

# HUAWEI G6 Smartphone FAQs

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# 1 Basics

## 1.1 In what colors is the G6 available?




Black/White

## 1.2 What are the selling points of the G6?

- Huawei Emotion UI 2.0 Lite (compatible with Android 4.3)
- 4.5-inch qHD LCD touchscreen
- 1.2 GHz quad-core CPU
- Front camera: 800MP AF
- Connectivity: Wi-Fi and portable Wi-Fi hotspot
- Simple UI

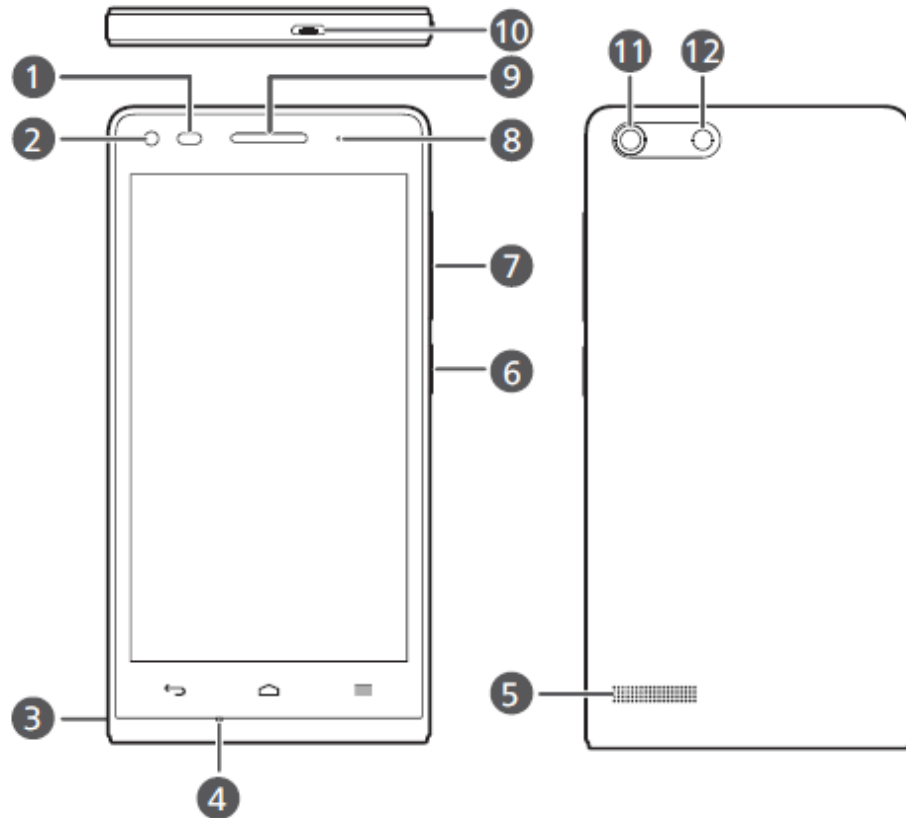
## 1.3 Phone buttons


### Buttons

	Return	<ul style="list-style-type: none"><li>• Touch to return to the previous screen or exit the current application.</li><li>• When you are entering text, touch to hide the onscreen keyboard.</li></ul>
	Home	<ul style="list-style-type: none"><li>• Touch to return to the home screen.</li></ul>
	Menu	<ul style="list-style-type: none"><li>• Touch to display an option menu.</li><li>• Touch and hold to display the list of recently used applications.</li></ul>

In any screen, you can:

- Press the power button to turn on/off the display; press and hold the power button to start the power-off menu.
- Press and hold the power button for over 10s to restart the phone.
- Press the power button and volume down key at the same time to take a screenshot.



①	Proximity sensor/light sensor	②	Front camera
③	Headset jack	④	Microphone
⑤	Speaker	⑥	Power button 
⑦	Volume button	⑧	Status indicator
⑨	Earpiece	⑩	Micro USB port
⑪	Rear camera	⑫	Flashlight



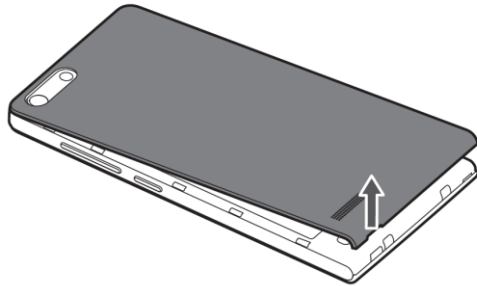
## 1.4 Installation

The battery is built into the G6 so you cannot replace it. If you want to replace the battery, contact Huawei-authorized service centers.

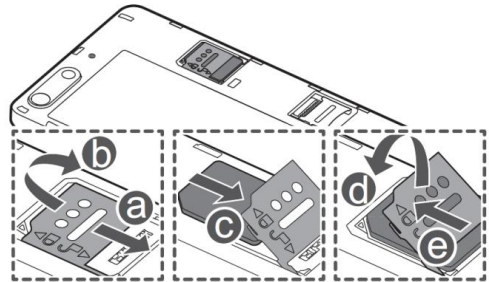
The G6 supports a micro-SIM card. To replace or purchase a micro-SIM card, contact your network operator.

The G6 supports a SIM card and a microSD card. Install the SIM card and microSD card according to the instructions on the back label of the battery.

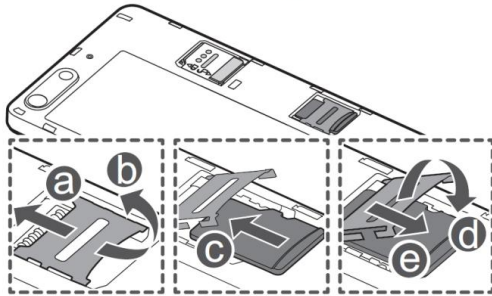
1. Open the battery cover.



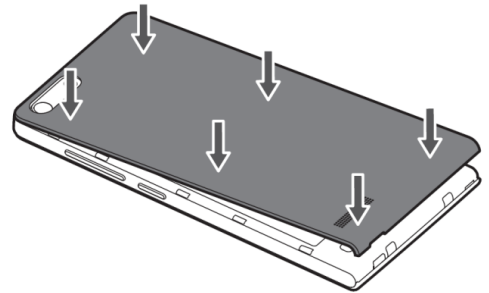
2. Insert the micro-SIM card.



3. Insert the microSD card (optional).

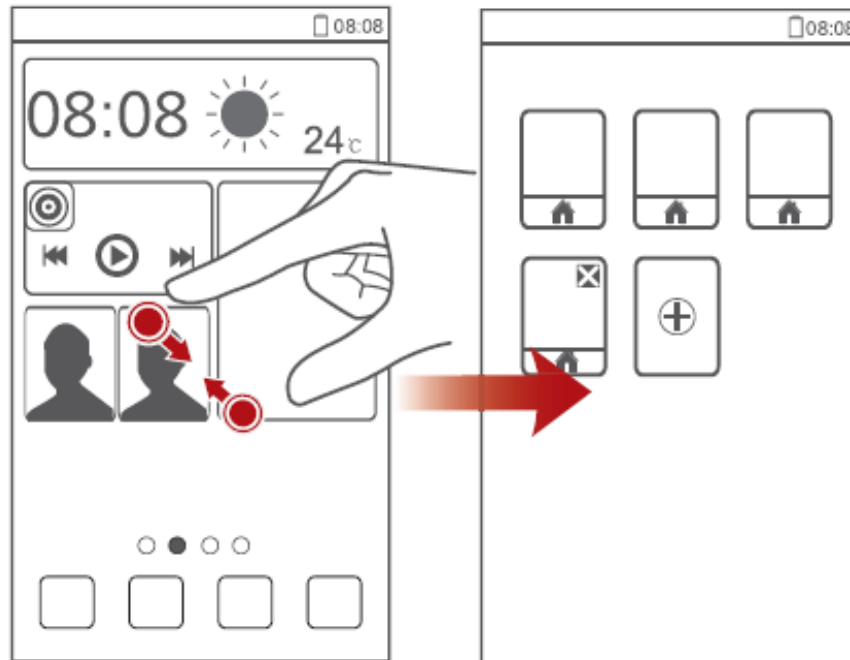


4. Install the battery cover.




## 1.5 Home screen

### 1.5.1 How do I quickly add or delete a home screen?



You can delete a home screen that does not contain application icons or widgets.

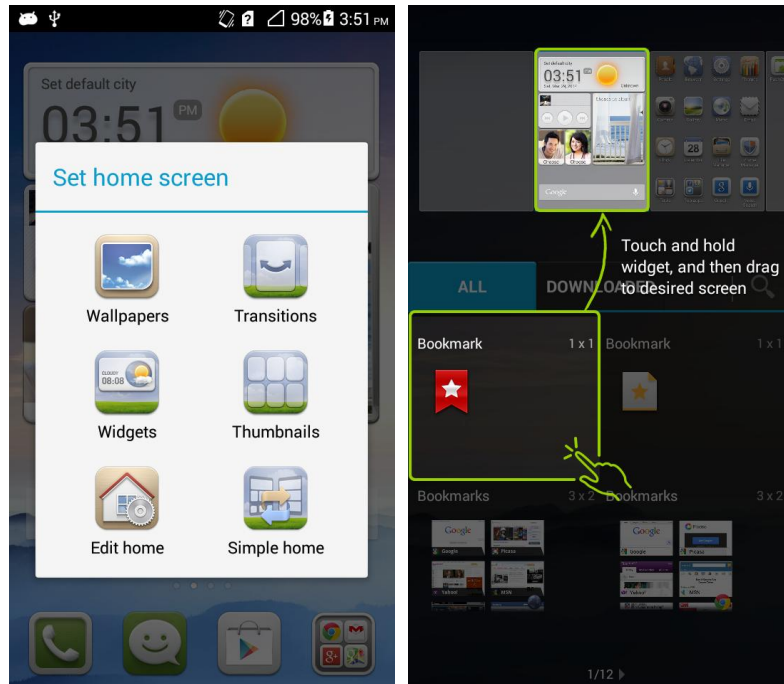
### 1.5.2 How do I add a widget to a home screen?

1. On a home screen, touch and hold a blank area. The **Set home screen** window is displayed.
2. Touch **Widgets**.
3. Select a widget in the list and drag it to a desired home screen.
4. Touch  to return to the home screen.



#### **NOTE**

If the blank area in the home screen is insufficient to receive widgets, a new home screen is automatically created on the right side of the home screen and the widgets will be placed in the new home screen.

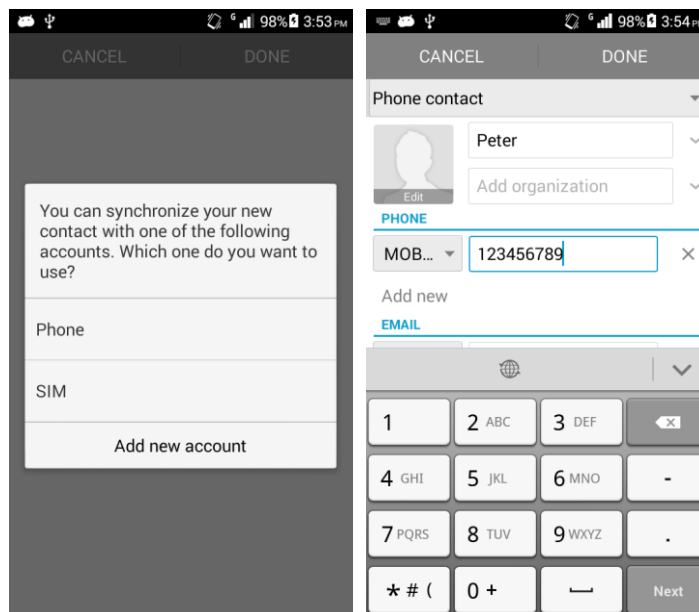


## 1.6 Contacts

### 1.6.1 How do I create contacts and use photos as callee IDs?

#### Create contacts:

On a home screen, touch **People** > **Create contact** > **Phone/SIM**. On the **Phone contact** screen, enter contact information and touch **CANCEL/DONE**.

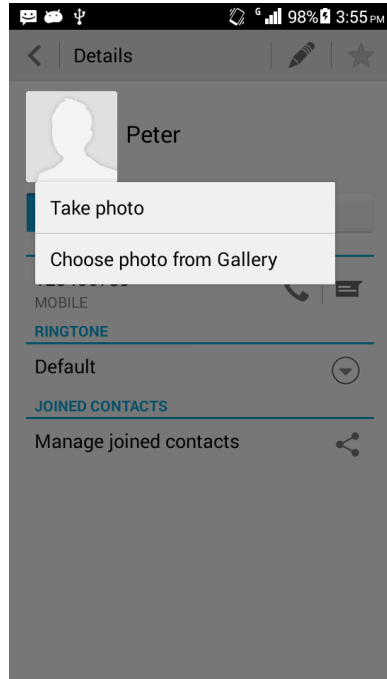


## Using Photos as Callee IDs


### NOTE

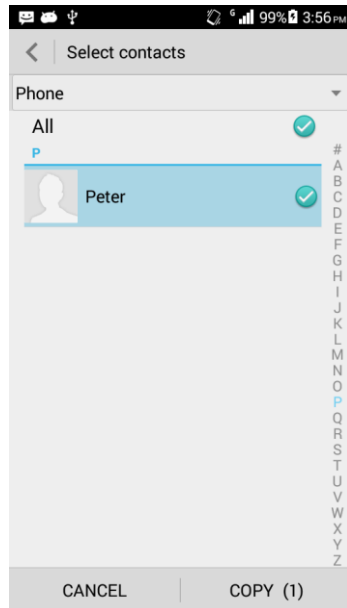
Photos cannot be used as callee IDs of UIM contacts.

Touch **People** and choose a contact. On the **Details** screen, touch the contact image and choose **Take photo/Choose photo from Gallery**.




## 1.6.2 How do I export and import contacts in a UIM card?

1. Importing contacts in a UIM card to your phone
  - Touch **People** >  > **Manage contacts** > **Copy contacts** > **UIM**. Select the contacts you want to copy from the UIM card or touch **All**. Then touch **COPY** > **Phone**.



2. Exporting contacts in your phone to a UIM card

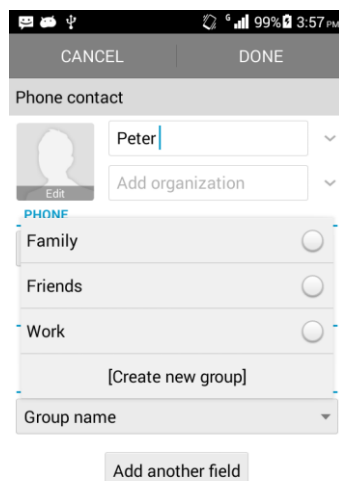
Touch **People** >  > **Manage contacts** > **Copy contacts** > **Phone**. Select the contacts you want to copy from your phone or touch **All**. Then touch **COPY** > **UIM**.


### 1.6.3 How many contacts can I have in my phone or in my UIM card?

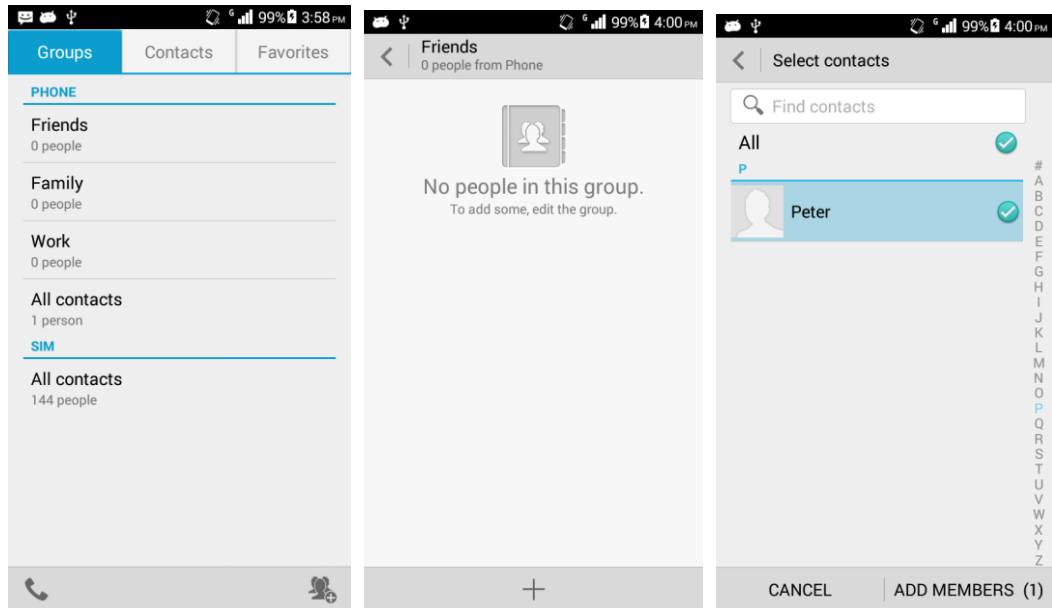
The number of contacts that you can have in your phone or UIM card varies with your phone/SIM card.

### 1.6.4 How do I set group contacts?

- On the screen that you edit a contact, select a group in the **Group** field.




