HUAWEI G700-U20 Smartphone FAQs

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1 Basics

1.1 Color schemes

Black and white.

1.2 Selling points

- Android 4.2 (Jelly Bean) operating system and Huawei Emotion UI
- Quad core, 1.2 GHz high-speed processor
- 5.0-inch capacitive touch screen
- 3G and Wi-Fi high-speed Internet access, and portable Wi-Fi hotspot
- Bluetooth V4.0

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1.3 Keys

	• When your phone is powered off, press and hold this button to power it on. • Press this button to turn on or off the screen. Press and hold this button to display an option menu.
	• Touch this key to return to the previous screen or exit the current application. • When you are entering text, touch this key to hide the onscreen keyboard.
	• Touch this key to return to the home screen. • Touch and hold this key to display the list of recently used applications.
	Touch this key to display an option menu.

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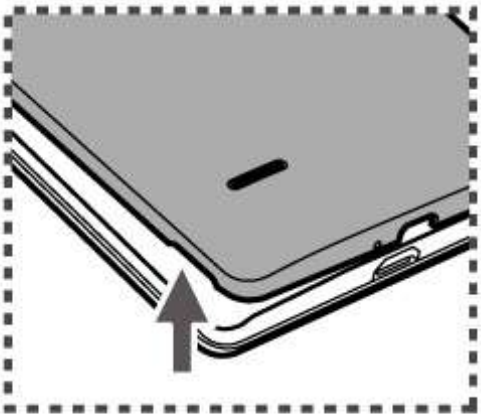
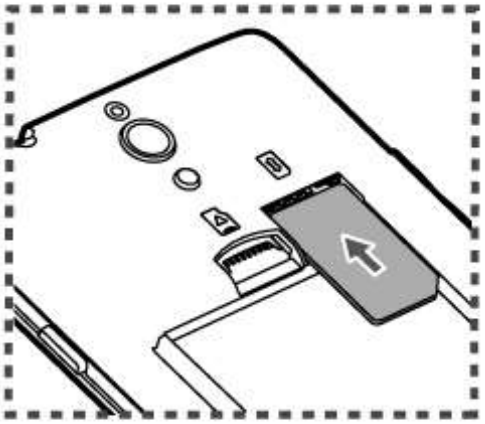
1.4 Installation

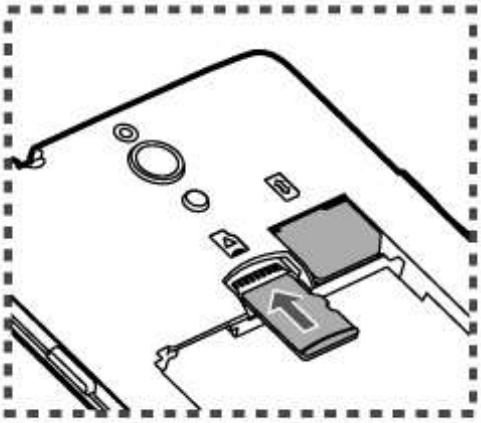
1 Remove the battery cover



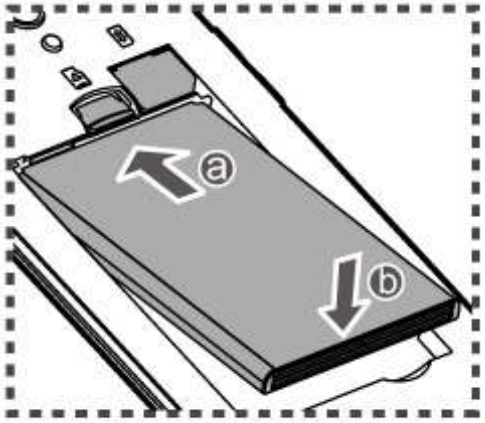
2 Insert the SIM card



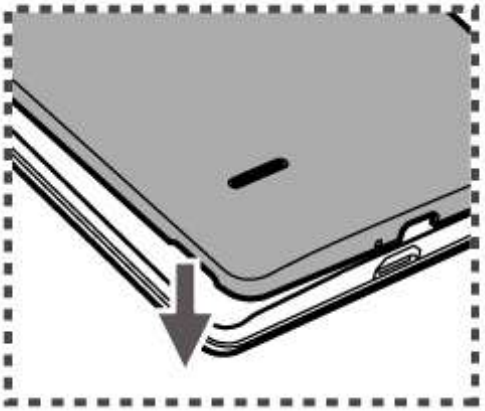
3 Insert the microSD card (optional)



