

HUAWEI Ascend P7 Smartphone FAQs

Issue 01
Date 2014-4-1

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About This Document

Change History

Version	Change Description
V1.0	Completed the first draft.
V1.1	Revise the questions about the hotline.

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1 Basic features

1.1 Color schemes

Black, white, and pink

1.2 Selling points

- Display: 5-inch FHD screen
- Mode: 4G LTE (Some versions support dual-card dual-standby.)
- Standby: 2500 mAh large battery
- Camera: 8 MP 1.4 μm HD front camera; 13 MP BSI F2.0 HD rear camera
- Sharing: Multi-screen
- UI: EMUI 2.3

Table 1-1 Different versions of the P7

Standard version		
Product model	Internal model	Description
P7-L10	Sophia-L10	Standard – UL overseas general version (European bands), single card
P7-L09	Sophia-L09	Standard – CL+G China Telecom customized version, dual card
P7-L07	Sophia-L07	Standard – TL China Mobile SGLTE customized version, single card
P7-L00	Sophia-L00	Standard – UL+G China Unicom customized version, dual card
P7-L05	Sophia-L05	Standard – TL China Mobile SGLTE channel version, single card
P7-L12	Sophia-L12	Standard – UL Latin-America general version (Latin-American bands), single card
P7-L11	Sophia-L11	Standard – Australia low-specification version

Advanced version		
Product model	Internal model	Description
P7-L01	Sophia-L01	Advanced – UL+G China Unicom version, dual card
P7-L08	Sophia-L08	Advanced – CL+G China Telecom version, dual card
P7-L06	Sophia-L06	Advanced – TDL (CSFB)+G China Mobile version, dual card
P7-L16	Sophia-L16	Advanced – UL general, overseas general, single card
Remarks	Among all the advanced models, only the China Telecom version does not support NFC. Among all the low-specification models, only the overseas versions support NFC.	

1.3 Your phone at a glance



NOTE

The default themes of phones in different colors are different.

From any screen, you can:





- Touch  to return to the previous screen or exit the application.
- Touch  to return to the home screen.
- Touch  to display the list of recently used applications.
- If the hide navigation bar function is enabled, touch  to hide the navigation bar and flick up from the bottom of the screen to display it. You can enable or disable this function under **Settings**.
- Press the power button once to turn on or turn off the screen. Press and hold the power button for 6 seconds or more to forcibly power off the phone or for 13 seconds or more to restart the phone.
- Press the volume up or down button to adjust the speaker volume. Press and hold the power and volume down buttons simultaneously to take a screenshot and save it to **Gallery**.

Figure 1-1 Your phone at a glance



1	Headset jack	2	Status indicator
3	Earpiece	4	Navigation bar
5	Microphone	6	USB port
7	Micro-SIM card slot	8	microSD card slot/Nano-SIM card slot
9	Power button	10	Power button
11	Front camera	12	Proximity sensor/Ambient light sensor
13	Noise reduction microphone	14	Rear camera
15	Flash	16	Speaker



NOTE

Do not block the area around the ambient light and proximity sensor. When you attach a protective film to the screen, make sure it does not block the sensor. It is recommended that you use protective film that preserves an opening for the sensor area.

1.4 Installation

Not all versions of the P7 support SIM and microSD cards. For details, see Table 1-2.

Table 1-2 Support for SIM and microSD cards

P7-L07 P7-L05	SVLTE China Mobile version (The L07 is the China Mobile customized version, while the L05 is the China Mobile channel version.)	P7-L10	UL overseas general version	P7-L00	UL+G China Unicom version	P7-L09	CL+G China Telecom version
	<p>Single micro-SIM card</p> <p>Support microSD cards</p> <p>The upper card slot is for the microSD card.</p> <p>The lower card slot is for the micro-SIM card.</p>		<p>Single micro-SIM card</p> <p>Support microSD cards</p> <p>The upper card slot is for the microSD card.</p> <p>The lower card slot is for the micro-SIM card.</p>		<p>Dual card dual standby dual pass (primary card: micro-SIM card; secondary card: nano-SIM card)</p> <p>Support microSD cards</p> <p>The upper card slot supports both nano-SIM and microSD cards, but they cannot be inserted simultaneously.</p> <p>The lower card slot is for the micro-SIM card.</p>		<p>Dual card dual standby dual pass (primary card: micro-SIM card; secondary card: nano-SIM card)</p> <p>Does not support microSD cards</p> <p>The upper card slot is for the nano-SIM card.</p> <p>The lower card slot is for the micro-SIM card.</p>
	<p>Supported networks in China: China Mobile 2G, 3G, and 4G+China Unicom 2G</p>				<p>Supported networks in China: China Unicom 2G, 3G, and 4G+China Mobile 2G</p>		<p>Supported networks in China: China Telecom 4G, CDMA EVDO, and CDMA 1X+China Mobile 2G+China Unicom 2G</p>

Inserting the micro-SIM card

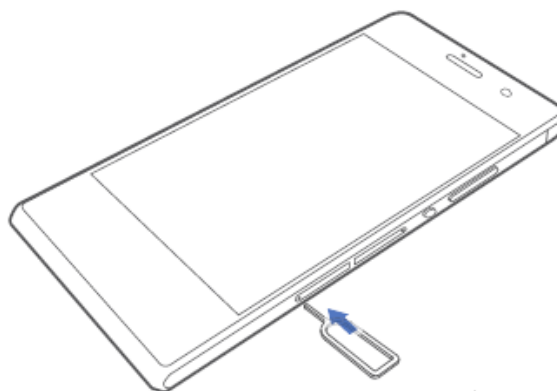
- ⚠ • Your phone supports only standard micro-SIM cards. Do not use any other sizes as they may damage your phone. To replace or purchase a micro-SIM card, contact your service provider.



- The dimensions of a standard micro-SIM card are 15 mm x 12 mm x 0.76 mm (0.59 in. x 0.47 in. x 0.03 in.).

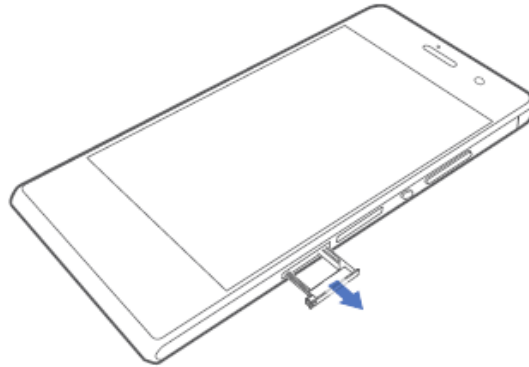
Make sure your phone is turned off before you insert the micro-SIM card.

1. Insert an eject tool or paper clip into the hole on the micro-SIM card tray to eject it.

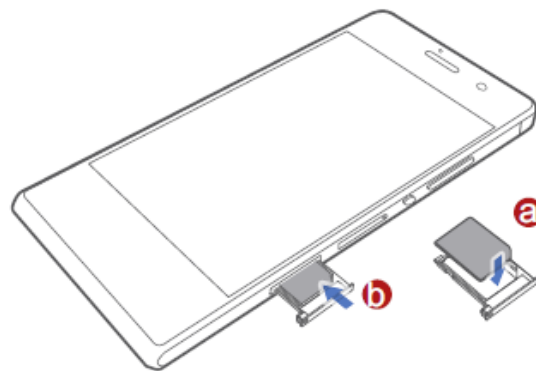


- ⊘ Exercise caution when using the SIM eject tool to avoid injury or damaging your phone. Keep it away from children.

2. Gently take out the micro-SIM card tray.



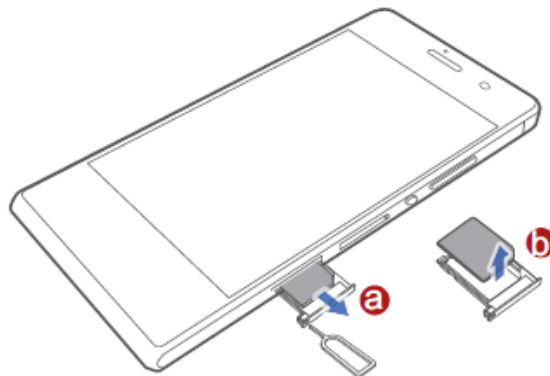
3. Place the micro-SIM card into the card tray. Make sure the gold contact area and beveled edge of the micro-SIM card are facing the right directions (a). Then push the card tray back into place (b).



Removing the micro-SIM card

Make sure your phone is turned off before you remove the micro-SIM card.

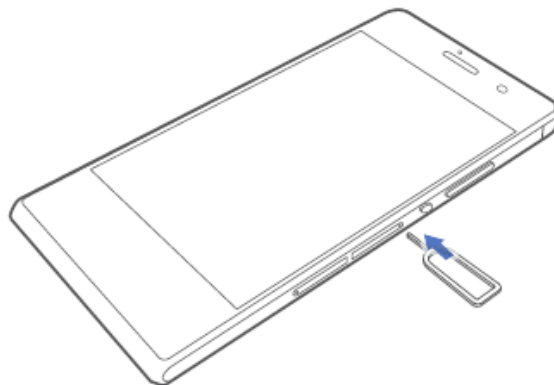
1. Insert an eject tool or paper clip into the hole on the micro-SIM card tray to eject it (a).
2. Take out the micro-SIM card, and push the SIM card tray back into place (b).



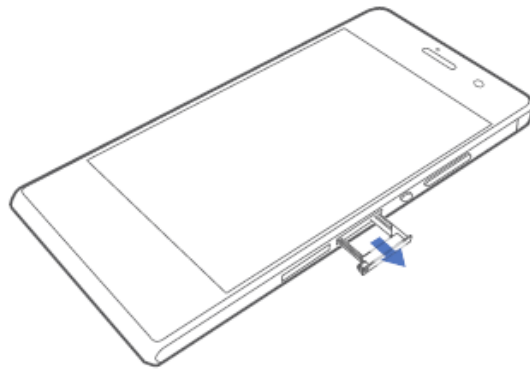
Inserting a microSD card

You can expand your phone's storage capacity with a microSD card.

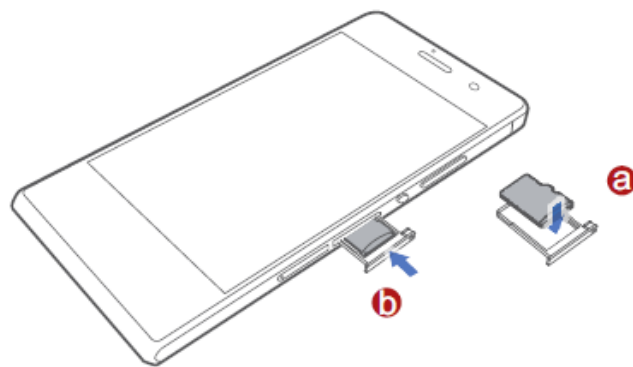
1. Insert an eject tool or paper clip into the hole on the microSD card tray to eject it.




2. Gently take out the microSD card tray.




3. Place the microSD card into the card tray. Make sure the gold contact area and beveled edge of the microSD card are facing the right directions (a). Then push the card tray back into place (b).



Removing the microSD card

 Unmount the microSD card before you remove it; otherwise, the microSD card may be damaged.

1. On the home screen, touch .
2. Under **All**, touch **Storage**.
3. Touch **Unmount SD card**.
4. Insert an eject tool or paper clip into the hole on the microSD card tray to eject it.
5. Carefully take out the microSD card.

1.5 Locking and unlocking the screen

1.5.1 Locking the screen

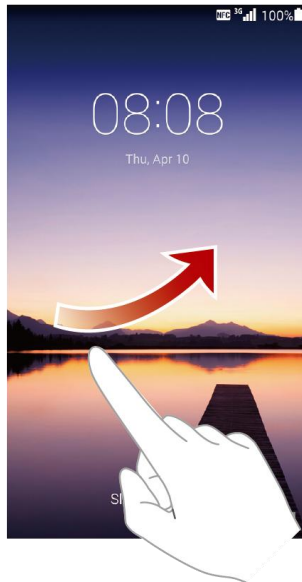
- Method 1: Press the power button to manually lock the screen.
- Method 2: After being idle for a specified period of time, your phone automatically locks its screen.

To set the screen lock method, go to **Settings**. Under **General**, touch **Screen lock** > **Screen lock**.

1.5.2 Unlocking the screen

If the screen is off, press the power button to turn it on. Slide your finger in any direction to unlock the screen.

Figure 1-2 Unlocking the screen



On the lock screen, drag right to launch the camera, or drag left to add any lock screen widget.

Figure 1-3 Dragging left or right



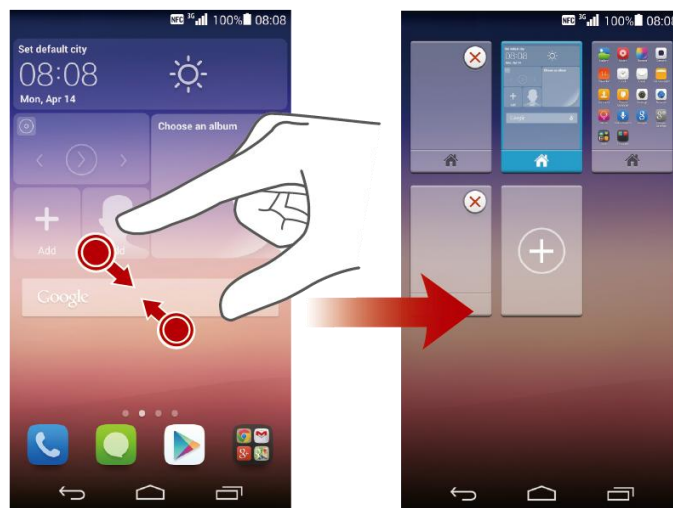
On the lock screen, drag left and touch + to add lock screen widgets.

1.6 Home screens

1.6.1 How do I add or delete a home screen?

On the home screen, pinch your fingers together to display the screen thumbnails.

Figure 1-4 Managing the home screens



1.6.2 Home screen overview

All your applications and widgets are displayed on the home screen. By default, your phone has four home screens. Flick left or right to switch between them. Touch an application or widget to open it.

The home screen contains four parts from the top down.

- Status bar
- MeWidget
- Home screen position indicator
- Dock

Shortcuts in this area do not change when you switch between the screens.

Home screen items include applications and widgets. To create a folder on the home screen, drag an application onto another. A folder containing both applications is then created.

Figure 1-5 Home screen overview



- 1
 Status bar: displays notifications and status icons. Flick down from the status bar to open the notification panel.
- 2
 Display area: displays application icons, folders, and widgets.
- 3
 Screen position indicator: shows the current screen's position.
- 4
 Dock: displays frequently used applications.
- 5
 Navigation bar: displays virtual keys.

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



Touch and hold an application or widget to enter editing mode. Drag the application or widget to  to delete it or drag it to  to share it.

Figure 1-6 Editing mode



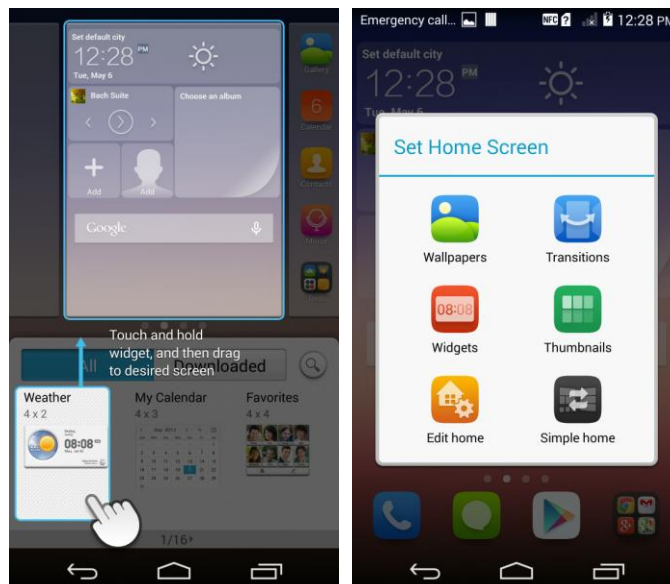
NOTE

System applications cannot be uninstalled.

1.6.4 How do I add a widget to the home screen?

Touch and hold a blank area on the home screen to display the **Set Home Screen** dialog box. Touch **Widgets**. Touch and hold a widget and drag it to a blank area on the home screen.

Figure 1-7 Adding a widget to the home screen



1.7 Contacts

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

- Creating a contact


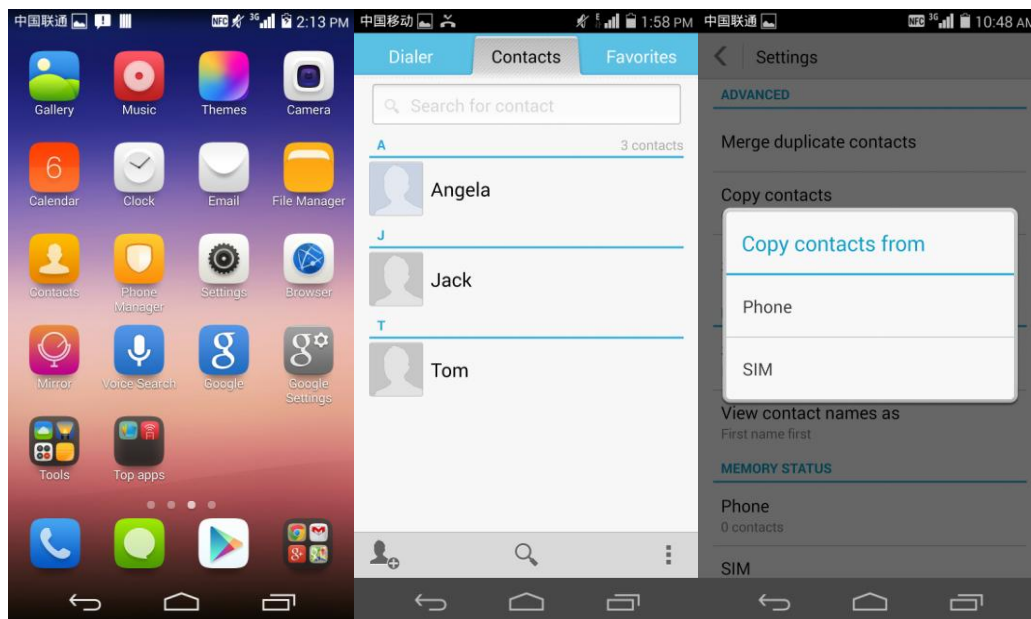
Go to **Contacts**, touch , and choose where you want to save the contact. Enter the contact information and touch **SAVE**.

Figure 1-8 Creating a contact



- Assigning a photo to a contact

 **NOTE**

You cannot assign photos to contacts saved to the SIM card.


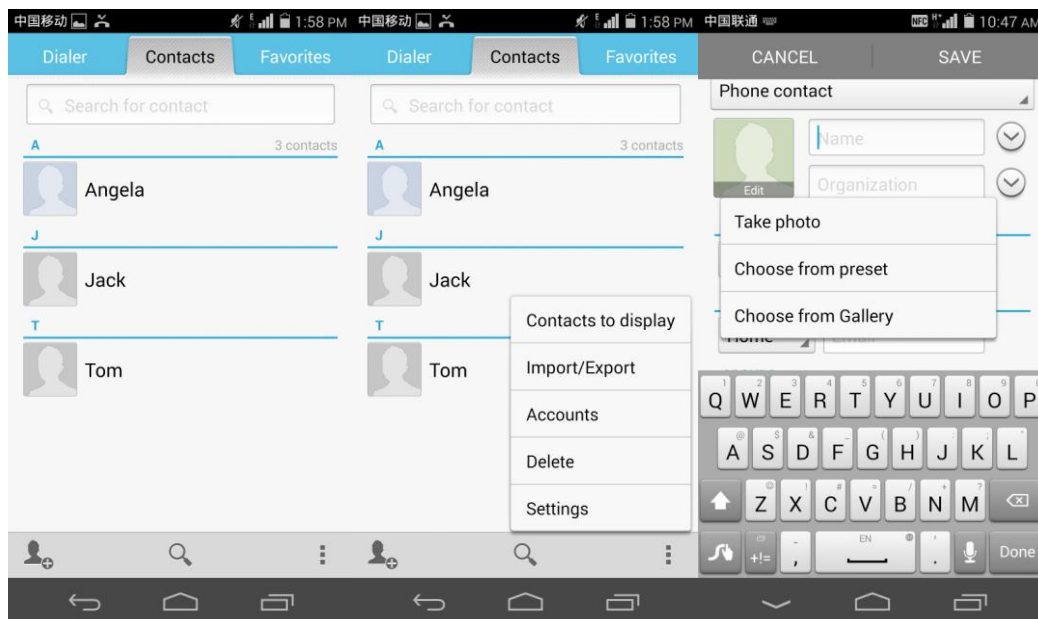
- Method 1: Go to **Contacts** and touch a contact. On the contact details screen, touch the contact photo area, and touch **Take photo**, **Choose from preset**, or **Choose photo from Gallery**.
- Method 2: Go to a contact details screen, touch , touch the contact photo area, and touch **Take photo**, **Choose from preset**, or **Choose photo from Gallery**.