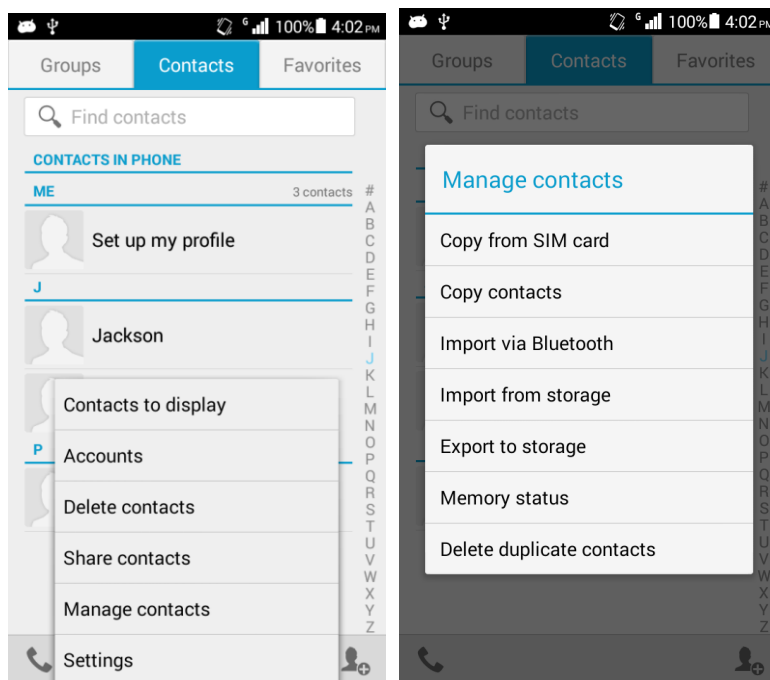
- Touch **People**. On the **Groups** screen, select a group and touch  to add members.



## 1.6.5 How do I manage (copy/back up) contacts?

### Backing up contacts to an SD card:

1. Touch **Settings** > **DEVICE** > **Storage** > **Default Storage Location**. Select the SD card.
2. On the **Contacts** screen, touch  > **Manage contacts** > **Export to storage** and then touch **OK**. You can open File Manager and check the VCF file in the root directory of the SD card.



### Recovering contacts from the SD card

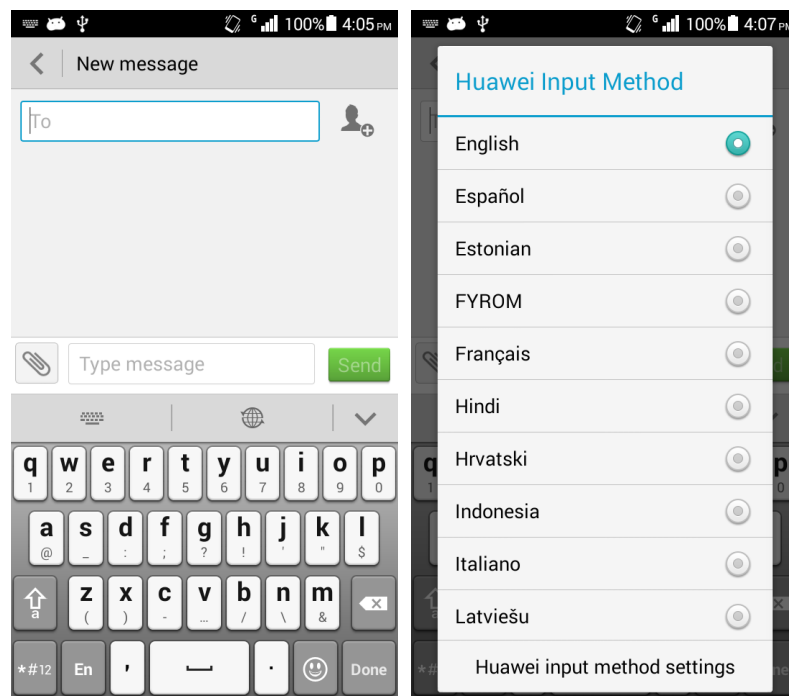
3. Touch **File Manager** and **SD card**.
4. Select the backup VCF file and touch **OK**. Contacts on your phone are automatically recovered from the SD card.

## 1.7 Text Messages

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

On the **New message** screen, touch the text box. A soft keypad is displayed, with the Huawei input method by default.

Touch  and select a desired language.



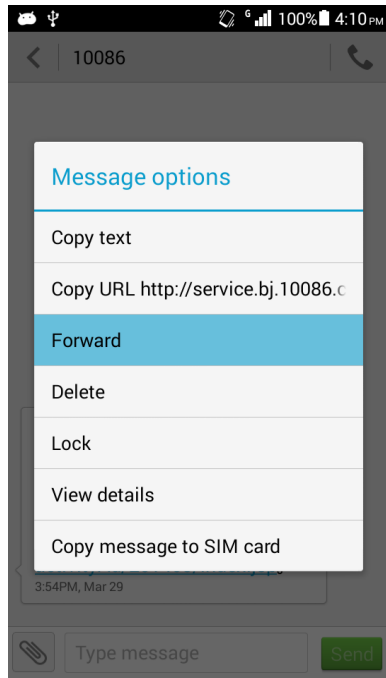
### 1.7.2 How do I delete or lock a message within a conversation?


Open a conversation thread with a contact, touch and hold a message, and choose **Delete/Lock**.

### 1.7.3 How do I forward a message or send a mass message?

#### Forwarding messages:

Open a conversation thread with a contact, touch and hold a message you want to forward and choose **Forward**.

**Sending mass messages:**

Create a message and click . Select multiple contacts and touch **SELECT**. The message is sent to all selected contacts.

## 1.7.4 How many characters are allowed in a text message?

A text message contains maximum of 160 English characters or 70 Chinese characters.

A long text message contains up to 7 pages. If the message content is longer than 8 pages, the message will be automatically converted to a multimedia message.

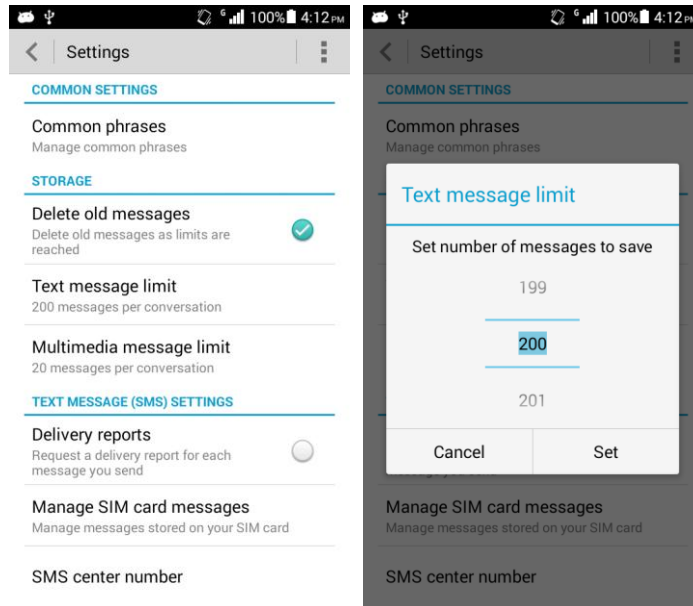
This is applicable to mobile phones sold in China and customized by China Mobile but not in all markets. This feature is market demand-driven.

## 1.7.5 How many text messages can be saved on my phone?

A conversation supports a maximum of 500 text messages or 50 multimedia messages.

To set the number of messages in a conversation, touch **Messaging** >  > **Settings** > **Delete old messages**.

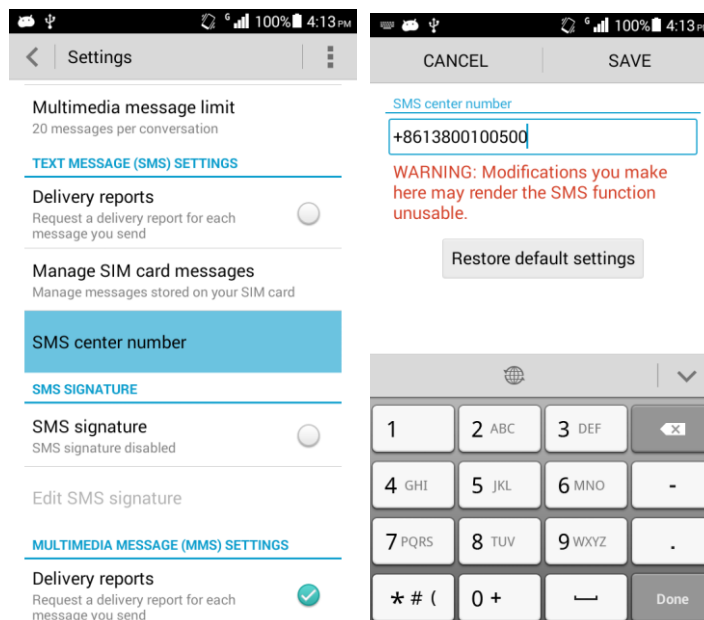




No limit is set to the total number of text or multimedia messages saved on a phone. The total number of text or multimedia messages that can be saved on a phone depends on the free space on the phone.

## 1.7.6 How do I set the SMS center number?

Touch **Messaging** >  > **Settings** > **SMS center number** and then you can change the SMS center number.



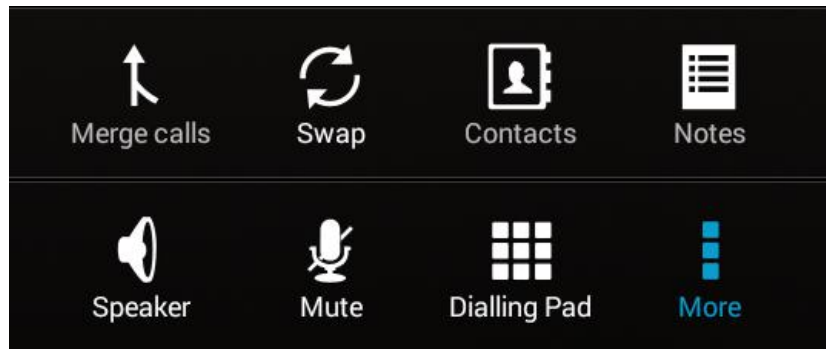
## 1.8 Calling



### 1.8.1 How do I record a call?

This feature is not supported.

### 1.8.2 What can I do during a call and how do I switch between calls?






You can perform the following operations during a call.



To switch between calls, touch  > .

## 1.9 Multimedia Messages

### 1.9.1 Sending a Multimedia Message

1. Touch  and . Text a message.
2. Input the recipient.
3. Touch  and add a theme. The message is automatically converted to a multimedia message.
4. Touch  to add a picture, audio, or video attachment. The message is automatically converted to a multimedia message when a multimedia file is added.
5. Touch .

### 1.9.2 I failed to send or receive a multimedia message. What should I do?

- Failed to send a multimedia message:**
- Possible cause 1: The network connection is unstable or signals are poor.  
Solution: Try again later.
  - Possible cause 2: The network is busy.  
Solution: Try again later.
  - Possible cause 3: The number of the recipient is incorrect.

Solution: Correct the recipient number and send the multimedia message again.

- Possible cause 4: The size of the multimedia exceeds 300 KB.

Solution: Limit the size of the multimedia message to 300 KB and send it again.

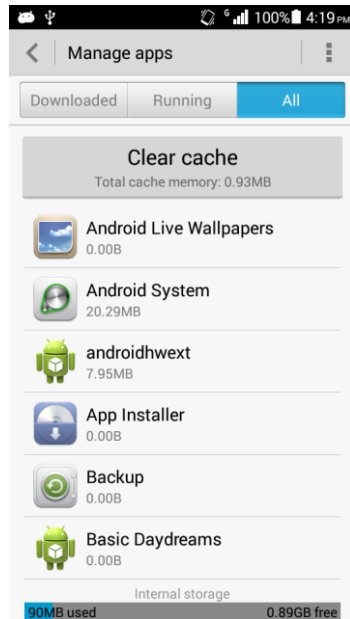
- Possible cause 5: Your phone bill is overdue.

Solution: Try again after you pay your bill.

#### Failed to receive a multimedia message

- Possible cause: Your phone has insufficient space to receive a multimedia message.

Solution: Free up your phone memory and keep the free space greater than 300 KB.



### 1.9.3 Is a multimedia message limited by its file size, format, or resolution?

A video or audio file exceeds a size limit (generally 300 KB) cannot be attached to a multimedia message. The resolution of an oversized image is automatically lowered so that it can be attached. As a result, the recipient will receive a low resolution image.

### 1.9.4 Where is the attachment of a multimedia message stored?

The attachment of a multimedia message you received is stored in the **/data** folder, which is invisible to you.

You can find the attachments you have saved by the following paths:

- In your phone: **File Manager > Internal > Download**
- In your SD card: **File Manager > SD card > Download**

## 1.10 Music

### 1.10.1 What are the meanings of Artists, Albums, Folders, Scan for songs, and Playlists?

**Playlist:** contains the playlists you created.

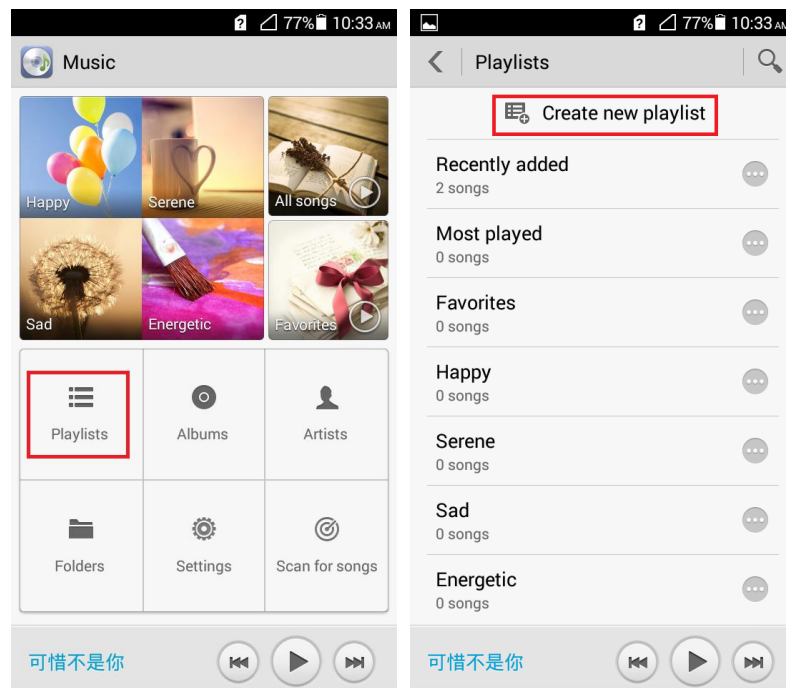
**Albums:** lists songs grouped by album.

**Artists:** lists songs grouped by artist.

**Folders:** provides playlists available for your song scanning.

**Scan for songs:** displays songs scanned out from your phone and supported by the player.

### 1.10.2 How do I create a playlist?




1. Touch **Music > Playlist > Create new playlist**.
2. Input the name of the playlist you want to create and touch **Save**.
3. Touch **OK** in the **Add songs to playlist** window. Select your songs to add and touch **ADD**.

### 1.10.3 What playback modes does my phone support?

- Play in order (default): plays songs from the first and stops when the last song is played in a playlist.
- Shuffle: plays all the songs in a playlist in a random order, once only.
- Repeat playlist: repeats all the songs in a playlist in sequence again and again.
- Repeat song: repeats the current playing song again and again.

## 1.10.4 How do I play music in the background, exit music, and synchronize lyrics?

- To play music in the background, touch **Music**, play a song, and touch Back key or the Home key.
- To exit music, on the music playing screen, touch  > **Exit** > **OK**.
- If a song and its lyrics are saved in the same directory on your phone, the lyrics are automatically loaded when you play the song. You can flick your finger across the music playing screen to view the lyrics.

## 1.11 Camera


### 1.11.1 Do cameras work if my phone does not have an SD card?

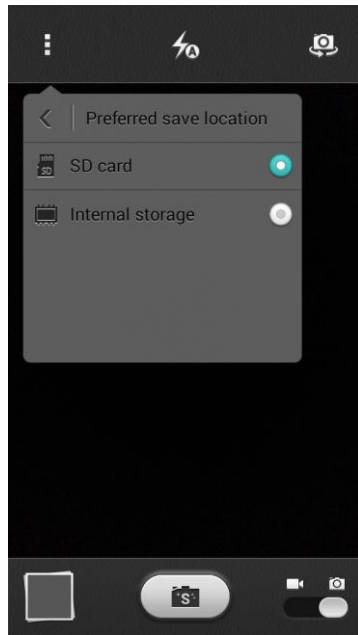
You can use the cameras of your phone without an SD card. Photos or video clips you take or record are saved on the internal storage of your phone.

### 1.11.2 Why cannot I open some pictures or video files on my phone?

- File formats are not supported.
- The memory of your phone is insufficient.
- Files are damaged.
- (DCF) files are under copyright protection.
- The battery is low.
- Unknown errors occurred in the phone's OS or applications. Restart the phone or reset it to factory defaults.


### 1.11.3 How do I change the default save path of photos and video files?

Open the camera, touch  >  > **Preferred save location** > **SD card/Internal storage**.



- To browse the photos or video files saved in the SD card, touch **File Manager > SD card > DCIM\Camera**.
- To browse the photos or video files saved in the internal storage, touch **File Manager > Internal storage > DCIM\Camera**.

### 1.11.4 How do I edit a photo or video file? Can I add a frame to a photo?

- To edit a photo, touch  when you browse photos.
- Video clips cannot be edited.
- You can add a frame to a photo.

### 1.11.5 Can my phone play an HD video?


You phone supports WVGA (800 x 480) 30 fps.

You can record VGA (640 x 480) videos.

### 1.11.6 Can I mute the shutter sound?

No

### 1.11.7 How do I switch between front and rear cameras?

Open a camera and touch  on the right upper corner of the screen.

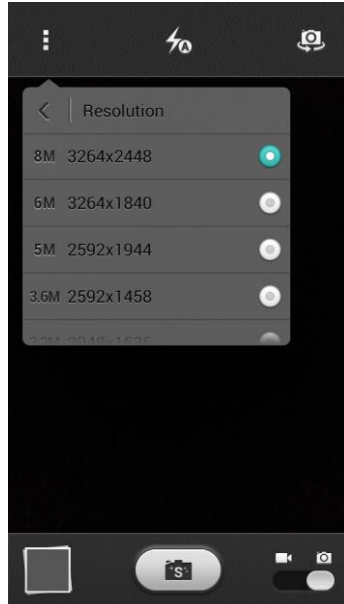
### 1.11.8 What video formats and sizes do cameras support?

