and view the lyrics when a song is playing?

- To play songs in the background: Go to **Music**, play an audio clip, and touch the back or home key.
- To quit **Music**: On the music playing screen, touch the menu key then **Exit**. In the displayed dialog box, touch **OK**.
- To play lyrics with songs: If the lyrics of a song are saved in the same folder as the song, the phone automatically displays the lyrics while the song is playing. On the music playing screen, flick your finger right to display the lyrics.

1.11 Camera

1.11.1 If my phone has no microSD card installed, can I take photos or shoot videos?

Yes.

1.11.2 My phone cannot open some photos or videos. Why?

- The file format is not supported.
- Your phone has insufficient available storage.
- The file has corrupted.
- The file is copyright-protected (for example, a .dcm file).
- Your phone does not have sufficient resources. Close some third-party applications, and try again.
- In some rare cases, unknown errors may occur in your phone's operating system or applications. Restart your phone and try again.

1.11.3 Where are my photos and videos saved? Can I change the save location?

- You can choose to store photos and videos to the default storage location on your phone's internal storage or microSD card. To view the default storage location, touch **Settings > Storage > Default storage location**. The default storage location cannot be changed.
- When the storage location is your phone's internal storage, touch **File Manager > Internal > DCIM > Camera** to find your photos and videos.

- When the storage location is the microSD card, touch **File Manager > SD card > DCIM > Camera** to find your photos and videos.

1.11.4 How do I edit a photo or video or add a photo frame?

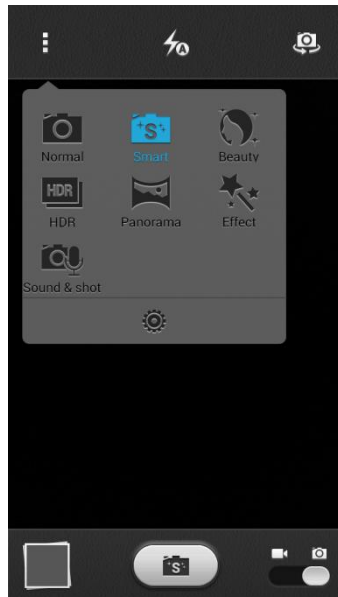
- To edit a photo, touch the menu key. You will then be able to rotate (left or right) or edit the photo.
- Videos cannot be edited.

1.11.5 Does my phone support HD videos?

Yes. Your phone supports 1080p HD videos at 30 fps.

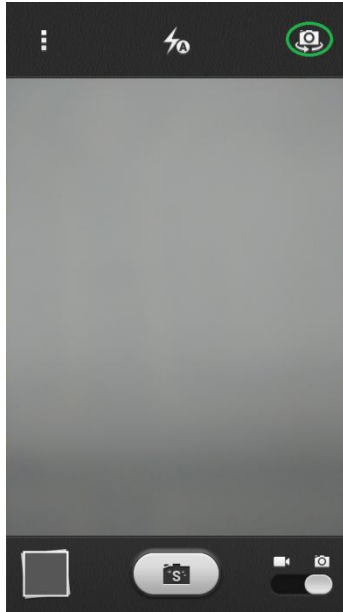
1.11.6 Can I turn off the shutter sound?

No.



1.11.7 How do I switch between front and rear cameras?

On the viewfinder, touch the icon in the upper right corner, as shown in the following figure.



1.11.8 What video formats and sizes does my phone support?

The supported video format is MPEG-4. The video size depends on the available space of your phone.

1.11.9 What picture formats and resolutions does the camera support?

The supported picture format is JPG, and the resolution is up to 3264 x 2448 pixels (8 MP).

1.12 Streaming media

1.12.1 Will my phone stop playing streaming media when a call comes in? If yes, will it resume playing when the call ends?

- Your phone stops playing streaming media when you have an incoming call.
- If the call lasts for less than 3 minutes, the streaming media automatically resumes playing when the call ends. Otherwise, manual operations are required.

1.12.2 My phone cannot play some streaming media. Why?

- The file format is not supported.
Your phone supports the following audiovisual encoding formats and file formats:
 - Video encoding: MPEG-4, H.263, and H.264
 - Audio encoding: AAC and AMR-NB/WB
 - File formats: 3GP and MPEG-4
 - Maximum encoding rate: 4 Mbit/s
- The network connection is unstable.
- Your phone has insufficient available storage.

1.12.3 What may cause poor quality of online streaming media played on my phone?

- The source streaming media is of poor quality.
- The network connection is poor.
- Your phone's hardware may be faulty, for example, the display is damaged. To check this, play a local video for comparison.
- Your phone has insufficient available storage.
- The CPU usage is high.
- Too many applications are running.

1.12.4 When playing online streaming media, will my phone's storage become insufficient?

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

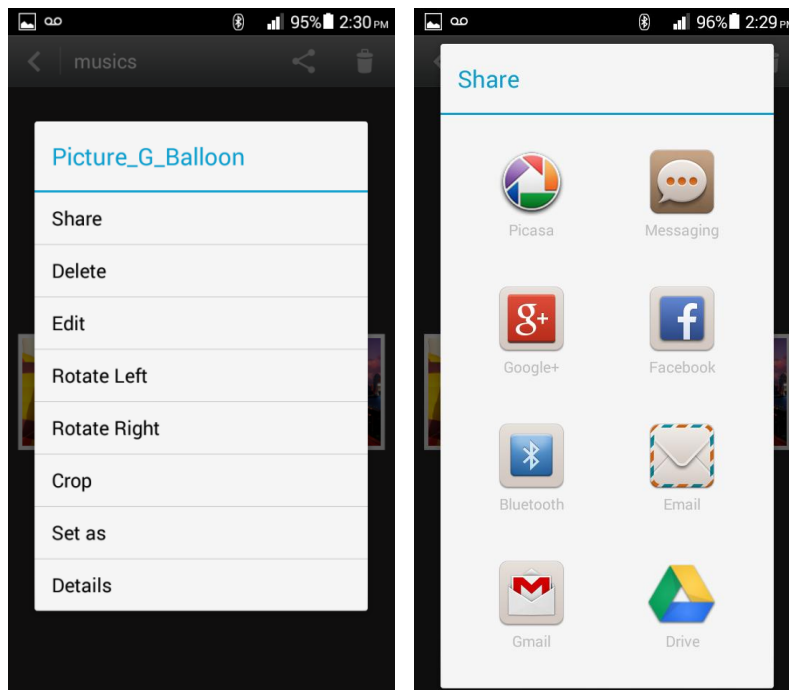
1.13 Bluetooth


1.13.1 What files can be transmitted using Bluetooth?


Pictures, audio clips, videos, web pages, and contacts can be transmitted using Bluetooth.

1.13.2 How do I send data using Bluetooth?

To share a picture, audio clip, or video, go to **Music** or **Gallery**, touch and hold the file you want to send. From the displayed option menu, choose **Share**. Then, touch **Bluetooth** to send the file.



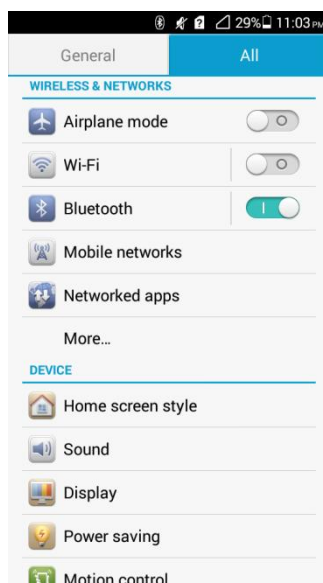
To send a web page, open the browser, open the web page, and touch . From the displayed option menu, choose **Share page**. Then, touch **Bluetooth** to send the web page.

To send contacts, go to **People**. On the **Contacts** tab, touch . From the displayed option menu, choose **Share**. Then, touch **Bluetooth** to send the file.

1.13.3 My phone cannot be discovered by other Bluetooth devices. Why?

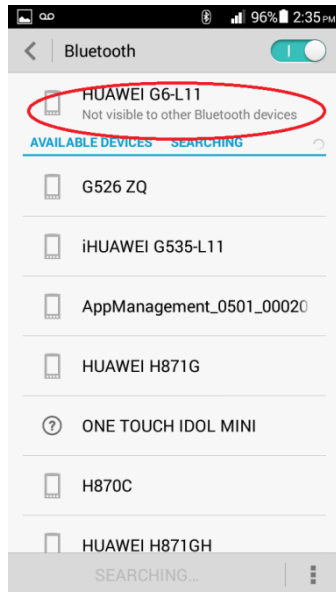
- Bluetooth has been turned off on your phone.

Solution: Go to **Settings**. Under **WIRELESS & NETWORKS**, touch the Bluetooth switch to turn on Bluetooth.



- The Bluetooth is turned on, but your phone is not set to be visible to all devices.

Solution: Go to **Settings**. Under **WIRELESS & NETWORKS**, touch the Bluetooth switch to turn on Bluetooth. Then, touch **Bluetooth**. On the displayed **Bluetooth** screen, touch your device name (**HUAWEI G6-L11** in the following figure) to set your device to be visible to all nearby Bluetooth devices.



1.13.4 What is the Bluetooth working range?

10 meters.

1.13.5 I cannot pair my phone with other Bluetooth devices. Why?

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

- Your phone cannot find the device.
Solution: Check that Bluetooth on that device is turned on and the device is set to be visible.
- Your phone cannot find a Bluetooth headset.
Solution: Check that the headset is set to be visible. For details about how to configure the headset, see the user guide of the headset.
- Your phone cannot send files to another phone.
Solution: Check that the phone to be connected to is able to receive files and supports the formats of the files you want to send.

1.14 GPS navigation

1.14.1 What navigation applications does my phone come with?

Google Maps

1.14.2 What can I do if the navigation application experiences data loss? What can I do if the authorization file is lost?

If the software data of Google Maps is lost, connect your phone to a Wi-Fi network to download the map data again.

If the authorization file is lost, Google Maps will automatically download the authorization file at the startup when your phone is connected to the Internet.

1.14.3 What can I do if the navigation application on my phone cannot receive signals from GPS satellites?

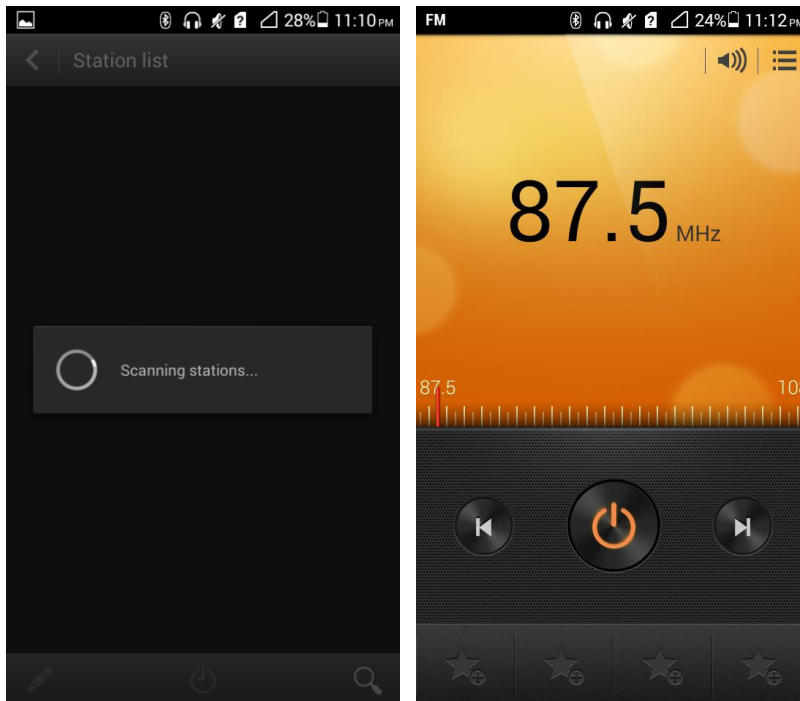
- If you are using the phone indoors, bring the phone to an outdoor area.
- If you are using the phone outdoors, make sure you are not in a built-up area because high buildings block the satellite signals.

1.14.4 Does my phone support FM radio? If yes, how do I save manually found channels?

Yes, your phone supports FM radio.

To save a manually found channel, enter the frequency number, **87.5** in the following figure. The channel is then automatically saved to the channel list. The channels you find by touching

 or  will not be saved.

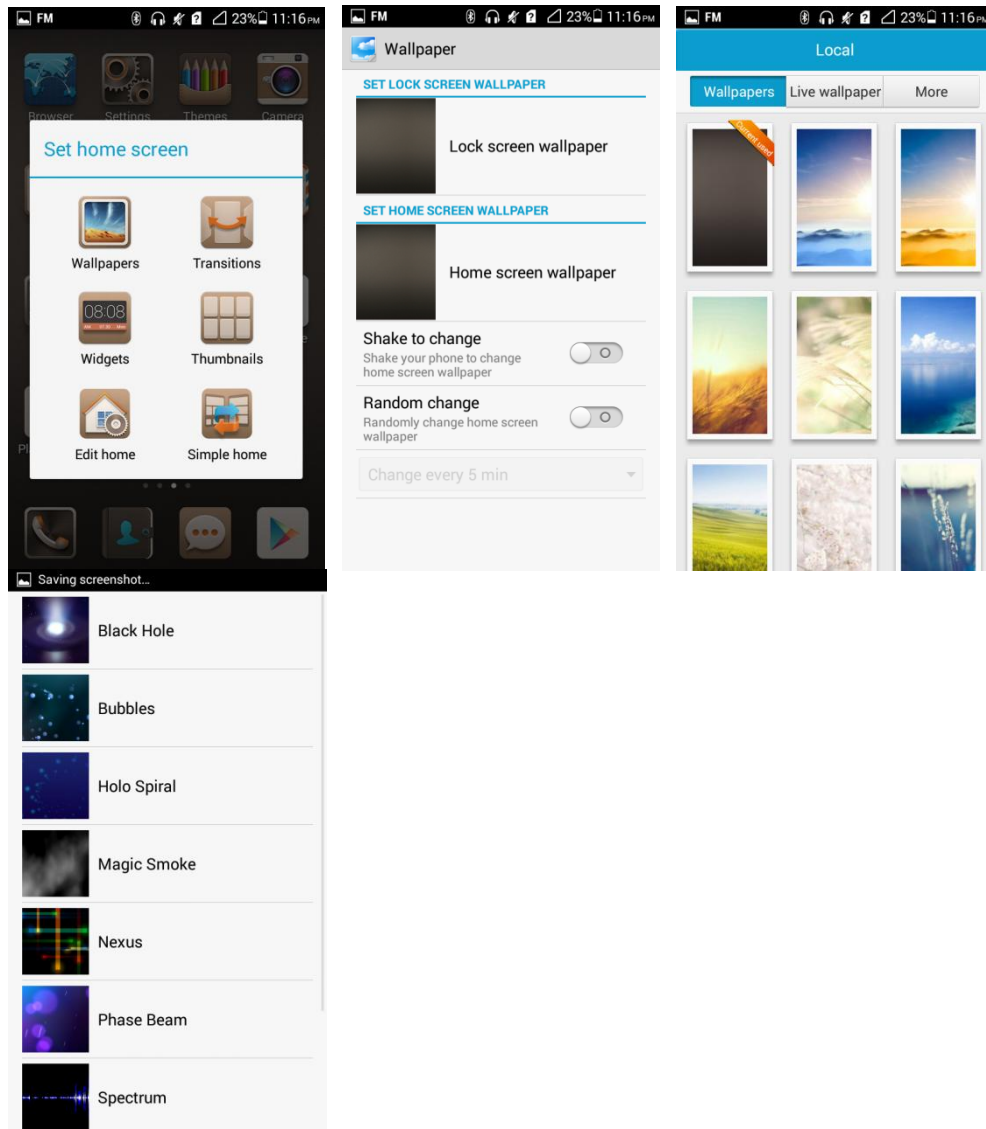


1.14.5 Can I download themes to my phone? Does my phone support live wallpapers?

You cannot download themes to your phone, but your phone supports live wallpapers.