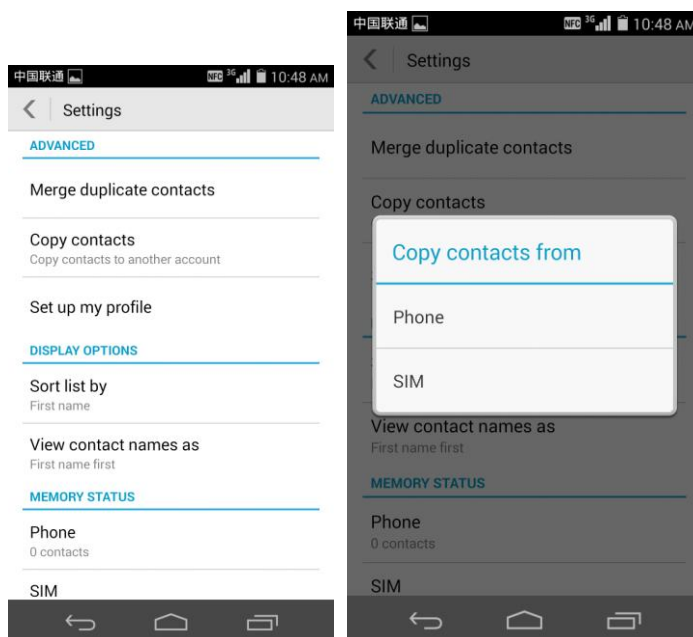
Figure 1-9 Assigning a photo to a contact

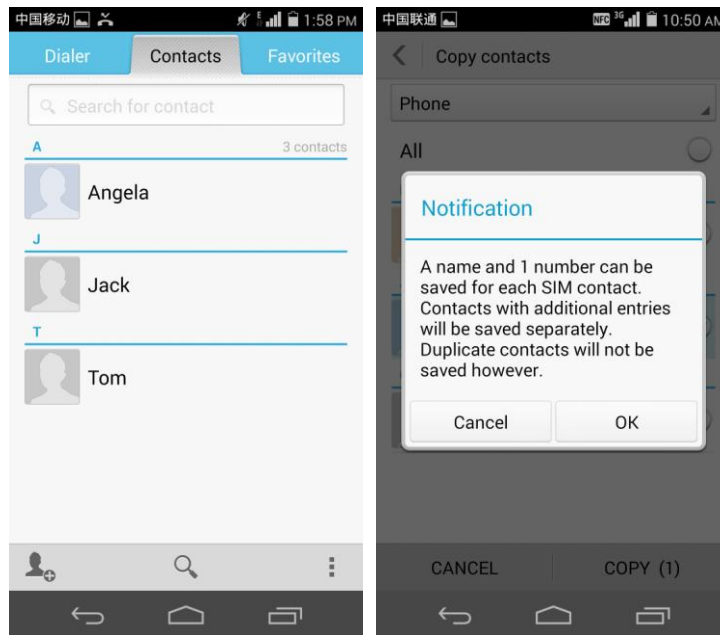



1.7.2 How do I import contacts from or export contacts to a SIM card?

- Exporting contacts to a SIM card
 1. Go to **Contacts** and touch **⋮** > **Settings** > **Copy contacts** > **Phone**.
 2. Select the contacts you want to export, and touch **COPY** > **SIM** > **OK**.

Figure 1-10 Exporting contacts to a SIM card





- Importing contacts from a SIM card
 1. Go to **Contacts** and touch  > **Settings** > **Copy contacts** > **SIM**.
 2. Select the contacts you want to import, and touch **COPY** > **Phone** > **OK**.

1.7.3 How many contacts can my phone save?

At least 2000 contacts can be saved to your phone (depending on the available storage space). The number of contacts can be saved to your SIM card varies with the SIM card.

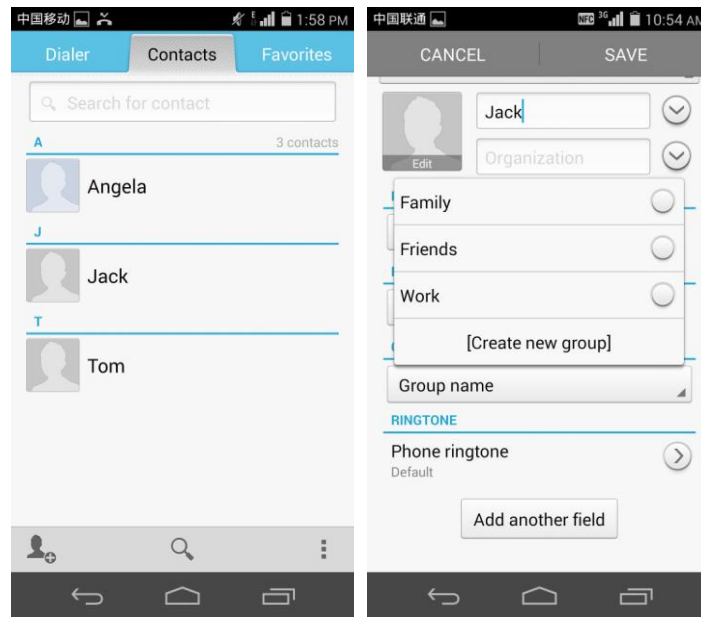
1.7.4 How do I add a contact to a group?

Use either of the following methods:

- Method 1:

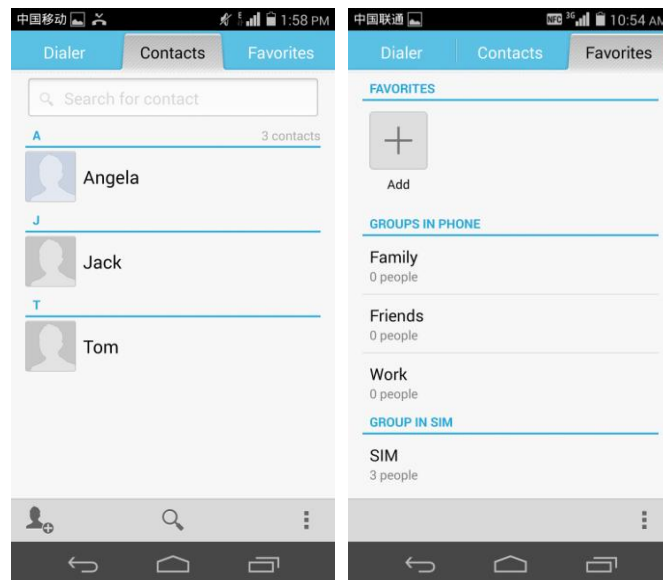
On the contact editing screen, touch **Group name** and select a group.

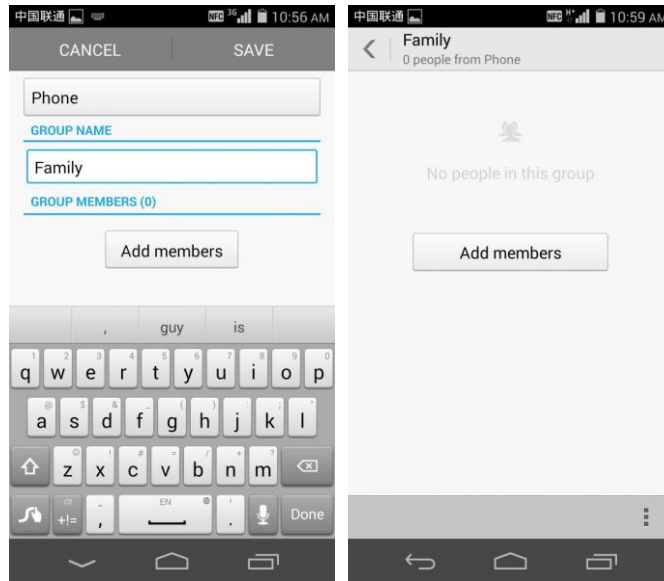
Figure 1-11 Adding a contact to a group (1)



- **Method 2:**
Go to **Contacts**, open the **Favorites** tab, select a group, and touch **Add members** to add contacts to that group.

Figure 1-12 Adding a contact to a group (2)





1.7.5 How do I import or export contacts?


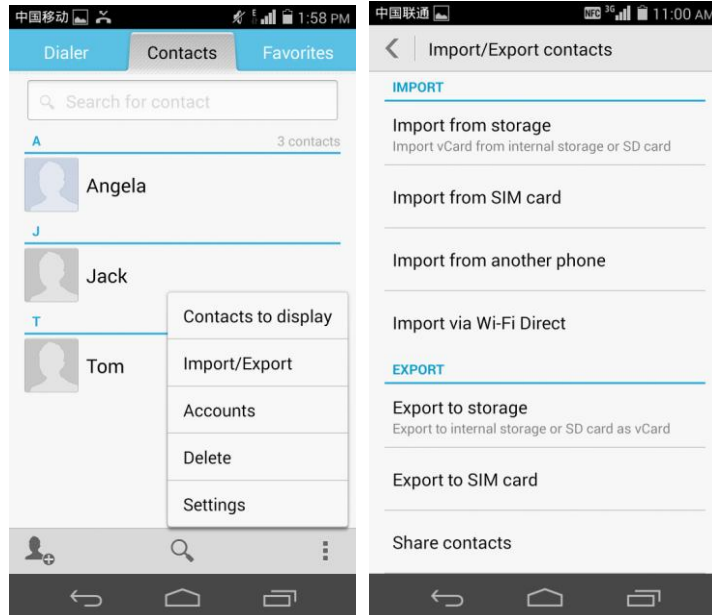
Go to **Contacts**, touch  > **Import/Export**, choose an import or export method, and select the desired contacts.

Figure 1-13 Importing or exporting contacts

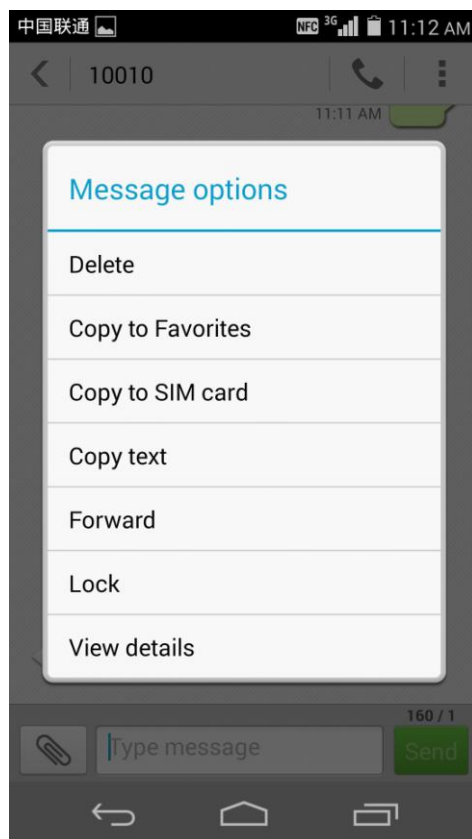


1.8 Text messaging

1.8.1 How do I delete a message from a message thread? How do I delete a message thread?

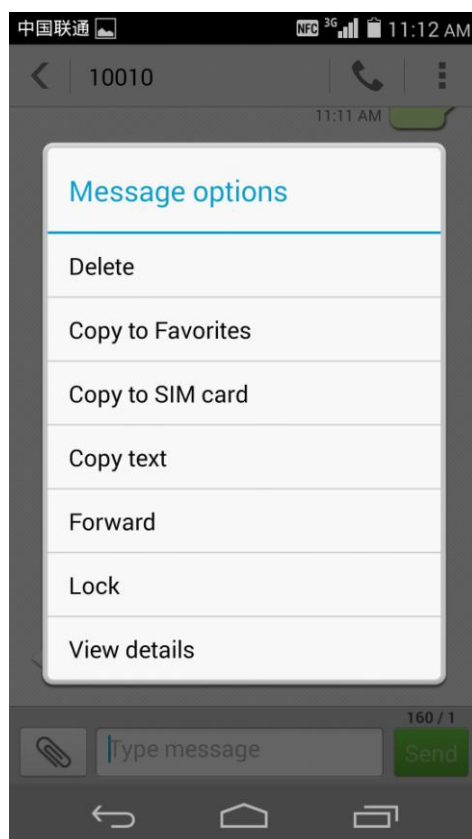
- Go to **Messaging** and touch a conversation to display all messages in the conversation. Touch and hold the message you want to delete. From the displayed option menu, choose **Delete**.
- To delete a message thread from a conversation, touch and hold it. From the displayed option menu, choose **Delete conversation**.

Figure 1-14 Deleting a message




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

- Forwarding a text message
Touch and hold the message, choose **Forward** from the displayed option menu, enter a recipient, and touch **Send**.

Figure 1-15 Forwarding a message

- Sending a text message to multiple recipients

Write your message, touch , select the desired recipients, touch **SELECT**, and touch **Send**.

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

A long text message can contain a maximum of 1377 English characters.

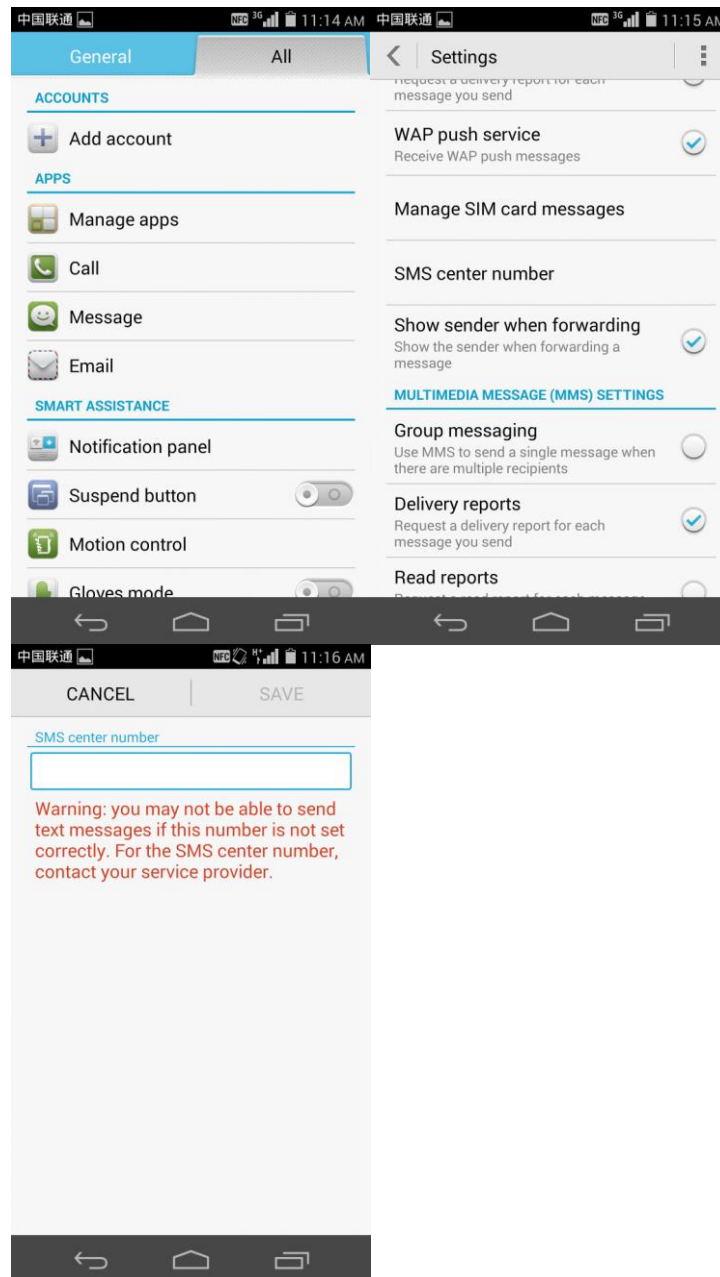
1.8.4 How many text messages can be saved on my phone?

A conversation can contain a maximum of 500 text messages or 50 multimedia messages by default. You can set the maximum numbers from **Settings**.

How many messages can be saved to your phone depends on your phone's available storage space.

1.8.5 How do I set the SMS center number?

Go to **Settings**. Under **All**, touch **Message** > **SMS center number**. Set the SMS service center number and touch **OK**.

Figure 1-16 Setting the SMS center number

1.9 Calls

1.9.1 Can I record a call?

No.

1.9.2 How do I have a conference call?

Your phone supports three-way calling, which is a new service based on call waiting. A maximum of five parties can participate in a conference call.

To start a conference call, merge the ongoing calls.

To use this function, make sure your SIM card supports the three-party call service. Contact your service provider to enable call waiting.

1.10 Multimedia messaging

1.10.1 How do I send a multimedia message?



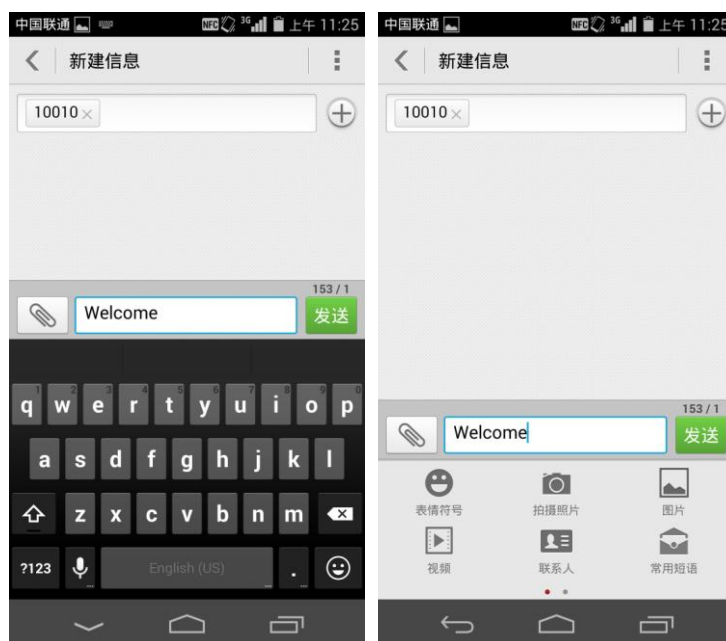
1. Go to **Messaging**, and create a new message.
2. Enter the recipient and write the message.
3. Touch  then **Add subject**. The message is then converted into a multimedia message.
4. Touch  next to the text box to add pictures, audio clips, or videos to the message.

Figure 1-17 Sending a multimedia message



5. Touch **Send**.

1.10.2 Why can't I send or receive multimedia messages? What can I do?

- The network is busy, or the signal reception is poor.

Solution: Try again later.

- The message is denied by the network (MMS center).
 - Reason 1: The recipient number is invalid.
 - Solution: Check that the recipient number is correct and try again.
 - Reason 2: The multimedia message exceeds the maximum size allowed by your service provider (generally 300 KB).
 - Solution: Delete some content from the multimedia message to make sure that it is smaller than the maximum size, and try again.
- Your balance is insufficient.

Solution: Top up your account and try again.
- Your phone is running out of available storage space.

Solution: Delete some files from your phone to free up at least 300 KB storage space.

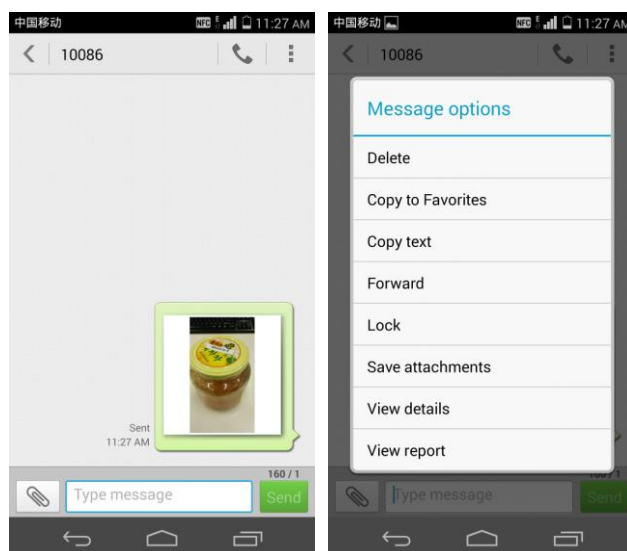
1.10.3 Is there any restriction on the size, format, or resolution of the file to be attached to a multimedia message?

If an audio or video file exceeds the maximum size allowed by your service provider (generally 300 KB), 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.

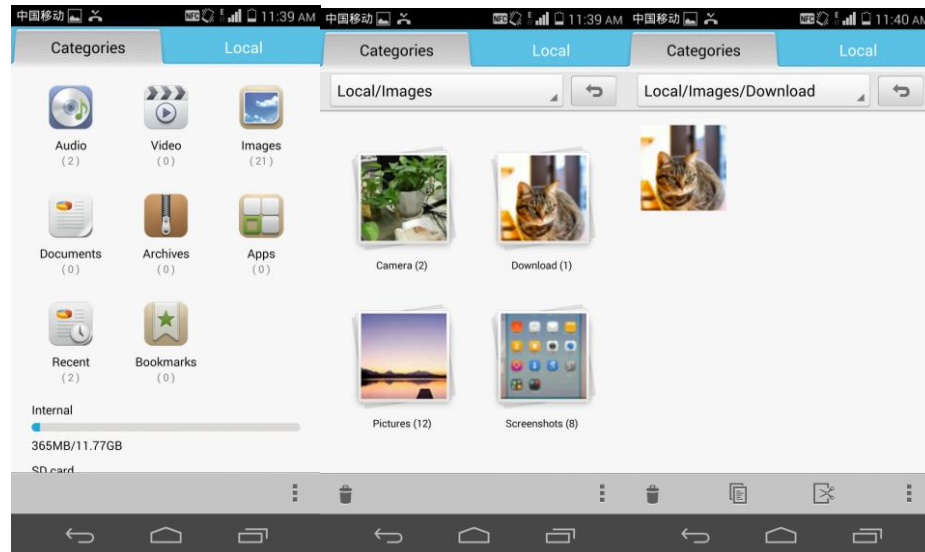
1.10.4 Can I save attachments from multimedia messages? Where are the attachments saved?

To save an attachment from a multimedia message, touch and hold it, and choose **Save attachments** from the displayed option menu.