Cameras of your phone can record videos in mp4, HD (720P), VGA (640 x 480), QVGA (320 x 240), and MMS (176x144) formats. The size of videos you can record depends on the free space of your phone memory.

## 1.11.9 What picture formats and resolutions do cameras support?

Your phone can take photos in the JPG format.

The supported resolutions are 8 MP, 6 MP, 5 MP, 3.6 MP, and 3.2 MP.



## 1.12 Streaming media

### 1.12.1 Can streaming media continue to play in a call?

- The streaming media stop when you have an incoming call.
- Your phone resumes playing the streaming media when you end the call.

### 1.12.2 Why cannot some streaming media be played on my phone?

- File formats are not supported.  
Your phone supports the following audio/video coding standards and file formats:
  - Video coding: H.263, H.264, and MPEG-4
  - Audio coding: AAC, AAC+, AAC+E, AMR-NB, FLAC, MP3, MIDI, Vorbis, and PCM (WAVE)
  - File format: MP4 and 3GP
- The network connection is unstable.
- The phone memory is insufficient.

### 1.12.3 The quality of streaming media played online is poor. Why?

- The source files of the streaming media are of poor quality.
- The network connection is weak.
- Your phone hardware is faulty. For example, the display is damaged. To verify the problem, play a local video.
- The memory of your phone is insufficient.
- The CPU usage is high.
- Your phone is running too many applications.

### 1.12.4 Will the memory become insufficient if my phone is playing and downloading online streaming media at the same time?


No. Playing online streaming media occupies the RAM rather than the internal storage of your phone.

## 1.13 Bluetooth

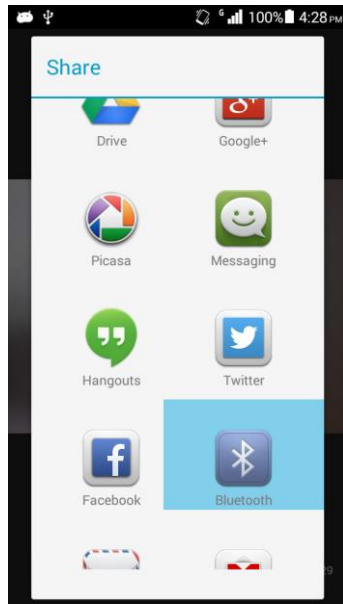
### 1.13.1 What formats of data files can be transmitted over Bluetooth?


Data files such as audio, videos, photos, contacts, compressed files, APK files can be transmitted by Bluetooth.

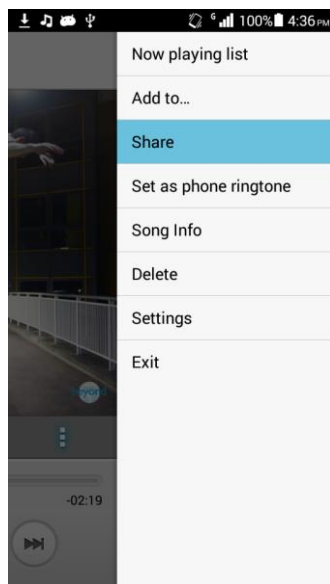
### 1.13.2 How do I transmit a data file over Bluetooth?


- Touch **File Manager**. Touch and hold the file you want to send and choose **Share > Bluetooth**.
- Touch **Gallery**, select the file you want to send and touch  **> Bluetooth**.

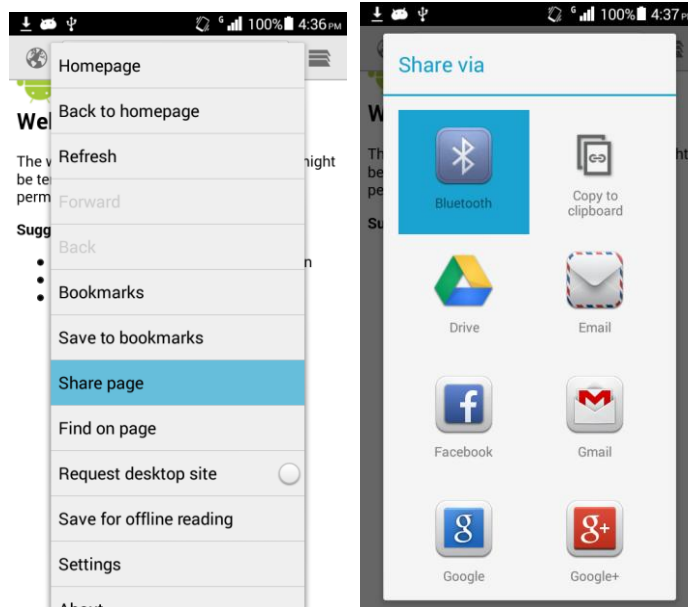





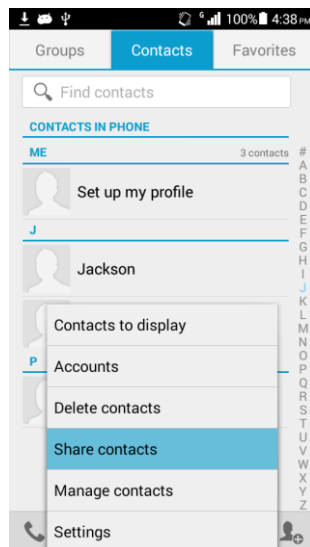
- On the music playing screen, touch  > **Share** > **Share song** > **Bluetooth**.



- Touch **Browser** >  > **Share page** > **Bluetooth**.

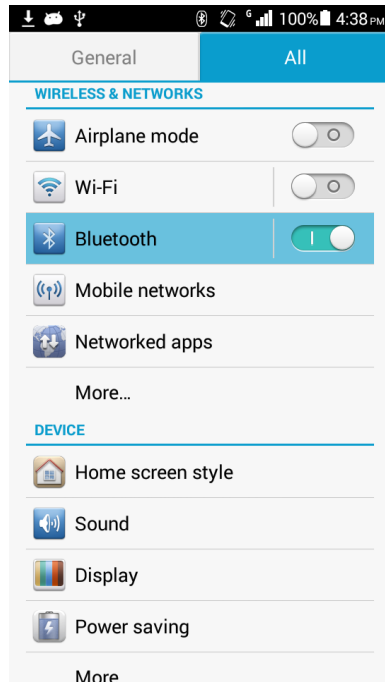


- On the **Contacts** screen, touch  > **Share contacts** > **Bluetooth**.

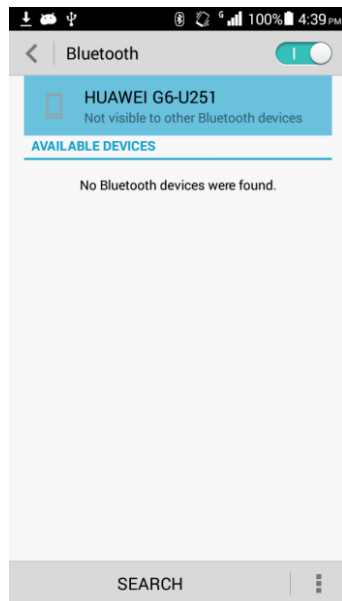


### 1.13.3 Why cannot my phone be found by other phones?

- Bluetooth is disabled.  
Solution: Touch **Settings** and enable **Bluetooth**.



- The phone is set to **Not visible to other Bluetooth devices** though Bluetooth is enabled.  
Solution: Touch **Settings** > **Bluetooth** and then touch the device name.



### 1.13.4 What is the Bluetooth's working range?

10 meters

### **1.13.5 Why cannot my phone be paired with other Bluetooth devices?**

- The phone cannot find other Bluetooth devices.  
Verify that Bluetooth is enabled on other devices and these devices are discoverable.
- The phone cannot detect the Bluetooth headset.  
Verify that the headset is discoverable. For related settings about the headset, see the user guide of the headset.
- The phone cannot establish connections with other phones when sending files.  
Verify that the paired phone is able to receive files or supports the format of the file being sent.

### **1.13.6 Can I connect my phone to a computer using Bluetooth for file transmission? Can I access the Internet on my phone when the connection is established?**

You can connect your phone to a computer using Bluetooth, but you cannot access the Internet on your phone when the connection is established.

## **1.14 GPS Navigation**

### **1.14.1 What is the navigation software that comes with my phone?**

Google Maps

### **1.14.2 What should I do if the data of the navigation software is lost or if the license file or activation code is lost?**



Re-download the software if the data is lost. Amap does not require a license file or an activation code.

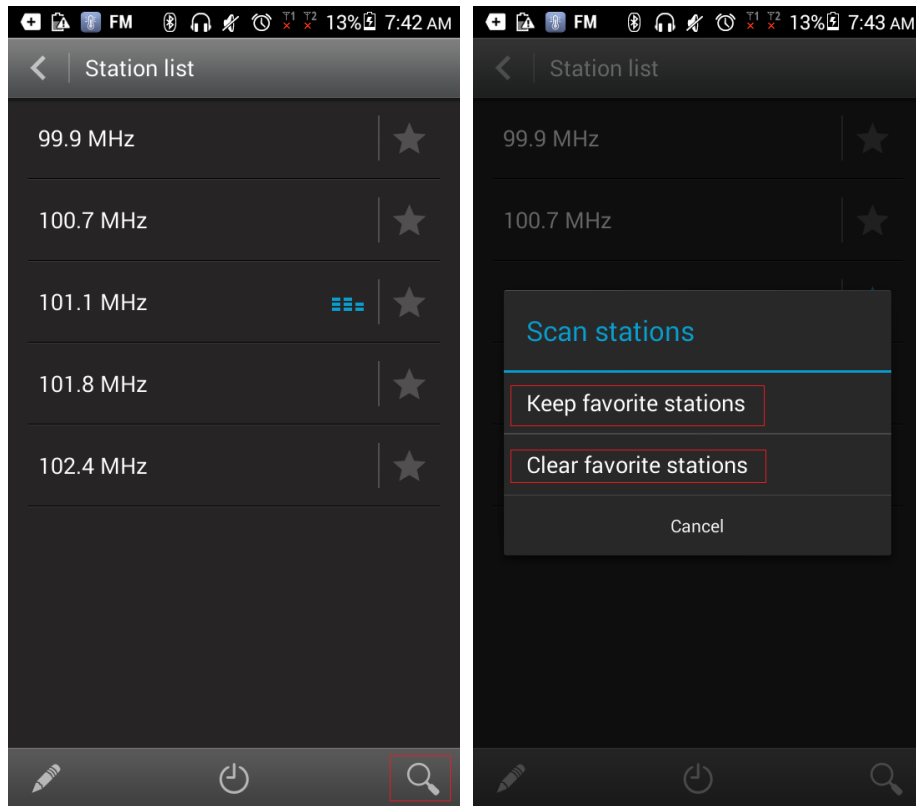
### **1.14.3 The navigation software fails to receive signals from GPS satellites. What should I do?**

- Go outdoors and try again if you are now in a house.
- Go to an open space outdoors without high buildings around and try again.

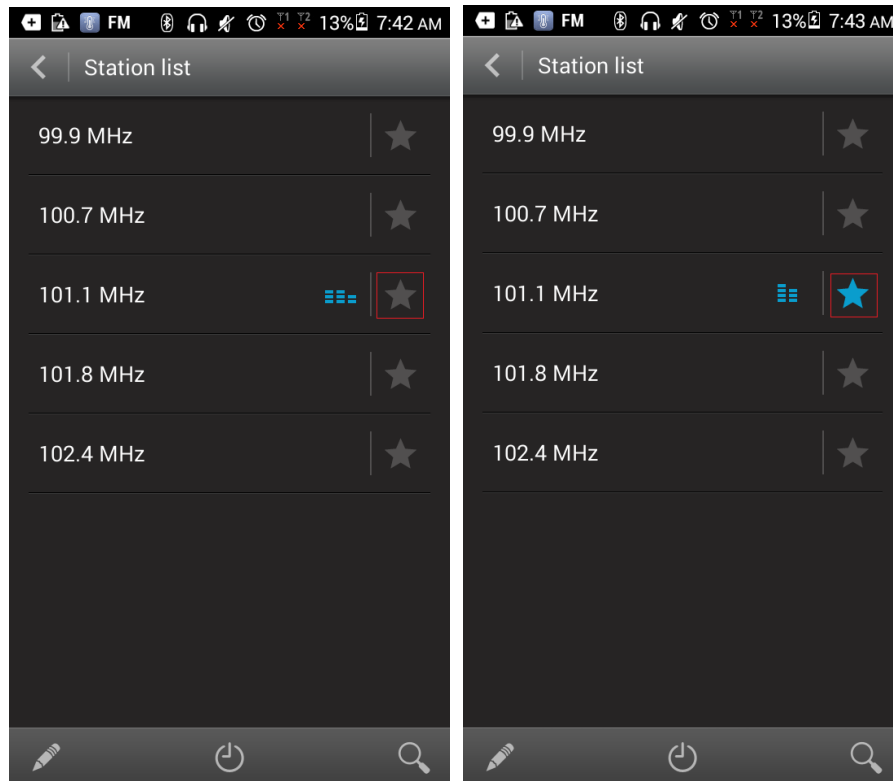
## **1.15 Does my phone support FM radio? How do I manually search for channels and save them on my phone?**

Your phone supports FM radio. Insert the headset before using the FM radio. The headset will be used as an antenna.

On the **FM Radio** screen, touch  > **Station list** >  > **Keep favorite stations/Clear favorite stations**. Inputting a specific channel is not supported.



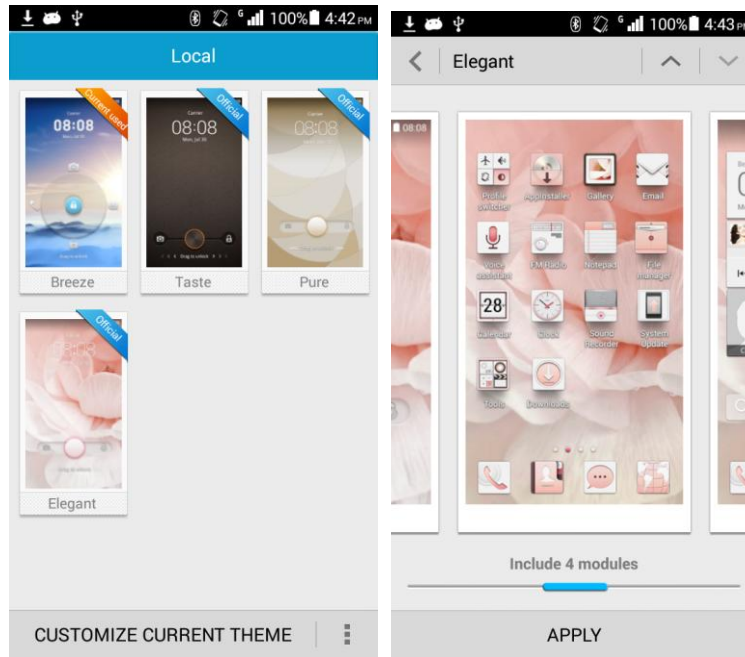
On the **FM Radio** screen, touch  > **Station list** > . When  turns to , the channel is added to the favorites.



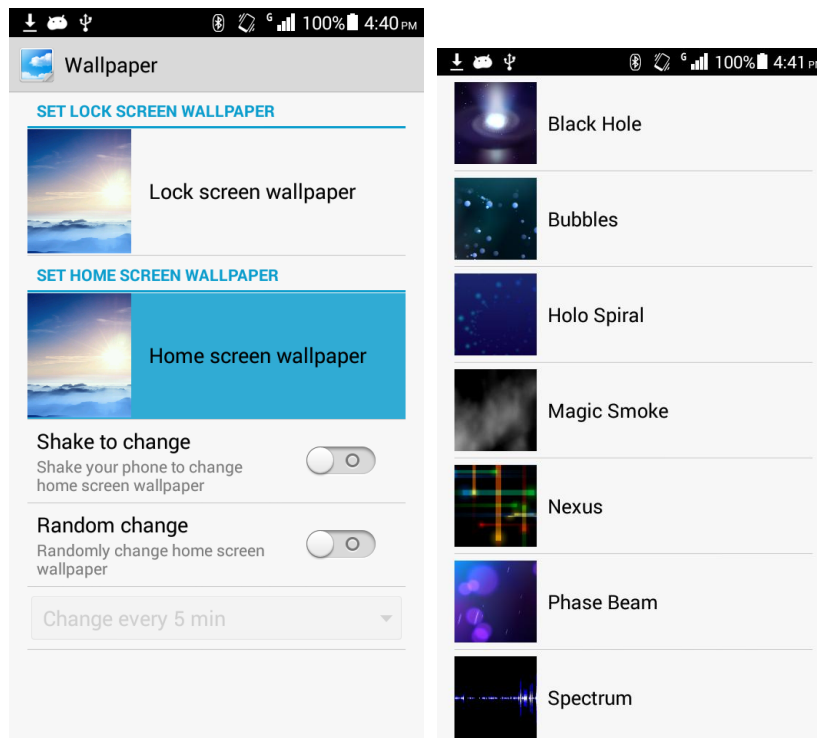
## 1.16 Can I switch themes of my phone or use live wallpapers?

You can switch themes and use live wallpapers on your phone.

Touch **Themes**. Four default themes are displayed.



Touch and hold in a blank area. On the **Set home screen** window, touch **Wallpaper > Home screen wallpaper > Live wallpaper**.

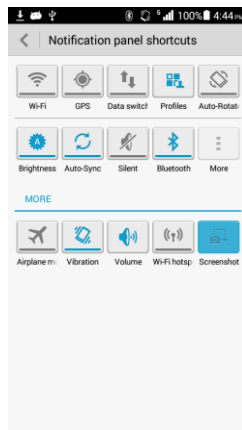


## 1.17 Does my phone support video calls and video chats?

The phone does not support video calls. It supports video chats using the front camera after you install a third-party application on it.