To apply live wallpapers to your phone:

Touch and hold a blank area on the home screen. Touch **Wallpapers**. Under **SET HOME SCREEN WALLPAPER**, touch **Home screen wallpaper**. Then, touch **Live wallpaper**.



1.14.6 Does my phone support video calls or video chats?

Your phone does not support video calls, but it comes with a front camera, so you can install a third-party application, such as Google Talk, to implement video chats.

1.14.7 Can I take a screenshot? If yes, how?

When the screen is not locked, simultaneously press the power and volume down buttons for 2 seconds or more to take a screenshot.

1.14.8 Does my phone support flash playback? If not, can I install a third-party flash player for flash playback?

Your phone is not preinstalled with any flash players.

To download a flash player, go to Google play or any video websites that provides flash player download.

1.14.9 What line order does the headset use?

The headset provided with your phone adopts the American line order, which is the mainstream line order in the industry.

The headset comes with only one key (the hook key) for you to answer or end a call as well as start or stop playing music. Your phone supports other headsets with volume up and volume down keys. Using such headsets, you can also adjust the in-call volume and music volume.

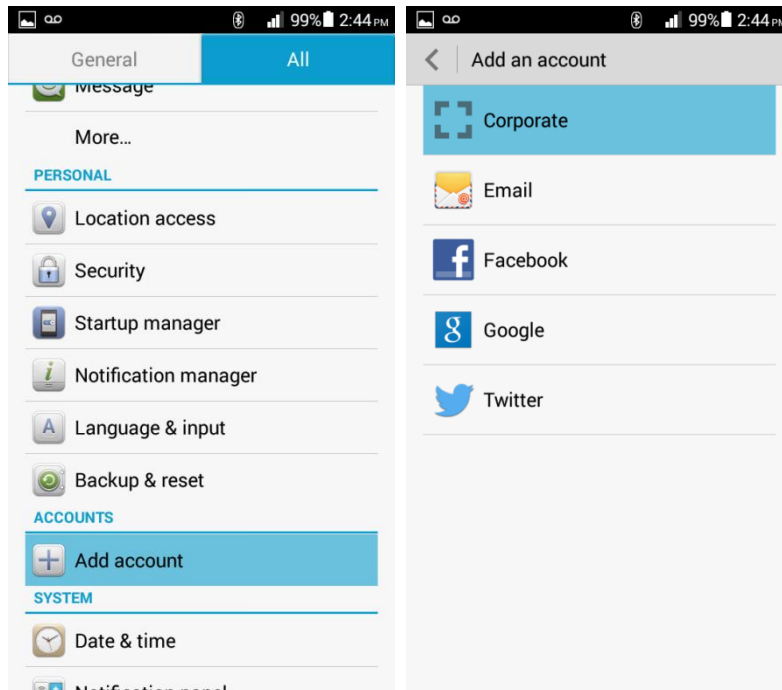
2 Common settings

2.1 Email

2.1.1 How do I configure email settings?

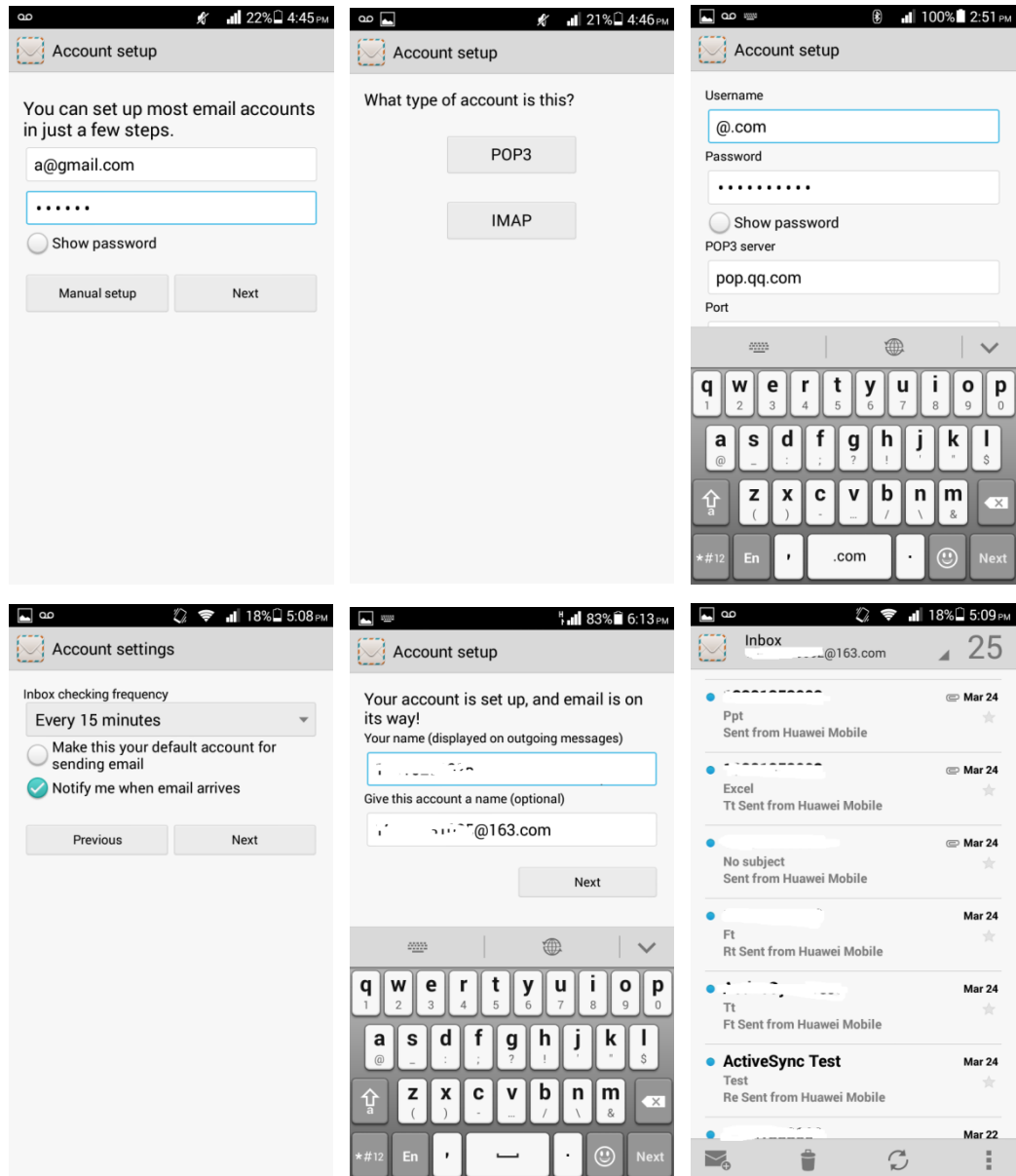
- Adding an account

Go to **Settings**. Under **ACCOUNTS**, touch **Add account**. To add an email account, touch **Email**. To add an Exchange account, touch **Corporate**.



Manual setup:

1. On the **Account setup** screen, enter your email account and password.
2. Touch **Manual setup**.
3. Touch **POP3** to display the incoming server settings screen.
4. Touch **Next** to display the outgoing server settings screen.
5. Configure the email receiving settings (including the inbox checking frequency) and touch **Next**.
6. On the displayed screen, enter your name and the account name.
7. Touch **Next**.
You will then access the inbox of the email account.

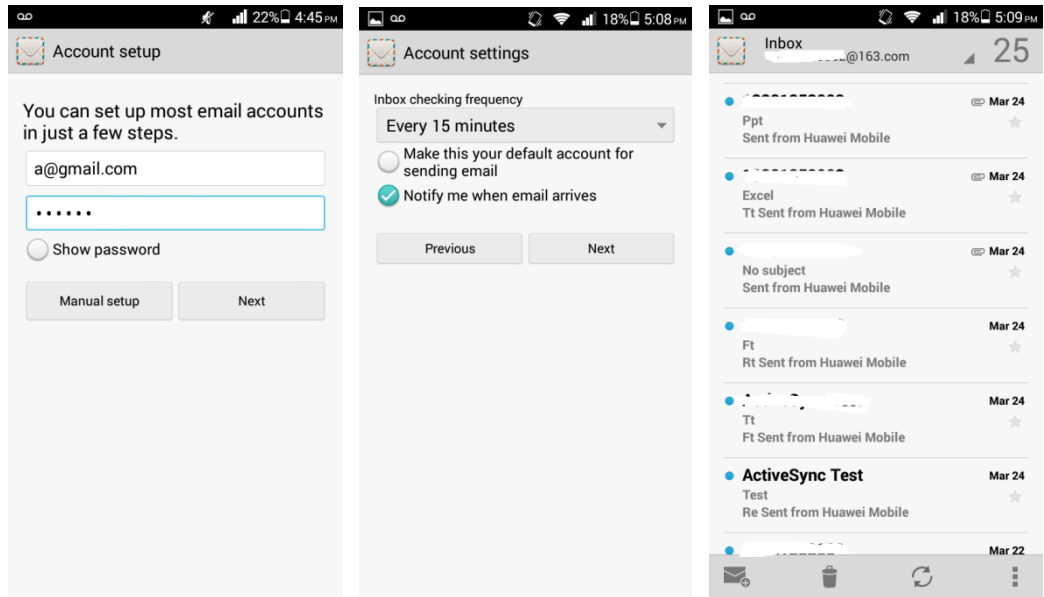


Auto setup:

You can automatically set up your email account for certain email service providers only when the email settings have been preconfigured on your phone. To automatically set up an email account:


1. On the **Account setup** screen, enter your email account and password.
2. Touch **Next**.
3. Configure the email receiving settings and touch **Next**.
4. On the displayed screen, enter your name and the account name.
5. Touch **Next**.

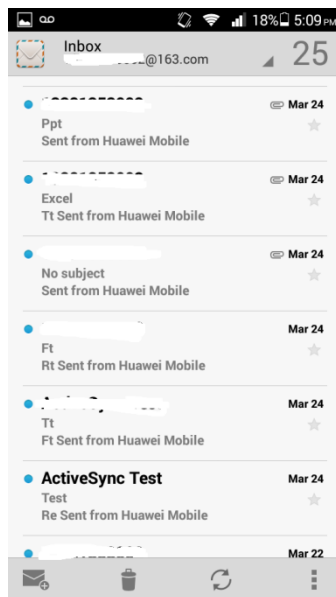
You will then access the inbox of the email account.




For details about email account settings, contact your email service provider.

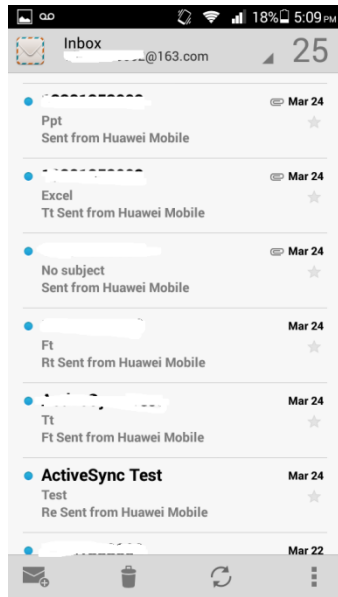
- Sending an email

On the **Inbox** screen, touch  , enter the recipient, subject, and email content, and touch **Send**.




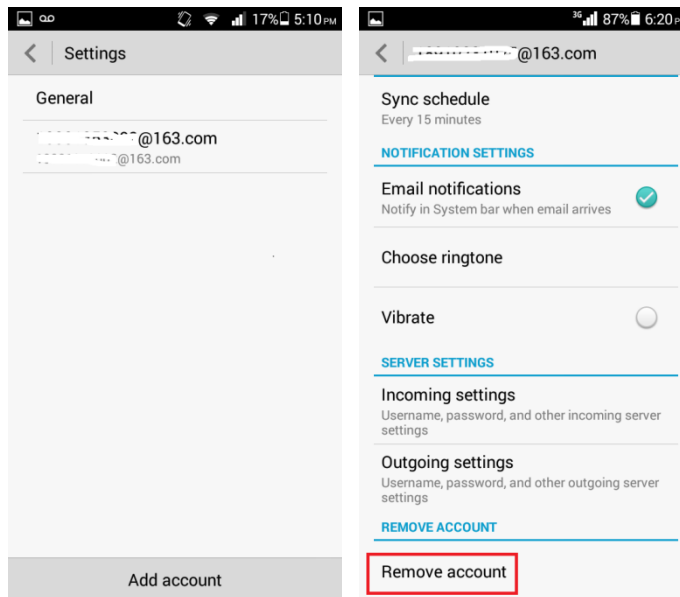
- Viewing and deleting an email

On the **Inbox** screen, touch an email to view it, or touch  to delete it.



- Deleting an email account

Go to **Email**. Touch  and choose **Settings** from the display option menu. Touch the email account your wish to delete. At the bottom of the displayed screen, touch **Remove account**.