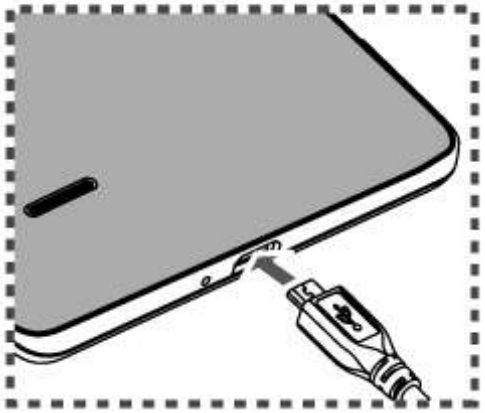
4 Insert the battery



5 Close the battery cover



6 Charge the battery



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1.5 Home screen

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1.5.1 How do I add or delete a home screen?

Touch the menu key then **Thumbnails** to display the following screen. You will then be able to add or delete a home screen.

1.5.2 How do I configure the home screens?

Touch the menu key. You will then be able to touch **Wallpapers** to set the home screen wallpaper, **Widgets** to add widgets to or delete widgets from your home screen, **Thumbnails** to add or delete home screens, or **Transitions** to select a home screen transition effect.

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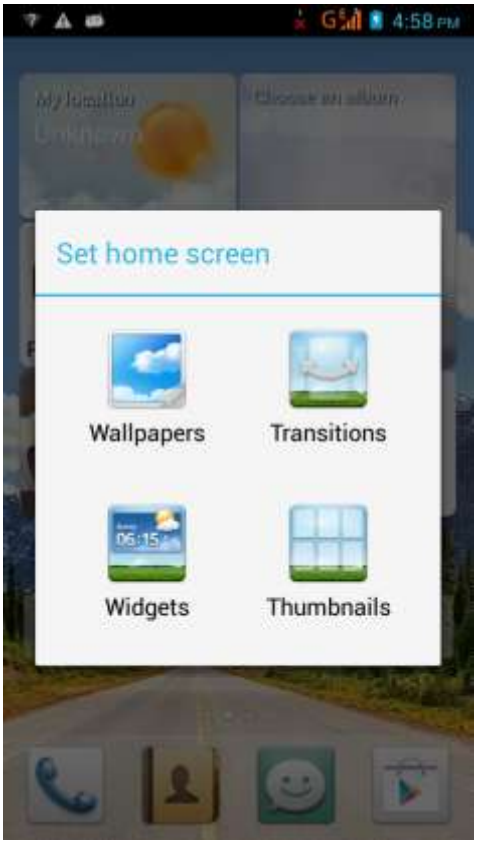

1.5.3 How do I manage the applications and widgets on the home screen?

Touch and hold an application or widget until your phone vibrates. You will then be able to drag the application or widget to move or uninstall it.

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1.6 Contacts

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

1. Creating a contact

   Touch then , choose where you want to save the contact, enter the contact details, and touch **DONE**.
2. Assigning a photo to a contact

NOTE

You cannot assign a photo to a contact saved to your SIM card.

Method 1: Go to **Contacts** and touch a contact to display the contact details. Touch the contact photo area then **Take photo** or **Choose photo from Gallery**, as shown in the following figure.

Method 2: Go to **Contacts** and touch a contact to display the contact details. Touch the menu key then **Edit** to display the contact editing screen. Touch the contact photo area then **Take photo** or **Choose photo from Gallery**, as shown in the following figure.

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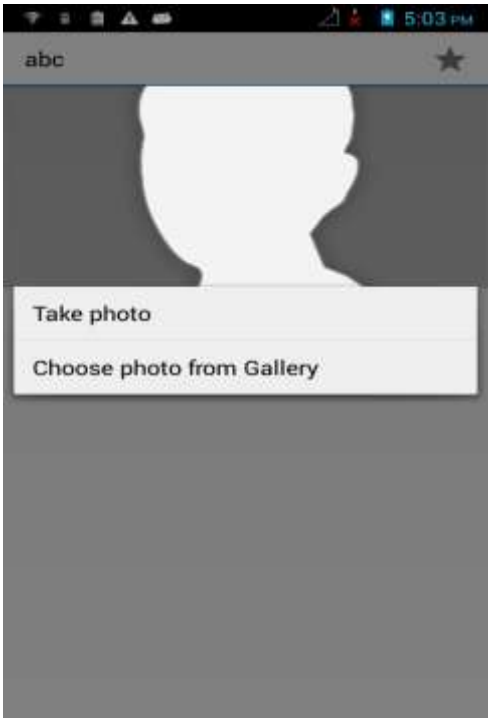

1.6.2 How do I import contacts from or export contacts to a SIM card?

1. Importing contacts from a SIM card

   Go to **Contacts**. Touch the menu key then **Import/export**. From the displayed screen, choose your operator (for example, **Iusacell** as shown in the following figure) then **Phone** to display your SIM card contacts. Select the contacts you want to import, and touch **OK**.