## 1.18 How do I take a screenshot?

- On the desired screen, press and hold the volume down key and the power button for 2s.
- You may also touch **Screenshot** for a screenshot.



## 1.19 Does my phone support flash videos or flash players?

No flash player is preinstalled on your phone.

You can download a flash player from websites where flash videos are delivered.

## 1.20 Headset line sequence

The headset delivered with your phone adopts the American line sequence that prevails in the industry.

You can press the hook key on the headset to answer or end a call, or to play or suspend a song.

To answer a call, press the hook key. To end a call, press and hold the hook key. To play or suspend a song, press the hook key.

The headset delivered with your phone does not have volume keys but your phone is compatible with headsets that have volume keys.



# 2 Common Settings

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## 2.1 Email

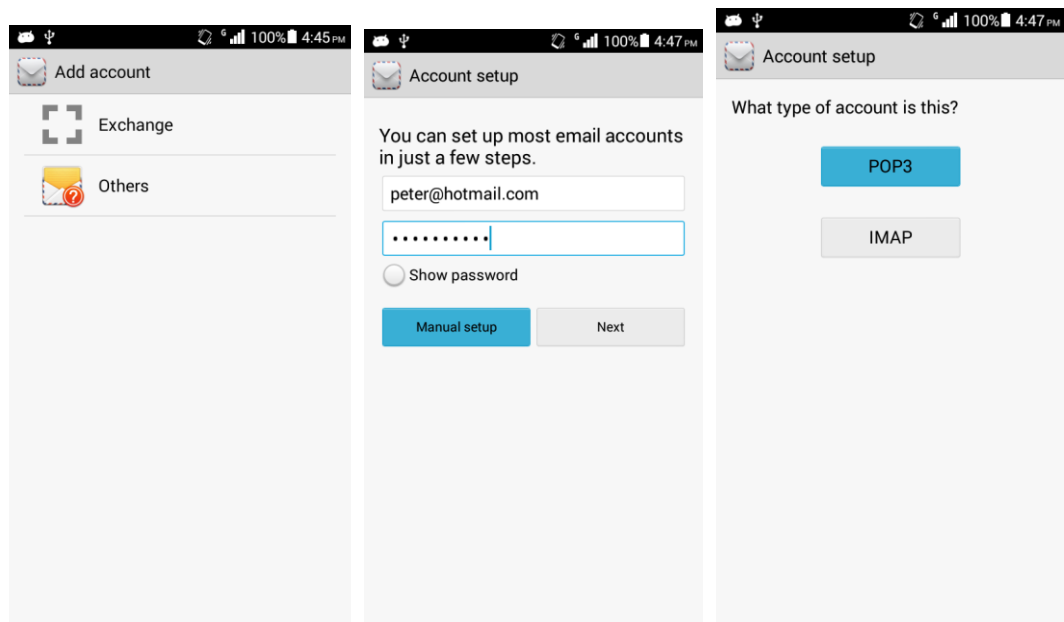
### 2.1.1 Email Settings

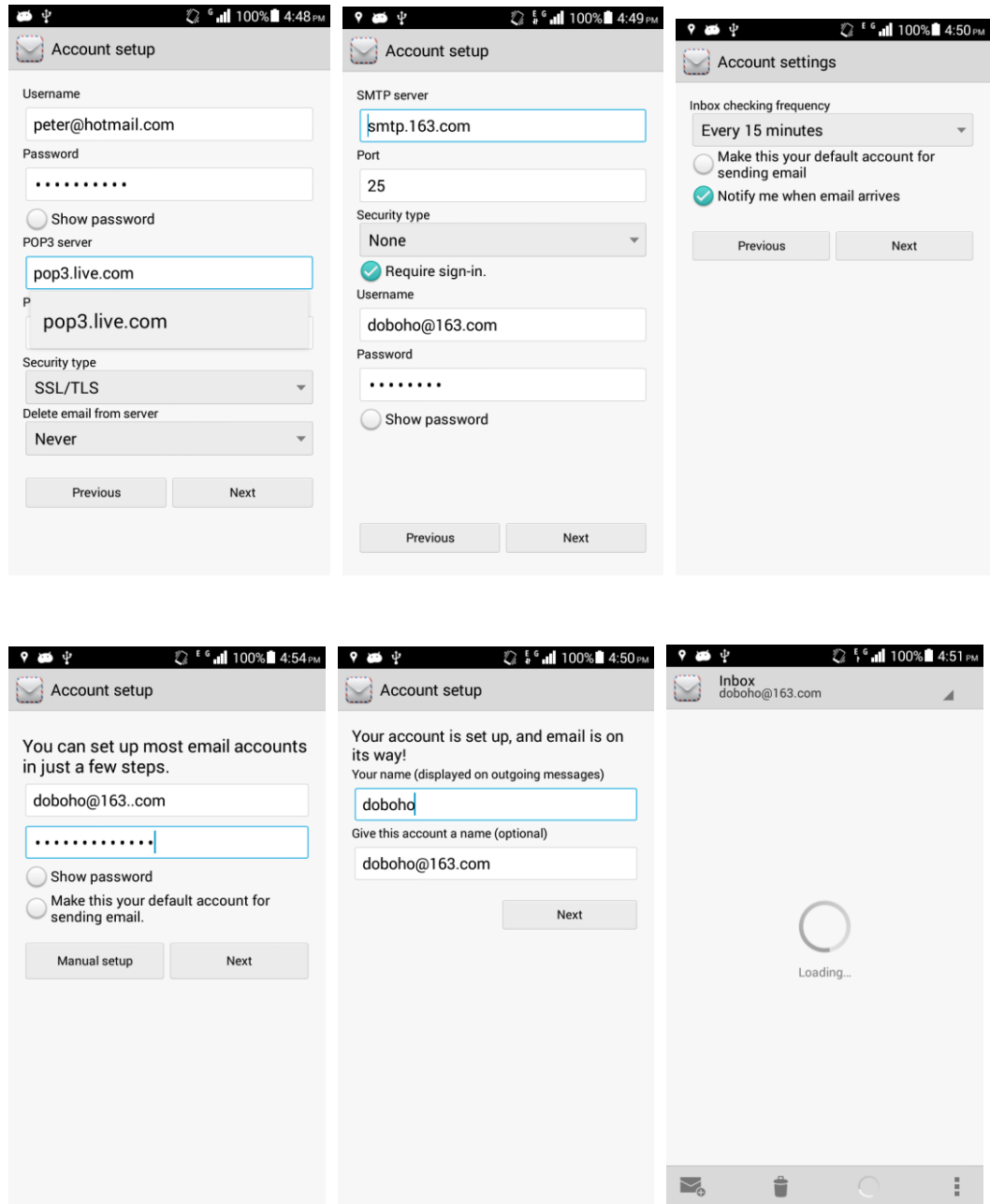
- Adding an email account

On a home screen, touch **Email**.

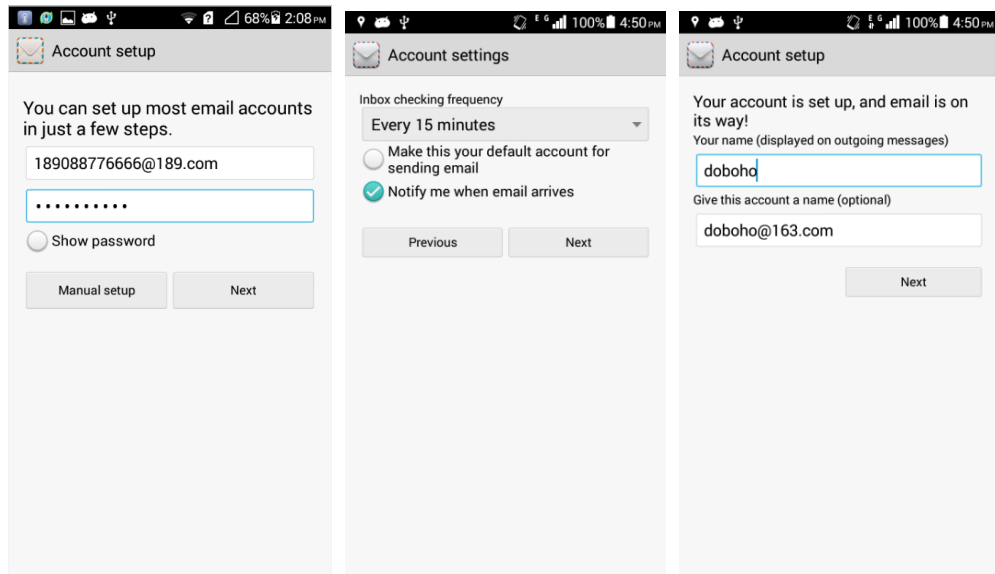
– Manual settings

1. On the **Account setup** screen, input an account and a password.
2. Touch **Manual setup**.
3. Touch **POP3** and set the POP3 server.
4. Touch **Next** and set the SMTP server.
5. Touch **Next** and select email sending and receiving options.
6. Touch **Next** and set **Your name** and **Give this account a name**.
7. Touch **Next**. The inbox is displayed.



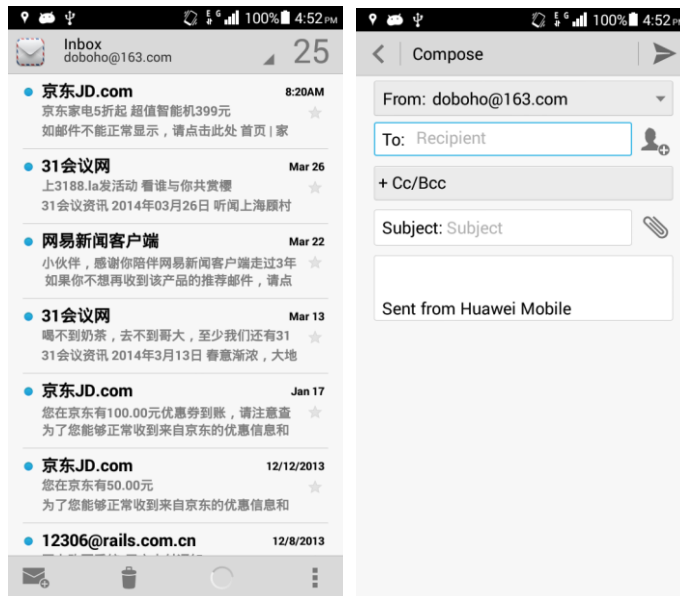


- Automatic settings (Parameters about this type of email have been predefined on your phone.)
  1. On the **Account setup** screen, input an account and a password.
  2. Touch **Next**.
  3. Select email sending and receiving options.
  4. Touch **Next** and set **Your name** and **Give this account a name**.
  5. Touch **Next**. The inbox is displayed.




- Sending an email


Touch **Email** > **Compose**. On the **Compose** screen, write an email and touch .

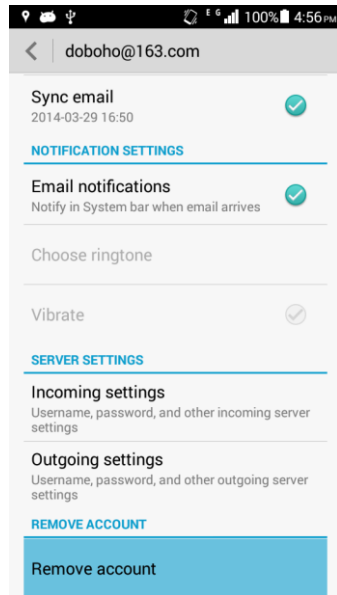


- Viewing/Deleting an email

On the **Inbox** screen, select and view an email. To delete an email, touch .

- Deleting an email account

Touch **Email** >  > **Settings**. Select the email you want to delete and touch **Remove account** in the **REMOVE ACCOUNT** field.



## 2.1.2 Can I view an email offline?

You can view an email that has been downloaded to your phone.

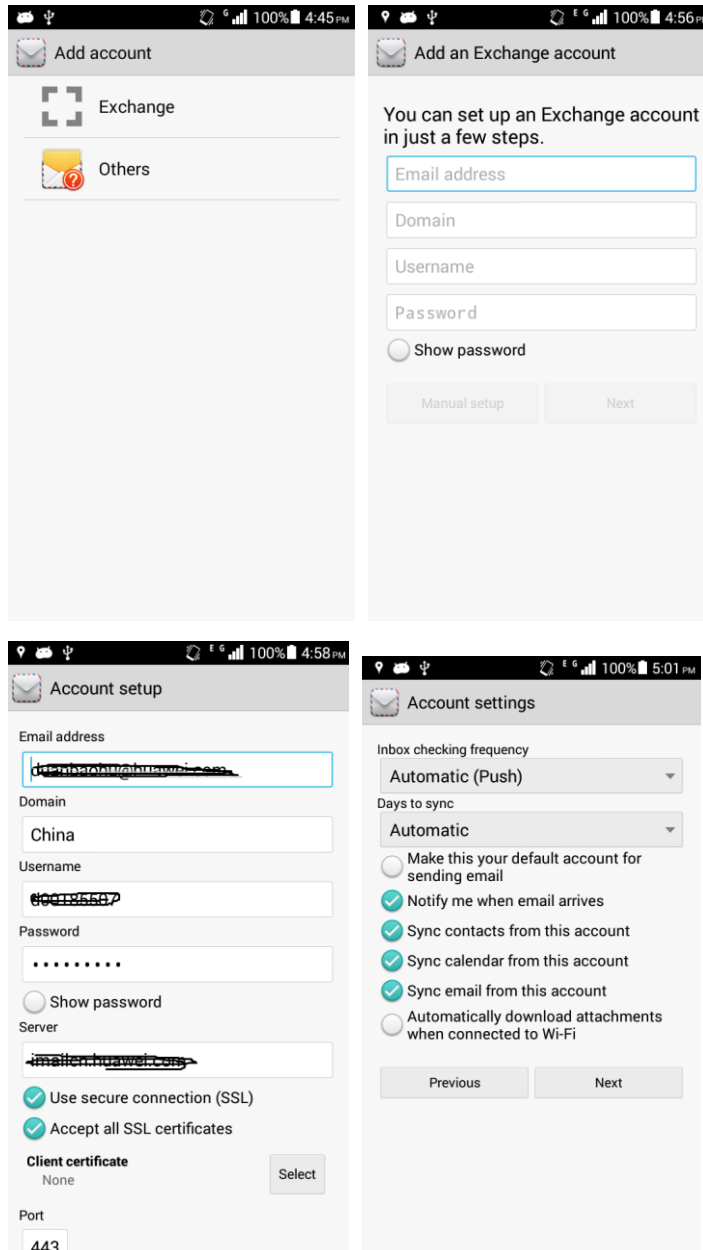
## 2.1.3 Gmail (not preset in China versions)


Not supported

## 2.1.4 How do I synchronize contacts and calendars? What should I do if synchronization fails?

You need at least one Exchange account to synchronize contacts.

On the **Add account** screen, touch **Exchange**. Complete account settings by referring to information available at the website of your email service provider.



On a home screen, touch **Settings** > **Accounts**. Select an email account and synchronization items. Touch  > **Sync now**.

If synchronizing contacts fails, verify that the data connection on your phone is enabled and that the email server supports contacts synchronization.

## 2.2 Wi-Fi Settings

### 2.2.1 How do I access the Internet using Wi-Fi?

1. Touch **Settings** > **WI-FI**.

2. Enable Wi-Fi.
3. Select a hotspot found by your phone, input the password, and touch **Connect**. You can access the Internet when the connection succeeds.

## 2.2.2 What is the Wi-Fi protocol that my phone supports?

Your phone supports 802.11b/g/n.

## 2.2.3 My phone is connected to a Wi-Fi network but I cannot open web pages. Why?

Possible causes are as follows:


- xDSL connections fail if the hotspot, for example, a wireless router, uses xDSL to access the Internet.
- Domain name service fails if you can use QQ but cannot open webpages.
- Access restrictions are set on the Wi-Fi hotspot.

## 2.2.4 I cannot find Wi-Fi signals. What should I do?

If you have enabled Wi-Fi on your phone, but it cannot find Wi-Fi signals from a wireless router while other devices can, perform the following operations:

- Verify that the wireless router's service set identifier (SSID) is not hidden.
- Verify that your phone is within the Wi-Fi coverage of the wireless router.
- Disable and then enable Wi-Fi on your phone.
- Restart your phone.

## 2.2.5 How do I know whether my phone uses the UIM card or the Wi-Fi connection to access the Internet?

If  is available on the right upper corner of your phone screen, your phone accesses the Internet using the Wi-Fi connection. Your phone prefers Wi-Fi than a UIM/SIM card for Internet use.

## 2.2.6 Why cannot I connect to Wi-Fi?

- The network SSID and password have been changed.
- Your balance is insufficient.
- You are out of the Wi-Fi hotspot's coverage.

## 2.2.7 My phone is disconnected from Wi-Fi in standby mode. What should I do?

On a home screen, touch **Settings** > **WI-FI** >  > **Advanced** > **Keep Wi-Fi on during sleep** > **Always**.