2.1.2 Can I view emails when no Internet connection is available on my phone?

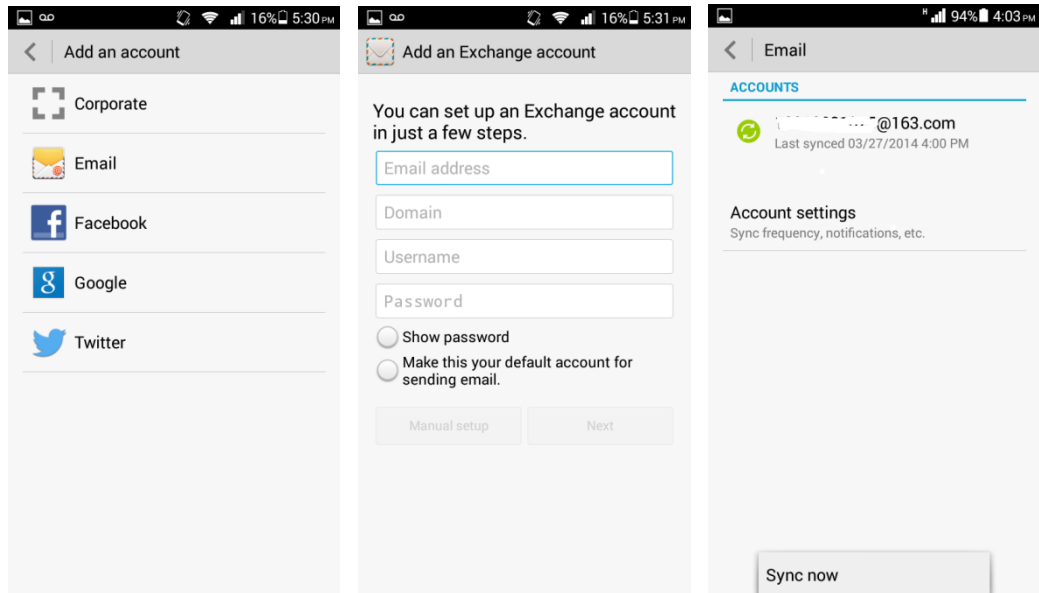
Yes if the emails have been downloaded to your phone.

2.1.3 How do I synchronize contacts and calendar events?

To synchronize contacts, log in to at least one Exchange account.

On the **Account setup** screen, touch **Exchange**. Obtain the email box server's settings from your email service provider's website, configure your phone based on the settings, and log in to your Exchange account.

Go to **Settings**. Under **ACCOUNTS**, touch **Corporate**. Touch your account and select the data you want to synchronize. Touch . From the displayed option menu, choose **Sync now** to synchronize the selected data to your phone.

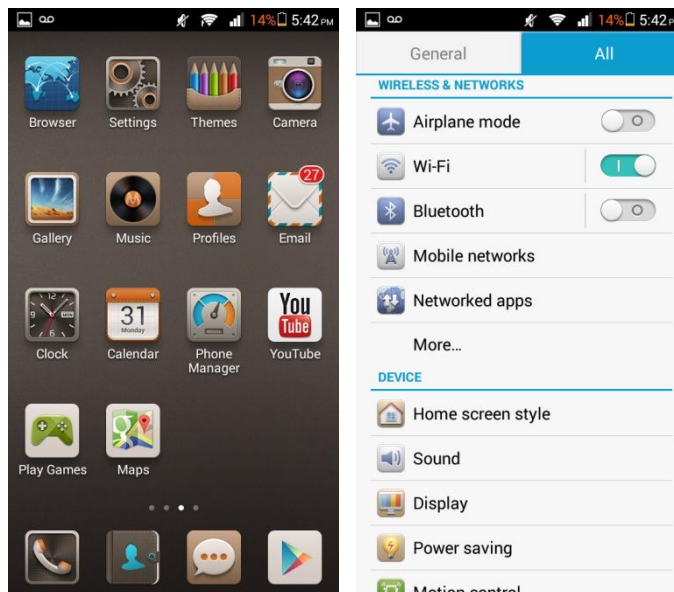


If the contact synchronization fails, check that your phone's data service is turned on and that the account server supports contact synchronization.

2.2 Wi-Fi settings

2.2.1 How do I connect my phone to a Wi-Fi network?

Go to **Settings**. Under **WIRELESS & NETWORKS**, touch the Wi-Fi switch to turn on Wi-Fi.



Touch **Wi-Fi**. From the displayed Wi-Fi networks, touch the desired network. In the displayed dialog box, enter the password for the Wi-Fi network, and touch **Connect**. When the connection is set up, you will be able to use the Wi-Fi network to access the Internet.

2.2.2 What Wi-Fi protocols does my phone support? What are the data rates supported by each protocol?

Your phone supports 802.11b/g/n.

2.2.3 I cannot open web pages sometimes over a Wi-Fi connection. Why?

Possible causes are:


- The x digital subscriber line (xDSL) connection fails. If the hotspot (such as a wireless router) your phone connects to accesses the Internet through xDSL and the xDSL connection fails, the Internet connection is unavailable. Check that the xDSL connection is working properly and try again.
- A domain name service (DNS) issue occurs. If you cannot open web pages but can access **Google Play Store**, the DNS is not working properly.
- The websites that the Wi-Fi hotspot can access are restricted. If the Internet connection of the hotspot is restricted, your phone cannot be used to browse web pages.

2.2.4 I have turned on Wi-Fi on my phone, but it cannot detect signals from Wi-Fi hotspots. What can I do?

On a device other than your phone, turn on Wi-Fi. If the device is able to detect Wi-Fi signals:

- Check that the wireless router's service set identifier (SSID) is not hidden.
- Restart the Wi-Fi function on your phone.
- Restart your phone.

2.2.5 How do I know whether my phone is using its mobile data connection or a Wi-Fi connection to access the Internet?

When a Wi-Fi connection is set up, the Wi-Fi connection is used with precedence over the mobile data connection. If  is displayed in the upper right corner of the screen, you are using a Wi-Fi connection to access the Internet.

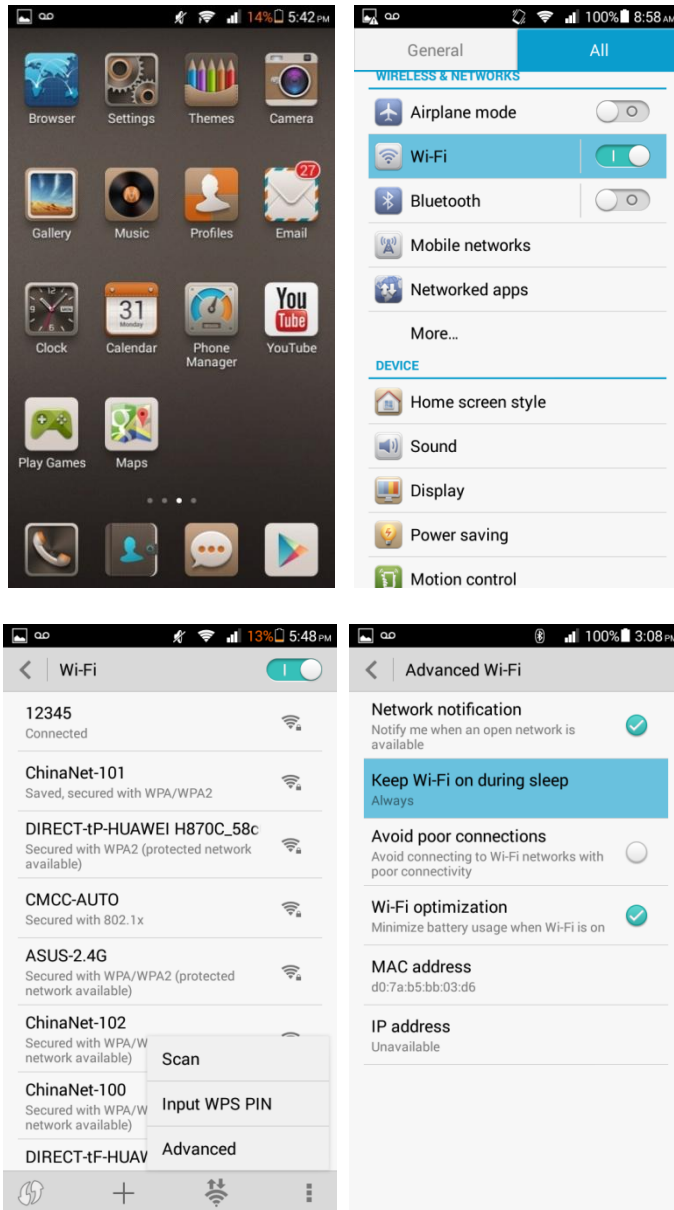
2.2.6 I cannot connect to a Wi-Fi hotspot. Why?

- The password you entered is incorrect. Note that the password is case sensitive.
- The Wi-Fi reception is poor.

2.2.7 My phone's Wi-Fi connection automatically disconnects when the screen turns off. What can I do?

Change the Wi-Fi sleep policy as follows: Go to **Settings**. Under **WIRELESS & NETWORKS**, touch the Wi-Fi switch to turn on Wi-Fi. On the displayed Wi-Fi screen, touch

From the displayed option menu, choose **Advanced**. Set **Keep Wi-Fi on during sleep** to **Always**.



Note:

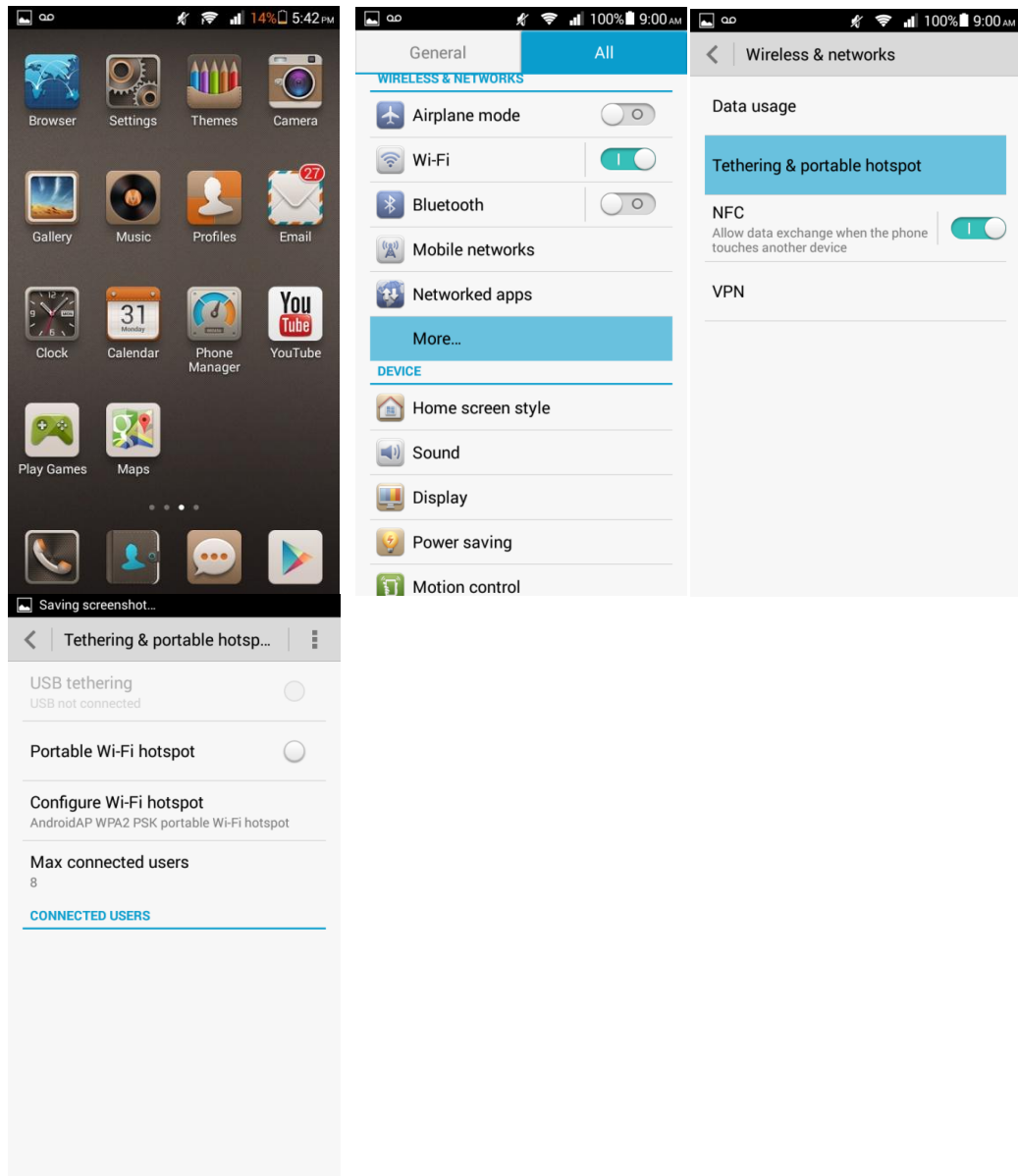
By default, **Always** is selected for **Keep WLAN on during sleep**. If the default settings are modified, your phone disconnects from the Wi-Fi network when its screen turns off. The following describes the three options of **Keep WLAN on during sleep**:

- **Always:** Never disconnect a Wi-Fi connection.
- **Only when plugged in:** Never disconnect a Wi-Fi connection when the phone is charging. If the phone is not charging, it disconnects a Wi-Fi connection when it has been idle for 3 minutes.
- **Never (increases data usage):** Disconnect a Wi-Fi connection when the phone has been idle for 3 minutes.

2.3 Can I use my phone as a portable Wi-Fi hotspot and share my phone's data connection with another device?

Yes. To do so, turn on the Wi-Fi hotspot on your phone as follows:

Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **More**. Touch **Tethering & portable hotspot** and select **Portable Wi-Fi hotspot**.