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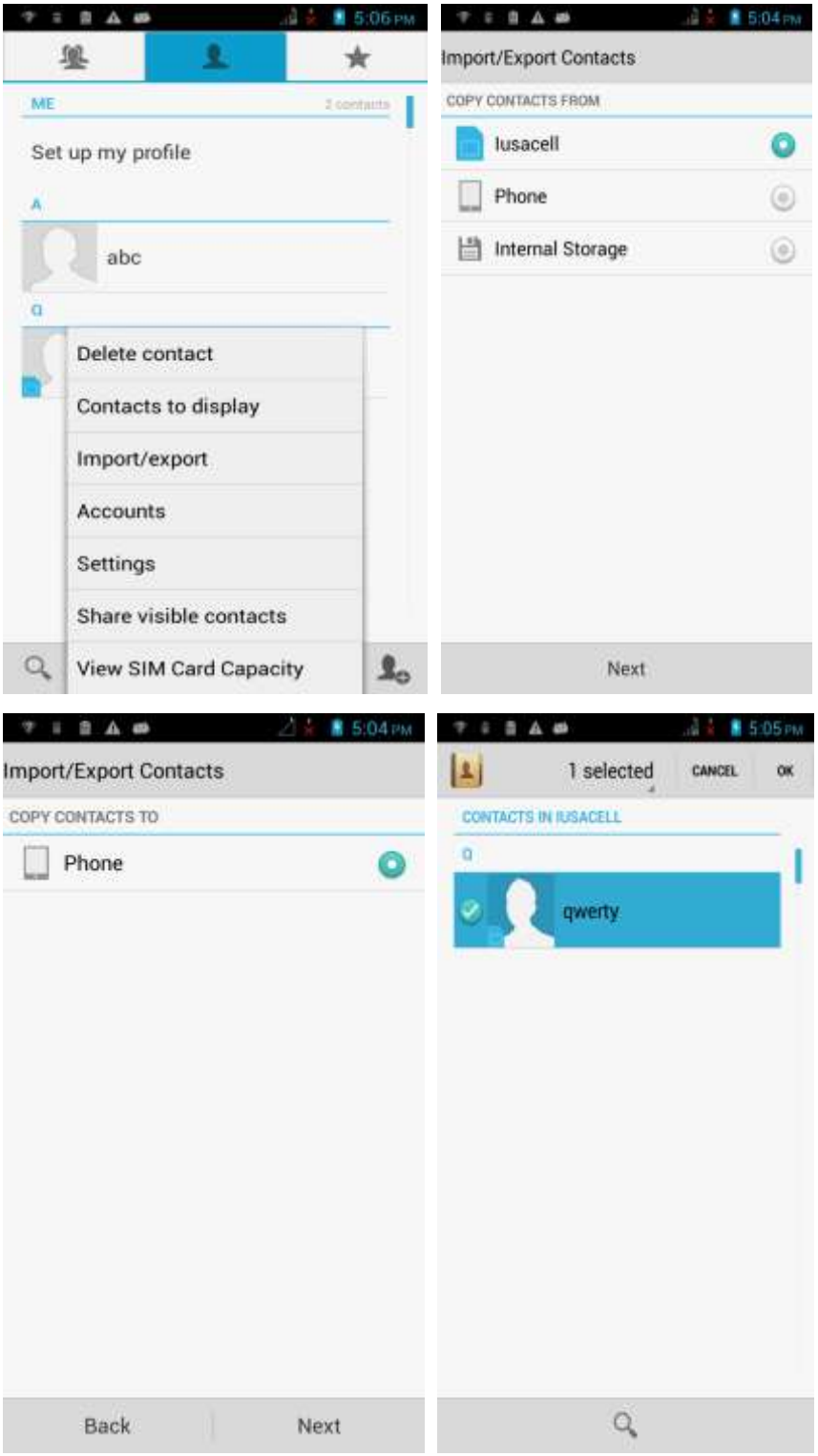

2. Exporting contacts to a SIM card

   Go to **Contacts**. Touch the menu key then **Import/export**. From the displayed screen, choose **Phone** then **Iusacell** to display your phone contacts. Select the contacts you want to export, and touch **OK**.