### **NOTE**

**Only when plugged in** is selected by default. The following options are available:

**Never(increase data usage)**: Your phone goes to sleep in 15 minutes when the display is turned off.

**Only when plugged in:** Your phone keeps awake when being charged.

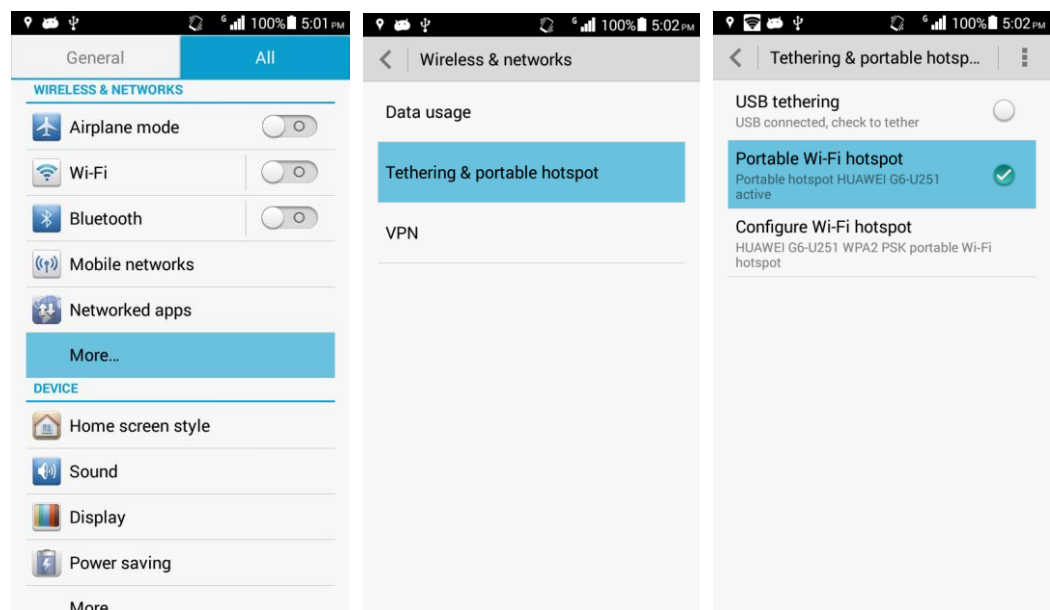
**Always:** Your phone never goes to sleep.

## 2.3 Network sharing and portable hotspot

You can use your phone as a portable Wi-Fi hotspot and share your phone's mobile data connection with another device. Then you can access the Internet from the device.

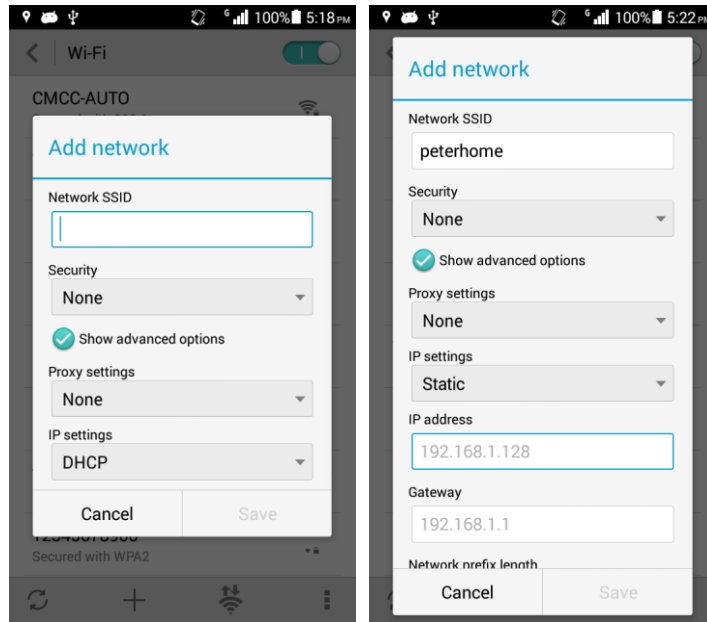
To enable this function, touch **Settings > More... > Tethering & portable hotspot > Portable Wi-Fi hotspot > Configure Wi-Fi hotspot**. Set the Wi-Fi hotspot name (**Network SSID**), password, and authentication mode (**Security**).

After the device finds your phone using Wi-Fi, you can access the Internet from the device using your phone's mobile data connection.



## 2.4 Internet access using Wi-Fi with a static IP address

Touch **Settings > WI-FI**, select a hotspot, and on the displayed dialog box, select **Show advanced options**. Set **IP settings** to **Static**, and in most cases, set **IP address** to **192.168.1.\*\*\*** and **Gateway** to **192.168.1.1**. Then set **Network prefix length**, **DNS 1**, and **DNS 2**.



The process for a mobile device to obtain a dynamic IP address when connected to a router and then gain the access to the Internet using Wi-Fi is time consuming. By using a static IP address, your phone can quickly access the Internet through a Wi-Fi connection.

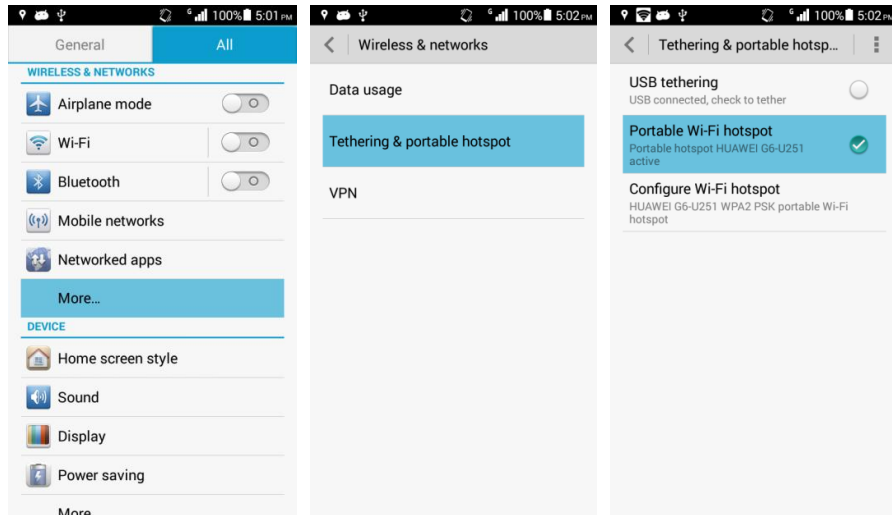
## 2.5 Can my phone work as a modem to provide Internet access for computers?

1. On a home screen, touch **Settings**.

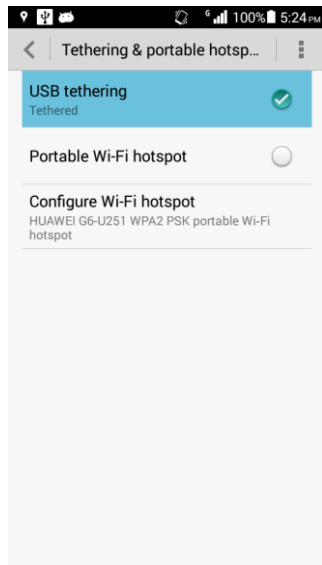


2. In the **WIRELESS & NETWORKS** field, touch **More...** > **Tethering & portable hotspot** > **Portable Wi-Fi hotspot**.





### 3. Select **USB tethering**.



4. Install the driver using Hisuite. On the computer, right-click **My computer** and choose **Management > Device Manager** from the shortcut menu. The new network adapter is displayed.



#### **NOTE**

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

If a computer provides a wireless network adapter, you can turn on **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. **Ringtone settings**

## 2.6.1 How do I set the incoming call ringtone?

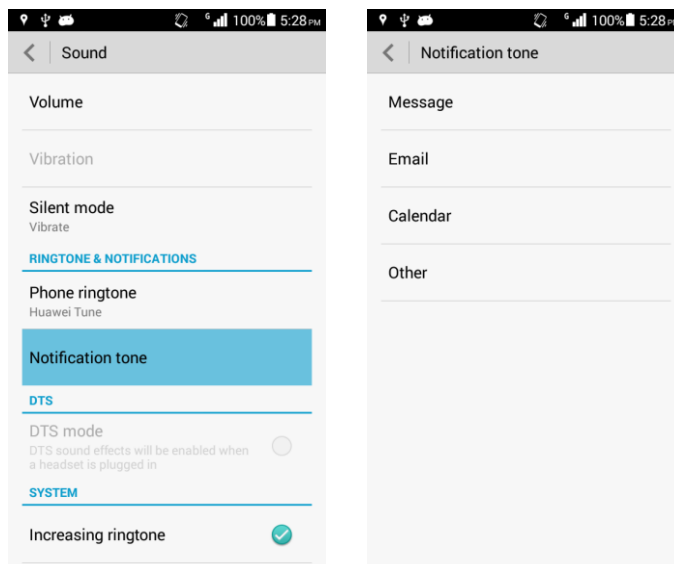
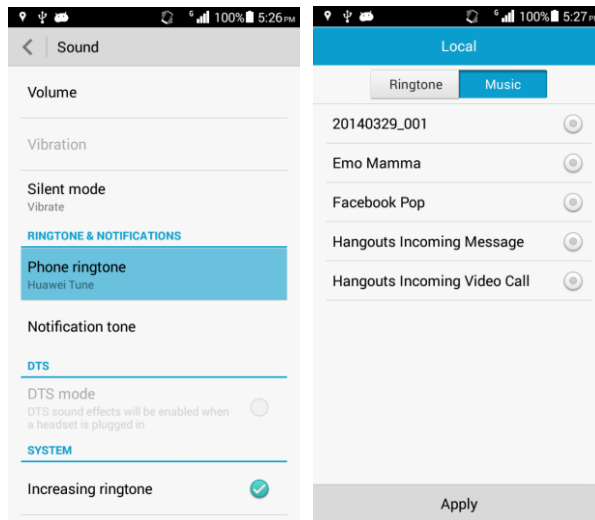
Touch **Settings > Sound > Phone ringtone**. Select a ringtone and touch **APPLY**.

## 2.6.2 How do I set incoming call and message vibrations?

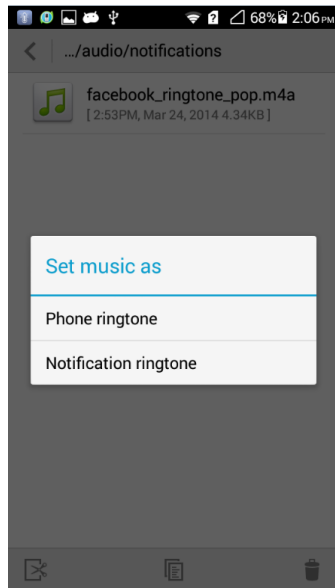
Touch **Settings > Sound > Vibration**.

## 2.6.3 How do I set a song as a ringtone for incoming calls or new messages?

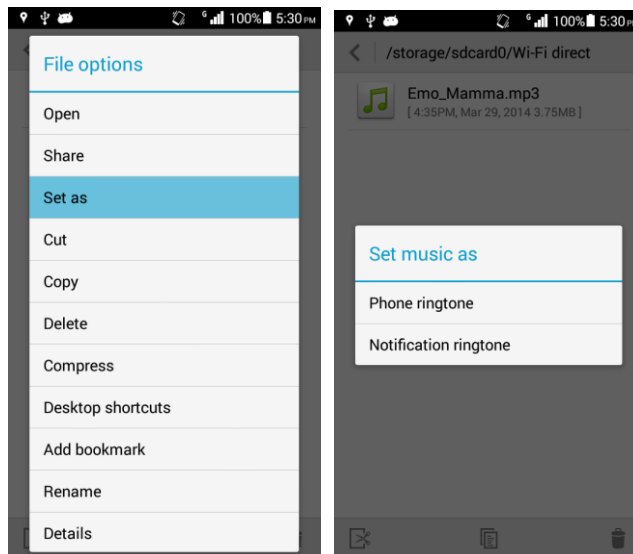
- Touch **Settings > Sound > Phone ringtone > Music** to change the ringtone for incoming calls.
- Touch **Settings > Sound > Phone ringtone > Music** to change the ringtone for new messages.



- Touch and hold the desired music file in **File Manager**, touch **Set music as > Phone ringtone/Notification ringtone**.



- You can also enter **Music**. Touch and hold the desired music file in the music list, touch **Set music as > Phone ringtone/Notification ringtone**.

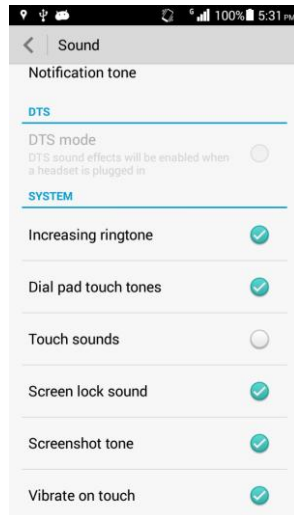


## 2.6.4 How do I set the group ringtone?

Setting the group ringtone is not supported.

## 2.6.5 How do I disable keypad tones?

You can set all notification tones in **Settings > Sound > SYSTEM**.

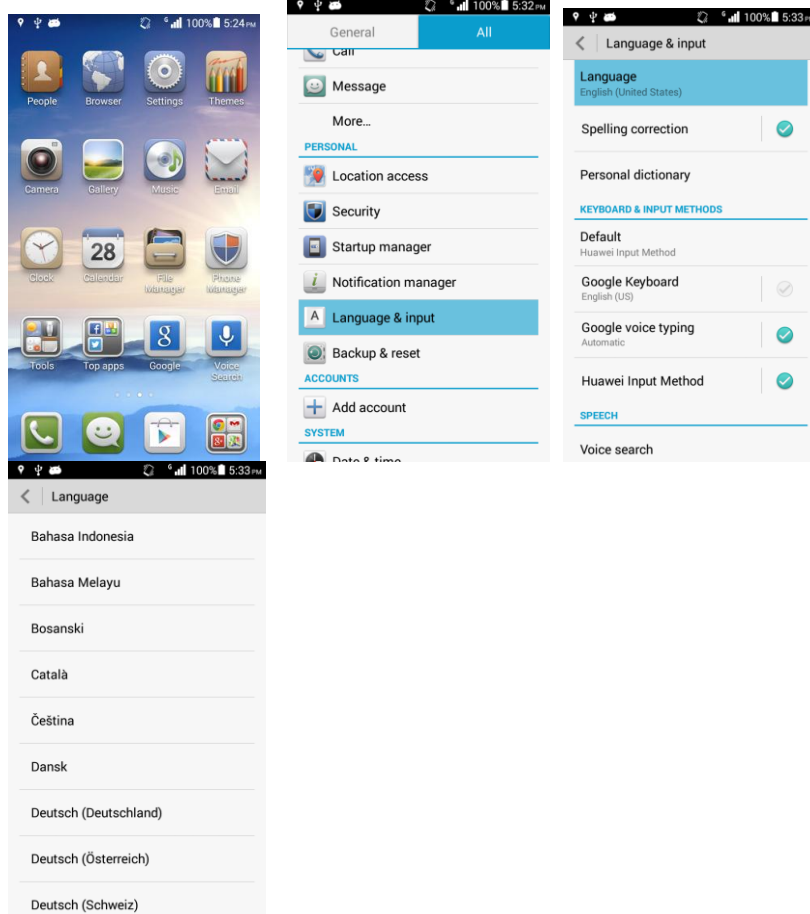


## 2.7 Language and Keyboard

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

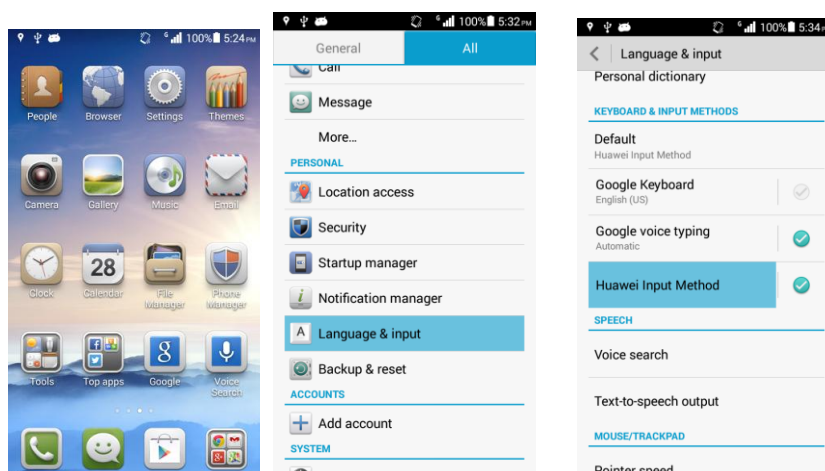
The phone supports all general languages in the world.

On the second page of the home screen, touch **Settings** > **Language & input** > **Language**. You can select your phone language from the language list.



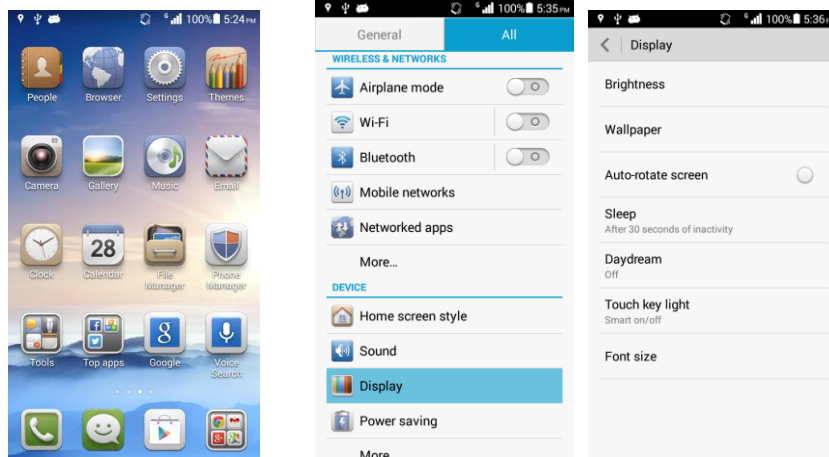
## 2.7.2 I installed a new text input method but cannot use it. Why?

After installing an input method, you must select it: Touch > **Settings** > **Language & input** > **KEYBOARDS & INPUT METHODS** and select the newly installed input method.



## 2.7.3 How do I change the system font size?

On the home screen, touch **Settings** > **Display** > **Font size** and select the your desired font size.