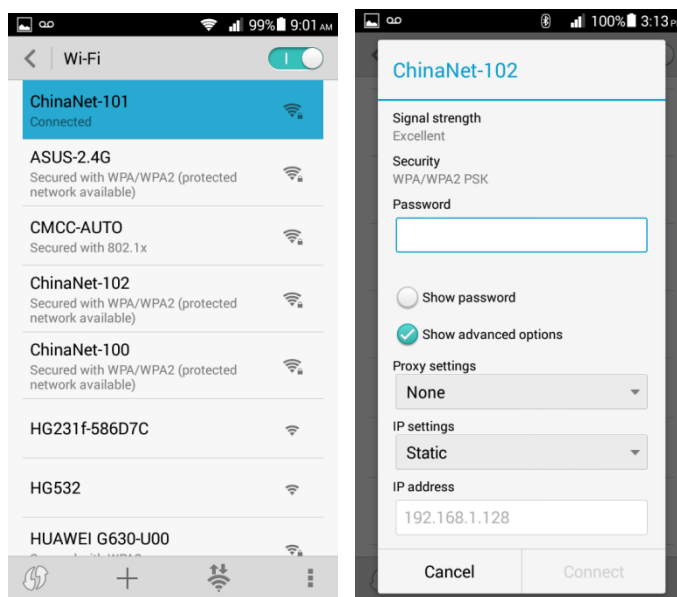


After a device connects to your phone over Wi-Fi, you can access the Internet from that device using your phone's mobile data connection.

To set the hotspot name and security parameters, touch **Configure Wi-Fi hotspot**.

2.4 How do I connect my phone to a Wi-Fi hotspot with a static IP address to access the Internet?

Go to **Settings**. Under **WIRELESS & NETWORKS**, touch the Wi-Fi switch to turn on Wi-Fi. Touch **Wi-Fi**. On the **Wi-Fi** screen, touch the desired hotspot. In the displayed dialog box, select **Show advanced options**. Select **Static** for **IP settings**. 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 over Wi-Fi, it must wait for the router to assign it a dynamic IP address, which takes time. You can resolve this issue by specifying a static IP address for your phone.

2.5 How do I set my phone to work as a modem and to provide Internet access for computers?

1. Go to **Settings**.
2. Under **WIRELESS & NETWORKS**, touch **More > Tethering & portable hotspot**.
3. Select **USB tethering**.
4. On a computer, install a USB driver, which can be obtained from HiSuite. Right-click **My Computer** and choose **Manage**.

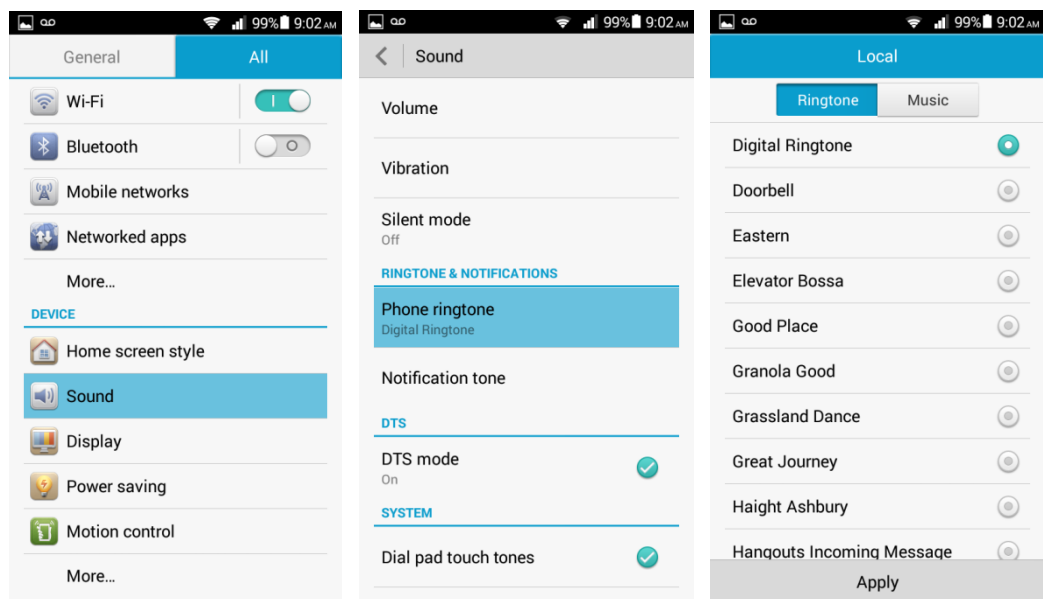
When using USB tethering, your phone's mobile data connection must be turned on. Otherwise, the phone cannot provide Internet access for computers.

If a computer has a wireless network adapter, you can turn on **Portable Wi-Fi hotspot** as follows: Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **More**. Touch **Tethering & portable hotspot** and select **Portable Wi-Fi hotspot**. Then the computer can connect to your phone over Wi-Fi to access the Internet. Currently, this function is available to computers running Windows.

2.6 Ringtone settings

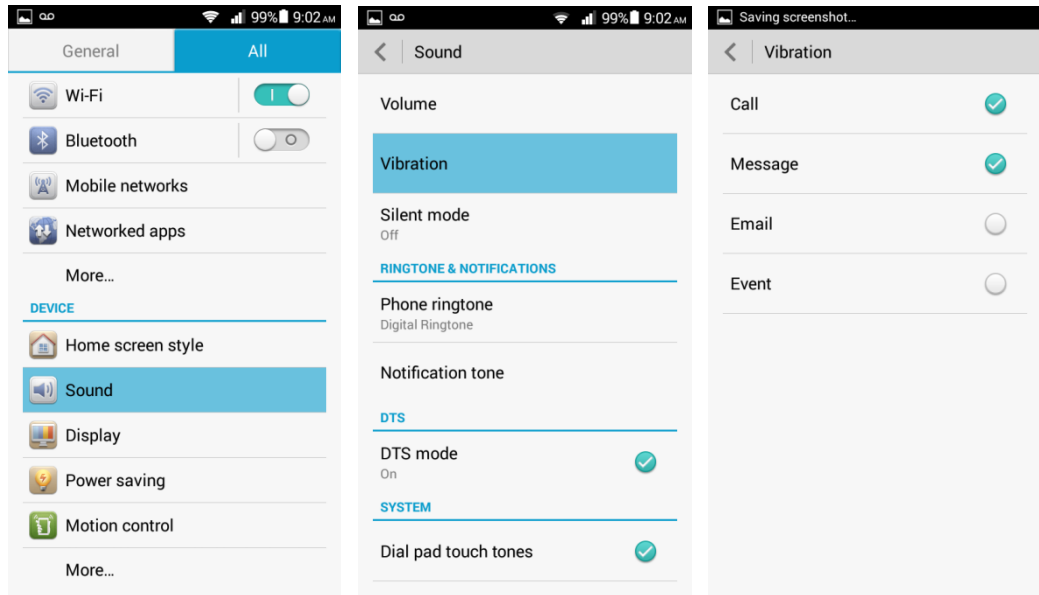
2.6.1 How do I set the ringtone?

Go to **Settings**. Under **DEVICE**, touch **Sound**. On the displayed screen, touch **Phone ringtone** under **RINGTONE & NOTIFICATIONS**. Select a ringtone or song and touch **Apply**.



2.6.2 How do I turn on or off vibration for incoming calls and messages?

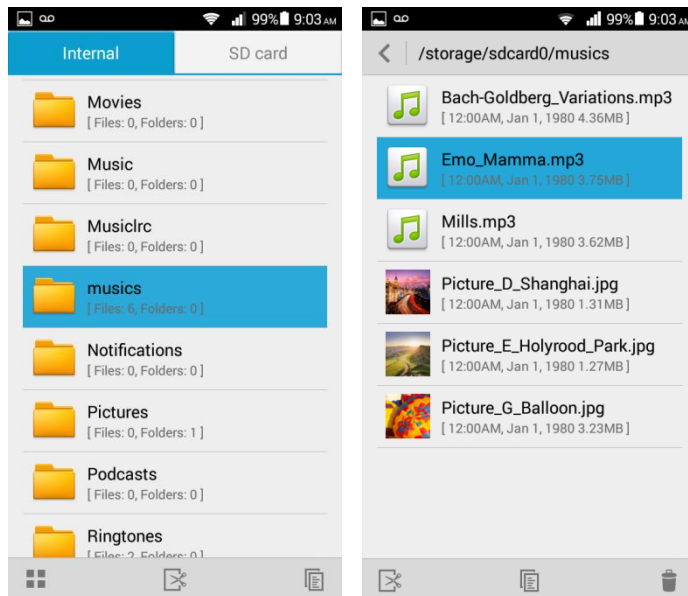
Go to **Settings**. Under **DEVICE**, touch **Sound**. On the displayed screen, touch **Vibration**. On the displayed screen, select **Call** and **Message** to turn on vibration for incoming calls and messages. To turn off vibration for them, deselect **Call** and **Message**.

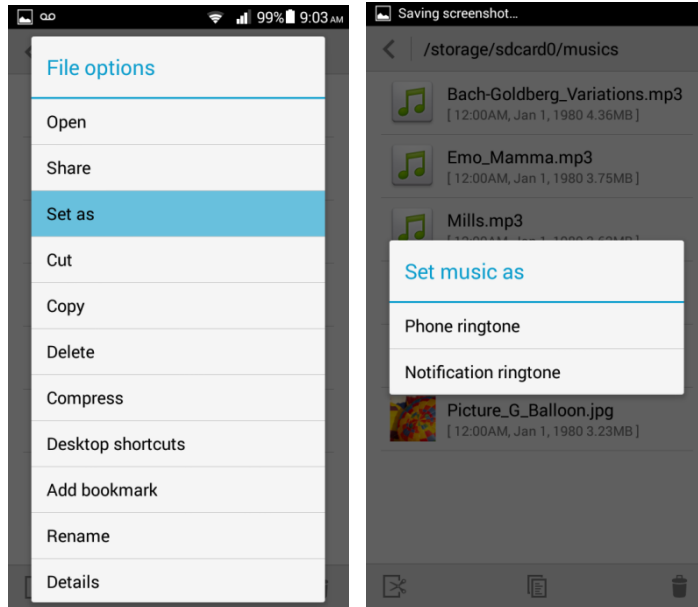


2.6.3 How do I set a custom audio file as the ringtone or message tone?

Go to **File Manager**. Touch the **Musics** folder to open it. Touch and hold the desired audio file. From the displayed option menu, choose **Set as**. Then, touch **Phone ringtone** or **Notification ringtone**.

Note: If the audio file you selected is saved on the microSD card, the ringtone is changed to the default one after you remove the microSD card.



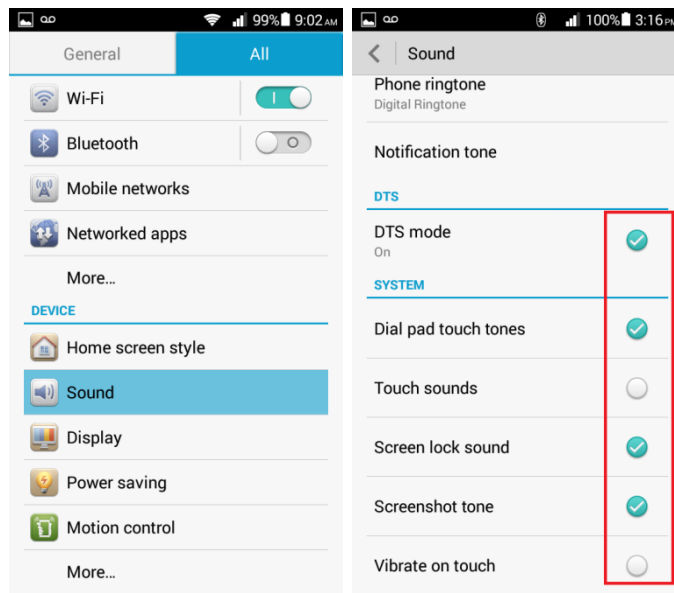


2.6.4 Can I set the ringtone for a contact group?

No.

2.6.5 How do I disable touch sounds?

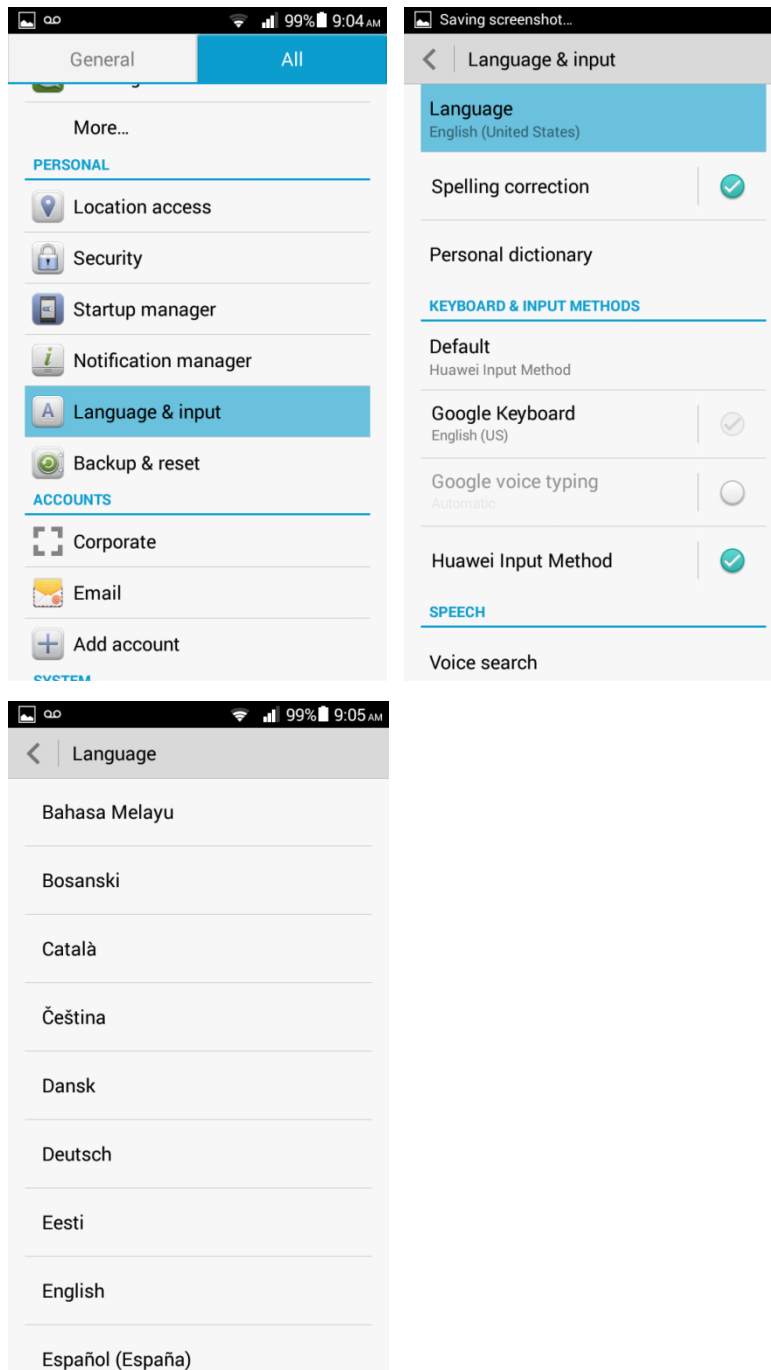
Go to **Settings**. Under **DEVICE**, touch **Sound**. On the displayed screen, deselect **Touch sounds** under **SYSTEM**.