Figure 1-18 Saving an attachment from a multimedia message



The attachment is then saved to **File Manager/Internal/Download**. Alternatively, you can find the attachments by filtering files in your phone by category.

Figure 1-19 Save location for attachments in multimedia messages

1.11 Music

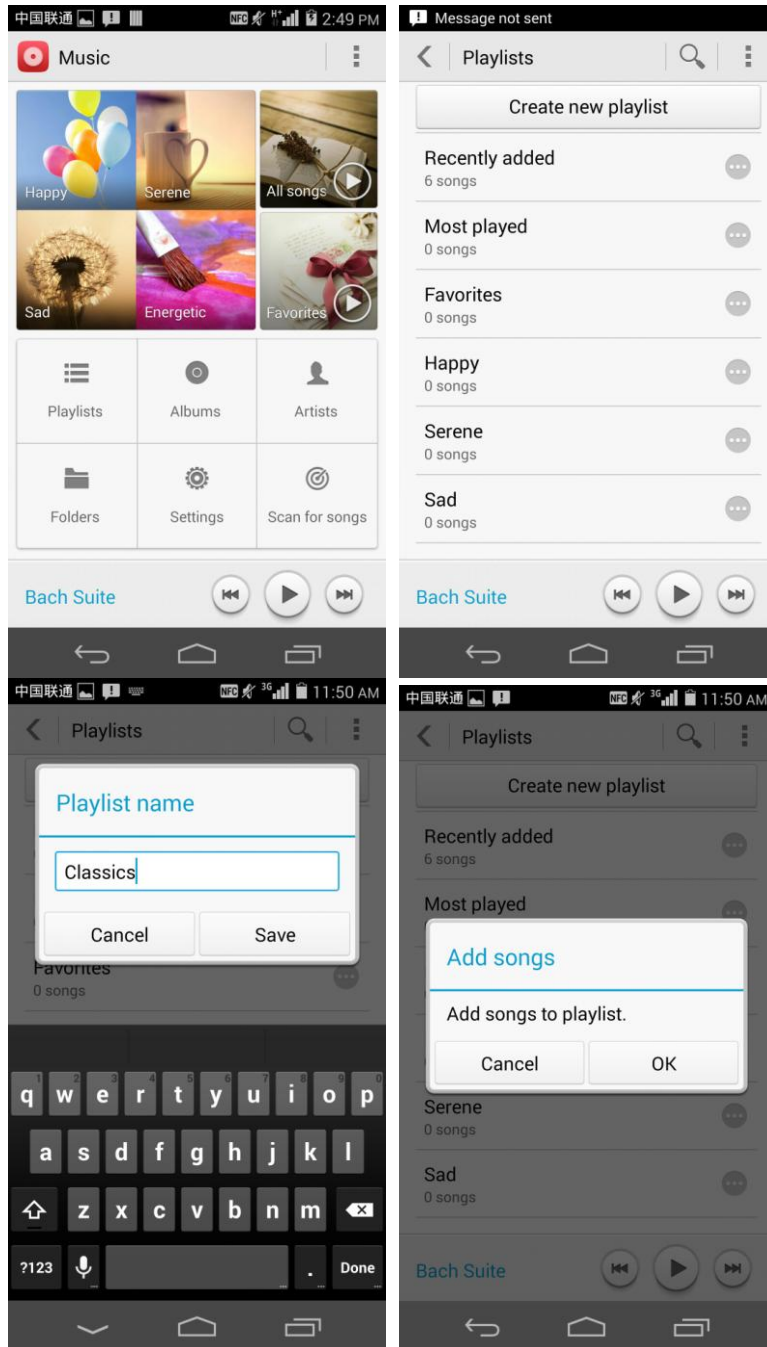
1.11.1 How are my songs sorted?

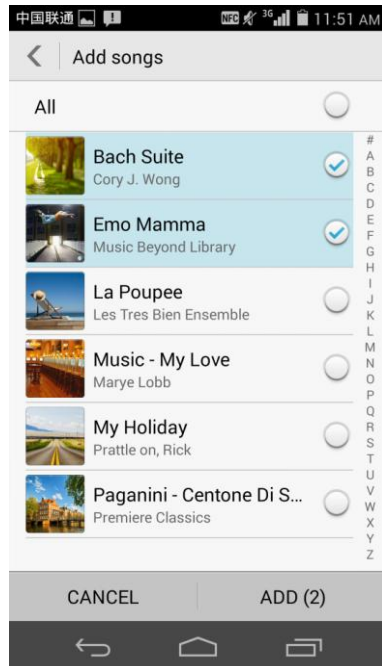
- **Albums:** Sorts all songs by album.
- **Artists:** Sorts all songs by artist.
- **All songs:** Sorts all songs by name.
- **Genres:** Sorts all songs by genre.
- **Playlists:** Contains the playlists you have created.

1.11.2 How do I create a playlist?

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

Figure 1-20 Creating a playlist






1.11.3 What play modes does my phone support?

- Play in order (by default): play all audio clips in a playlist in sequence and stop playing after all the files have been played.
- Shuffle: play all audio clips in the playlist in a random order and stop playing after all the files have been played.
- Repeat all songs: play all audio clips in a playlist in sequence and repeat the playlist after all the files have been played.
- Repeat current song: Play the current audio clip repeatedly.
- Shuffle is on+Repeat all songs: Play all audio files in the playlist in a random order and repeat the playlist in a random order after all the files have been played.

1.11.4 How do I play songs in the background or exit Music?

- To play songs in the background, go to **Music** and play a song. Then touch the return or home button.
- To exit **Music**, on the music playing screen, touch  then **Exit**. In the displayed dialog box, touch **OK**.

1.12 Camera

1.12.1 If my phone has no microSD card inserted, can I use it to take photos or record videos?

Yes.

1.12.2 Why can't I open some photos or videos?

- The file format is not supported.
- The phone memory is insufficient.
- The file is 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.

1.12.3 Where are my photos and videos saved?

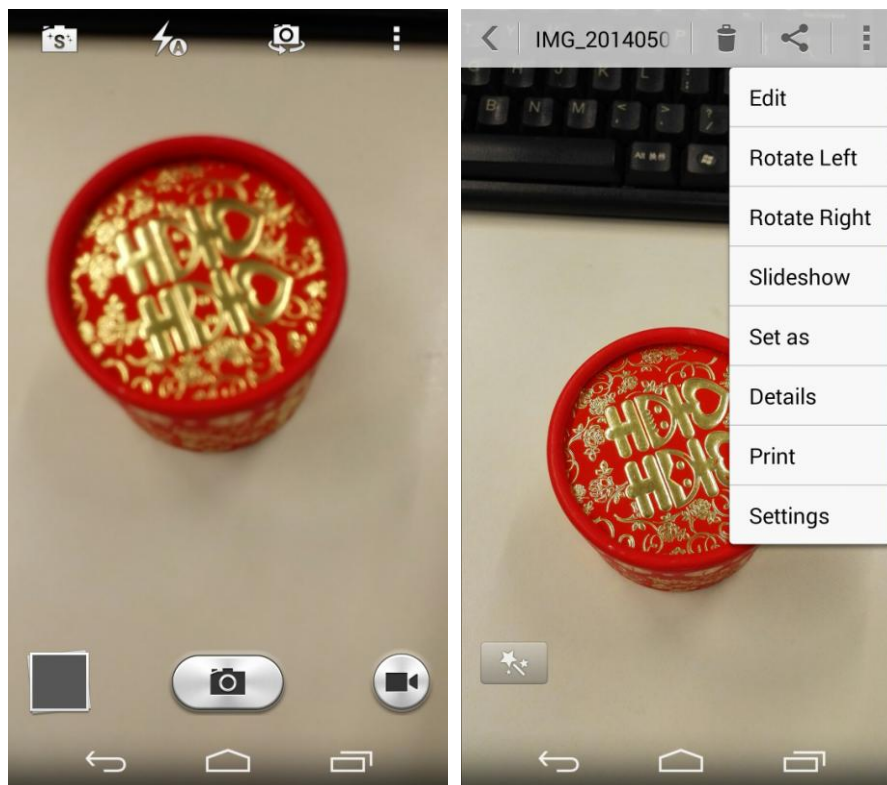
By default, photos and videos captured by your phone are saved to the phone's internal storage.

To view your photos and videos, on the home screen, touch **File Manager > Local > Internal > DCIM**.

1.12.4 How do I edit a photo or add a photo frame?

- To edit a photo, touch . Then touch **Edit, Rotate Left, Rotate Right, Slideshow, Set as**, and more.

Figure 1-21 Editing a photo



- You cannot add photo frames.

1.12.5 Does my phone support HD videos?

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

1.12.6 How do I switch between front and rear cameras?

On the viewfinder, touch .

Figure 1-22 Switching between front and rear cameras



1.12.7 What video formats and resolutions does my phone support?

The supported video format is MP4. The video size depends on the available space of your phone.

1.12.8 What picture formats and resolutions does my phone support?

The supported picture format is JPG and resolution is up to 4160 x 3120 pixels (13 MP).

1.13 Streaming media

1.13.1 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.

1.13.2 Why can't my phone cannot play some streaming media?

- 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 MP4
 - Maximum encoding rate: 4 Mbit/s
- The network connection is unstable.
- Your phone is running out of storage space.

1.13.3 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's available memory is insufficient.
- The CPU usage is high.
- Too many applications are running.

1.13.4 Will playing online streaming media take up my phone's storage space?

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

1.14 Bluetooth

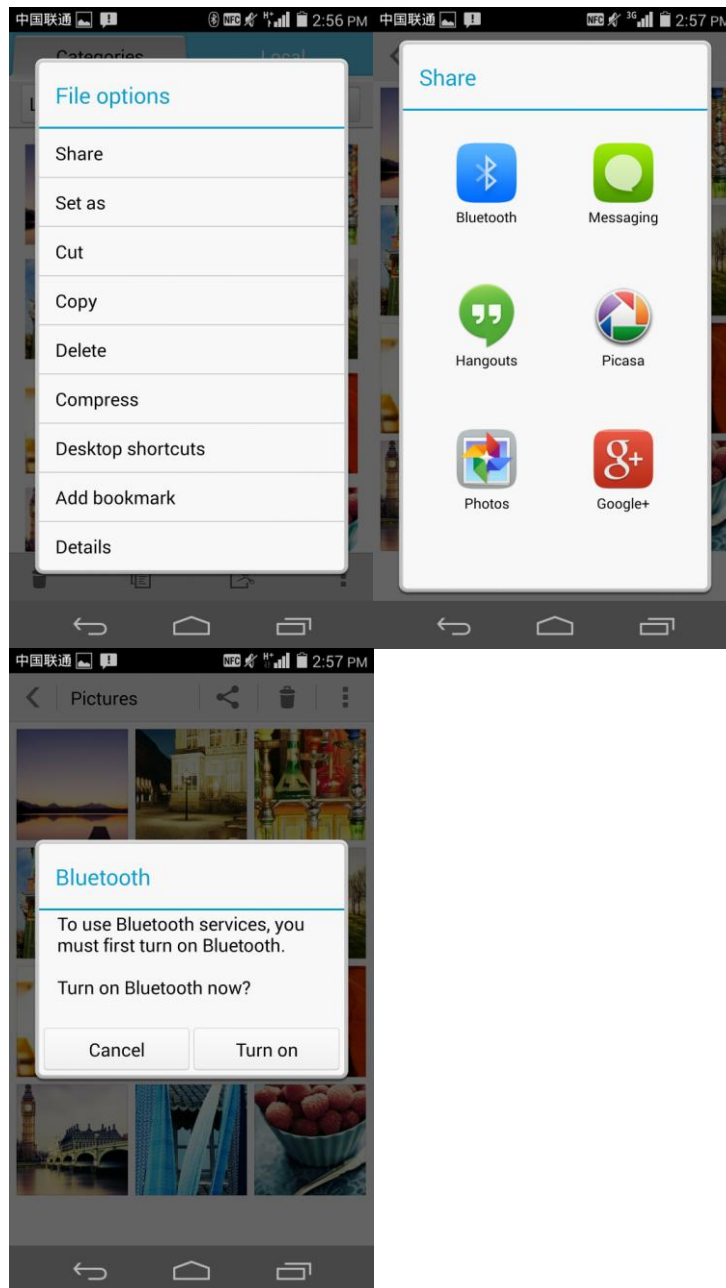
1.14.1 What files can be transmitted using Bluetooth?

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

1.14.2 How do I send a file using Bluetooth?

- To share an audio clip, a picture, or a video, touch and hold the file in **Music** or **Gallery**, and touch **Share** then **Bluetooth**.

Figure 1-23 Sending a file using Bluetooth




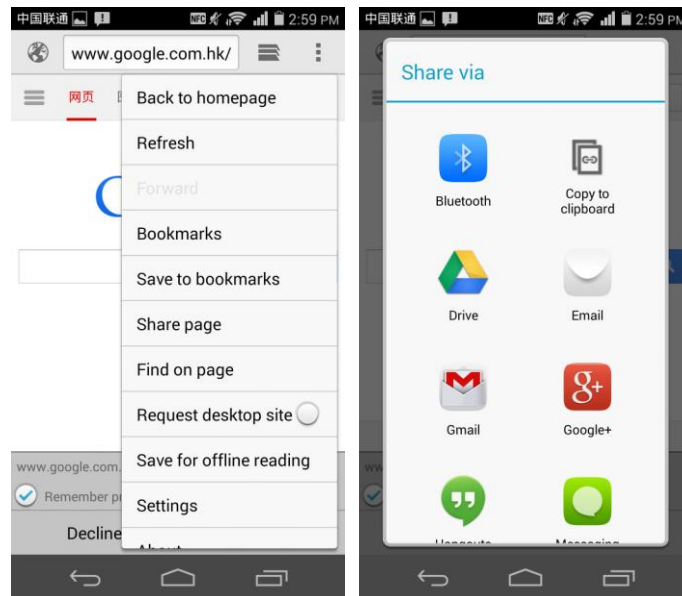
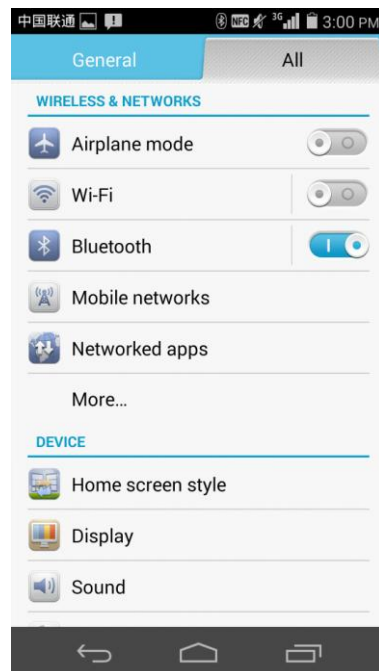
- To share a web page, open it, and touch  > **Share page** > **Bluetooth**.

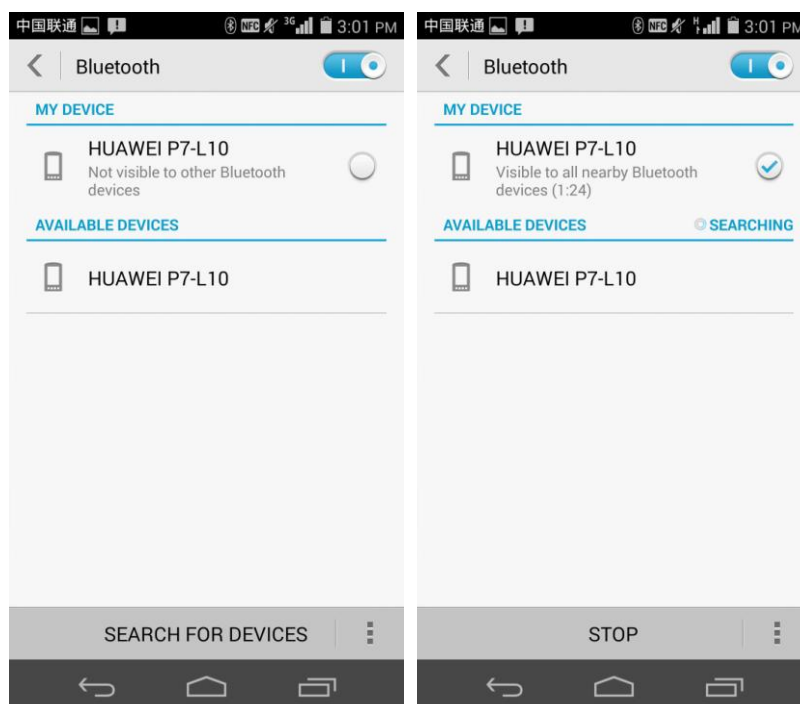
Figure 1-24 Sharing a web page using Bluetooth

1.14.3 Why can't my phone be discovered by other Bluetooth devices?

- Bluetooth has been turned off on your phone.
Solution: Go to **Settings**, and turn on Bluetooth.

Figure 1-25 Turning on Bluetooth

- Bluetooth is turned on, but your phone is not set to be visible to other devices.
Solution: Go to **Settings**, touch **Bluetooth**, and touch your phone's name.

Figure 1-26 Setting your phone as visible

1.14.4 What is the Bluetooth working range?

The working range is 10 meters.

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

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

- Your phone cannot find other phones.
Solution: Check that the Bluetooth on that phone is turned on and the phone 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 headset's user guide.
- 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.

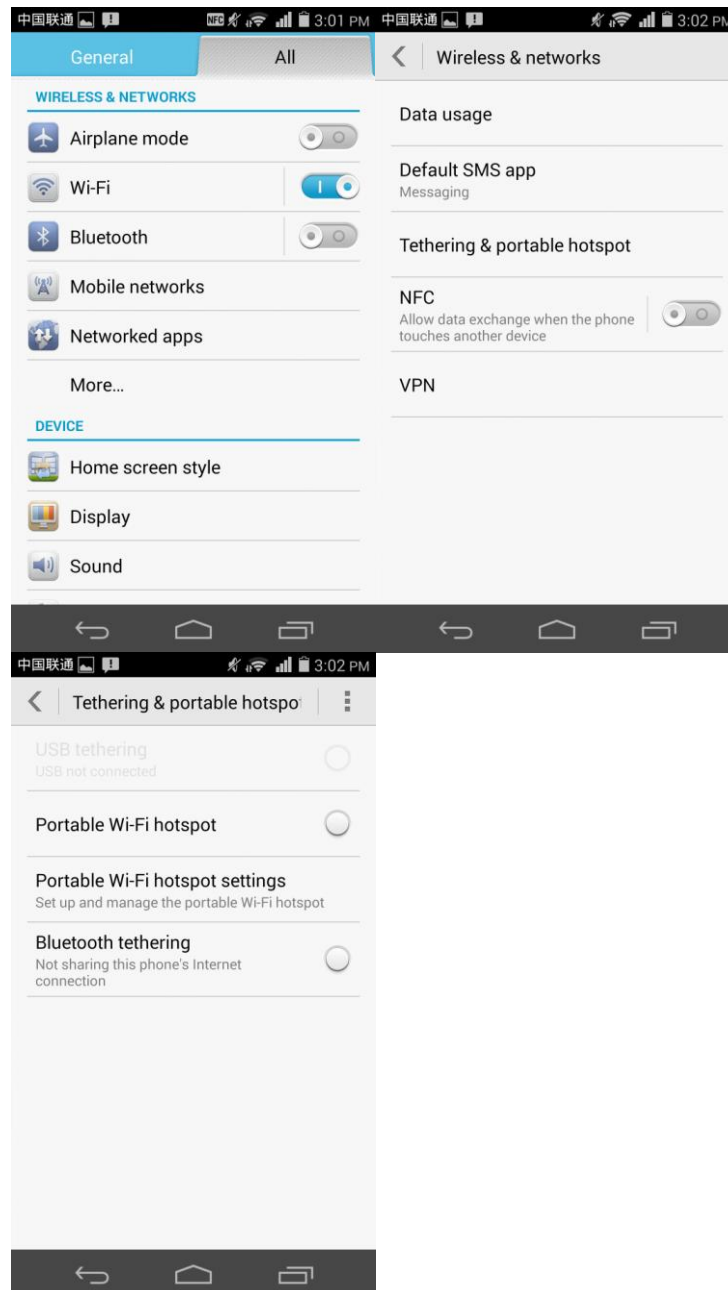
1.14.6 Can my computer use my phone's data connection through Bluetooth? Can I play games with other devices using Bluetooth?

Yes. You can set up connection between your computer and phone using Bluetooth. The computer can then use your phone's data connection to access the Internet. You can also connect your phone to other Bluetooth-capable devices and play games together.

Your phone supports the Personal Area Network (PAN) Profile. Other devices can share your phone's data connection.

To share your phone's data connection using Bluetooth, touch **Settings** > **More...** > **Tethering & portable hotspot**, and select **Bluetooth tethering**.

Figure 1-27 Enabling Bluetooth tethering



Your phone supports Bluetooth games. The method of using this function varies with the third-party game. General steps are as follows:

1. Search for other Bluetooth devices.
2. Pair your phone with another device.

3. Start the game.

1.15 GPS navigation

1.15.1 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 tall buildings block the satellite signals.

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

Yes, your phone supports FM radio. To listen to the FM radio, on the home screen, touch **Tools > FM Radio**.

Make sure you have inserted a headset to the phone before you use this function.