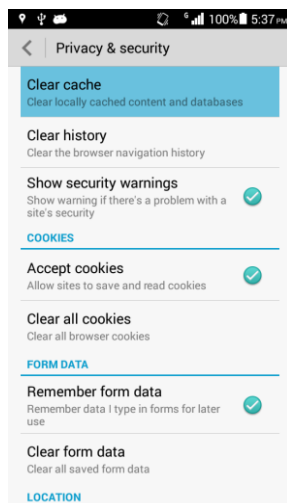
## 2.7.4 What text input methods is pre-installed on my phone?

Your phone is preinstalled with the Huawei input methods. You can also install other input methods.


## 2.8 Internet Access

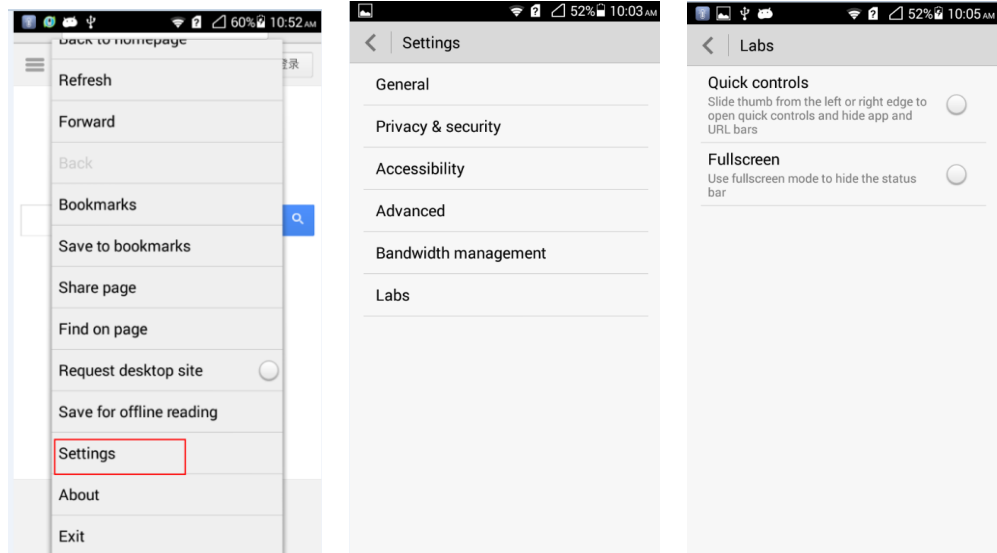
### 2.8.1 How do I clear my browser's cache and web history?


On the browser screen, touch  > **Settings** > **Privacy & security** > **Clear cache/Clear history**.

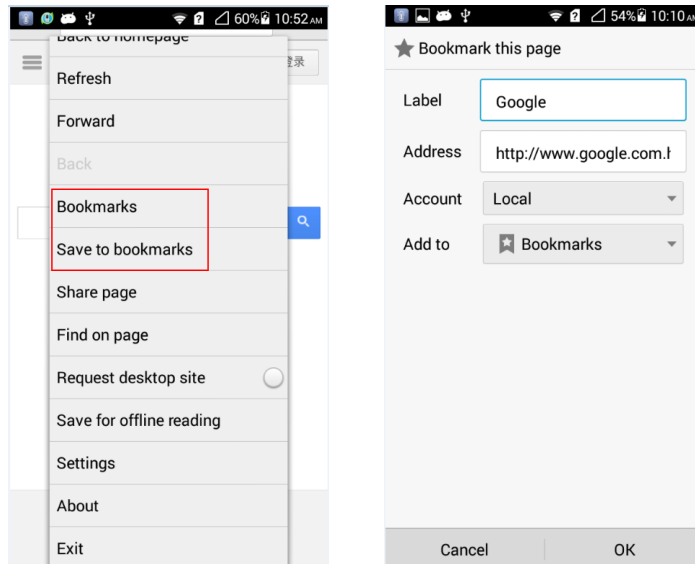


## 2.8.2 How do I set my phone to full-screen mode and how do I set bookmarks

To set your phone to full-screen mode on the browser screen, touch  > **Settings** > **Labs** > **Fullscreen**.



To set bookmarks on the browser screen, touch  > **Bookmarks/Save to bookmarks**. You can delete a bookmark from the bookmark list or add the current browsing webpage to the list.



## 2.8.3 How do I log in to my e-mail box with my phone?

Input the address of your e-mail box on the address bar of the browser to open the login page.

## 2.8.4 Dose my phone supports logging in to an online bank?

Yes. You must install corresponding clients of online banks where you can access the Internet. Accessing the website of an online bank using the browser may not work, because the login plugs of most online banks can run only in the Microsoft IE browser environment.

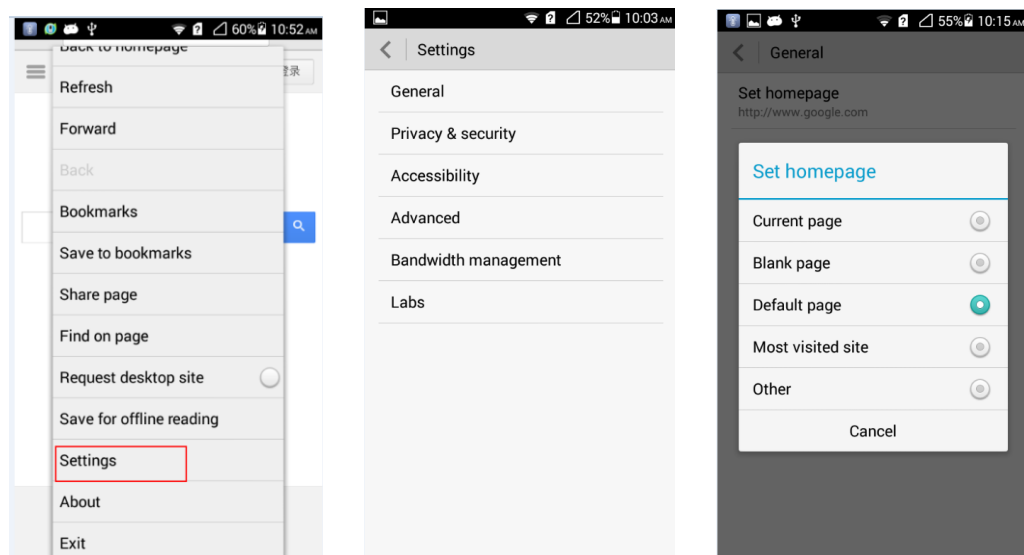
## 2.8.5 How do I save an image from a web page?

Touch and hold the image you want to save, and then select **Save image** from the options menu.



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

Touch  > **Settings** > **General** > **Set homepage** to select a page as the home page.






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

After you have opened a page, touch  > **Save for offline reading** to save the current page. The saved pages can be viewed by touching  > **Bookmarks** > **Saved pages**.

## 2.8.8 How do I set network-related parameters?

Once you have inserted a UIM card, the APN configures network-related parameters automatically.

To view the APN settings: On a home screen, touch **Settings** > **Mobile networks** > **APN**.


When parameters settings are incorrect, touch  > **Reset to default** to reset the parameters.

## 2.8.9 How do I enable or disable data services?


To enable or disable data services,

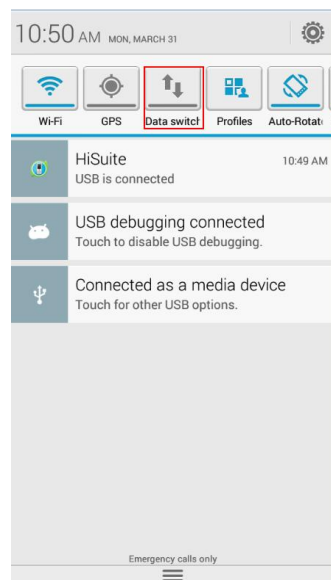
- On a home screen, touch **Settings** > **Mobile networks**. Touch the switch to enable the data service. Touch the switch again so that the switch is grey to disable the data service.



- Drag the notification bar downward and touch  **数据开关**.



Touch  **数据开关** to enable or disable the data service. If the icon status is highlighted, the data service is enabled.



## 2.8.10 How do I enable or disable my phone's mobile data connection?

Touch **Settings** > **Mobile networks** to check whether the mobile data switch is on. This option controls the data connection state.

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

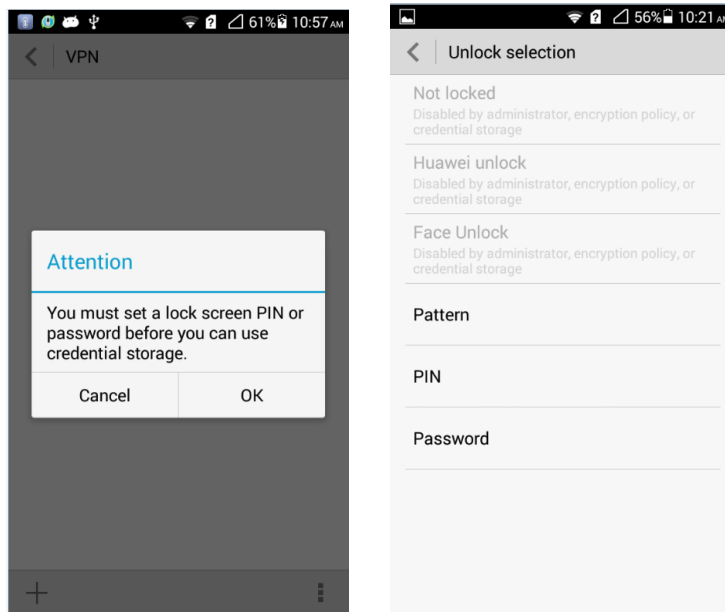
No. You can use my phone to access the Internet during a call only when you phone is connected to a Wi-Fi network.

## 2.8.12 What limitations to data services does my phone have?

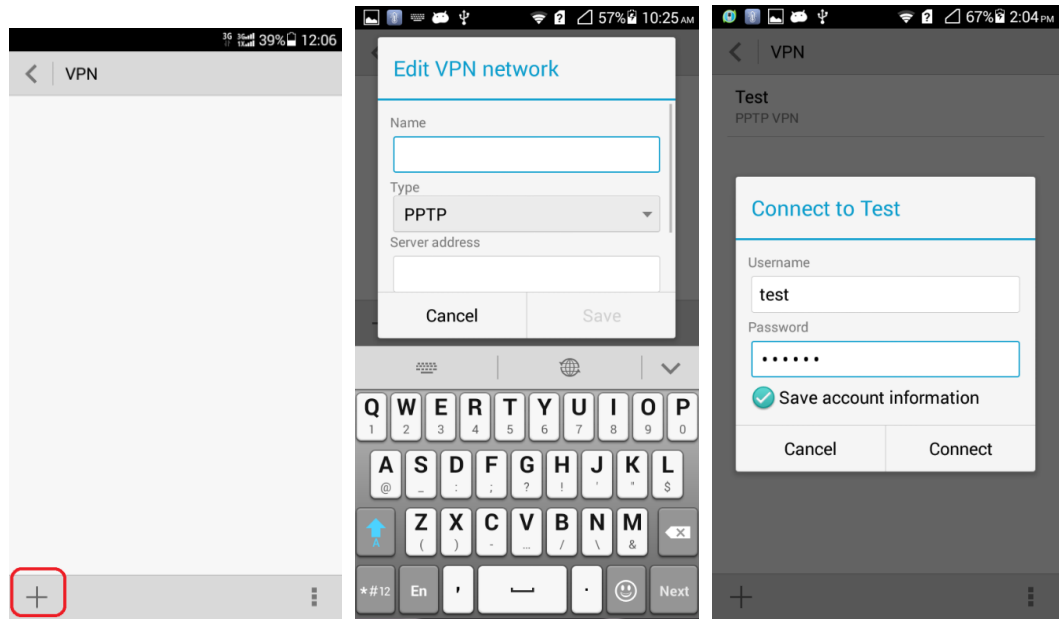
You cannot make a call or access the Internet by using a card supporting CDMA mode.

## 2.8.13 How do I set the VPN?

1. Touch **Settings** > **(WIRELESS & NETWORKS) More...** > **VPN**. If a dialog box is displayed, indicating that "You must set a lock screen PIN or password before you can use credential storage", touch **OK** and set a lock screen PIN or password.




2. Touch the add sign at the lower left corner of the VPN screen. Input related parameters in the **Edit VPN network** page and touch **Save**. Touch the saved VPN. Input **Username** and **Password** and touch **Connect**.

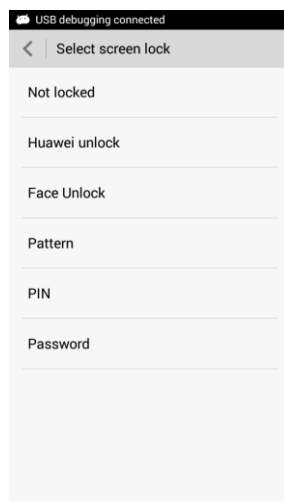


## 2.9 Screen Lock

### 2.9.1 How do I enable a screen lock that must be unlocked using a PIN?

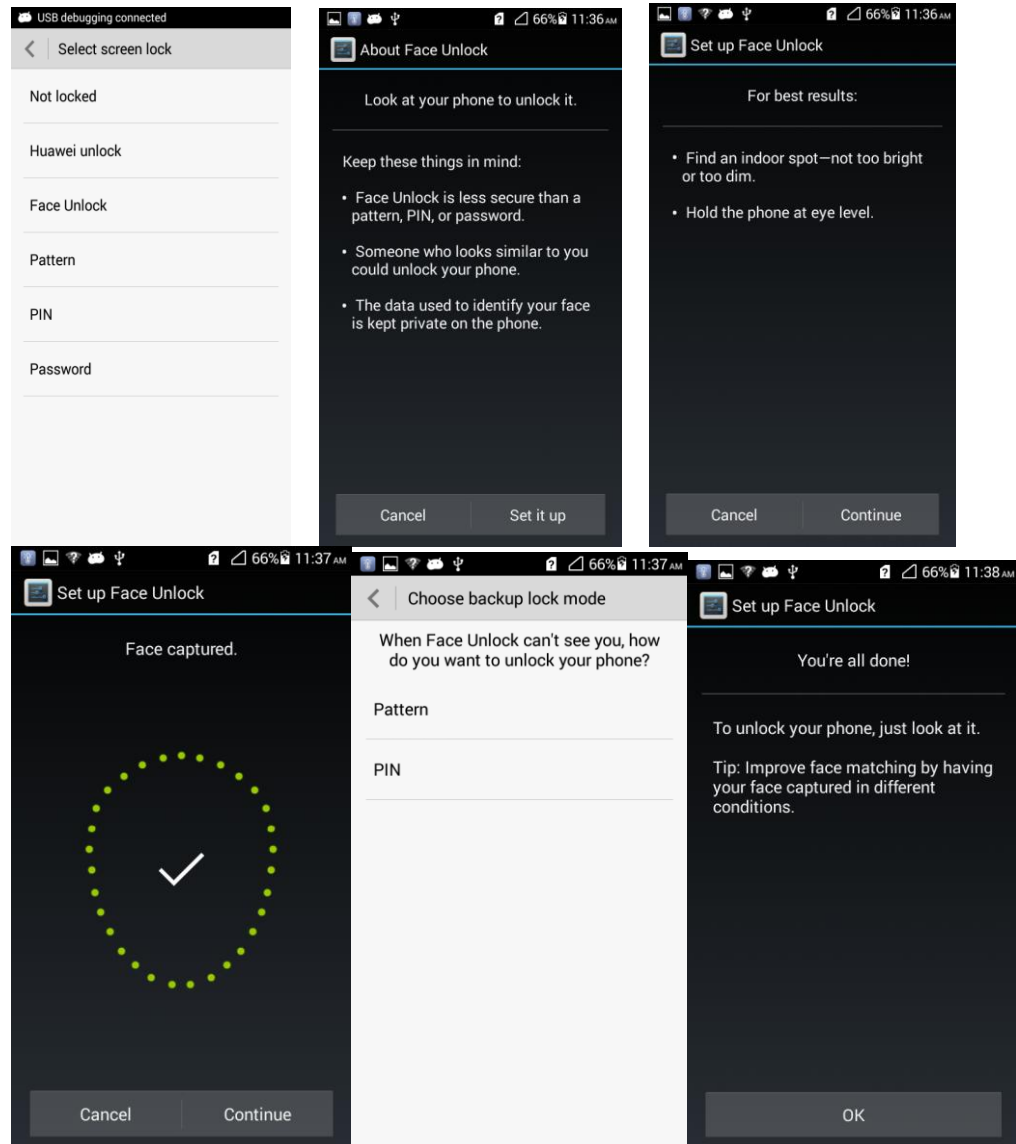
1. Touch **Settings > Security > Select screen lock > PIN**.
2. Input the PIN in the **Input your PIN** box.
3. Input the PIN again and touch **OK**.

When you power on the phone or press the power button to turn on the screen, the PIN lock screen is displayed. Enter the PIN and then touch  to unlock the screen.