2.7 Language and keyboard

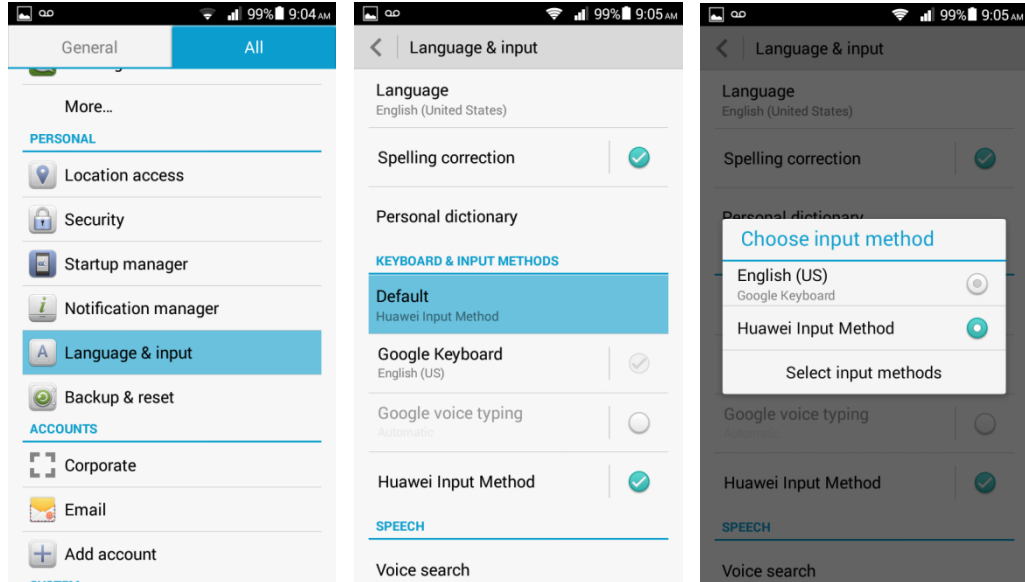
2.7.1 What languages does my phone support? How do I change the system language?

To view the languages supported by your phone, go to **Settings**. Under **PERSONAL**, touch **Language & input**. On the displayed screen, view the information under **Language**. To change the system language, touch **Language** and select the desired language from the language list.



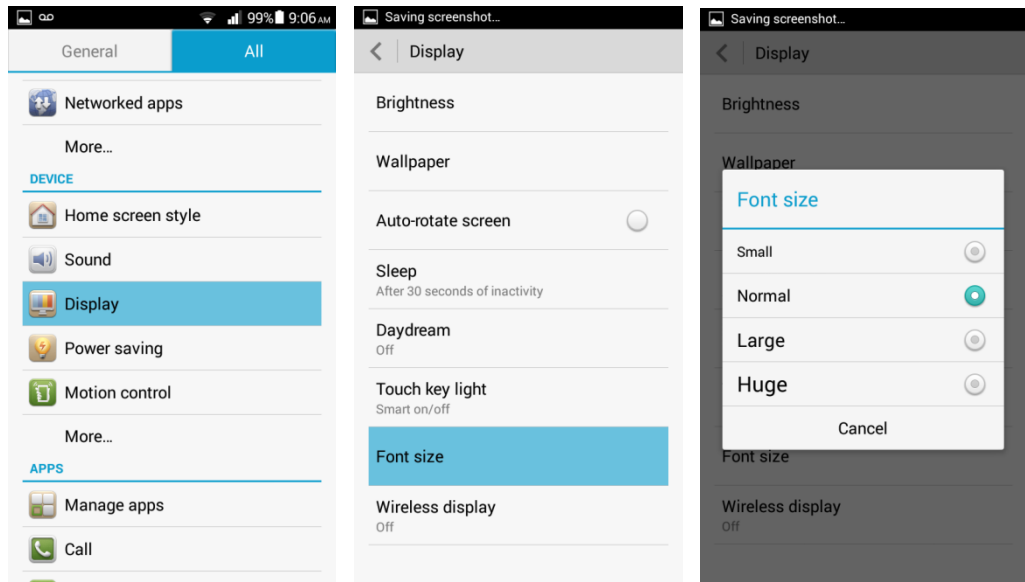
2.7.2 I installed a new text input method but cannot use it. Why?

After installing an input method, you must select the input method and set it as the default input method as follows: Go to **Settings**. Under **PERSONAL**, touch **Language & input**. On the displayed screen, touch **Default**. Then, select the newly installed input method.



2.7.3 How do I change the system font size?

Go to **Settings**. Under **DEVICE**, touch **Display**. On the displayed screen, touch **Font size**. Then, select the desired font size.



2.7.4 What text input methods does my phone support?

Google keyboard and Huawei input method.

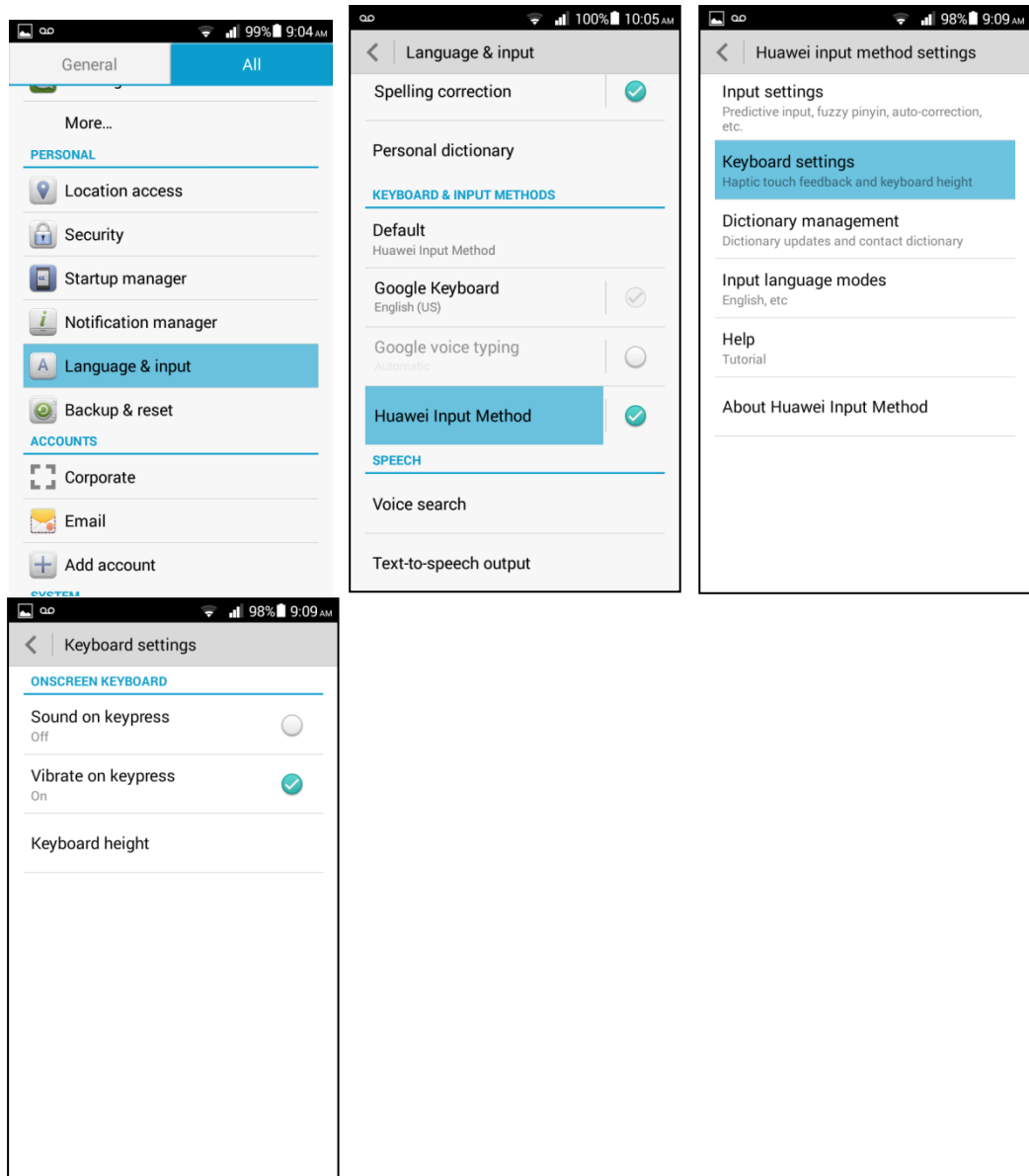
2.7.5 Does my phone support the stroke input method?

No.

2.7.6 How do I turn off the key press sound?

You can turn on or off the key press sound in the settings of a text input method. The following procedure uses the Huawei input method as an example:

Go to **Settings**. Under **PERSONAL**, touch **Language & input**. On the displayed screen, touch **Huawei input method** then **Keyboard settings**. On the displayed screen, deselect **Vibrate on keypress**.





2.8 Internet access

2.8.1 How do I clear my browser's cache and browsing history?

Open the browser. Touch . From the displayed option menu, choose **Settings**. Touch **Privacy & security** then **Clear cache** or **Clear history** to clear the cache or web browsing history.

2.8.2 How do I view a web page in full screen or save a web page to bookmarks?

To view a web page in full screen: Open the browser. Touch . From the displayed option menu, choose **Settings**. Touch **Labs > Fullscreen**.

To save a web page to bookmarks: Open the browser. Touch . From the displayed option menu, choose **Save to bookmarks**. On the displayed screen, touch **OK**.

2.8.3 Can I log in to my email account using the browser on my phone?

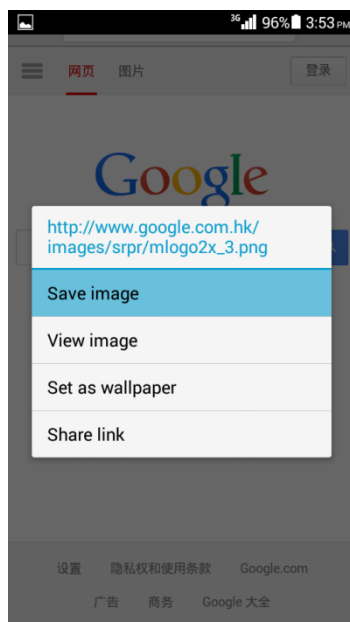
Yes. Open the browser and enter the email account website in the address box.

2.8.4 Can I log in to my online bank account from my phone?


Yes. It is recommended that you install the online bank client on your phone. Logging in to your online bank account by using the browser on your phone may fail as some banks' login plug-in can only run in Internet Explorer.

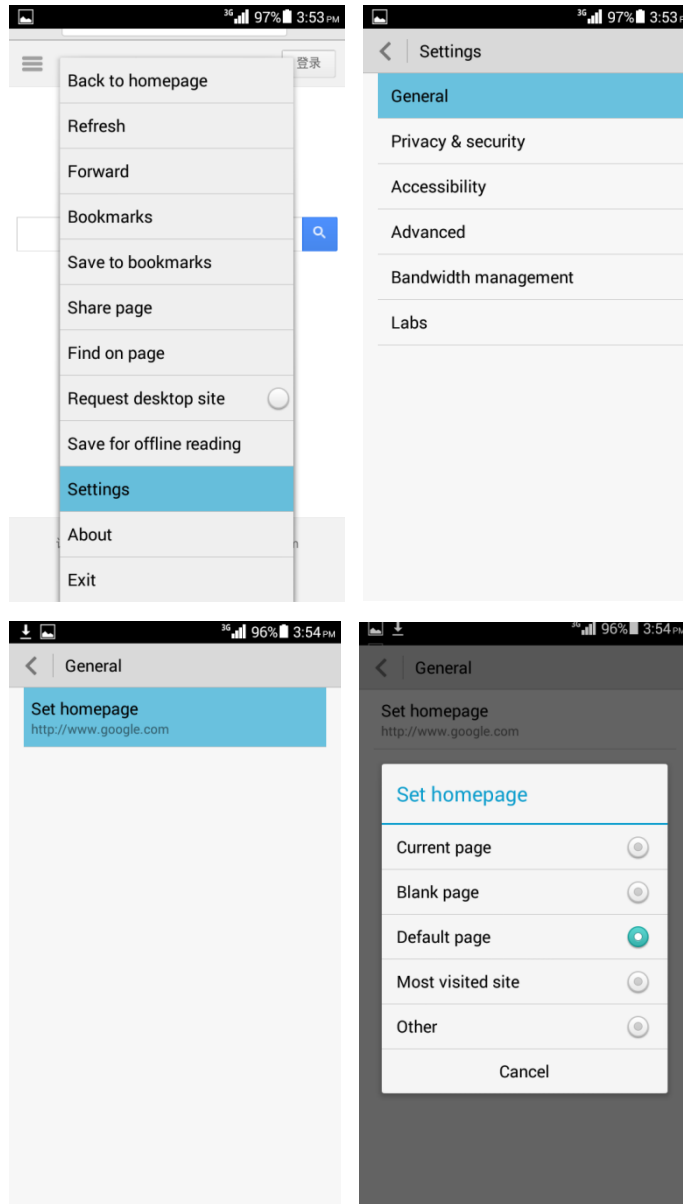
2.8.5 How do I save an image from a web page?

Touch and hold the image and choose **Save image** from the displayed option menu.




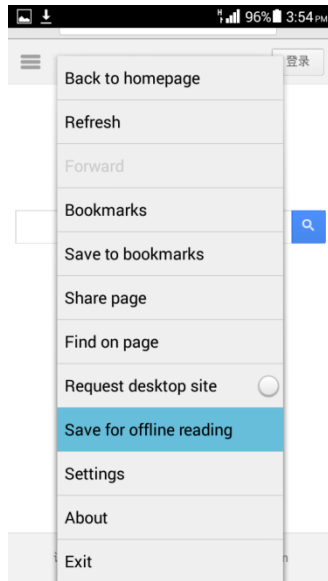
2.8.6 How do I set my browser's home page?