To save a manually found channel, touch the frequency number, **103.7** in Figure 1-28. The frequency is then automatically saved to the channel list. The channels you find by touching



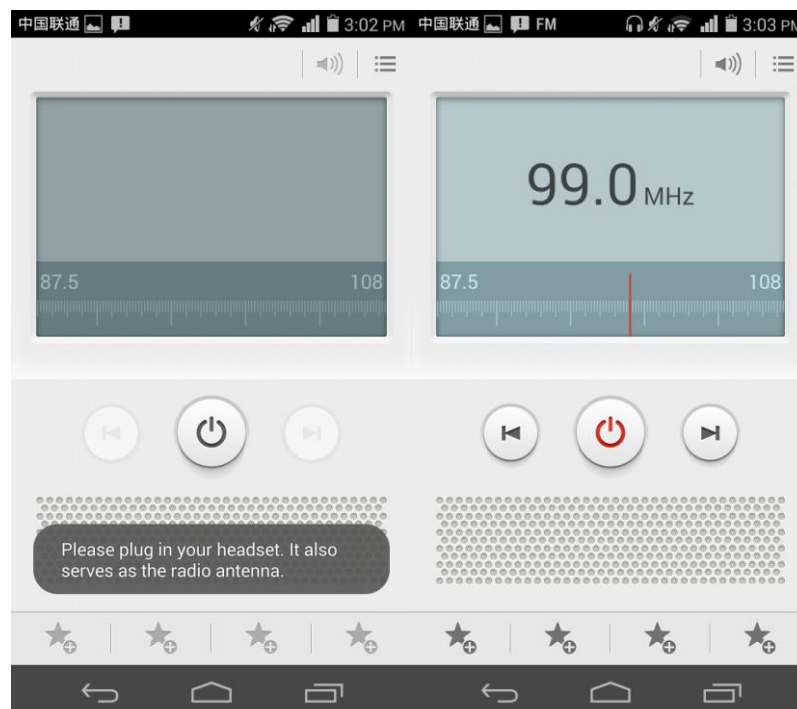
 or  will not be saved.

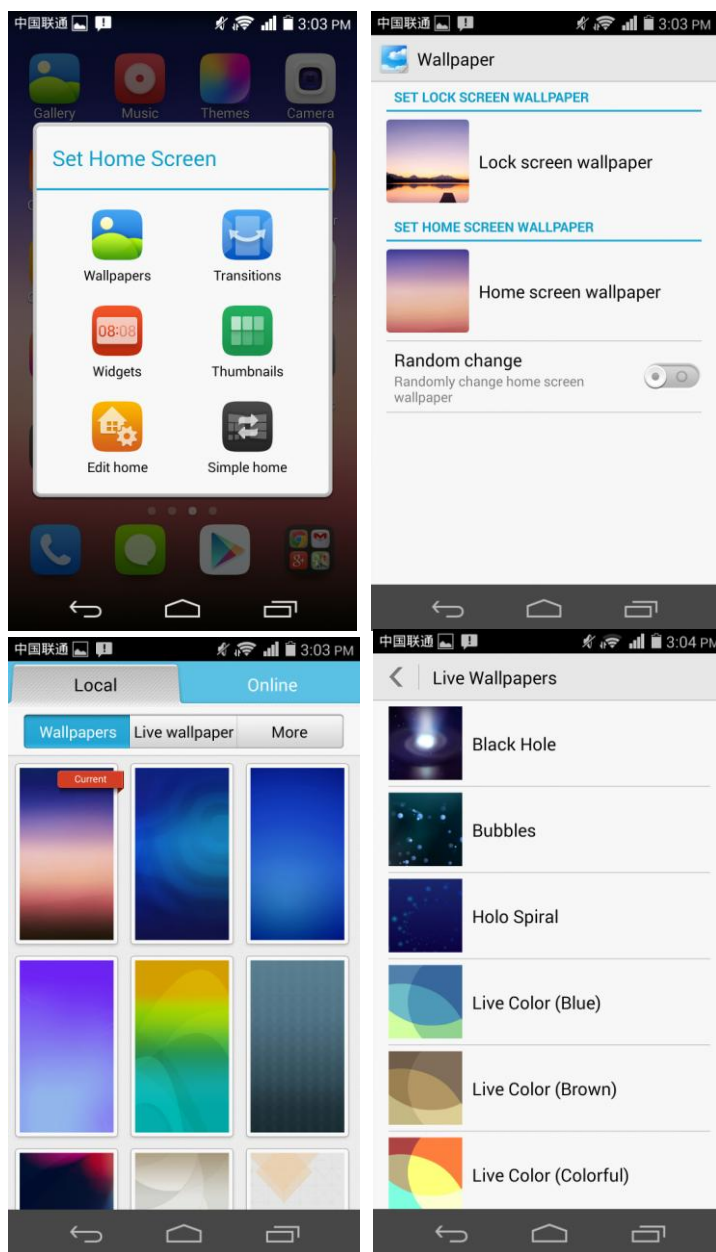
Figure 1-28 Listening to the FM radio



1.17 Does my phone support live wallpapers?

Yes. To apply live wallpapers to your phone, touch and hold a blank area on the home screen. Then touch **Wallpapers** > **Home screen wallpaper** > **Live wallpaper**, and select a wallpaper.

Figure 1-29 Applying a live wallpaper




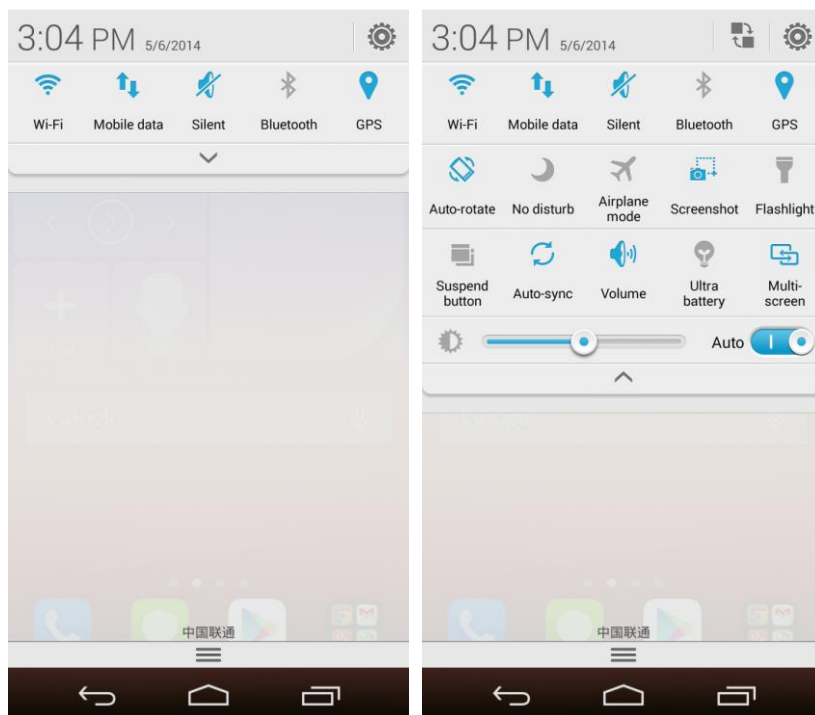
1.18 Does my phone support video calls or video chats?

Your phone does not support video calls. However, the phone comes with a front camera, and you can install third-party applications for video chats.

1.19 How do I take a screenshot?

- Method 1:
When the screen is not locked, press and hold the power and volume down buttons simultaneously for at least 2 seconds to take a screenshot.
- Method 2:

Drag down the status bar to open the notification panel, and touch .



- Method 3:
Use the HiSuite software.

1.20 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.

Yes, you can install a third-party flash player to your phone.

1.21 Does my phone come with a headset? What line order does my phone support?

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

The headset has only one button for you to answer or end a call and play 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.

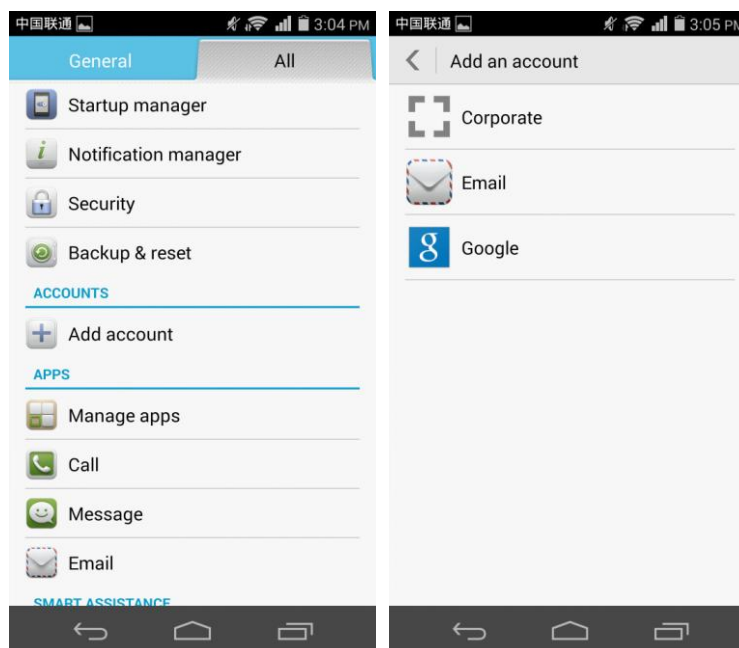
2 Common settings

2.1 Email

2.1.1 How do I configure email settings?

- Adding an email account
Touch **Settings** > **Add account**. Choose **Email** to add an email account or choose **Corporate** to add an Exchange account.

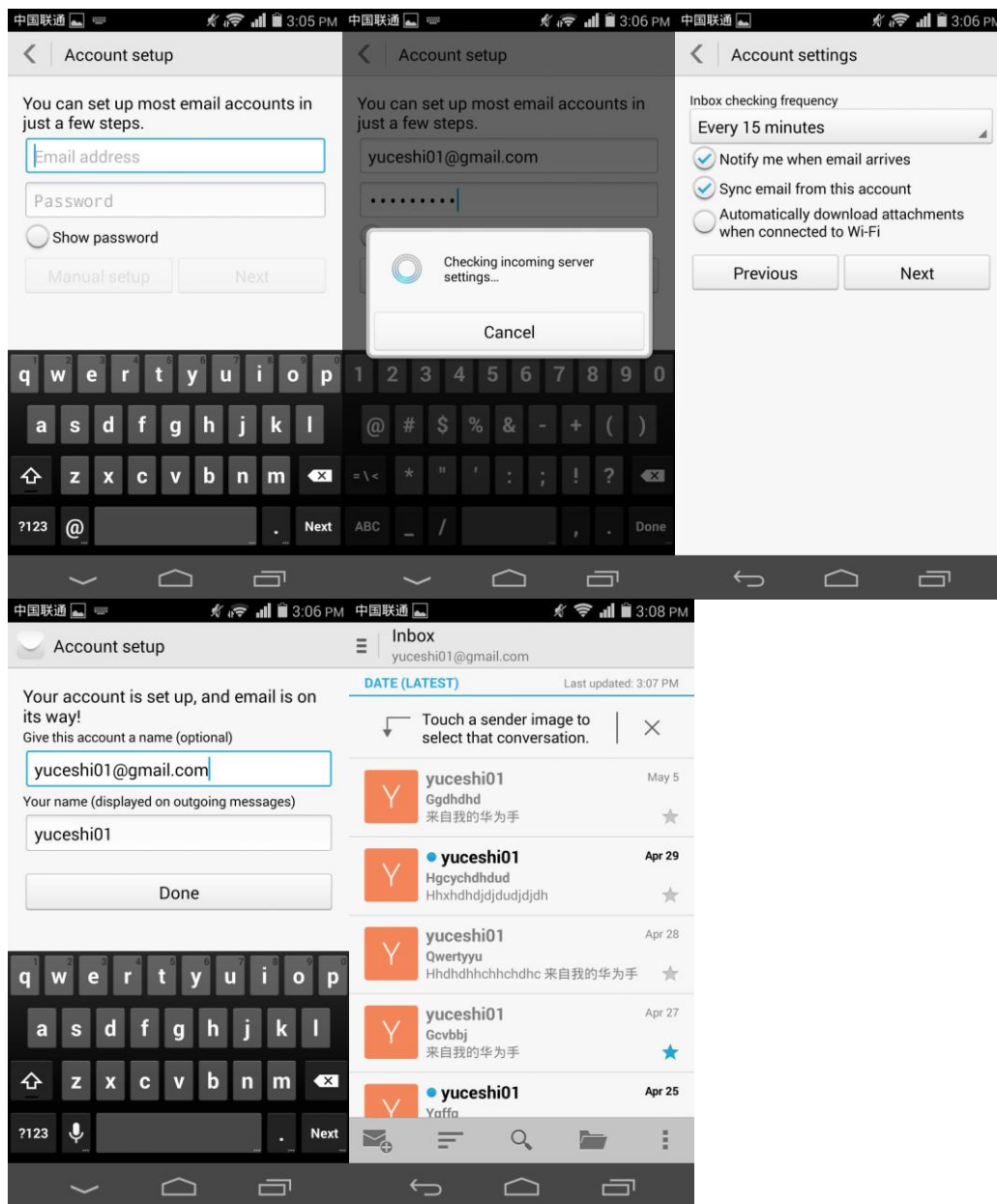
Figure 2-1 Setting up an email account



- Manual setup
 1. On the **Account setup** screen, enter your email account and password.
 2. Touch **Manual setup**.
 3. Touch **POP3** to configure the incoming server settings.
 4. Touch **Next** to configure the outgoing server settings.

5. Touch **Next** to configure the email receiving settings, such as the inbox refresh frequency.
6. Touch **Next** to name the account and enter your name.
7. Touch **Next**. You will then access the inbox of the email account.

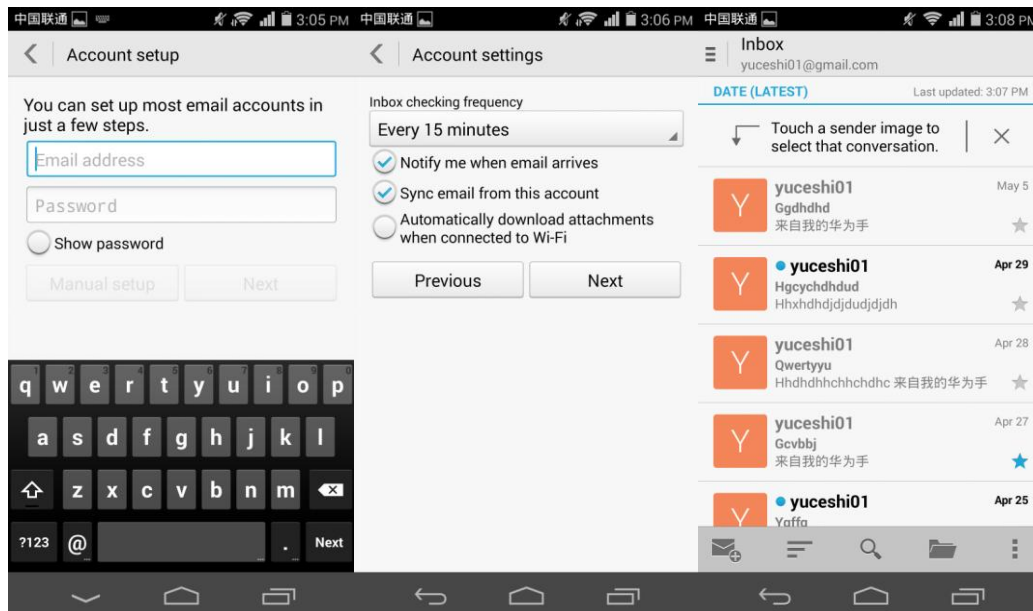
Figure 2-2 Manual setup



- Automatic setup (This method requires that the email settings are preconfigured on your phone.)
 1. On the **Account setup** screen, enter your email account and password.
 2. Touch **Next**.

3. Touch **Next** to configure the email receiving settings, such as the inbox refresh frequency.
4. Touch **Next** to name the account and enter your name.
5. Touch **Next**. You will then access the inbox of the email account.

Figure 2-3 Automatic setup



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




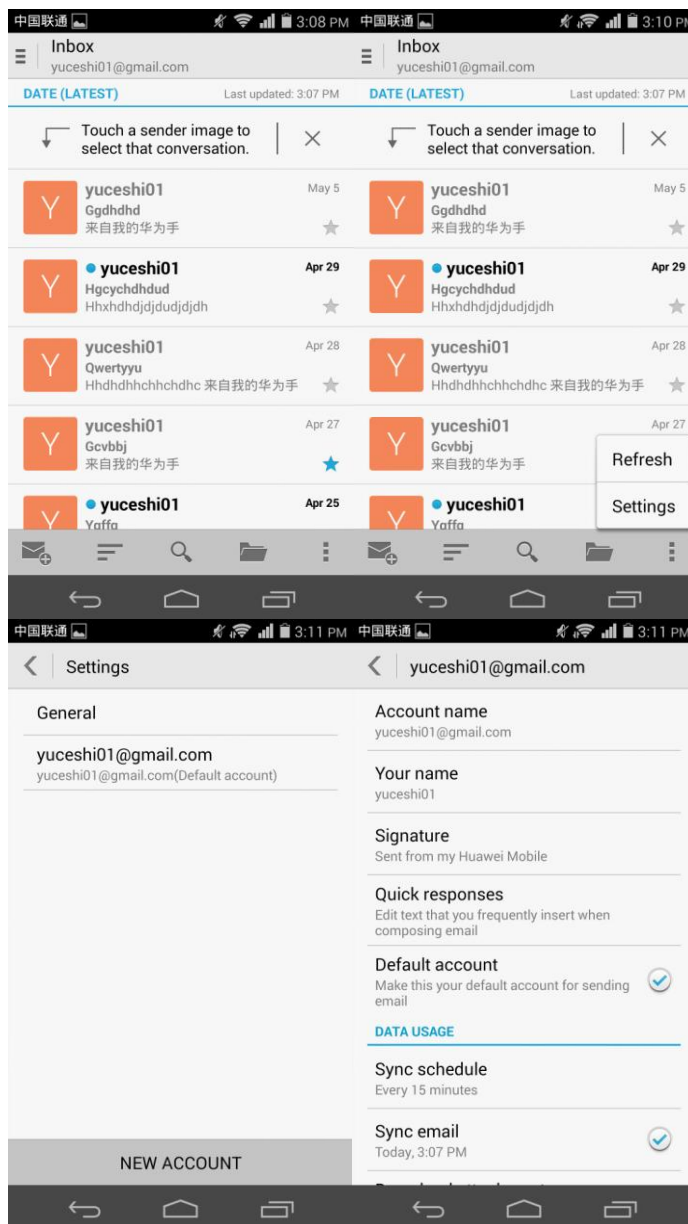
- Sending an email
 On the **Inbox** screen, touch , enter the recipient, subject, and email content, and touch **Send email**.
- Viewing and deleting an email
 On the **Inbox** screen, touch an email to read it, and touch  to delete it.
- Removing an email account
 On the **Inbox** screen, touch . From the displayed option menu, choose **Settings**. Touch the email account you want to remove. Flick down to the bottom and touch **Remove account**.

Figure 2-4 Email



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, you have to log in to at least one Exchange account.

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


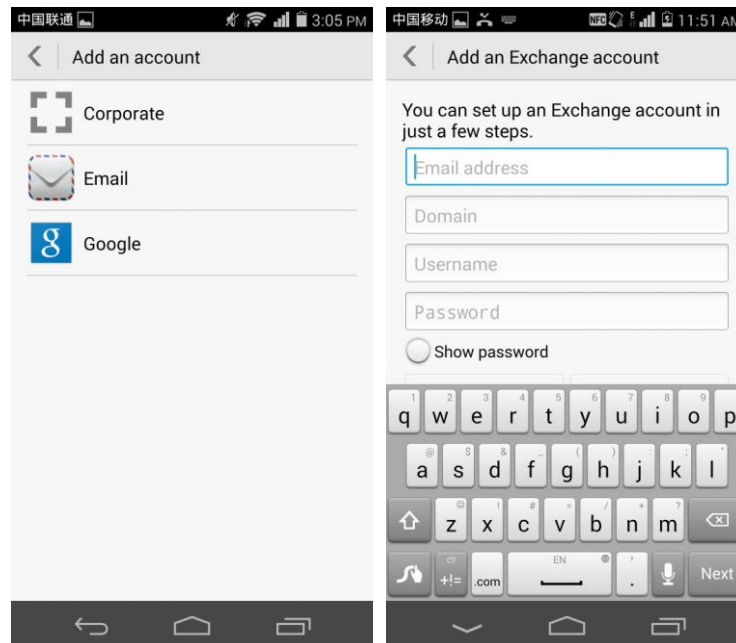
Go to **Settings**. Under **ACCOUNTS**, touch **Corporate**. Touch your account, select the data you want to synchronize, and touch . From the displayed option menu, choose **Sync now** to synchronize the selected data to your phone.

Figure 2-5 Adding an Exchange account



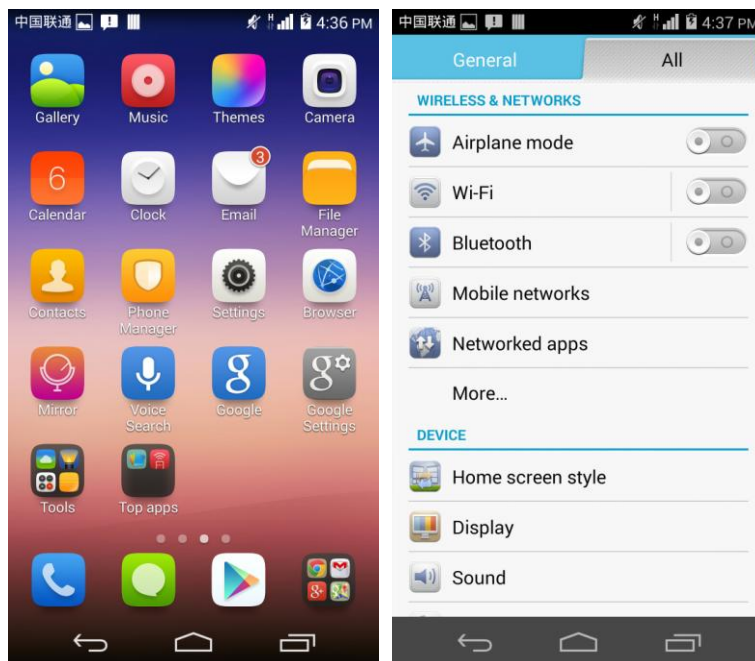
If the contact synchronization fails, check that your phone has Internet access and that the account server supports contact synchronization.