## 2.9.2 How do I use the Face Unlock function?

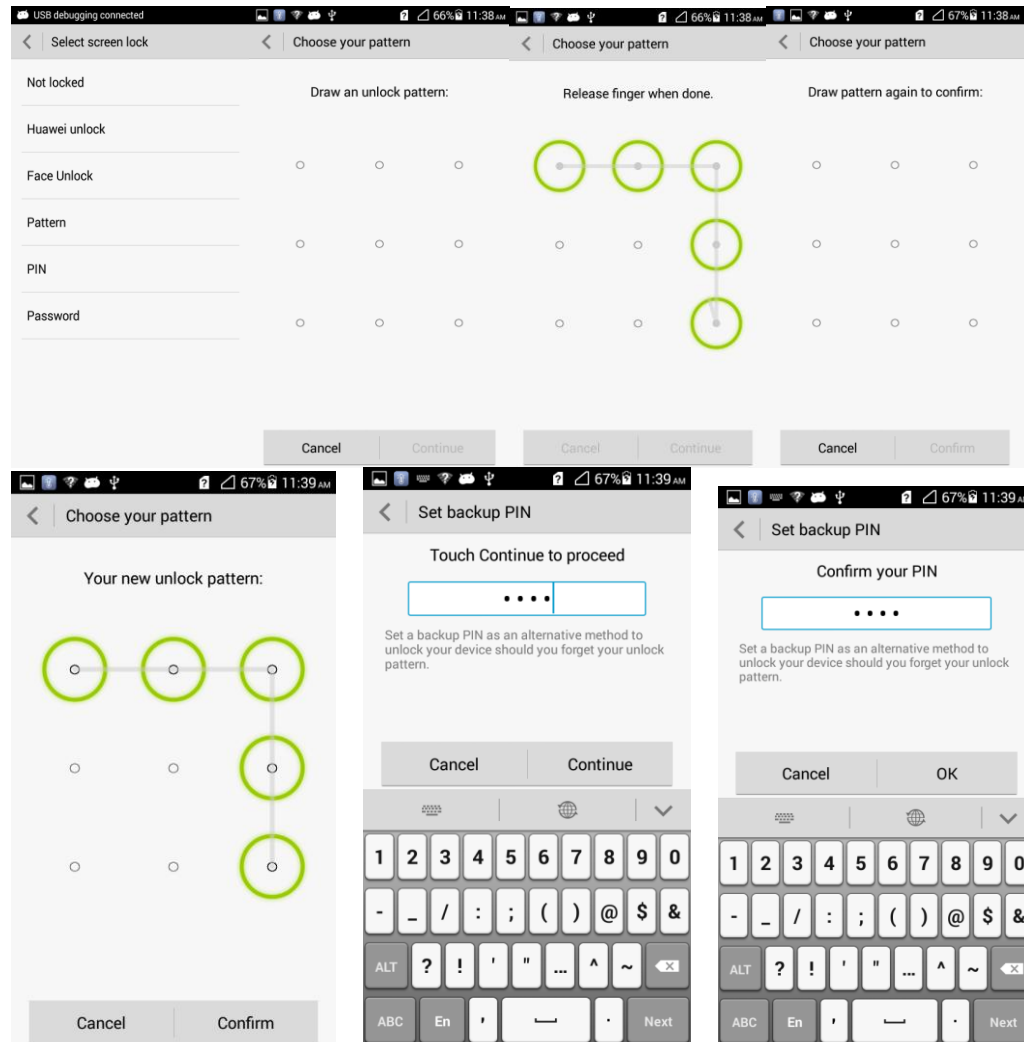
1. Touch **Settings > Security > Select screen lock > Face Unlock**.
2. Touch **Set it up > Continue** and wait until the face capture is complete. Touch **Continue**.
3. Choose a backup lock mode according to the indications of your phone. Touch **OK** to complete the setting.



## 2.9.3 How do I enable a screen lock that must be unlocked using a pattern?

1. Touch **Settings > Security > Select screen lock > 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 the phone or press the power button to turn on the screen, the pattern lock screen is displayed. Enter your 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?

The phone will be locked for 30 seconds if you incorrectly draw the screen unlock pattern five consecutive times. Unlocking your phone by sending an email from your Gmail is not supported. You can reset your phone by forcibly restoring your phone to its factory settings.

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

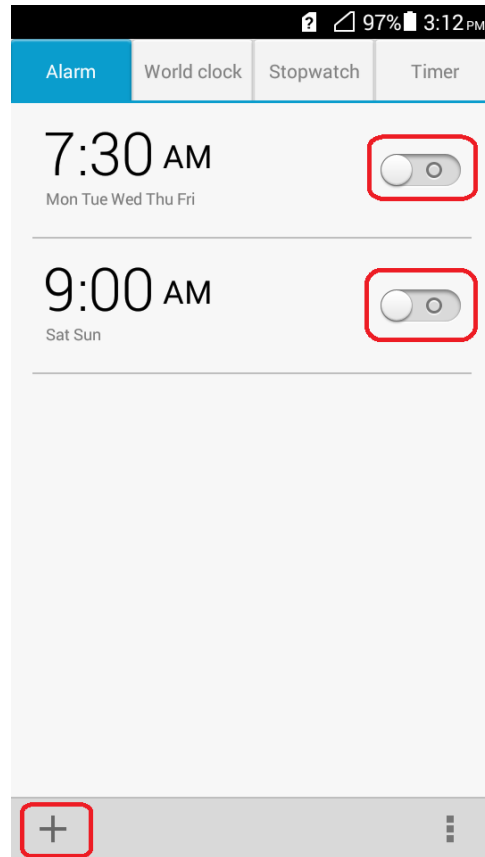
Lock the screen: Press the power button.

Unlock the screen: Press the power button to wake your phone and then enter your PIN or pattern to unlock the screen.

## 2.10 Alarm Clock

### 2.10.1 How do I add or delete an alarm?

On a home screen, touch **Clock**. From the alarm list, touch the switch to enable or disable an alarm. You can create a new alarm by touching the add sign at the lower left corner.



### 2.10.2 Will the alarm go off when my phone is powered off?

No.

## 2.11 Application Programs

### 2.11.1 What application formats does my phone support? Can I install JAVA applications?

All applications based on the Android OS can be installed on your phone other than Java applications.

## 2.11.2 How do I obtain third-party applications?

You can download third-party applications from the application market or Android market.

## 2.11.3 How do I select the installation location of an application?

Selecting the installation location is not supported. All applications are installed in the built in memory.

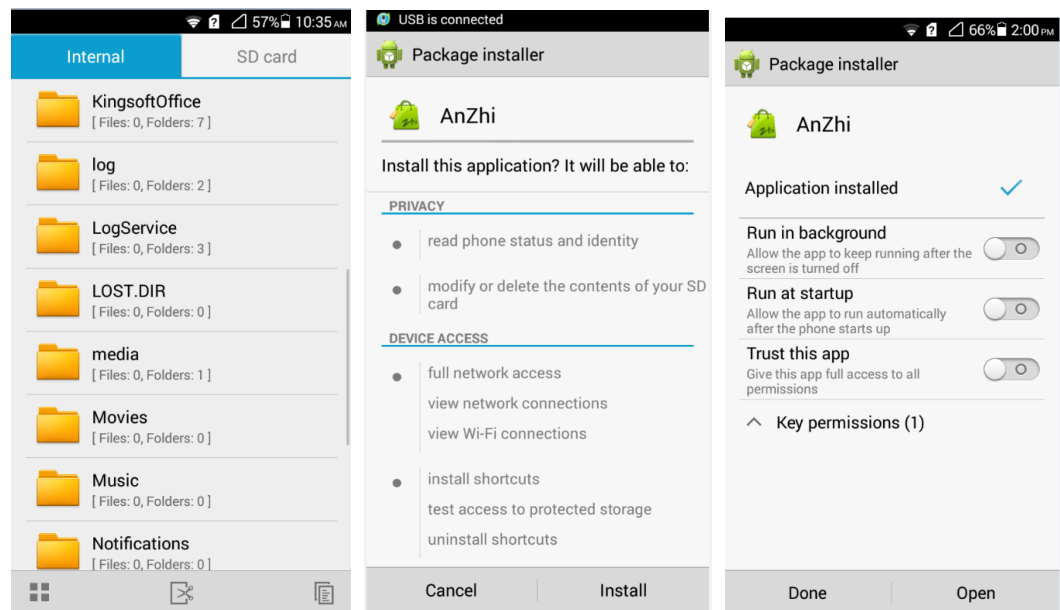
You can change the storage location of audio files, video files, and pictures by touching **Settings > (DEVICE) More... > Storage > Default storage location**.

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

### Installation:

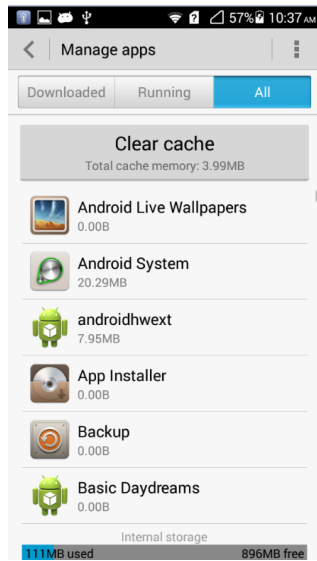
Touch **Settings > Security**, and select **Unknown sources**.

- Download applications from Huawei application market or Android market.
- Copy the .apk file corresponding to the application you want to install to the phone's internal storage or the microSD card. In File Manager, find the .apk file and touch it to install the application.



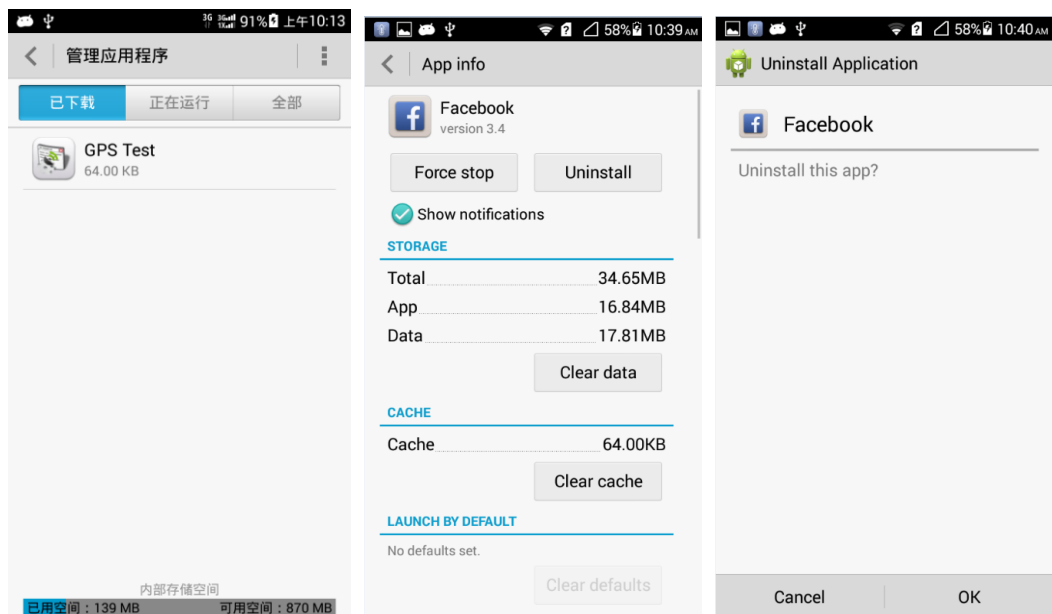
### Management:

Touch **Settings > Manage apps > All**, touch any application to manage it.



### Uninstallation:

Touch **Settings > Manage apps**. Touch the application you want to uninstall and then touch **Uninstall > OK**.



## 2.11.5 I cannot install an application, why, and how do I solve the problem?

- Possible causes are as follows:  
The Android application package (APK) is corrupted. To solve this problem, contact the APK provider.
- The application has already been installed. To solve this problem, uninstall and reinstall the application.



- The phone's available storage space is insufficient. To solve this problem, delete unnecessary files or uninstall some applications.

## 2.12 Third-party applications

### 2.12.1 Can I install third-party applications to a microSD card? If so, will running these third-party applications take up my phone's memory?

You can install third-party applications to a microSD card. Temporary data will be saved to your phone's RAM when these applications run.

### 2.12.2 Why does not my phone display the home locations of some phone numbers?

The home location information for phone numbers is saved in your phone and do not update automatically, but the operators constantly update their phone numbers, therefore your phone may not display the home locations of certain phone numbers.

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

Yes if you have downloaded the client for your online bank.

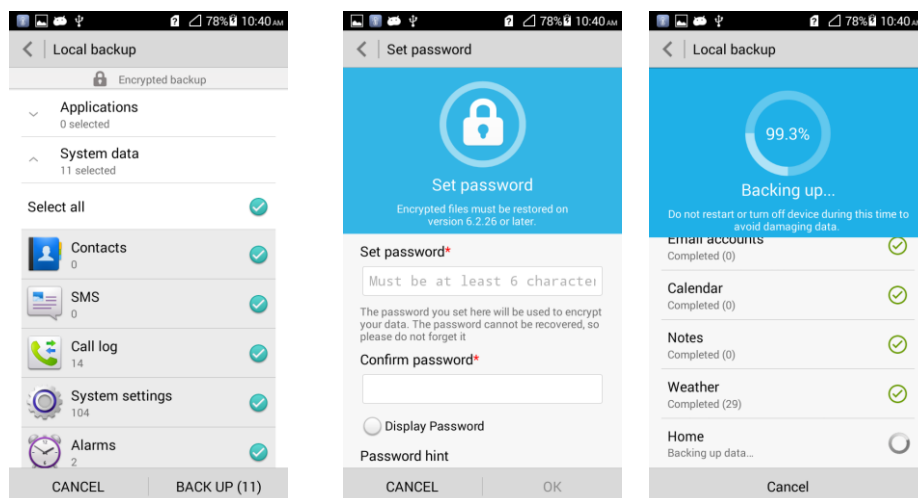
## 2.13 Data Backup and Recovery

### 2.13.1 How do I backup and restore contacts?

Touch Tools > Backup.

- Backup

Touch **Backup** > **Back up to SD card**. Select contacts and then touch **BACK UP**. Set password and back up the contacts.



- Restore

Touch **Backup** > **Restore from SD card**. Select the backup file and enter the password. Select contacts and touch **Restore**.

## 2.13.2 Can I back up my contact groups?

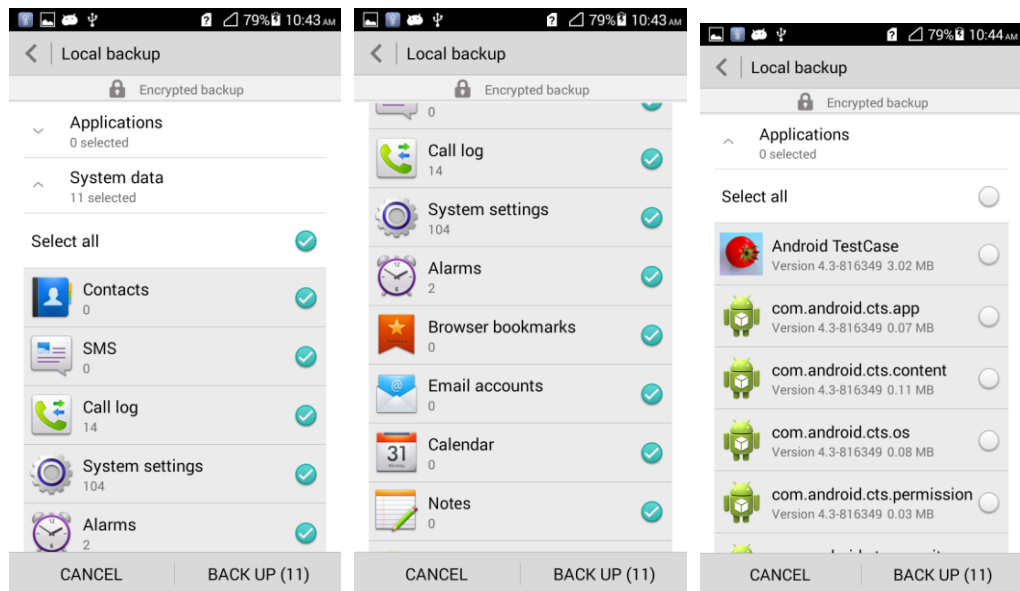
No.

## 2.13.3 How do I use All Backup?

Data of phones sold outside China cannot be backed up to Huawei cloud.

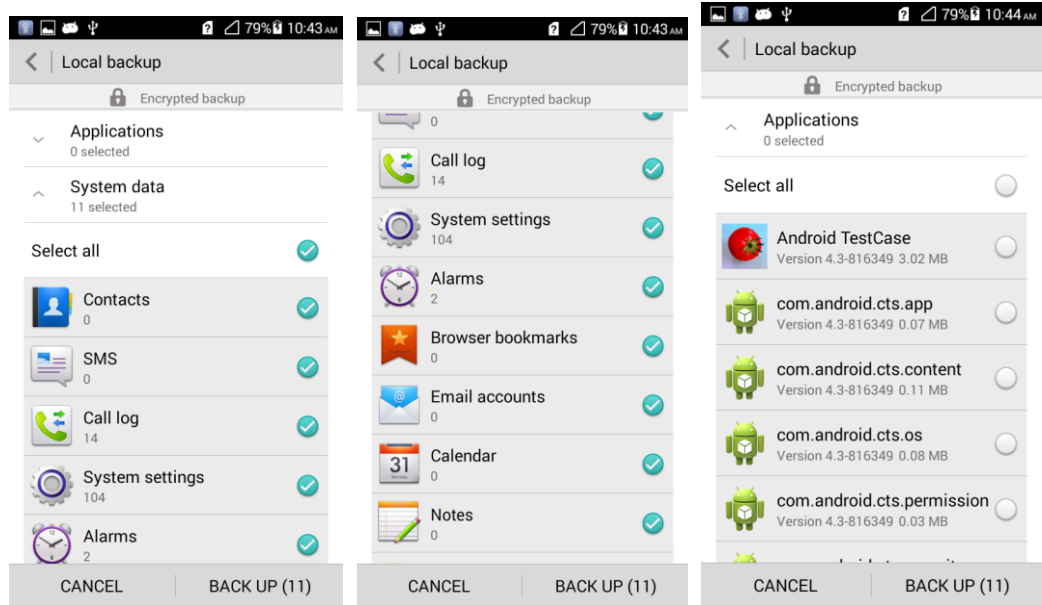
## 2.13.4 What data can be backed up on my phone?

The following data can be backed up: Contacts, SMS, Call log, System settings, Alarms, Browser bookmarks, Email accounts, Calendar, Notes, Weather, Home, and Applications.



## 2.13.5 What data can be restored to my phone?

The following data can be restored: Contacts, SMS, Call log, System settings, Alarms, Browser bookmarks, Email accounts, Calendar, Notes, Weather, Home, and Applications.