Open the browser. Touch . From the displayed option menu, choose **Settings**. Touch **General** > **Set homepage**. From the displayed option menu, choose your home page.



2.8.7 How do I save a web page for offline reading?

Open the browser. Touch . From the displayed option menu, choose **Save for offline reading**.



2.8.8 How do I configure network settings if my phone fails to access the Internet?

Insert a SIM card into your phone. The phone then automatically configures APN settings.





To check APN settings, go to **Settings**. Under **WIRELESS & NETWORKS**, touch **Mobile networks** then **Access Point Names**.

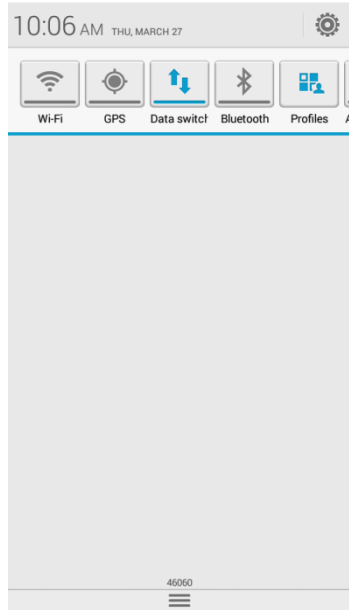
To restore APN settings, touch  on the **APNs** screen. From the displayed option menu, choose **Reset to default**.

2.8.9 How do I enable or disable the data service?

Use either of the following methods:



- Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **Mobile networks** then select **Data roaming** to enable the data service. To disable the data service, deselect **Data roaming**.

- Drag the status bar downward to display the notification panel. Touch  to enable the data service. When the data service is enabled,  changes to . To disable the data service, touch .



2.8.10 How do I know whether my data service is turned on or off?

Drag the status bar downward to display the notification panel:

-  indicates that the data service is turned on. To turn off the data service, touch this shortcut switch.
-  indicates that the data service is turned off. To turn on the data service, touch this shortcut switch.

2.8.11 Can I use my phone to access the Internet during a call?

Yes if your phone is connected to a 3G network, but no if your phone is connected to a 2G network.

2.8.12 Are there any restrictions to the data service?

Currently your phone does not support CDMA2000.


It supports 2G, 3G, and LTE networks.

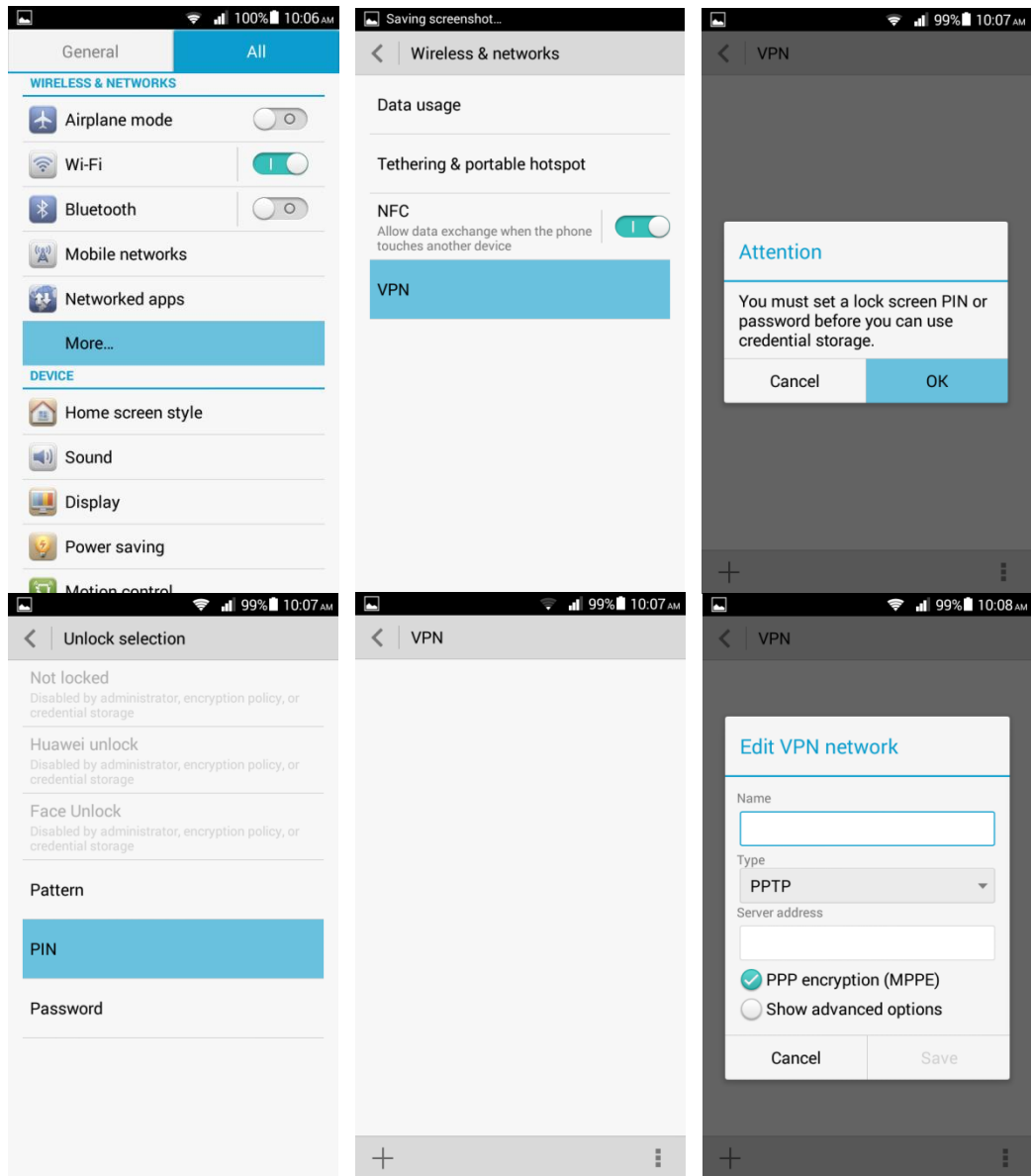
2.8.13 What does a VPN do? How do I set VPN parameters?

A virtual private network (VPN) extends a private network across a public network, such as the Internet. It is a connection type widely used in medium to large enterprises and organizations.

To set VPN parameters:

Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **More**. On the displayed screen, touch **VPN**. When prompted to set a lock screen PIN or password, touch **OK**. (To use a VPN, you must set a lock screen PIN or password.)

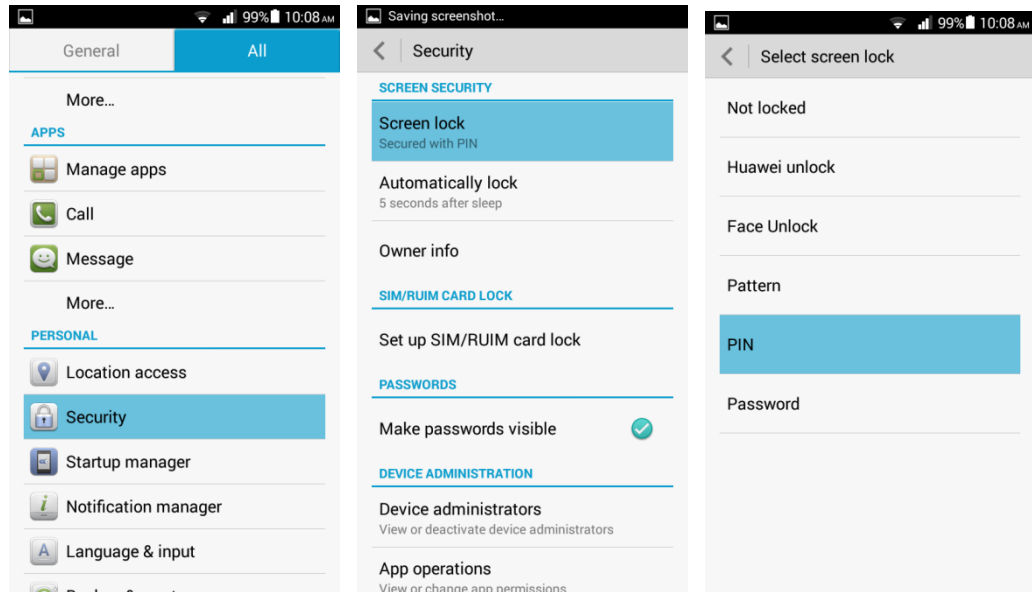
On the VPN screen, touch . When prompted, enter the VPN name and server address. Then, touch **OK**.



2.9 Screen lock

2.9.1 How do I set a screen unlock PIN?

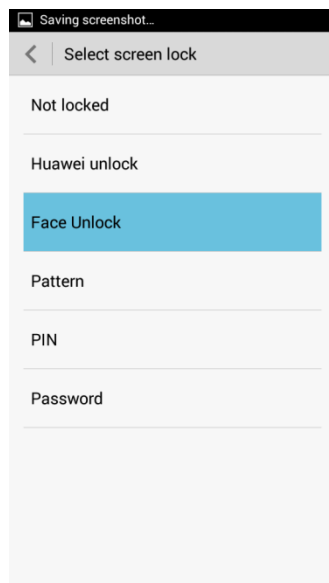
1. Go to **Settings**. Under **PERSONAL**, touch **Security**. On the displayed screen, touch **Screen lock** under **SCREEN SECURITY**.
2. Touch **PIN** to set it as the screen lock mode. After the settings, you need to unlock the screen when you power on or off the phone or press the power key to turn on the screen.



2.9.2 Does my phone supports the Face Unlock function? How do I set the function?

Yes. To set the function:

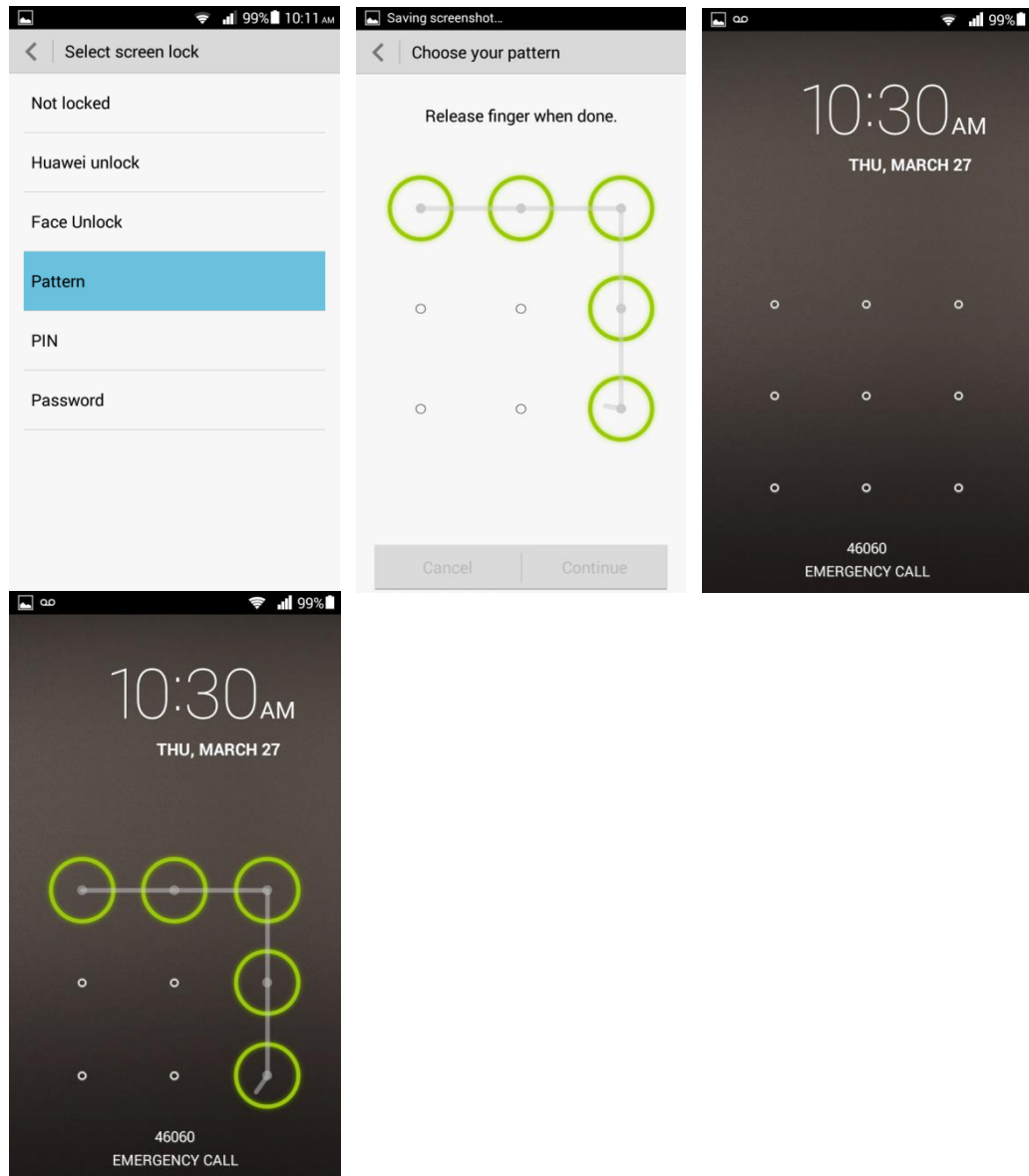
Go to **Settings**. Under **PERSONAL**, touch **Security**. On the displayed screen, touch **Screen lock** under **SCREEN SECURITY**. Then, touch **Face Unlock**.



2.9.3 How do I set a screen unlock pattern?

1. Go to **Settings**. Under **PERSONAL**, touch **Security**. On the displayed screen, touch **Screen lock** under **SCREEN SECURITY**. Then, touch **Pattern**.
2. On the **Choose your pattern** screen, swipe your finger across the screen to connect four or more dots together in a pattern and touch **Continue**.
3. Draw the pattern again and touch **Confirm**.

When you power on or off your phone or press the power key to turn on the screen, draw the pattern to unlock the screen.



2.9.4 How many times can I try the screen unlock pattern before my phone becomes permanently locked? Can I unlock the phone by sending an email from my Gmail?