2.2 Wi-Fi settings

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

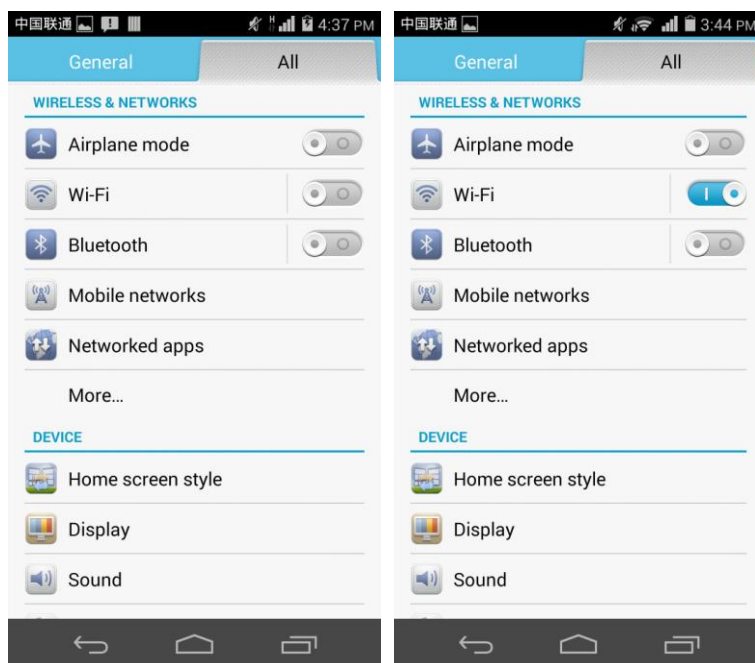
On the home screen, touch **Settings** and go to **WIRELESS & NETWORKS**.

Figure 2-6 Settings



- If Wi-Fi is off, touch the switch to turn it on.

Figure 2-7 Turning on Wi-Fi



- If Wi-Fi is turned on, your phone automatically searches for available Wi-Fi networks. Touch a network, and enter the password if prompted. After 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?

Your phone supports 802.11b/g/n.

2.2.3 Why can't I open web pages when my phone has a Wi-Fi connection?

Possible causes are as follows:


- The x digital subscriber line (xDSL) connection failed. 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. In this case, check that the xDSL connection is working properly and try again.
- A domain name service (DNS) problem occurred. For example, if you cannot open web pages but can access **Play Store**, the DNS is not working properly. In this case, on the screen where a static IP address can be set, modify DNS settings.
- 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 Why can't my phone detect signals from Wi-Fi hotspots?

On another device, turn on Wi-Fi. If the device also cannot detect any Wi-Fi signals, check whether your Wi-Fi hotspot device is functioning correctly.

- Check that the Wi-Fi hotspot's service set identifier (SSID) is not hidden.
- Restart Wi-Fi 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?

If a Wi-Fi connection is set up, it is prioritized over the mobile data connection. If  is displayed in the upper right corner of your phone, your phone is using a Wi-Fi connection to access the Internet.

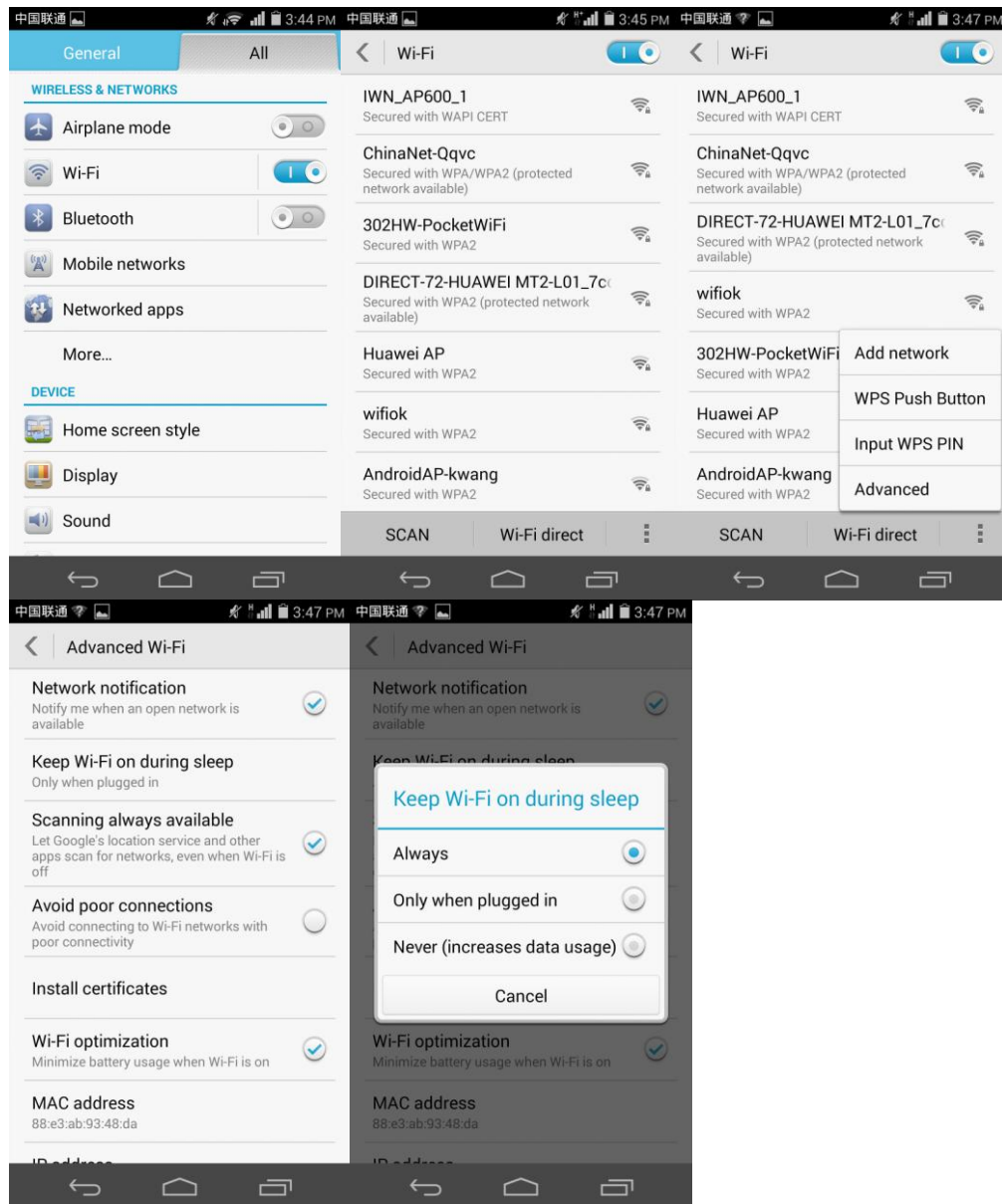
2.2.6 Why can't I connect to a Wi-Fi hotspot?

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

2.2.7 What can I do if my phone's Wi-Fi connection automatically terminates after the screen turns off?

Change the Wi-Fi sleep policy as follows: Touch **Settings**, go to **WIRELESS & NETWORKS**, and touch **Wi-Fi**. Touch  > **Advanced** > **Keep Wi-Fi on during sleep**. Then select **Always**.

Figure 2-8 Setting the Wi-Fi sleep policy



NOTE

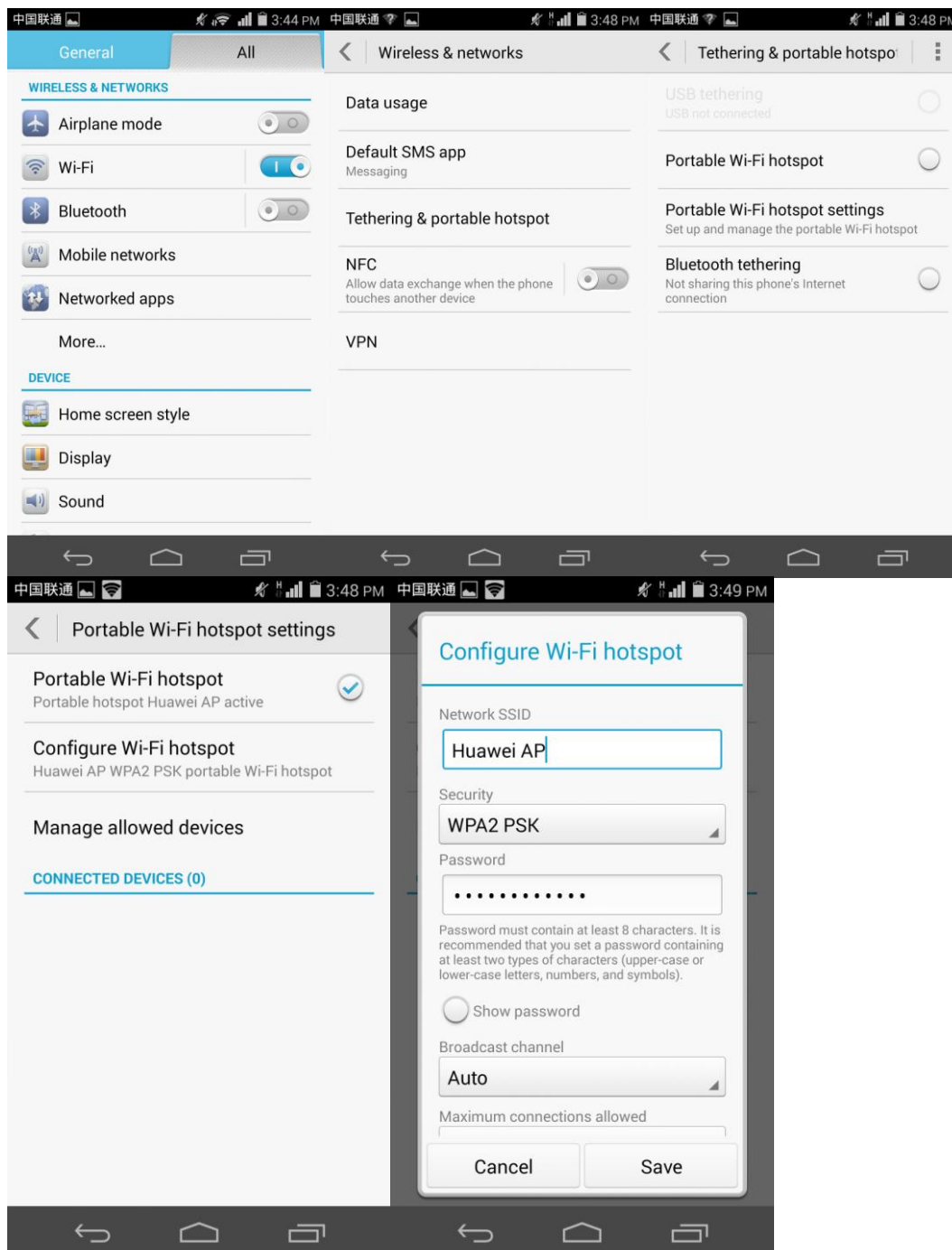
By default, **Always** is selected for **Keep Wi-Fi on during sleep**. If the settings are modified, your phone disconnects from the Wi-Fi network when its screen turns off. The following describes the three options of **Keep Wi-Fi on during sleep**:

- **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 mobile Wi-Fi hotspot and access the Internet from another device using my phone's data connection?

Yes. Touch Settings, go to **WIRELESS & NETWORKS**, and touch **More... > Tethering & portable hotspot > Portable Wi-Fi hotspot**.

Figure 2-9 Turning on Wi-Fi hotspot



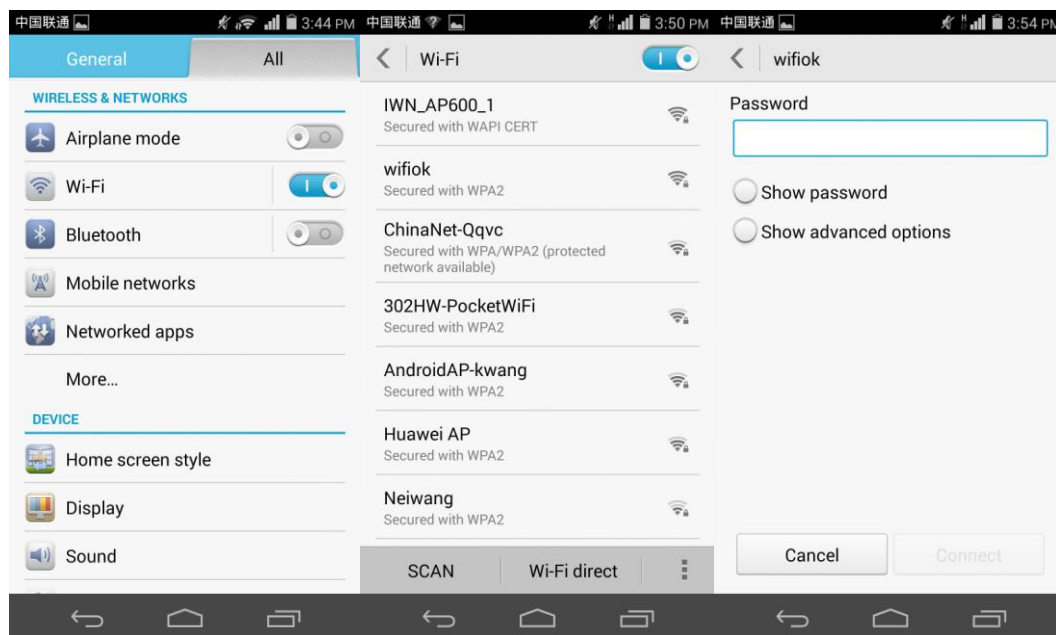
After a device finds your phone using Wi-Fi, you can access the Internet from that device using your phone's mobile data connection.

To set the hotspot name and security parameters, go to **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?

Touch **Settings**, go to **WIRELESS & NETWORKS**, touch **Wi-Fi**, and touch a 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).

Figure 2-10 Using a static IP address



When your phone uses DHCP to access the Internet through Wi-Fi, it must wait for the router to assign it a dynamic IP address, which takes time. By specifying a static IP address for your phone, you can quickly set up an Internet connection.

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

1. On the home screen, touch **Settings**.
2. Go to **WIRELESS & NETWORKS**, and touch **More... > Tethering & portable hotspot**.
3. Touch **USB tethering**.
4. On a computer, use HiSuite to install the USB driver for your phone. Right-click **My Computer** and choose **Manage**.

NOTE

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

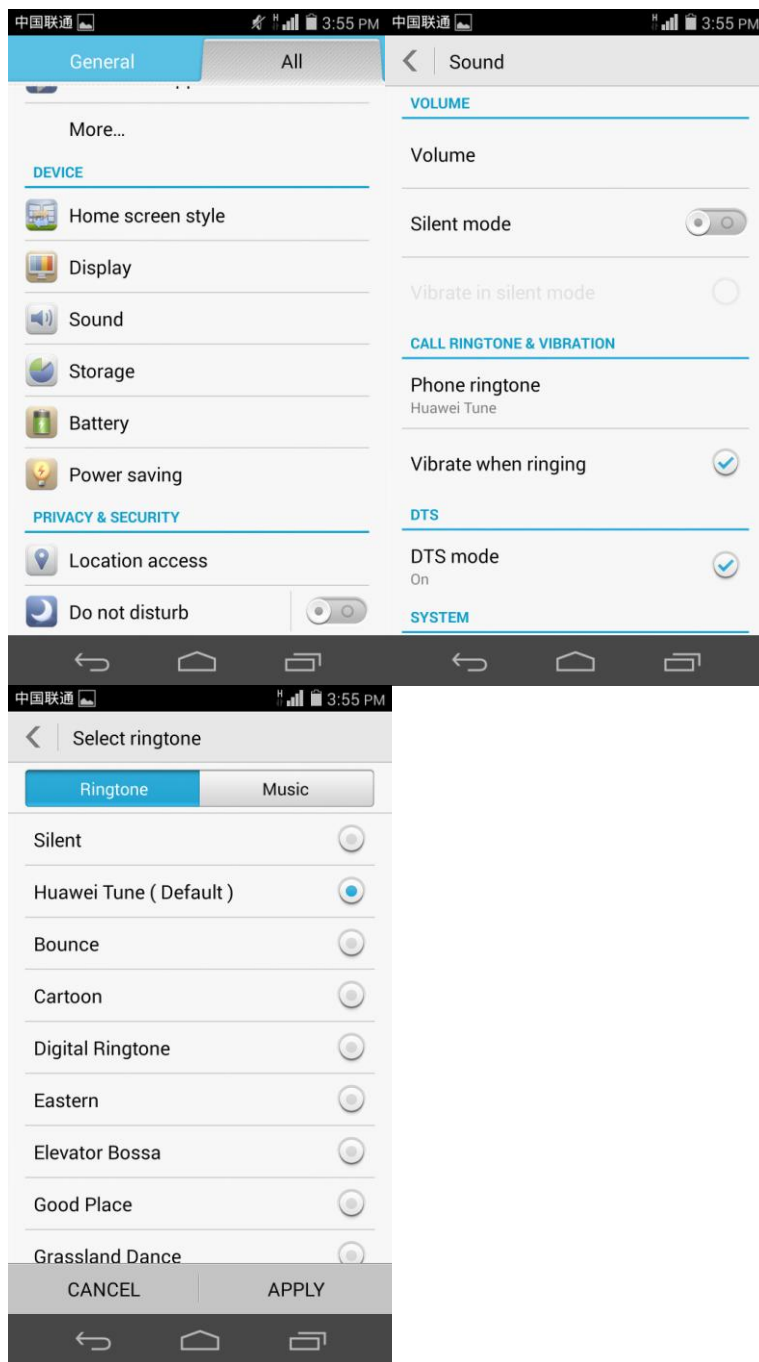
If the computer has a wireless network adapter, you can turn on **Portable Wi-Fi hotspot** under **Settings > WIRELESS & NETWORKS > More... > Tethering & portable hotspot** on your phone. Then the computer can connect to your phone using Wi-Fi to access the Internet. Currently, this function is available to computers running Windows.

2.6 Tone settings

2.6.1 How do I set the phone ringtone?

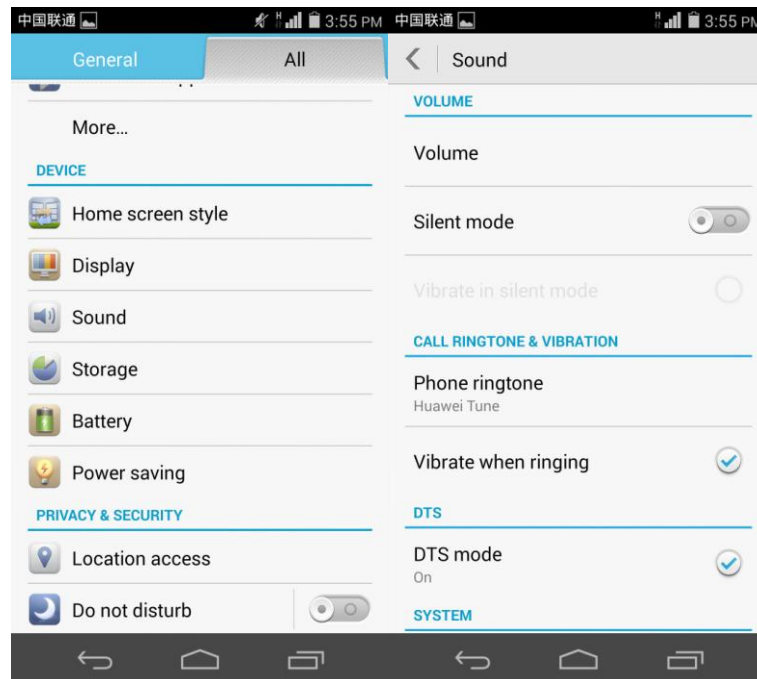
Touch **Settings > Sound > Phone ringtone** and select a ringtone.

Figure 2-11 Setting the ringtone



2.6.2 How do I enable or disable vibration for incoming calls and messages?

Touch **Settings > Sound > Vibration**. Then select or clear **Vibrate in silent mode** and **Vibrate when ringing**.