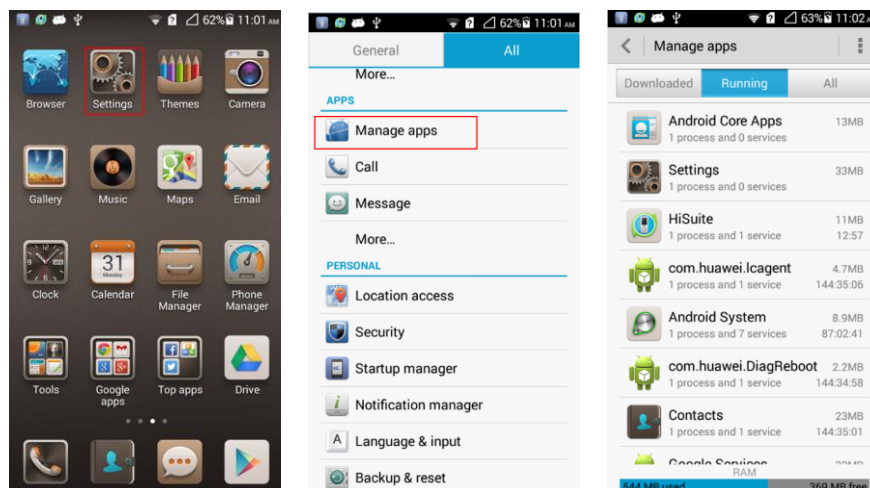
## 2.14 Task Manager

### 2.14.1 What functions does Task Manger provide?

You can manage downloaded, running, or all applications.

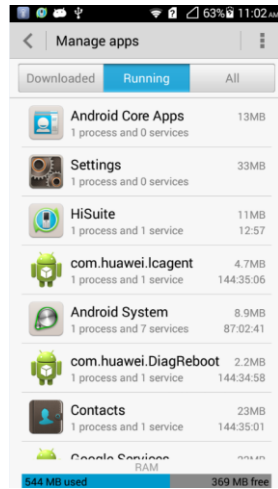
### 2.14.2 How do I open Task Manager?

Touch **Settings** > **Manage apps**.



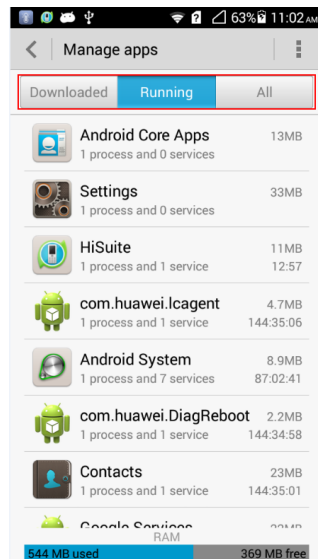
### 2.14.3 What does the Task Manager screen look like?

- On the head of the application management screen, you can switch between the following three tabs: Downloaded, Running, and All.
- The middle of the screen is the program list.
- Below the program list is the memory usage information.

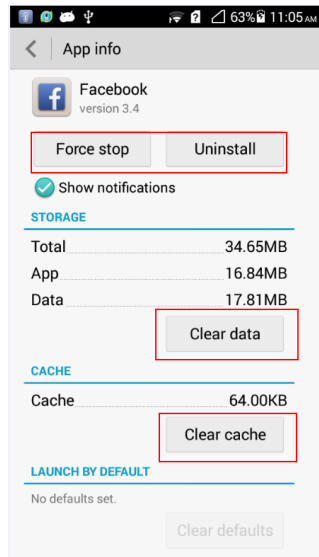


### 2.14.4 What can I do on the Task Manager screen?

Switch to the desired application list.




Enter the program to forcibly stop the program, uninstall the program, and clear data.





## 2.15 Weather

The weather application is already contained in Me Widget. You can click the widget to open the weather application.

Slide the screen to view weathers of different cities.

Touch  on the lower left corner to refresh the data.

Touch  on the lower right corner to add or delete cities. You can also set whether to display your current position. Touch  on the lower right corner to set the application, including the unit of temperature, sound, and time updating.



## 2.16 Developer Options

Touch **Settings** > **Developer options**. Touch the switch to open or close developer options.

Functions of all developer options are given below the options. It is recommended that common users not enable these options. For example, the function of **Show touches** is to **Show visual feedback for touches**. If you select this option, visual feedback of touches on the screen is displayed.

## 2.17 Clock Synchronization

Your phone supports clock synchronization.

On the home screen, touch **Settings** > **Date & time**. **Automatic date & time** and **Automatic time zone** are selected by default.

## 2.18 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): You can use this application to exchange media files such as pictures, audio records, and videos with your computer (the computer must support the MTP function).

Camera (PTP): You can use this application to exchange pictures with your computer. For computers that do not support MTP, this application is helpful.

USB storage device: You can use this application to view content in the microSD card and phone storage.



### NOTE

*After connecting your phone to a MAC computer, you can operate files of your phone by using the MTP function. The dialing function is not supported.*

## 2.19 How do I free up my phone's internal storage space?

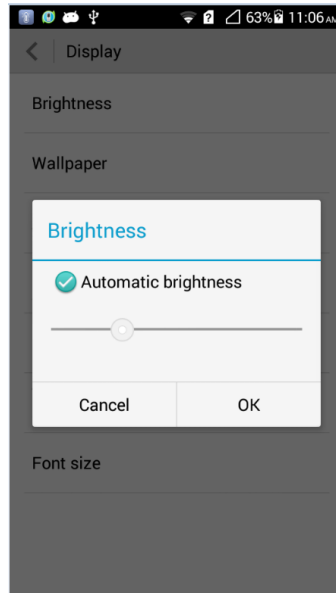
Delete unnecessary files or uninstall some applications.

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


Uninstall applications: Touch **Settings** > **Manage apps** > **All** and select applications to be uninstalled. Touch **Uninstall** > **OK**.

## 2.20 How do I adjust the screen brightness?

- Touch **Settings** > **Display** > **Brightness**, you can select **Automatic brightness** or drag the slider to adjust the screen brightness.



- Drag the status bar downward, touch the Brightness icon to set the brightness.

Automatic brightness adjustment:  Brightness

Different brightness settings:  Brightness Brightness Brightness

## 2.21 How does my phone's key backlight save battery power?

To save battery power, the backlight of the three keys at the bottom of your phone varies according to the surroundings. If the surroundings are dark, the backlight turns on. If the surroundings are bright, the backlight turns off.

## 2.22 How do I set my phone to airplane mode?

- Touch **Settings** > **Airplane mode**. Touch the switch to turn on or off the airplane mode. In airplane mode, the wireless network is unavailable.
- Turn on or off the airplane mode in the notification bar.
- Press and hold the power button. In the displayed option menu, turn on or off the airplane mode.

## 2.23 How do I restore my phone to the factory setting?

1. Touch **Settings > Backup & reset > Factory data reset**.
2. Touch **Reset phone > Reset phone**.

## 2.24 How do I enter and exit safe mode?

During the power-on of your phone, press and hold the Menu key on your phone. When **Safe mode** is displayed at the bottom of your phone, your phone is in safe mode.

Restart your phone to exit safe mode.



## 2.25 How do I use the HiSuite function?

Your phone supports only parts of the Hisuite function. Hisuite applications are not pre-installed on your phone. You must download the latest version from the Internet.

## 2.26 How do I use the HDMI?

Your phone does not provide HDMI.



## 2.27 How do I use TV-OUT?

Your phone does not support TV-OUT.

## 2.28 How do I use OTG?

Your phone does not support OTG.



### NOTE

*OTG is a new USB transmission technology. You can use an OTG cable to connect to a USB flash drive, a digital camera, a mouse, or a keyboard. HD video signals can be transmitted using OTG.*

## 2.29 How do I read the status indicator?

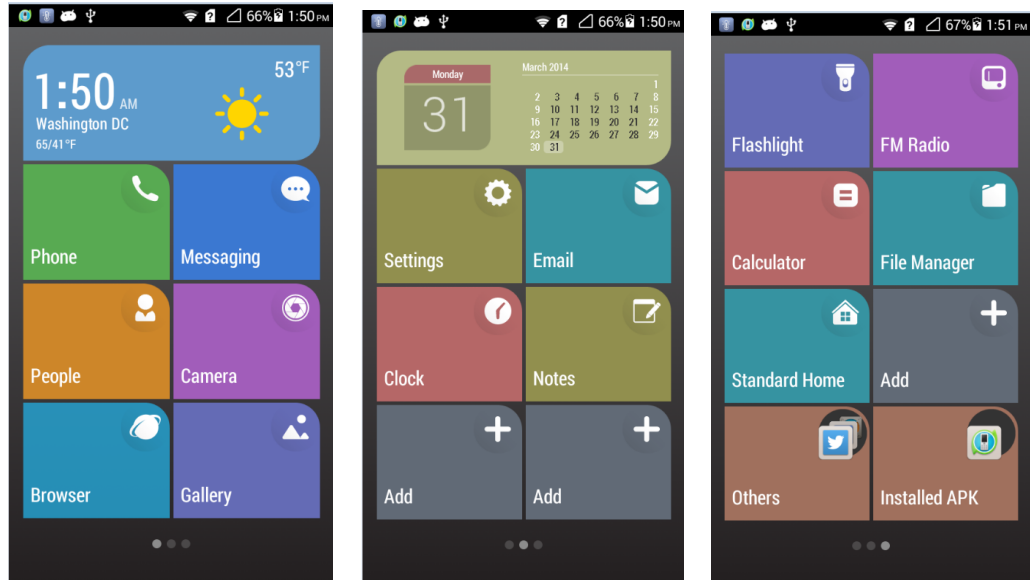
- Red blinking: The battery is low. Green blinking: There are unread messages or missed calls.
- When your phone is being charged: Steady red: The battery level is low. Steady yellow: The battery level is medium. Steady green: The battery level is higher than 90%.

## 2.30 Can I use other chargers to charge my phone?

Yes. There is a protection circuit in your phone. However, it is recommended that you use the charger delivered with your phone. If the charger voltage is over high, long-time usage affects the lifespan of your phone and the battery. If the charger voltage is over lower, your phone requires a longer time to be fully charged.

## 2.31 What are the special features of my phone?

- 4.5-inch IPS screen
- QHD resolution (540 x960 pixels)
- Huawei Emotion UI (which is compatible with Android 4.3)
- 8.0 mega pixel BSI camera (automatic focus+flashlight)



Touch **Settings** > **Home screen style** > **Simple** > **APPLY** to set your phone to the simple UI. In the simple UI, your phone uses simple and big icons and you can define your home screen. You can also choose the standard style, where you can get colorful desktop icons and UI layouts.

# 3 Others

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## 3.1 How do I save battery power?

- When you are not using the phone, press the power button to turn off the screen.
- Set the screen timeout period to a smaller value under **Settings > All > Display > Sleep**.
- Lower the screen brightness under **Settings > All > Display > Brightness**.
- Turn off Wi-Fi and Bluetooth in the **WIRELESS & NETWORKS** area under **Settings > All**.
- Turn off data synchronization in the background under **Settings > All > Accounts**.
- Turn off **Enable always-on mobile data** under **Settings > All > Mobile networks**.
- Turn off **Access my location** under **Settings > All > Location access**.
- Delete applications from the list under **Phone Manager > Power saving-protected apps**.

## 3.2 How do I save data traffic?

- Disable data services when you are not using them.
- Use the Wi-Fi network other than the mobile data network if possible.
- Access Wireless Access Protocol (WAP) sites instead of websites.
- Turn off **Enable always-on mobile data** under **Settings > All > Mobile networks**.
- Turn off data synchronization in the background under **Settings > All > Accounts**.

## 3.3 My phone runs very slow. What can I do?

- Close background applications you do not need. Touch **Settings > Manage apps > Running**. Select applications to be closed and touch **Stop**.
- Uninstall unwanted applications to free up your phone's available storage. Insufficient storage space leads to a slow running speed.
- If the CPU usage is high and multiple background processes are running, restart the phone to close unwanted processes and applications.

### 3.4 The picture I set as a wallpaper is automatically stretched. What can I do?

It is recommended that you use pictures with the same length-width ratio of the screen as your wallpapers.

### 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, with the phone off, press and hold the power and volume up buttons to enter recovery mode. In recovery mode, you can press the volume buttons to select the desired option.

To restore your phone to its factory settings, touch **Settings > Backup & reset > Factory data reset**.

### 3.6 Can I scan a QR code using my phone?

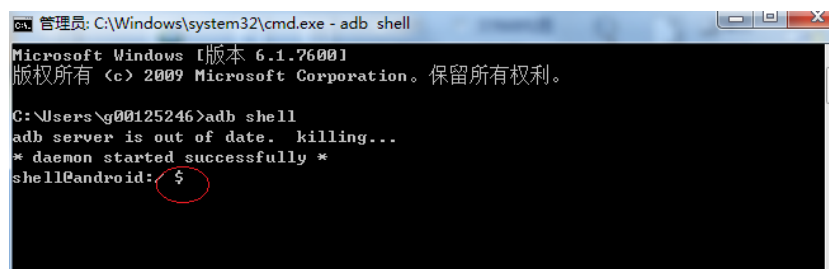
Yes, but you need to download a QR code application first.

### 3.7 Does the phone support 3D acceleration?

No.

### 3.8 How do I tell whether my phone has been rooted?

Run adb shell. If \$ is displayed, the phone has not been rooted. If # is displayed, the phone has been rooted.



```
管理员: C:\Windows\system32\cmd.exe - adb shell
Microsoft Windows [版本 6.1.7600]
版权所有 (c) 2009 Microsoft Corporation。保留所有权利。

C:\Users\g00125246>adb shell
adb server is out of date. killing...
* daemon started successfully *
shell@android: $
```

### **3.9 If I remove the battery, do the date and time on my phone return to zero? Will configuring my phone with Automatic date and time synchronization generate data traffic?**

G6 don't support to remove battery because of built-in battery design.

If your phone fails to obtain the date and time from your operator's network when it powers on and if you have enabled the automatic time update function, your phone synchronizes the date and time with the network and generates minor data traffic.

### **3.10 Can I use my phone for recording?**

Yes, It is supported by Tools->Sound Recorder.

### **3.11 Does my phone come with a protective film?**

No.

### **3.12 Does my phone support mobile TV?**

No.

### **3.13 Can I edit Word, Excel, PPT, and PDF files on my phone?**

Yes, It is supported by Top apps->Kingsoft Office

### **3.14 How are the phone ROM and RAM allocated?**

Just the same as computers and tablets, your phone's ROM and RAM are partially taken up by the system. The specification of G6 is 4G ROM + 1G RAM.

For the 4 GB ROM, system programs, files, and data base take up about 2.17 GB, which is invisible to users. The ROM space available to users is 1.83 GB, including the space for saving files and installing applications. Functions of the space for saving files is the same as that of the T card and you can save different files to this space.

Comparison with other phones in ROM:

Galaxy III: total: 16 GB, available: 11.35 GB

Galaxy Note: total: 4 GB, available: 1.51 GB

C8816: total: 4 GB, available: 1.83 GB

For the 1 GB RAM, the android system hides parts of the used space for kernel running, which is invisible to users. Therefore, the actual memory size seen by users is inconsistent with the specifications. The available RAM of C8816 is 910 MB. Phones with 1 GB RAM are listed as follows:

Comparison with other phones in 1 GB RAM:

Galaxy III: total: 763 MB

Galaxy Note: total: 713 MB

C8950: total: 627 MB

T9200: total: 656 MB

T9510E: total: 713 MB

T8950: total: 980 MB

The partitions are as follows:

<b>Flash (ROM) Partition (The Function of a ROM Is the Same as that of a Hard Disk of a Computer)</b>				<b>4G</b>
	<b>Partition</b>	<b>Size</b>	<b>Function</b>	<b>Query Method</b>
	Boot and OS data backup partition	About 64 MB	Stores the boot data OS backup data. The data in this partition is used when you restore the phone to its factory settings.	Cannot be queried.
	Pre-allocated partition for HOTA upgrade	About 126 MB	Reserved for system remote upgrades. This partition is used when the device supplier or operator push key upgrade patches to users.	Cannot be queried.
	System partition	About 650 MB	Provides the space for the Google Android OS.	Cannot be queried.
	Partition for internal storage	About 1.84 GB	This partition is used when you do not insert a microSD card and are using applications that the Android OS requires to run on an SD card, for example, camera, Bluetooth, and sync with computers. With this partition, you can use all functions provided on the Android without an additional SD card.	Can be queried under <b>Setting &gt; Storage &gt; SD card</b>
	Data partition	About 0.98 GB	This partition is used when the OS or applications are running. This partition also stores application files for applications installed by users.	Can be queried using a third-party application.
	Partition for other storage	About 128 MB	Includes the storage space taken by the file partition list, damaged areas of the flash, and spaces lost for formatting.	Cannot be queried.
	Total	4 GB		

<b>Flash (ROM) Partition (The Function of a ROM Is the Same as that of a Hard Disk of a Computer)</b>				<b>4G</b>
	<b>Partition</b>	<b>Size</b>	<b>Function</b>	<b>Query Method</b>
			The partition table is for reference only. The actual size of each partition varies with the customized versions.	
<b>Memory (RAM) Partition (The Function of a RAM Is the Same as that of a Memory of a Computer)</b>				
	<b>Partition</b>	<b>Size</b>	<b>Function</b>	<b>Query Method</b>
	Bottom layer partition	About 268 MB	Displays the cache and bottom wireless protocol stack.	Cannot be queried.
	OS and user partition	About 756 MB	Provides space for the Android OS and other applications.	Can be queried using a third-party application. The query result may vary with the querying methods of applications.
	Total	1024 M		
			The partition table is for reference only. The actual size of each partition varies with the customized versions.	

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

Touch **Settings > Storage**. You can check the available space in your phone storage and the available space in your SD card.