Your phone will not be locked even if you incorrectly draw the unlock pattern for several consecutive times, though the retry interval becomes longer.

Your phone supports the function to unlock the screen using the backup PIN. If you forget your unlock pattern and backup PIN, please send your phone to the local customer service center. You cannot unlock your phone by sending an email from Gmail.

2.9.5 How do I lock and unlock the screen?

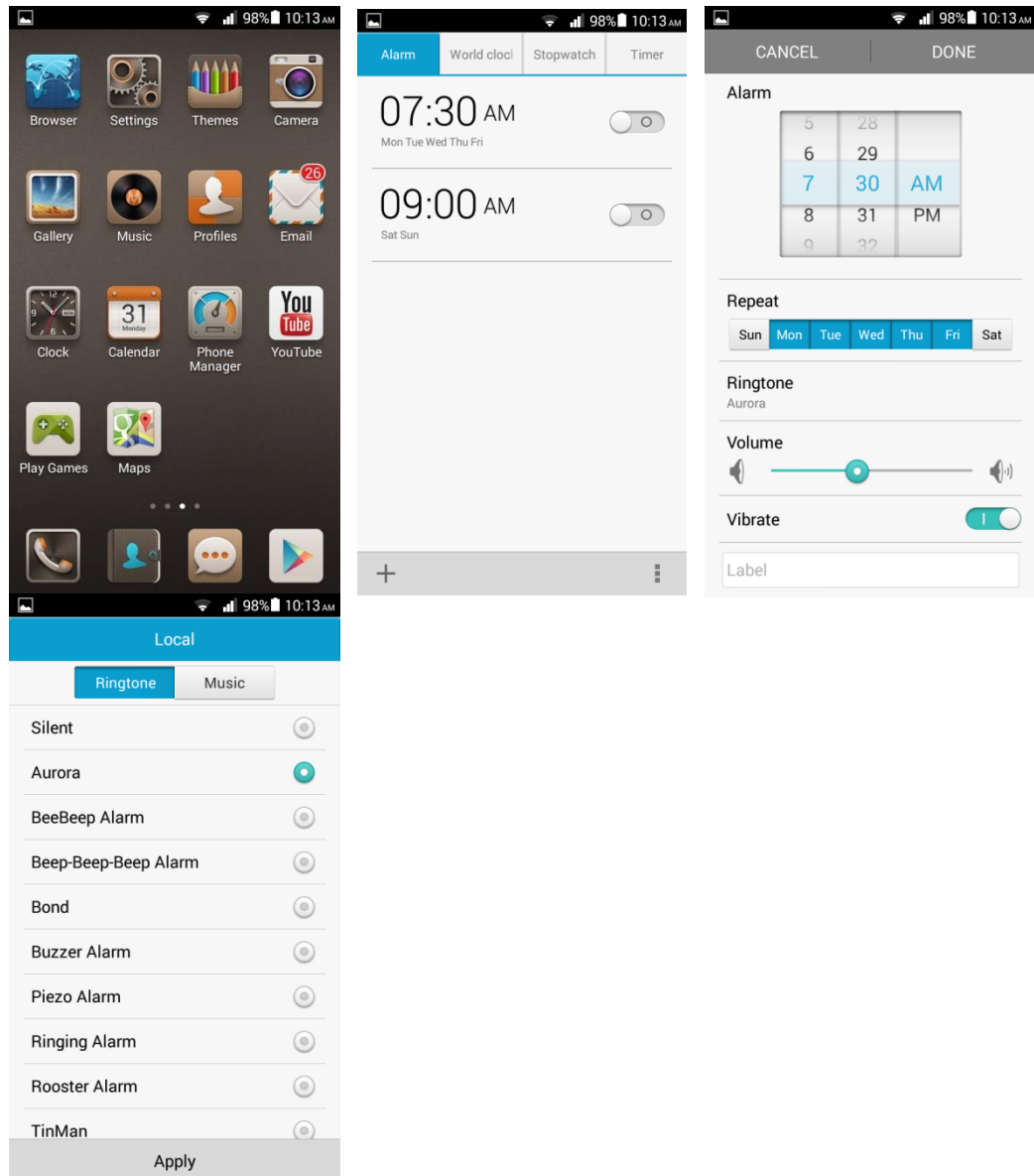
To lock the screen, press the power button.


To unlock the screen, press the power button to turn on the screen and follow the onscreen instructions to enter the PIN or draw the unlock pattern.

2.10 Alarm

2.10.1 How do I add and remove an alarm?

1. Go to **Clock**.



2. On the **Alarm** tab, touch  to display the alarm setting screen.
3. Under **Alarm**, set the alarm time.
4. Under **Repeat**, set the alarm to repeat on certain days and select the desired intervals.
5. Touch **Ringtone** and select the desired tone for the alarm.
6. To set your phone to vibrate when the alarm goes off, turn on **Vibrate**.

7. To name the alarm, enter a name in **Label**.
8. Touch **DONE**.

On the alarm screen, you can find the list of all alarms. If an alarm is deselected, it is disabled. To delete an alarm, touch and hold it and choose **Delete alarm** from the displayed option menu.

2.10.2 Will the alarms go off when my phone is powered off?

Yes.

2.11 Applications

2.11.1 What application formats does my phone support? Is JAVA supported?

Your phone supports all third-party applications based on the Android OS, but not Java applications.

2.11.2 How do I download third-party applications?

Log in to Huawei App Center or Google Play Store to download third-party applications.

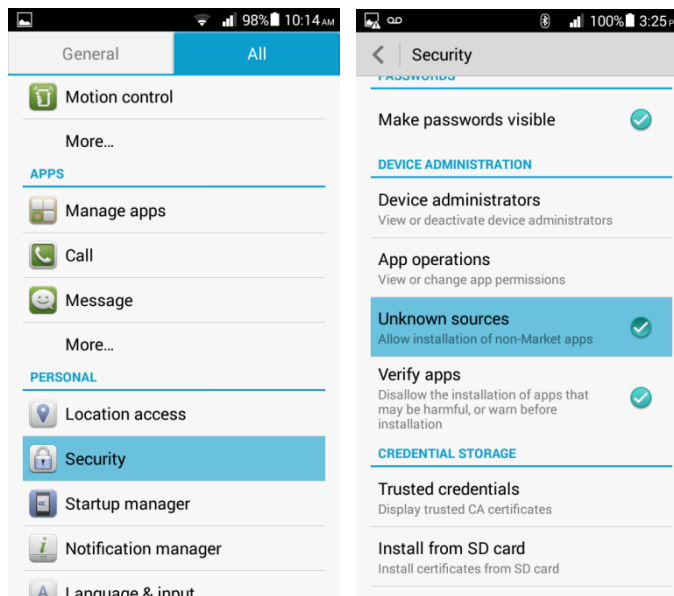
Note: Applications preinstalled on your phone vary according to your phone's software.

2.11.3 Can I change the default installation location for applications?

No.

2.11.4 How do I install, manage, and uninstall applications?

Before installing, managing, or uninstalling applications: Go to **Settings**. Under **PERSONAL**, touch **Security**. On the displayed screen, select **Unknown sources**.



Download applications from Huawei App Center or Google Play Store and directly install them, or go to **File Manager** to check and install downloaded applications.

2.11.5 I cannot install an application. What can I do?

- The application file is corrupted.
- The application has already been installed. To resolve this problem, uninstall and reinstall the application.

- Your phone has insufficient available storage. To resolve this problem, delete unwanted files to free up some storage.

2.11.6 What third-party applications are preinstalled on my phone? Can I uninstall system applications or applications customized by my service provider?

- To view what third-party applications are preinstalled on your phone: Go to **Settings**. Under **APPS**, touch **Manage apps**. Flick your finger right until the **All** list is displayed.
- Applications customized by your service provider can be uninstalled. Preinstalled applications vary according to customized product versions.


2.12 Task Manager

2.12.1 What can Task Manager do?

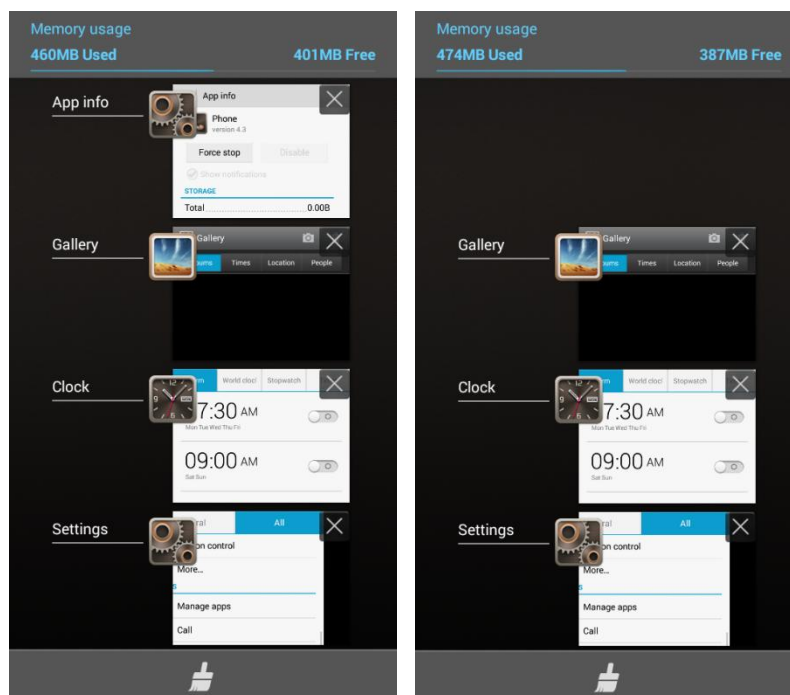
It enables you to view and manage downloaded, running, or all applications.

2.12.2 How do I access Task Manager?

Similar to the task manager on a computer, your phone's Task Manager enables you to view and manage downloaded, running, or all applications.

On any screen, touch and hold  to display Task Manager.


2.12.3 What does the Task Manager screen look like?



- In the upper part, the running applications are displayed in a list.

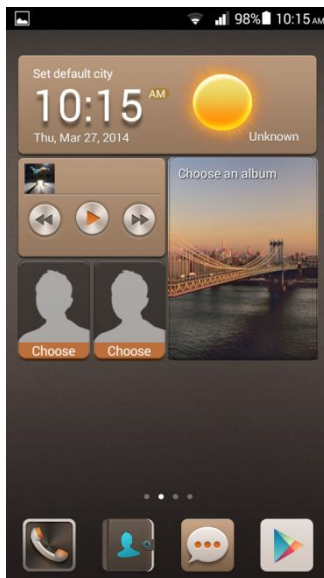
- In the lower part, a clear button  is displayed.

2.12.4 How do I manage a specific application using Task Manager?

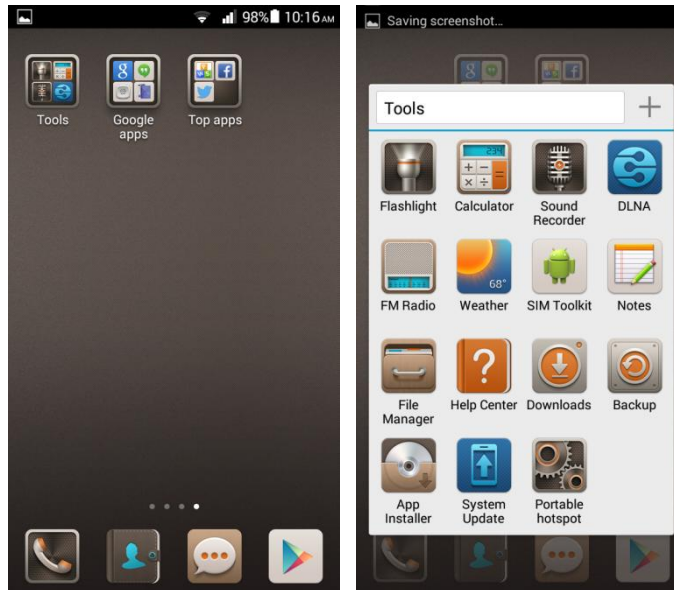
- To view all running applications, scroll through the running application list. To close an application, drag it leftward or rightward.
- To open an application, touch the icon corresponding to the application.
- To close all running applications, touch .

2.13 Weather

- From the home screen, touch the weather clock area.



- From the home screen, touch **Tools > Weather**. Then, configure the display mode and location settings.



2.14 Developer options

To view the developer options: Go to **Settings**. Under **SYSTEM**, touch **About phone**. Touch the build number three times in rapid succession.

- **USB debugging:** Enable USB debug mode, which allows the operator to use the **adb** command to debug the phone.
- **Stay awake:** Prevent the screen from turning off while the phone is charging.
- **Allow mock locations:** Enable the mock location function.
- **Desktop backup password:** Set a backup password.
- **Pointer location:** Display the information about the currently touched item.
- **Show touches:** Display visual effects for your touch operations.
- **Show CPU usage:** Display the current CPU usage.
- **Force GPU rendering:** Use 2D hardware acceleration in applications.
- **Animation scale:** Adjust the zoom-in and out speed.
- **Background process limit:** Set a limit on the quantity of background applications.
- **Show all ANRs:** Show the "App Not Responding" dialog box for background applications.

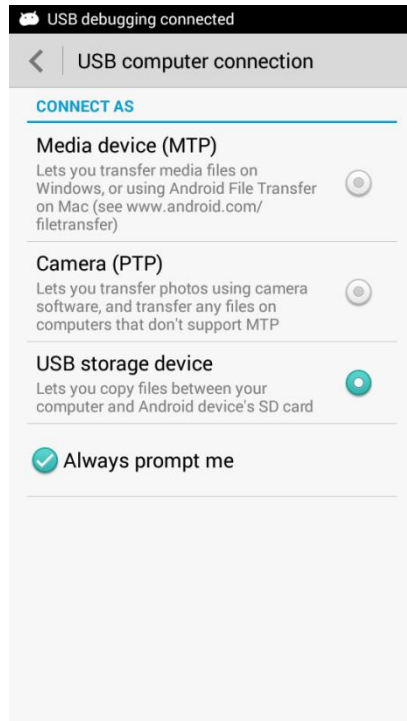
2.15 Can I synchronize my phone's date and time with the network?

Yes.

Go to **Settings**. Under **SYSTEM**, touch **Date & time**. Select **Automatic date & time** and **Automatic time zone**.