Figure 2-12 Vibration for incoming calls and messages

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


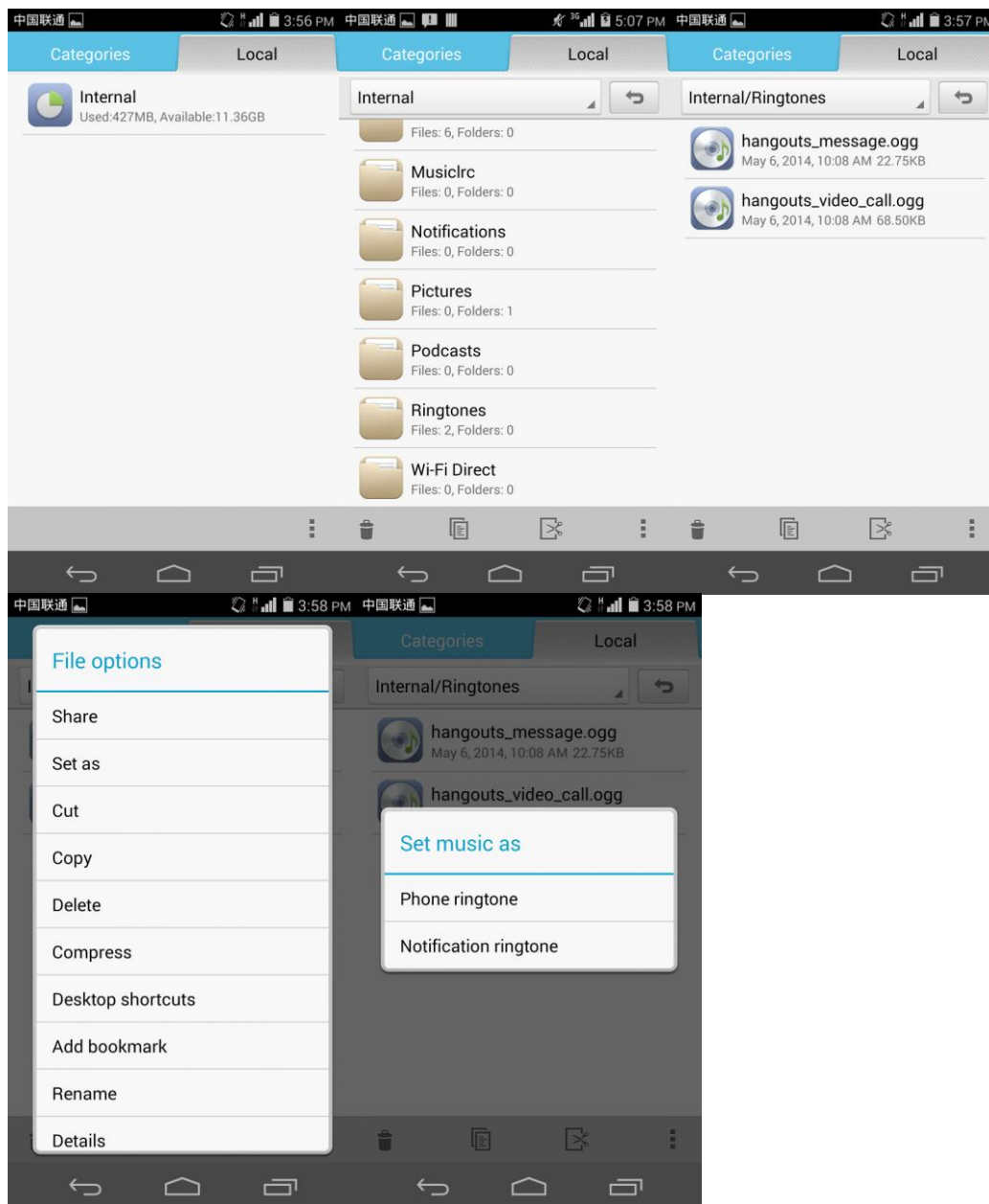
Go to **File Manager**. Touch  in the lower left corner, touch **Audio**, touch and hold an audio file, and touch **Set as** > **Phone ringtone** or **Notification ringtone**.

Figure 2-13 Setting the ringtone or message tone

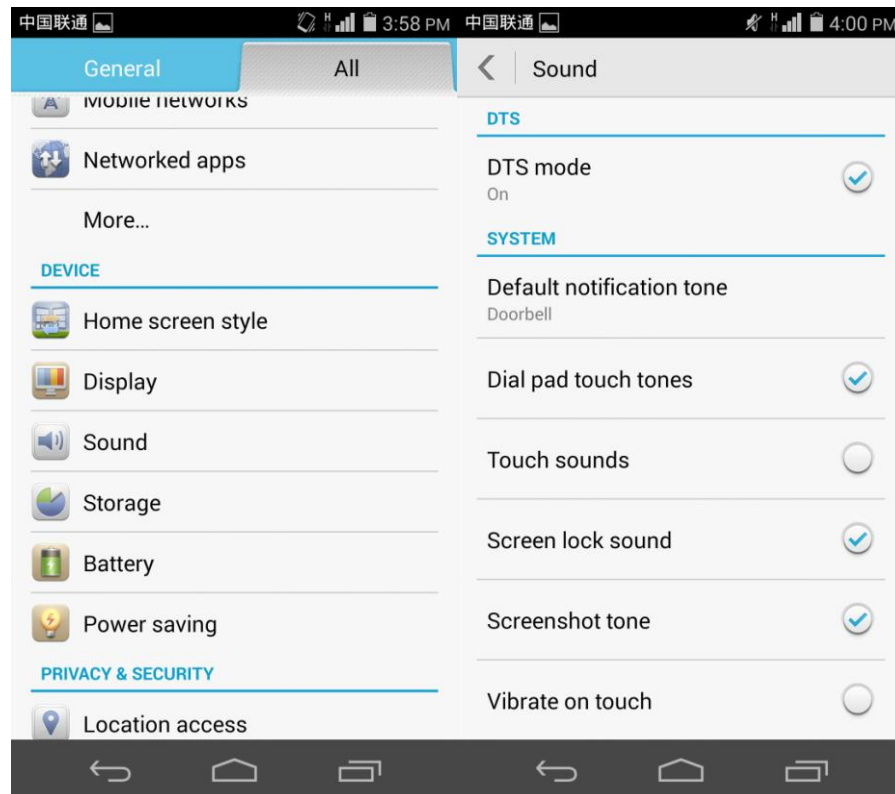


2.6.4 Can I set the ringtone for a contact group?

No.

2.6.5 How do I disable touch sounds?

Touch **Settings** > **Sound**. Under **SYSTEM**, clear **Touch sounds**.

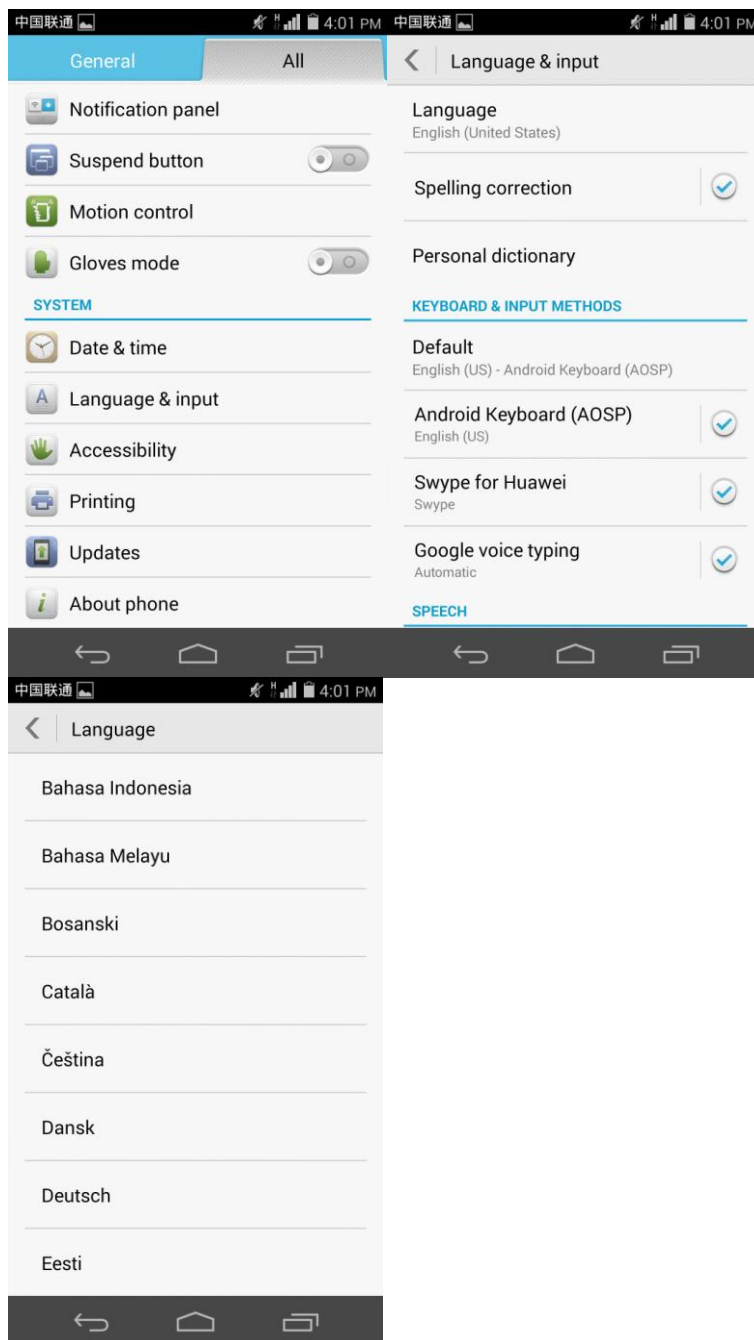
Figure 2-14 Disabling touch sounds

2.7 Languages and keyboards

2.7.1 How do I change the system language?

On the home screen, touch **Settings** > **Language & input** > **Language** and select a language.

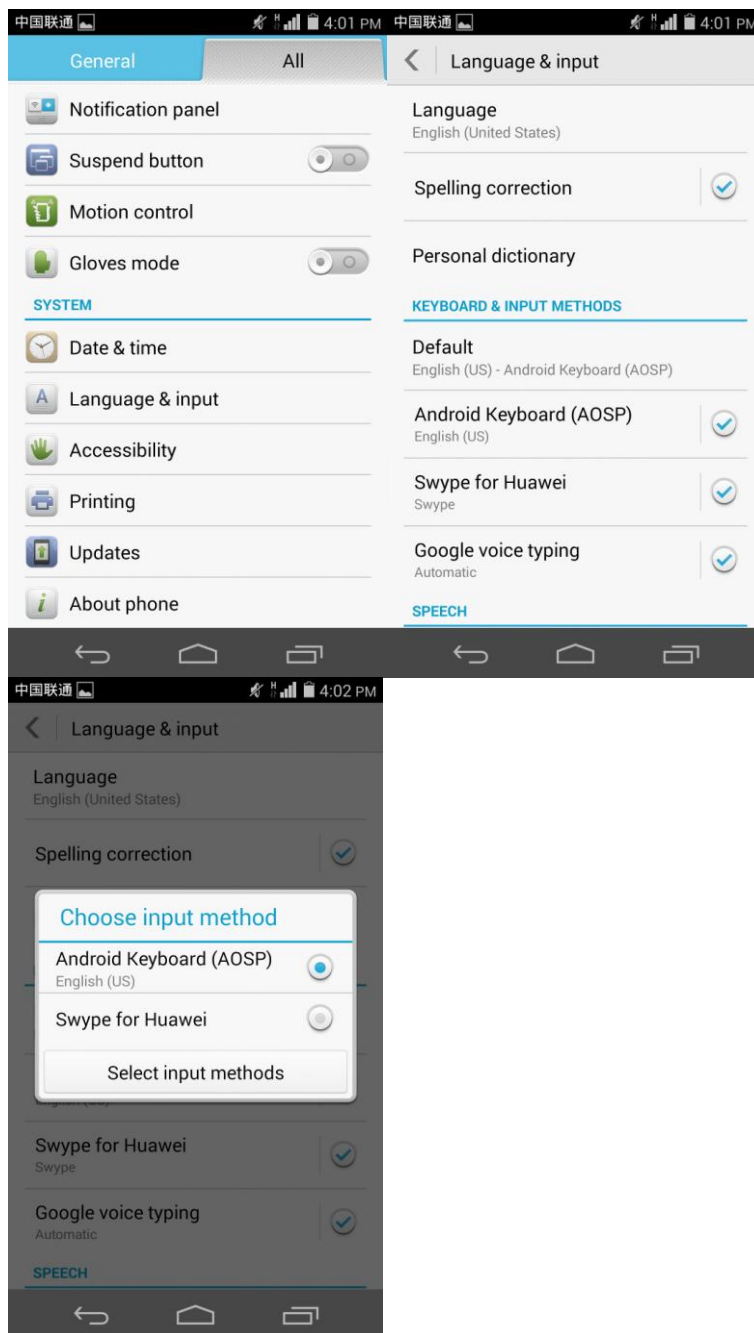
Figure 2-15 Setting the system language



2.7.2 What can I do if I can't use a newly installed text input method?

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

Figure 2-16 Selecting a newly installed input method



2.7.3 How do I change the system font size?

Touch **Settings > Display > Font size** and select a font size.

Figure 2-17 Setting the system font size

2.7.4 What text input methods does my phone support?

Your phone supports Android, Huawei, and Swype (P7-L00, P7-L10, P7-L11, P7-L12, and P7-L16), and iFly input methods (P7-L07 and P7-L06).

2.7.5 How do I disable key press vibration?

You can enable or disable key press vibration in the settings of a text input method. In the following example, the Huawei text input method is used.

Touch **Settings > Language & input > Swype for Huawei > Settings** and clear **Vibrate on keypress**.


Figure 2-18 Disabling key press vibration





2.8 Internet access

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

Open your browser and 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?

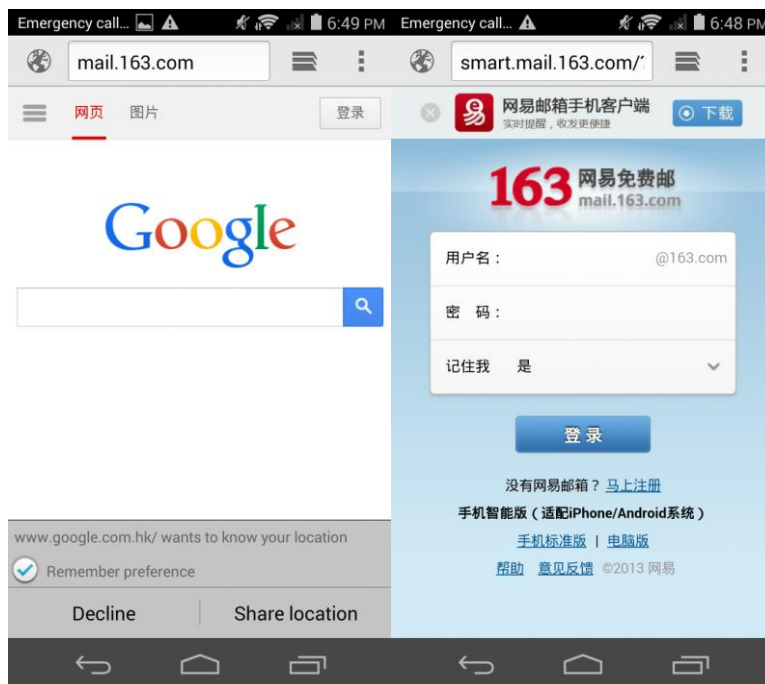
To view a web page in full screen, touch . From the displayed option menu, choose **Settings**. Then touch **Labs** and select **Fullscreen**.

To save a web page to bookmarks, touch . From the displayed option menu, choose **Save to bookmarks**. Then 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, as shown in Figure 2-19.

Figure 2-19 Logging to an email account using the browser



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 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.

Figure 2-20 Saving an image from a web page



2.8.6 How do I set the home page?


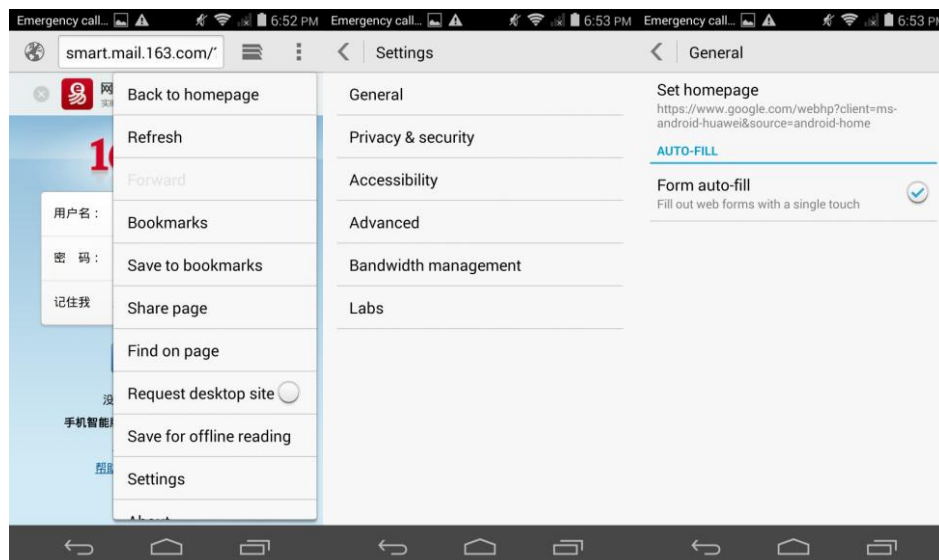
Open the browser and touch . From the displayed option menu, choose **Settings**. Then touch **General > Set homepage**.

Figure 2-21 Setting the home page



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


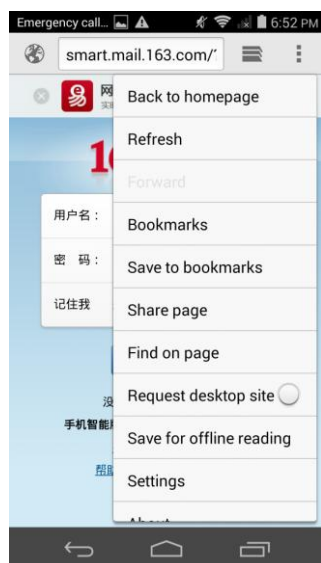
Open the web page and touch . From the displayed option menu, choose **Save for offline reading**.

Figure 2-22 Saving a web page for offline reading



2.8.8 What can I do if my phone fails to access the Internet?

Touch **Settings** > **Mobile networks** > **Access Point Names**. Touch  > **Reset to default**.

2.8.9 How do I turn on or turn off the mobile network?

Use either of the following methods:

- Touch **Settings** > **Mobile networks**, and select **Data enabled** to turn on the mobile network or clear it to turn off the mobile network.
- Flick down from the status bar to open the notification panel.



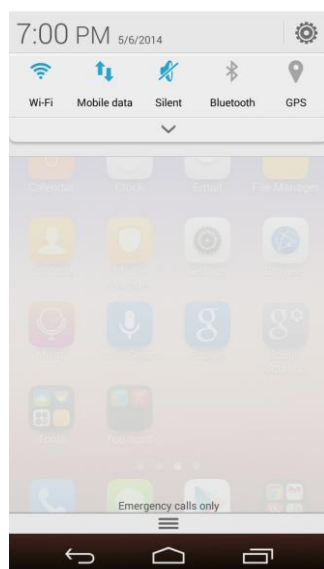




In the shortcut switches, touch  to turn on the mobile network. The icon changes to  when the mobile network is turned on.

Figure 2-23 Turning on the mobile network



2.8.10 How do I view my phone's data service status or turn off the data service?

Flick down from the status bar to open the notification panel.

-  indicates that the mobile network is turned on. To turn off the mobile network, touch this icon to make it become .
-  indicates that the mobile network is turned off. To turn on the mobile network, touch this icon to make it become .

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

Yes if your phone is connected to a 3G or 4G network, but no if your phone is connected to a 2G network.

2.8.12 What is a VPN? 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 the VPN parameters:

On the home screen, touch **Settings** > **More...** > **VPN**. In the displayed dialog box prompting you to set a lock screen PIN or password, touch **OK**. (To use a VPN, you must set a lock screen PIN or password. See section 2.9 "Screen lock" for details.)


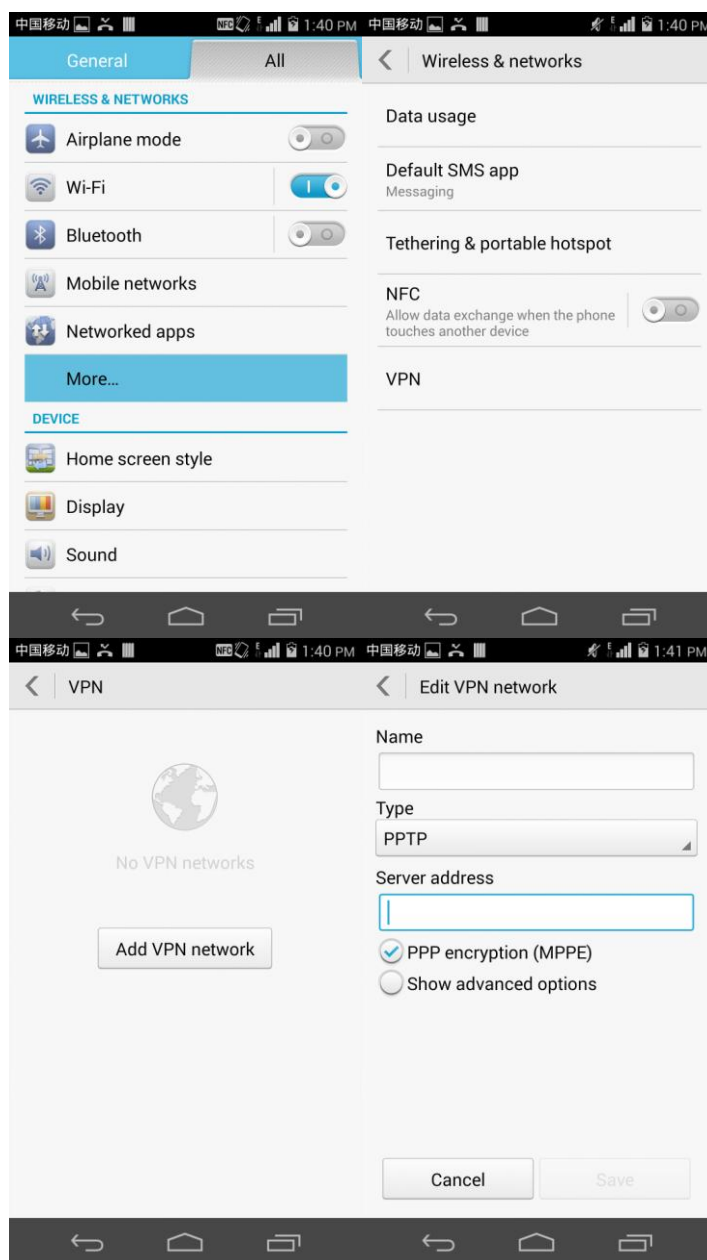
On the **VPN** screen, touch  in the upper right corner. When prompted, enter the VPN name and server address and touch **Save**.