2.16 Can I use my phone as a USB flash drive?

Yes. You can connect your phone to a computer using a USB cable to view content in the microSD card and phone storage.



- **Media device (MTP):** MTP stands for the Media Transfer Protocol. In this mode, you can synchronize media files between your phone and a computer that supports MTP.
- **Camera (PTP):** PTP stands for the Picture Transfer Protocol. In this mode, you can synchronize pictures between your phone and a computer, no matter whether the computer supports MTP or not.
- **USB storage device:** In this mode, you can connect your phone to a computer using a USB cable to manage content in the microSD card and phone storage, such as copying and deleting the content.

Note:

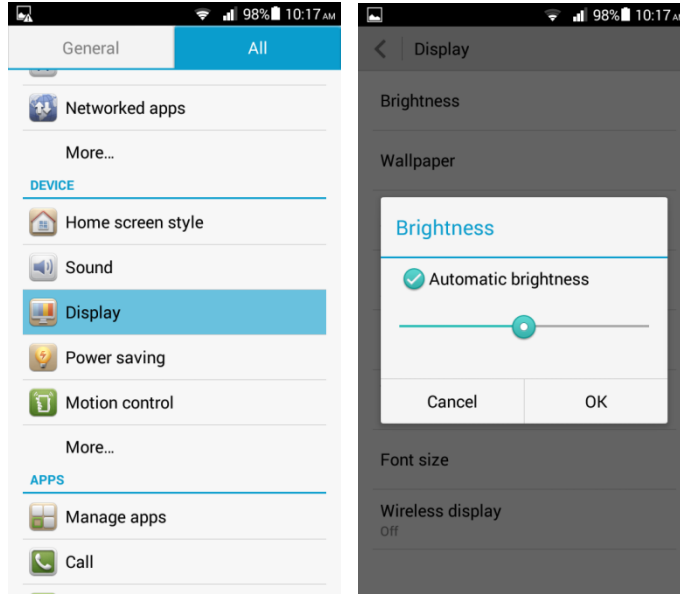
When your phone is connected to a Mac in MTP mode, you can manage files on your phone, but the dial-up connection function on the Mac is unavailable.

2.17 How do I free up the internal storage?

Deleted unwanted files as follows: Go to **File Manager**. On the displayed screen, touch and hold the file or folder you want to delete and choose **Delete** from the displayed option menu.

2.18 How can I adjust the screen brightness?

Go to **Settings**. Under **DEVICE**, touch **Display**. On the displayed screen, touch **Brightness**. To have your phone automatically adjust the screen brightness, select **Automatic brightness**. Otherwise, drag the slider to adjust the screen brightness.



2.19 How do I enable power saving mode of key backlight?

Go to **Settings**. Under **DEVICE**, touch **Display**. On the displayed screen, touch **Touch key light**. Then, select **Smart on/off** or **Always off**.

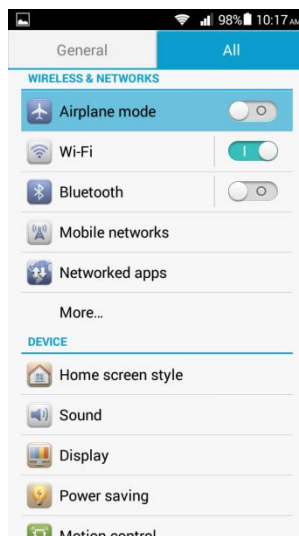
2.20 How do I turn on or off airplane mode?

Note:

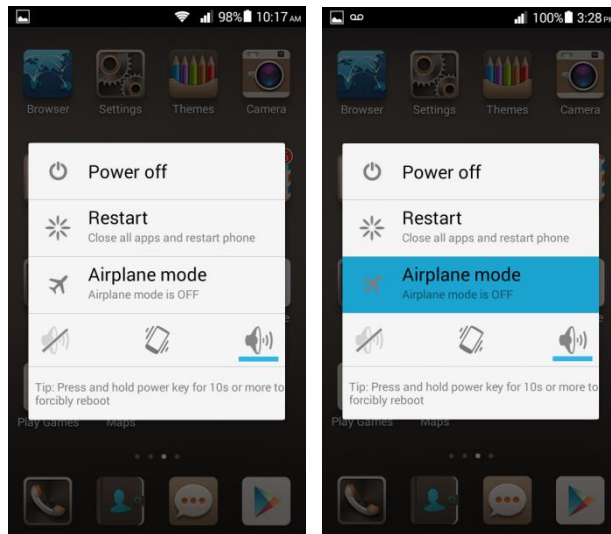
When airplane mode is on, your wireless connections will be unavailable.

- **Method 1:**

Go to **Settings**. Under **WIRELESS & NETWORKS**, select **Airplane mode** to turn it on, or deselect **Airplane mode** to turn it off.

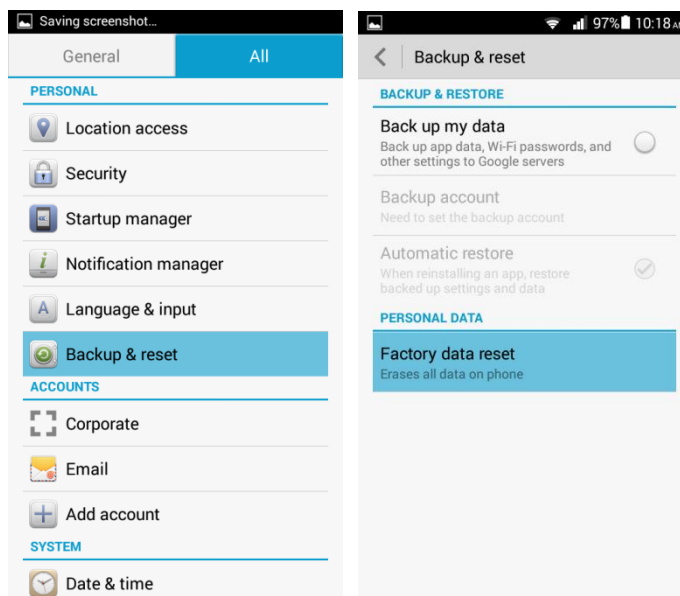


- Method 2:
Press and hold the power key, and choose **Airplane mode** from the displayed option menu.



2.21 How do I restore my phone to its default settings?

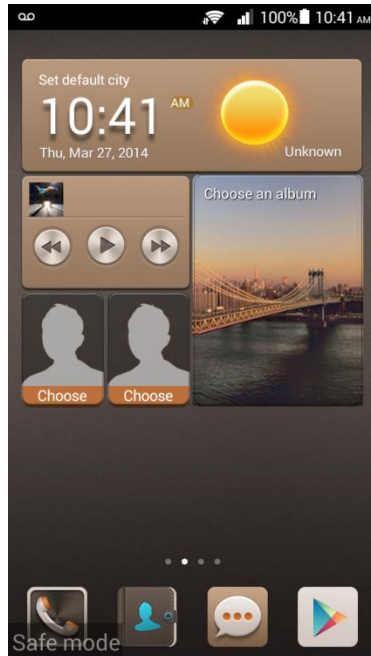
1. Go to **Settings**. Under **PERSONAL**, touch **Backup & reset**. On the displayed screen, touch **Factory data reset**.
2. Then, touch **Reset phone**.



2.22 How do I enter and exit safe mode?

To enter safe mode, when the startup animation disappears, press the volume down key until **Safe mode** is displayed in the lower left corner of the screen.

To exit safe mode, restart your phone.



2.23 Does my phone support HDMI?

No.

2.24 Does my phone support TV-out?

No.

2.25 Does my phone support OTG? How do I use it?

Yes.

To use USB On-The-Go (OTG):

1. Connect one end of the OTG cable to the charging port on your phone.
2. Connect the other end of the OTG cable to a USB device.

Note:

OTG is a USB transmission technology that allows your phone to connect to a storage device of less than 64 GB, a keyboard, or a mouse using an OTG cable.

The indicator status is described in the following:

- When the indicator blinks red, the battery level is low.
- When the indicator blinks green, you have a new message or missed call.
- When your phone is charging:
 - Steady red: The battery level is low.
 - Steady yellow: The battery level is medium.
 - Steady green: The battery level is higher than 90%.

2.26 Can I use other power adapters than the provided one to charge my phone?

You can use other power adapters provided by Huawei. However, 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 life span or insufficient current, which prolongs the charging time.

2.27 What are the features of my phone?

- 4.5-inch IPS screen
- QHD resolution (720p, 540 x 960 pixels)
- Huawei Emotion 2.0 Lite UI, which is compatible with Android 4.3
- 8 MP BSI HD camera with autofocus and LED flash
- 1080p HD video recording and playback
- 5 MP front camera

3 Others

3.1 How do I save battery power?

- When you are not using the phone, press the power key to turn off the screen.
- Set the screen timeout period to a small value. To do so, go to **Settings**. Under **DEVICE**, touch **Display**. On the displayed screen, touch **Sleep** and select a small value.
- Lower the screen brightness. To do so, go to **Settings**. Under **DEVICE**, touch **Display**. On the displayed screen, touch **Brightness**. Then, drag the slider to adjust the screen brightness.
- Turn off Wi-Fi and Bluetooth when you do not need to use them. To do so, go to **Settings**. Under **WIRELESS & NETWORKS**, turn off Wi-Fi or Bluetooth.
- Turn off data synchronization. To do so, go to **Settings**. Under **ACCOUNTS**, touch an existing account. On the displayed screen, touch the account again and turn off **Accounts & sync** for the account.
- Turn off the data service. To do so, go to **Settings**. Under **WIRELESS & NETWORKS**, touch **Mobile networks**. Then deselect **Data roaming**.
- Turn off GPS. To do so, go to **Settings**. On the **All** tab, touch **Location access** and deselect **GPS satellites**.

3.2 How do I reduce my mobile's data usage?

- Turn off the data service when you do not need it or your phone is connected to a Wi-Fi network. To turn off the data service, go to **Settings**. Under **WIRELESS & NETWORKS**, touch **Mobile networks**. Then deselect **Data roaming**.
- Access Wireless Access Protocol (WAP) sites instead of World Wide Web (WWW) websites.
- Turn off data synchronization. To do so, go to **Settings**. Under **ACCOUNTS**, touch an existing account. On the displayed screen, touch the account again and turn off **Accounts & sync** for the account.

3.3 My phone runs very slowly. What can I do?

- Close background applications you do not need. Go to **Settings**. Under **APPS**, touch **Manage apps**. Flick your finger right until the **Running** list is displayed. Select the application you want to close and touch **Stop**.
- Uninstall unwanted applications to increase your phone's available storage. When available storage is insufficient, the phone runs slowly.
- If the CPU usage is high and multiple background processes are running, restart your phone to close unwanted processes and applications.

3.4 Can I prevent my wallpaper from automatically stretching?

No. You can install a third-party application, such as 360 desktop or GO Launcher, to provide this function.

3.5 How do I enter recovery mode and restore my phone to its factory settings?

When an update package is available on your microSD card or the download for an online update is complete, power off your phone, press and hold the power and volume down keys simultaneously to enter recovery mode. In recovery mode, you can press the volume keys to select the desired option.

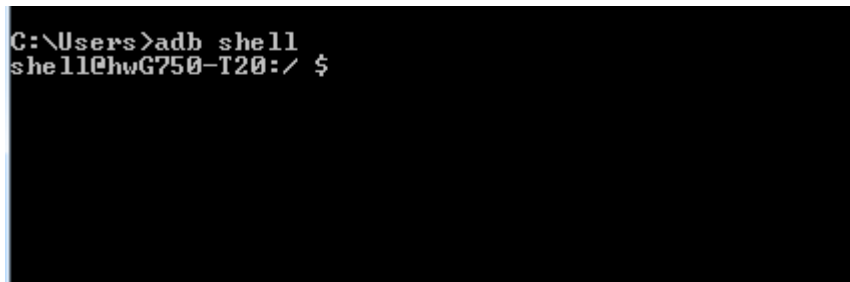
To restore your phone to its default settings, go to **Settings**. Under **PERSONAL**, touch **Backup & reset**. On the displayed screen, touch **Factory data reset**. Then, touch **Backup my data**.

3.6 Can I scan a QR code using my phone?

Yes, but you need to download a QR code application first.

3.7 How do I know whether my phone has been rooted?

Connect your phone to a computer. On the computer, run **adb shell**. If **\$** is displayed, the phone has not been rooted. If **#** is displayed, the phone has been rooted.



```
C:\Users>adb shell
shell@hwG750-T20: / $
```

3.8 Can I use my phone for recording?

Yes. Your phone comes with the recorder function.

3.9 Does my phone come with a protective film?

Whether your phone comes with a protective film varies according to customized product versions.

3.10 Does my phone support mobile TV?

No.

3.11 Can I browse or edit Word, Excel, PPT, and PDF files on my phone?

Yes.

Your phone allows you to view Word, Excel, PPT, and PDF files and edit Word, Excel, and PPT files.

3.12 How are my phone ROM and RAM allocated?

Partitions of the flash memory (ROM) (similar to a hard disk on a computer)			
Partition	Size	Description	Query Method
Boot and operating system data backup partition	About 422 MB	Stores the boot and operating system backup data. The data in this partition is used when you restore your phone to its factory settings.	Cannot be queried.
Partition reserved for HOTA updates	About 422 MB	This partition is reserved for HOTA updates. The device provider and the operator send update and patch files to this partition.	Cannot be queried.

Partition for internal storage	About 3.5 GB	This partition is used when your phone has no microSD card inserted and certain operations, such as taking photos, transmitting files using Bluetooth, and synchronizing data with a computer, need to be performed. With this partition, you can use all functions provided on the Android without an additional microSD card.	Can be queried under Settings > Storage > Internal storage.
Data partition	About 2.0 GB	This partition is used when the operating system or applications are running. This partition also stores the application files for applications installed by you.	Can be queried using a third-party application.
Others	About 1.6 GB	This partition includes the space occupied by file partition tables, space occupied by flag tables of flash memory bad blocks, and space lost due to formatting.	Cannot be queried.
		These partitions are for your reference only. Partition sizes vary according to customized product versions.	

3.13 How do I check the available space in my phone storage and microSD card?

Go to **Settings**. Under **DEVICE**, touch **Storage**. Under **INTERNAL STORAGE**, you can check the total and available space in the internal storage. Under **SD CARD**, you can check the total and available space in your microSD card.

The space in your phone's internal storage was determined when your phone was produced, while the space in the microSD card depends on your microSD card's capacity.