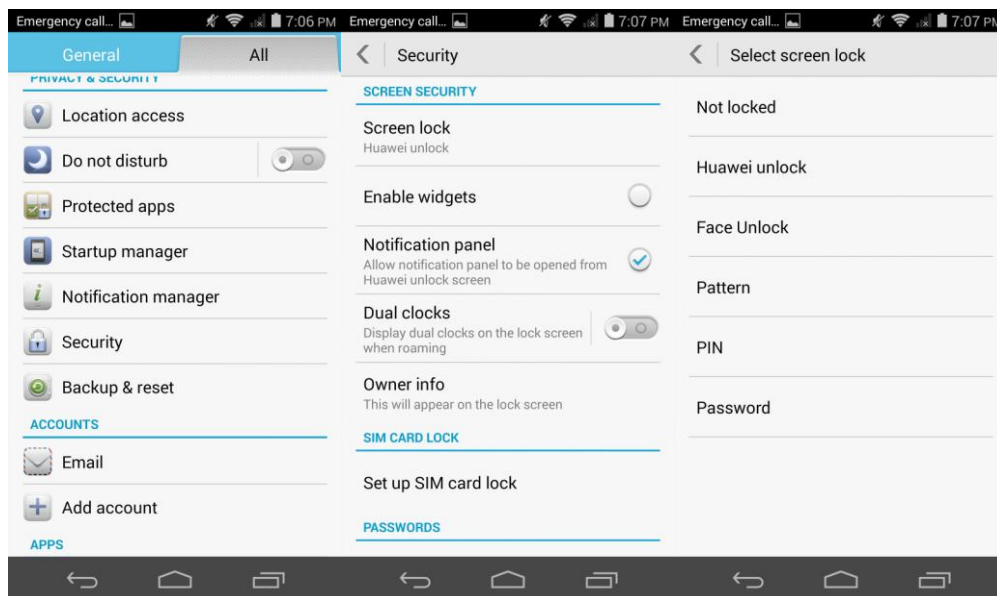
Figure 2-24 Setting the VPN parameters

2.9 Screen lock

2.9.1 How do I set a screen unlock PIN?

1. Touch **Settings** > **Security** > **Screen lock**.
2. Touch **PIN** to set it as the screen lock mode. After the PIN is set, you'll have to unlock the screen whenever you power on your phone or turn on the screen.

Figure 2-25 Setting a screen unlock PIN

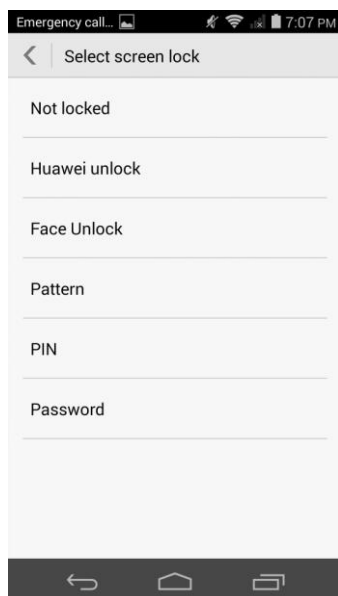


2.9.2 Does my phone support the Face Unlock function?

Yes. To enable this function:

Touch **Settings > Security > Screen lock > Face Unlock**.

Figure 2-26 Enabling Face Unlock

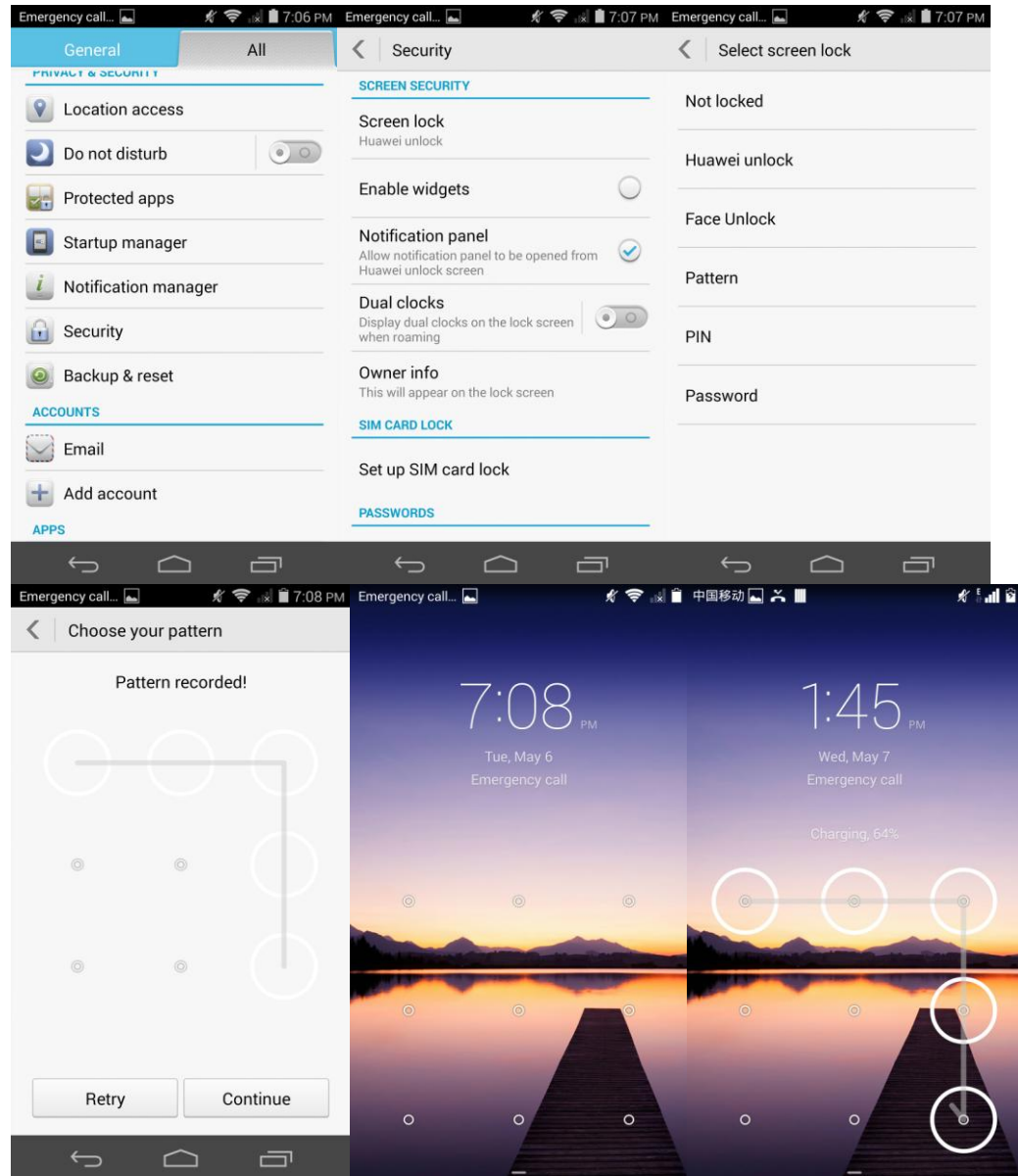


2.9.3 How do I set a screen unlock pattern?

1. Touch **Settings > Security > 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**.
4. When you power on your phone or turn on the screen, draw the pattern to unlock the screen.

Figure 2-27 Setting a screen unlock pattern



2.9.4 How many times can I try the screen unlock pattern before my phone becomes permanently locked? Can I unlock the phone using my Gmail account?

Your phone will not be locked even if you incorrectly draw the unlock pattern for several consecutive times, but you will have to wait for a while until you can try again.

If you forget your unlock pattern, please send your phone to the local customer service center. Your phone cannot be unlocked using your Gmail account.

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 unlock the screen, such as entering the PIN or drawing the unlock pattern.

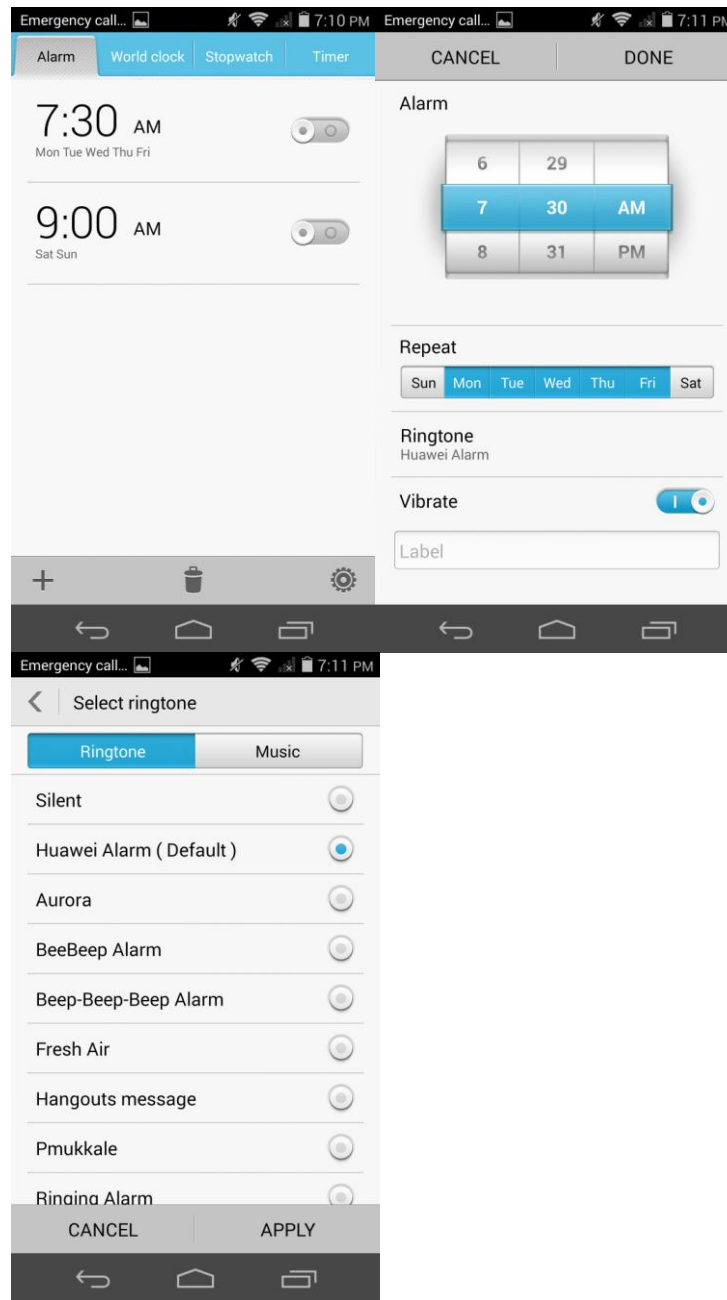
2.10 Alarm


2.10.1 How do I add or remove an alarm?

To add an alarm:

1. Go to **Clock** and touch .

Figure 2-28 Adding an alarm



2. Touch .
3. Under Alarm, set the alarm time.
4. To set the alarm to repeat on certain days, select the desired intervals under Repeat.
5. To set a tone for the alarm, touch Ringtone and select a tone.
6. To set your phone to vibrate when the alarm goes off, turn on Vibrate.
7. To name the alarm, touch Label.
8. Touch DONE.

On the alarm tab, you can find the list of all alarms. If an alarm is cleared, 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 Android-based applications but not Java applications.

2.11.2 How do I download third-party applications?

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



NOTE

Applications preinstalled on your phone may vary.

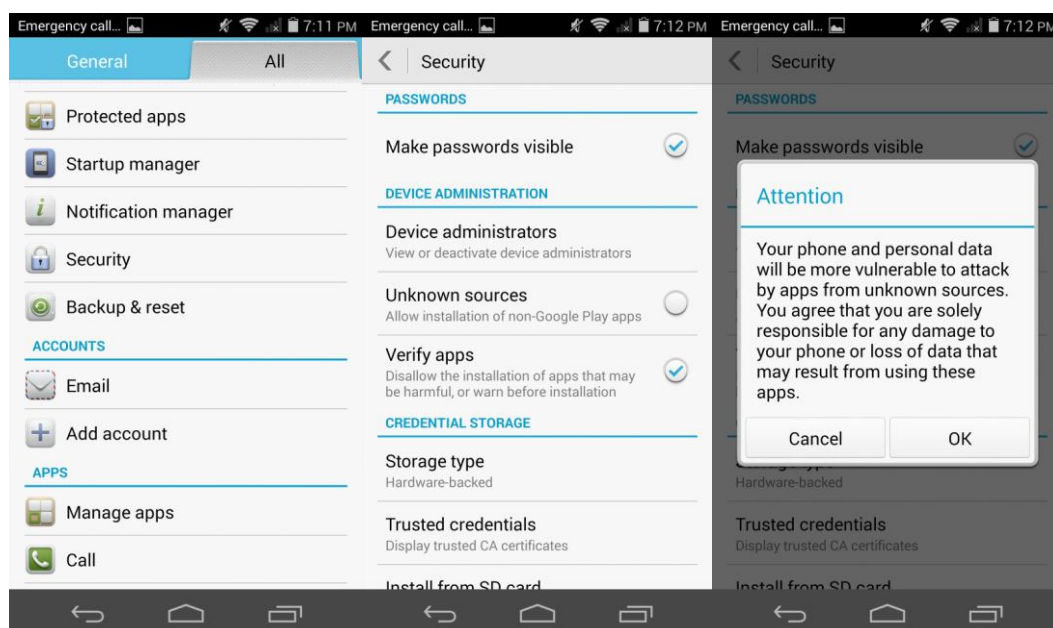
2.11.3 Can I change the default installation location for applications?

No.

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

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

Figure 2-29 Selecting unknown sources



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

2.11.5 Why can't I install an application?

- The application is corrupted.
- The application has already been installed.
- Your phone has insufficient available storage.

2.12 Third-party applications

2.12.1 Can I install applications to a microSD card?

Your phone does not support microSD cards. Applications are installed to your phone storage.

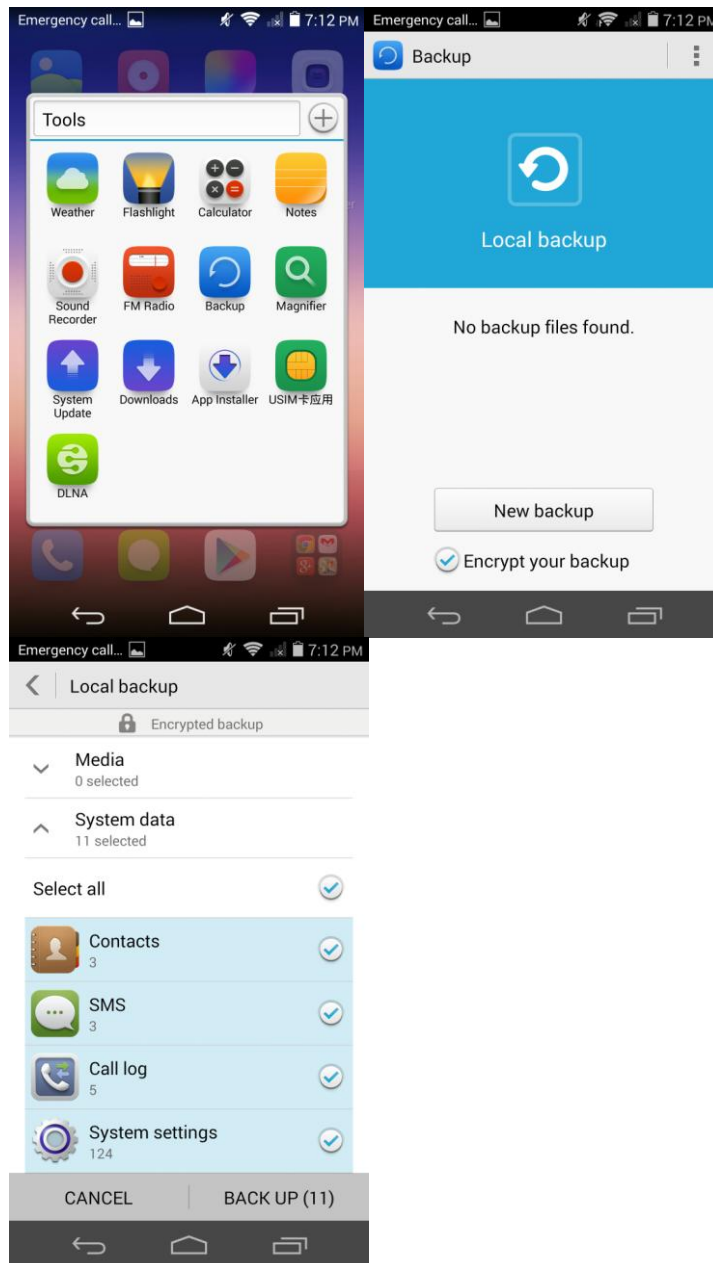
2.12.2 Does my phone support online banking transitions?

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

2.13 Backup and restoration

2.13.1 How do I back up and restore data?

On the home screen, touch **Tools > Backup**.



- Backing up data
Touch **New backup**, select the data you want to back up, and touch **BACK UP**. Encrypt the backup file if necessary. Data is then backed up to **backup/Data** in the root directory of your phone's internal storage.
- Restoring data
Touch the backup file. Enter the password when prompted. Touch **OK**, select the data you want to restore, and touch **RESTORE**.

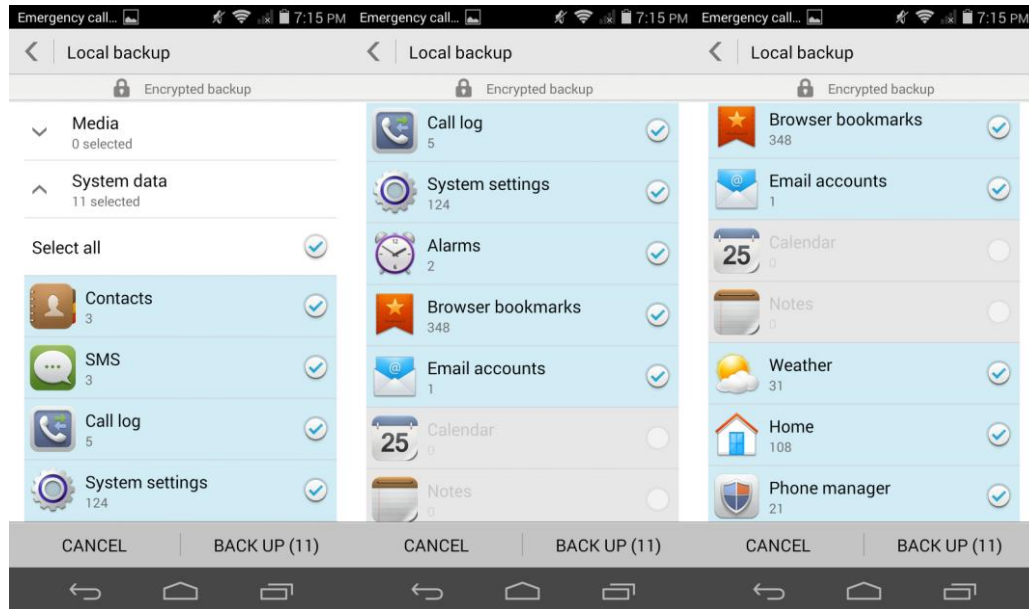
2.13.2 Can I back up my contact groups?

No.

2.13.3 What data can be backed up on my phone?

You can back up your contacts, messages, calendar events, and applications.

Figure 2-30 Backing up data



2.14 Task Manager

2.14.1 What can Task Manager do?

It helps you manage downloaded, running, or all applications.

2.14.2 How do I access Task Manager?

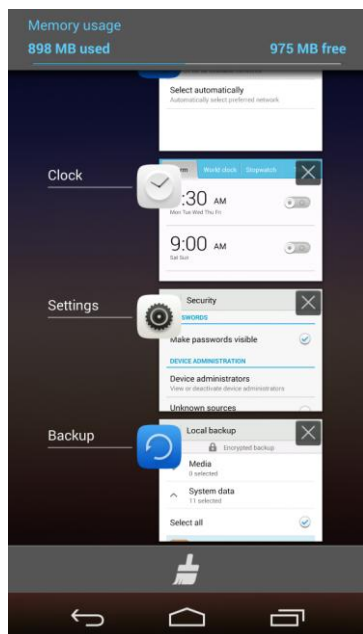
Similar to the task manager on a computer, your phone's **Task Manager** enables you to view and manage downloaded, running, or all applications.


To access **Task Manager**, on any screen, touch and hold



2.14.3 What does the Task Manager screen look like?

Figure 2-31 Task Manager



- In the upper part, the running applications are displayed in a list.
- In the lower part, a clear button  is displayed, which lets you close all running applications simultaneously.

2.14.4 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 it.
- To close all running applications simultaneously, touch



2.14.5 What cloud services does my phone provide?

- Phone Finder
- Cloud Drive

2.14.6 How do I access Weather?


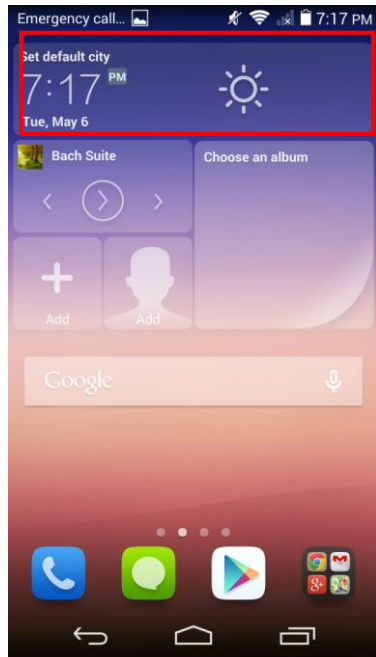
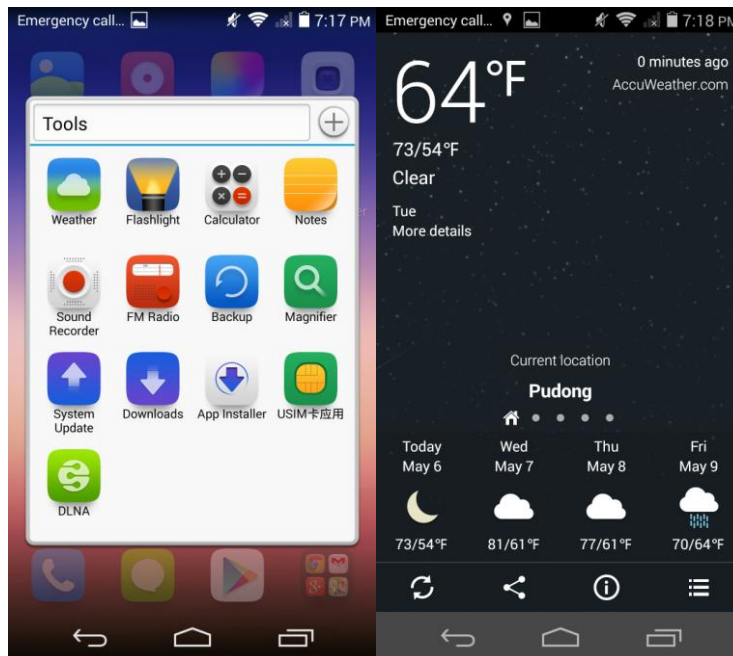
- From the home screen, touch the weather widget. You can then touch  to configure its settings.

Figure 2-32 Weather



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

Figure 2-33 Accessing Weather



2.15 What are the developer options?

To view the developer options, touch **Settings > About phone** and touch the build number seven times in rapid succession.

- **USB debugging:** Enable USB debug mode that allows the operator to use the **adb** command to debug the phone.
- **Stay awake:** The screen will never turn off when your phone is charging.
- **Allow mock locations:** Allow the phone to use mock locations.
- **Desktop backup password:** Set the backup password.
- **Pointer location:** Display information about the currently touched item.
- **Show touches:** Show visual feedback for touches.
- **Show CPU usage:** Show current CPU usage.
- **Force GPU rendering:** Use 2D hardware acceleration in applications.
- **Animation scale:** Control the animation scale.
- **Background process limit:** Limit the number of background processes.
- **Show all ANRs:** Show the **App Not Responding** dialog box for background applications.

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

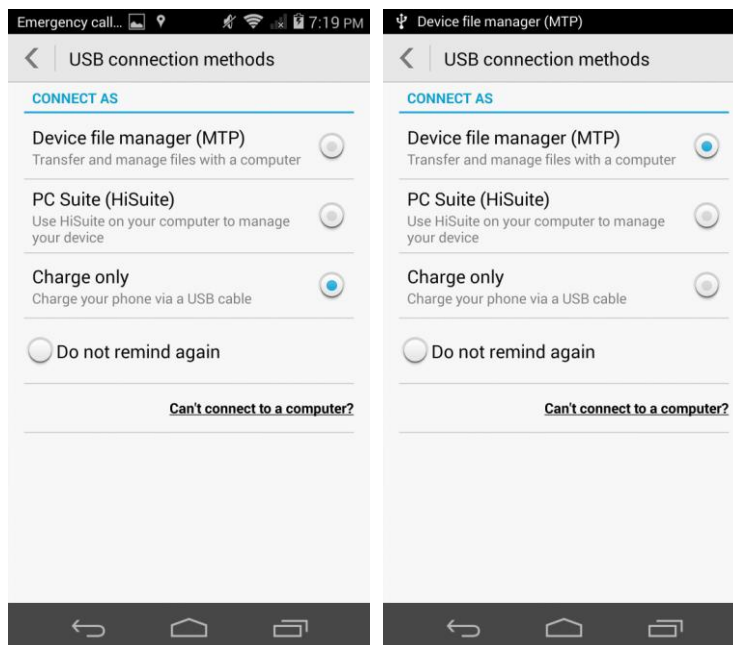
Yes.

On the home screen, touch **Settings > Date & time** and select **Automatic date & time** and **Automatic time zone**.

2.17 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 but not the internal storage.

Figure 2-34 USB connection methods



Choose a connection method as required:

- **Media device (MTP):** MTP stands for Media Transfer Protocol. In this mode, you can synchronize media files between your phone and the computer that support MTP.
- **HiSuite:** In this mode, you can use HiSuite to manage pictures, songs, messages, contacts, and applications on your phone.
- **Charge only:** The computer charges the phone only. No data can be transmitted.



NOTE

If you connect your phone to a Mac, you can manage files on your phone using MTP, but the USB tethering function is unavailable.

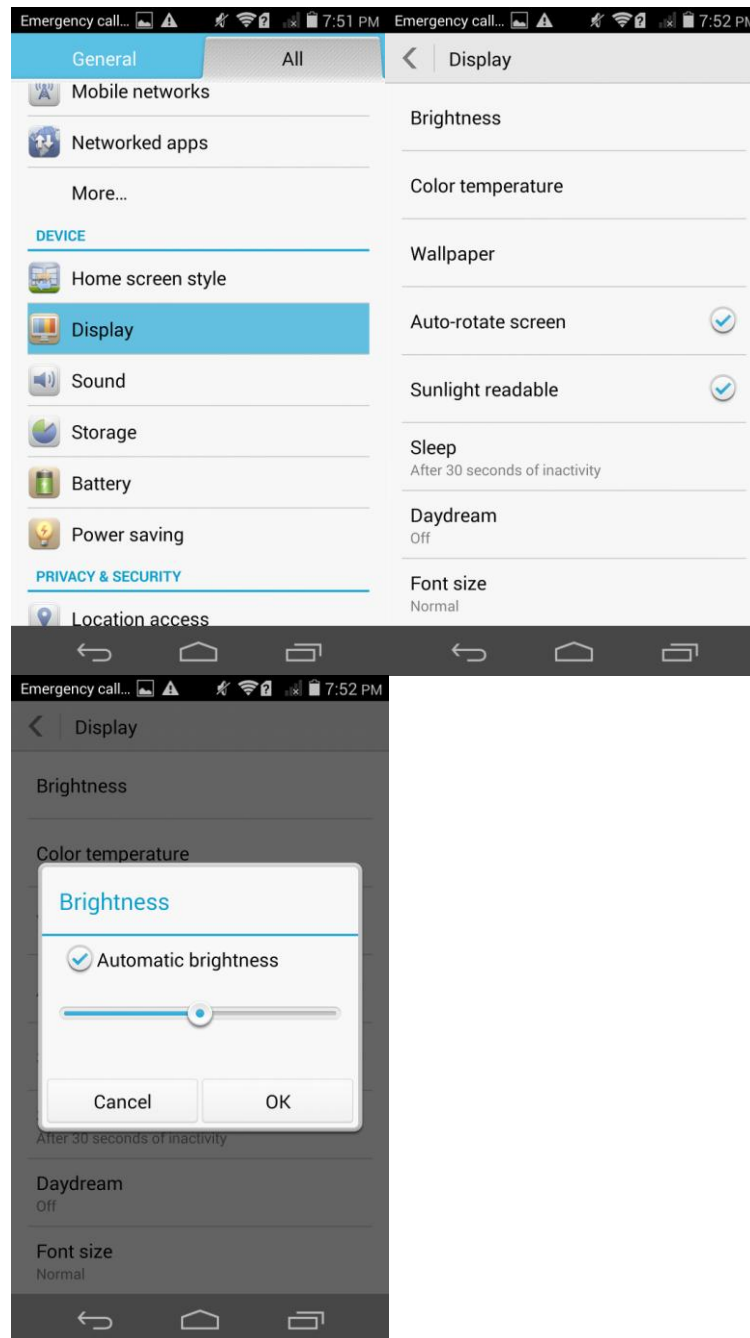
2.18 How do I free up the internal storage?

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

2.19 How can I adjust the screen brightness?

On the home screen, touch **Settings > Display > Brightness**. Select **Automatic brightness** or manually drag the brightness slider.

Figure 2-35 Adjusting the screen brightness



2.20 Does my phone have key backlight?

No.

2.21 How do I turn on or turn off airplane mode?

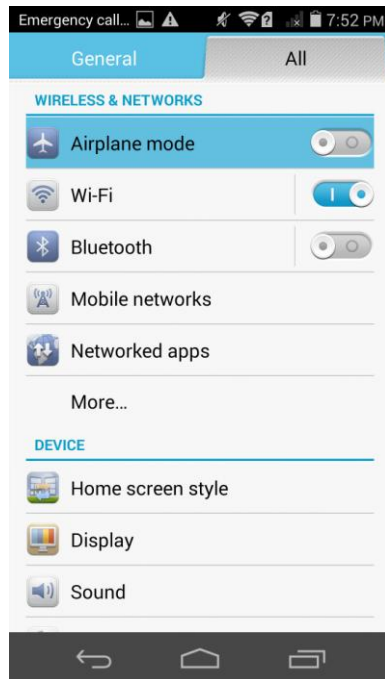


NOTE

In airplane mode, your mobile network will be unavailable.

- Method 1: On the home screen, touch **Settings** > **More...**. Then turn on or turn off **Airplane mode**.

Figure 2-36 Turning on or turning off airplane mode



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

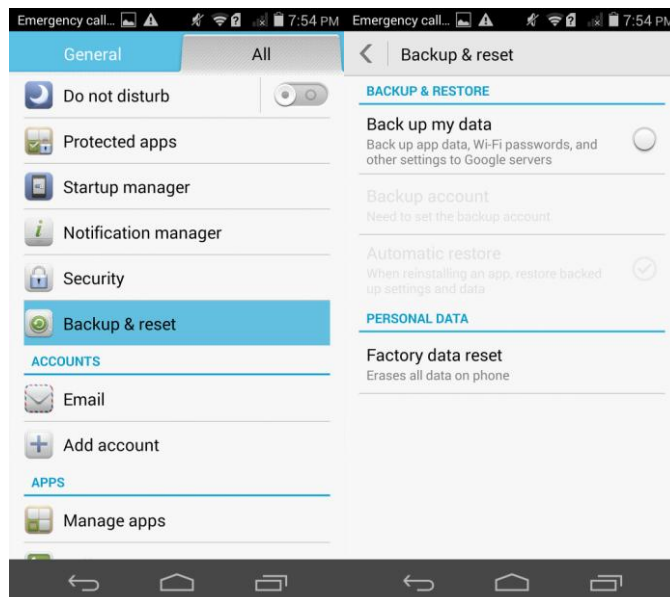
Figure 2-37 Turning on airplane mode



2.22 How do I restore my phone to its factory settings?

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

Figure 2-38 Restoring factory settings

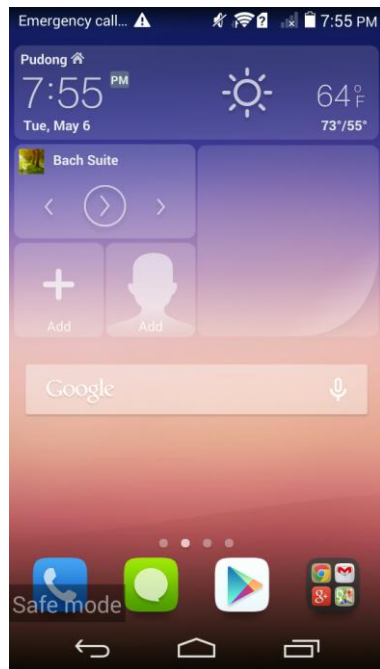


2.23 How do I enter and exit safe mode?

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.

Figure 2-39 Safe mode



2.24 Does my phone support HiSuite?

Yes.

Use a USB cable to connect your phone to a computer. Flick down from the notification bar to open the notification panel, and choose **HiSuite**.

On the computer, double-click the new disk drive to install HiSuite.

Follow the onscreen instructions to install HiSuite. Then open HiSuite and connect the computer to your phone.

2.25 Does my phone support HDMI?

No.

2.26 Does my phone support TV-out?

No.


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

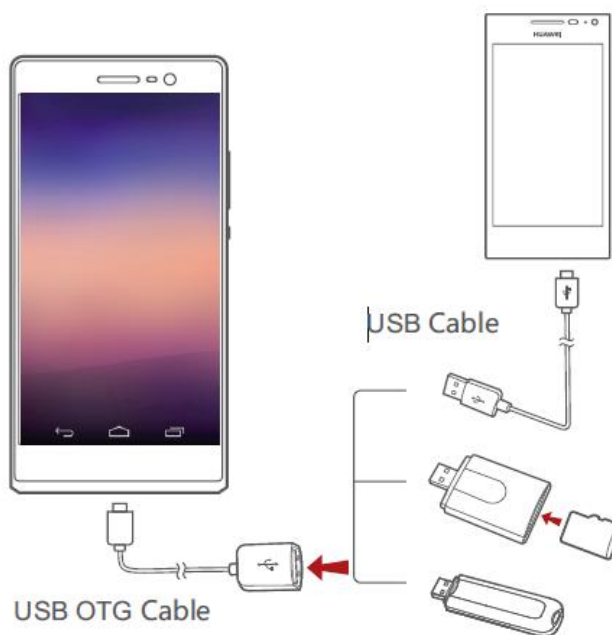
Yes.

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.






OTG is a USB transmission technology that allows a phone to connect to a USB flash drive, digital camera, keyboard, or mouse using an OTG cable and play HD videos.

You can connect your phone to a USB storage device directly using a USB OTG cable to transfer data. Compatible USB storage devices include USB flash drives, card readers, and phones that have a microSD card inserted.

-  To purchase a USB OTG cable, please contact an authorized Huawei retailer or your device vendor.



To connect your phone to another phone, make sure that phone has a microSD card installed. To establish a connection and read data stored on the microSD card:

1. Use a USB OTG cable and USB cable to connect the two phones.
 2. Turn on USB mass storage mode on the phone from which you want to read data.
 3. On the home screen of your phone, touch .
 4. Under **All**, touch **Storage**.
 5. Touch **Mount USB storage**.
 6. On your phone, touch  > **USB** to read data from the other phone's microSD card.
 7. When you are done, touch  on your phone. Under **All**, touch **Storage** > **Unmount USB storage**.
-  To connect your phone to other types of USB storage devices, use a USB OTG cable to connect your phone to the device, and touch  > **USB** on your phone.

2.28 What can I tell from the status indicator?

- Blinking red: The battery is low.
- Blinking green: There are unread messages or missed calls.
- 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%.

2.29 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 lower current that prolongs the charging time.

2.30 Why can't my phone display some games properly?

The games may not be compatible with your phone. It is recommended that you download game versions supported by your phone's GPU. Your phone adopts the Mali450 GPU, which is the mainstream model in the industry. (Samsung SIII and Note II also use this series of GPU.)

2.31 What are the features of my phone?

- 5-inch IPS FHD resolution (1080p, 1920 x 1080 pixels)
- 2500 mAh large-capacity battery
- Support for 4G LTE networks
- Huawei Emotion UI 2.3, which is compatible with Android 4.4.2
- 13 MP BSI HD rear camera with autofocus and LED flashlight
- 8 MP front camera
- 1080p HD video recording and playback
- Multi-screen

3 Common questions about 4G LTE

3.1 What is the difference between TDD-LTE and FDD-LTE?

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

Most operators in the world adopt FDD-LTE.

3.2 I can't use my 4G phone to access 4G networks?

- The 4G reception in your area may be poor.
- Make sure your phone supports the SIM card you are using, because different operators support different 4G frequency bands.
- Touch **Settings** > **Mobile networks** > **Network Mode** and check whether 3G/2G is selected.

3.3 How do I switch between 2G, 3G, and 4G networks?

Touch **Settings** > **Mobile networks** > **Network Mode**.

3.4 Why is my phone's 4G signal weak (only one or two bars of signal)?

The 4G reception in your area may be poor.

4 Others

4.1 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 small value under **Settings > Display > Sleep**.
- Lower the screen brightness under **Settings > Display > Brightness**.
- Turn off Wi-Fi and Bluetooth when you do not need to use them under **Settings > WIRELESS & NETWORKS > Wi-Fi** or **Bluetooth**.
- Turn off data synchronization by turning off **Accounts & sync** for your account under **Settings > Account**.
- Turn off the mobile network by clearing **Data enabled** under **Settings > Mobile networks**.
- Turn off GPS by clearing **GPS satellites** under **Settings > Location access**.

4.2 How do I reduce my mobile data usage?

- Turn off the mobile network when you do not need it or when you have a Wi-Fi connection.
Turn off the mobile network by clearing **Data enabled** under **Settings > Mobile networks**.
- Access Wireless Access Protocol (WAP) sites instead of World Wide Web (WWW) websites.
- Turn off data synchronization by turning off **Accounts & sync** for your account under **Settings > Account**.

4.3 What can I do if my phone is experiencing slowdown issues?

- Close background applications you do not need. Touch **Settings > Manage apps > Running**, select the application you want to close, and touch **Stop**.
- Uninstall unwanted applications to free up your phone's storage space.

- If the CPU usage is high and multiple background processes are running, restart the phone to close unwanted processes and applications.

4.4 Can I set my customized wallpaper not to stretch?

No, but you can install third-party applications that support this function.

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

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

4.6 Can I scan a QR code using my phone?

No, but you can install third-party applications that support this function.

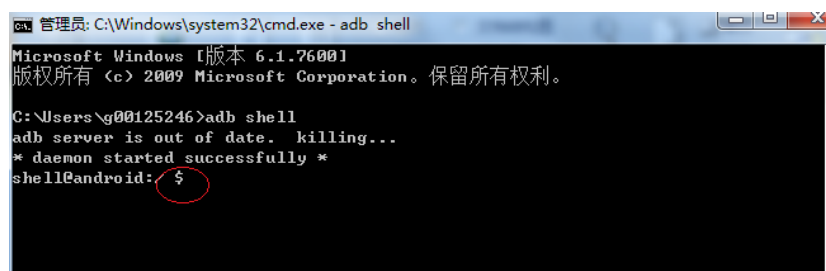
4.7 Does my phone support 3D acceleration?

Yes. To enable 3D acceleration, touch **Settings** > **Developer options** and select **Force GPU rendering**.

Enabling 3D acceleration improves the gaming experience but also takes up much phone memory. If you are playing a game only, this does not affect your phone's performance. If you are playing a game and running multiple applications, your phone may experience slowdown issues.

4.8 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.

Figure 4-1 Response of adb shellA screenshot of a Windows command prompt window titled "管理员: C:\Windows\system32\cmd.exe - adb shell". The window shows the following text: "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:~\$". The prompt "shell@android:~\$" is circled in red.

```
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:~$
```

4.9 Can I remove the battery? Will configuring my phone to automatically set the date and time generate data traffic?

No. The battery cannot be removed.

If your phone fails to obtain the date and time from your service provider'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.

4.10 Can I use my phone for recording?

Yes.

4.11 Does my phone come with protective film?

Yes.

4.12 Does my phone support mobile TV?

No, but you can install third-party applications that support this function.



NOTE

Watching mobile TV may generate excessive data traffic. It is recommended that you use this function over a Wi-Fi network.

4.13 Can I edit Word, Excel, PPT, and PDF files on my phone?

Yes. Your phone comes with the WPS Office application.

You can view Word, Excel, PPT, and PDF files and edit Word, Excel, and PPT files.

4.14 How is my phone's ROM allocated?

Table 4-1 Allocation of the ROM

Partitions of the flash memory (ROM) (similar to a hard disk on a computer)			16 GB
Partition	Size	Description	Query method
Boot and operating system data backup partition	About 128 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
Partition reserved for HOTA updates	About 512 MB	This partition is reserved for HOTA updates. The device provider and operator send update and patch files to this partition.	Cannot be queried
System partition	About 1024 MB	This partition is used for the Android OS.	Cannot be queried
Partition for the internal storage	About 11.71 GB	This partition is used when your phone does not have a microSD card inserted and when you are using applications that must run on a microSD card, for example, camera, Bluetooth, and data synchronization with computers. 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 2.65 GB	This partition is used when the OS or applications are running. This partition also stores the files for applications you install.	Can be queried using a third-party application
Others	About 128 MB	This partition includes the space occupied by file partition tables, space occupied by flag tables of flash material bad blocks, and space lost due to formatting.	Cannot be queried
Total	16 GB		
These partitions are for your reference only. Partition sizes vary according to the product customized version.			

4.15 How do I check the available storage in the phone memory and microSD card?

On the home screen, touch **Settings > Storage** to view the storage details.

Your phone's internal storage is determined during production, and microSD cards are not supported.

Figure 4-2 Checking the storage space