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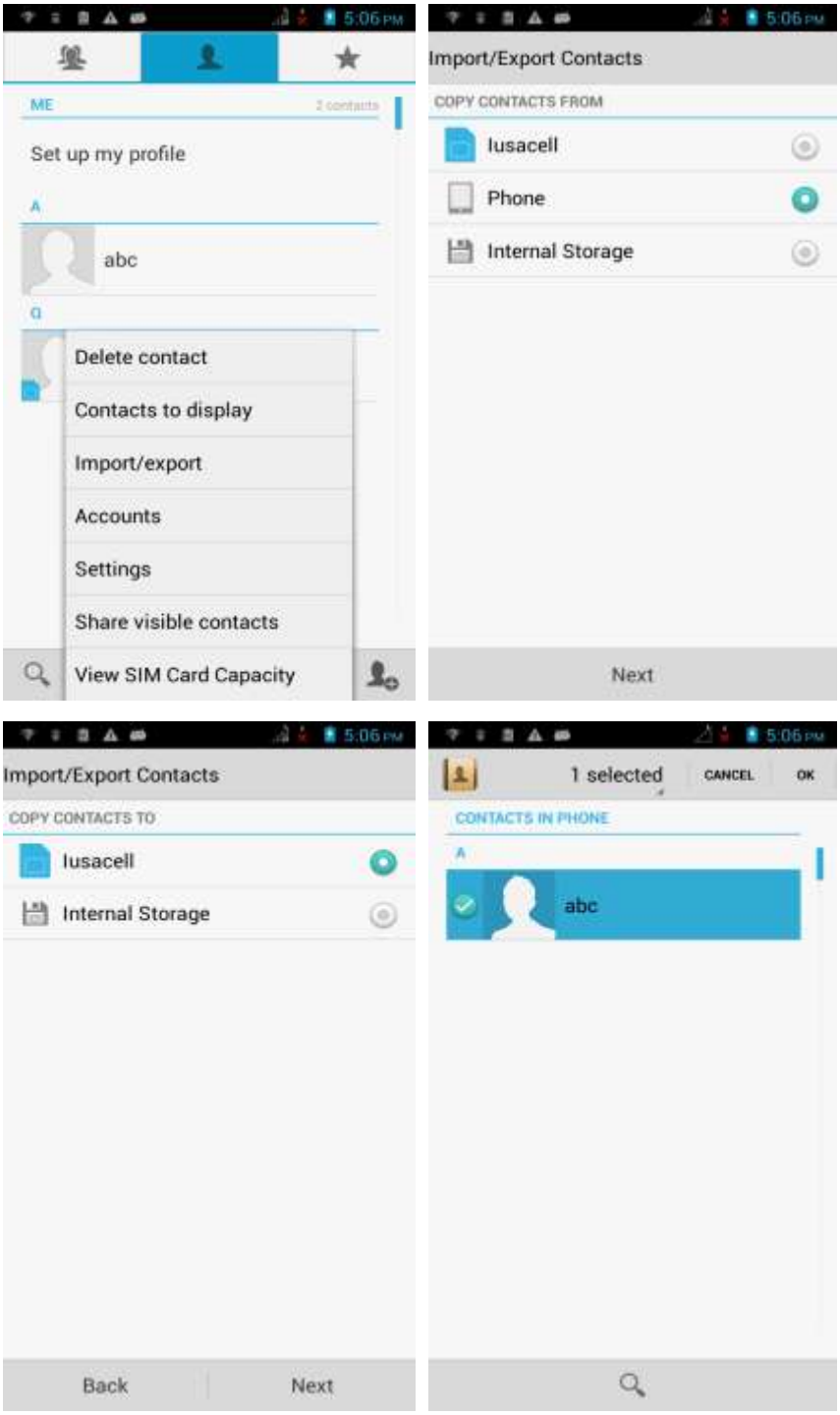

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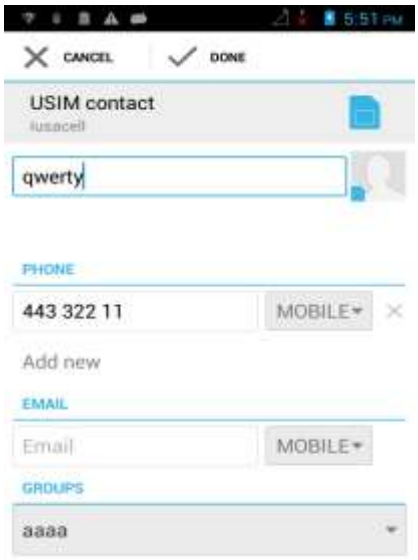
1.6.3 How many contacts does my phone support?

You can save 2000 or more contacts to your phone storage. How many contacts can the SIM card save depends on the SIM card.

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

Choose either of the following methods:

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



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

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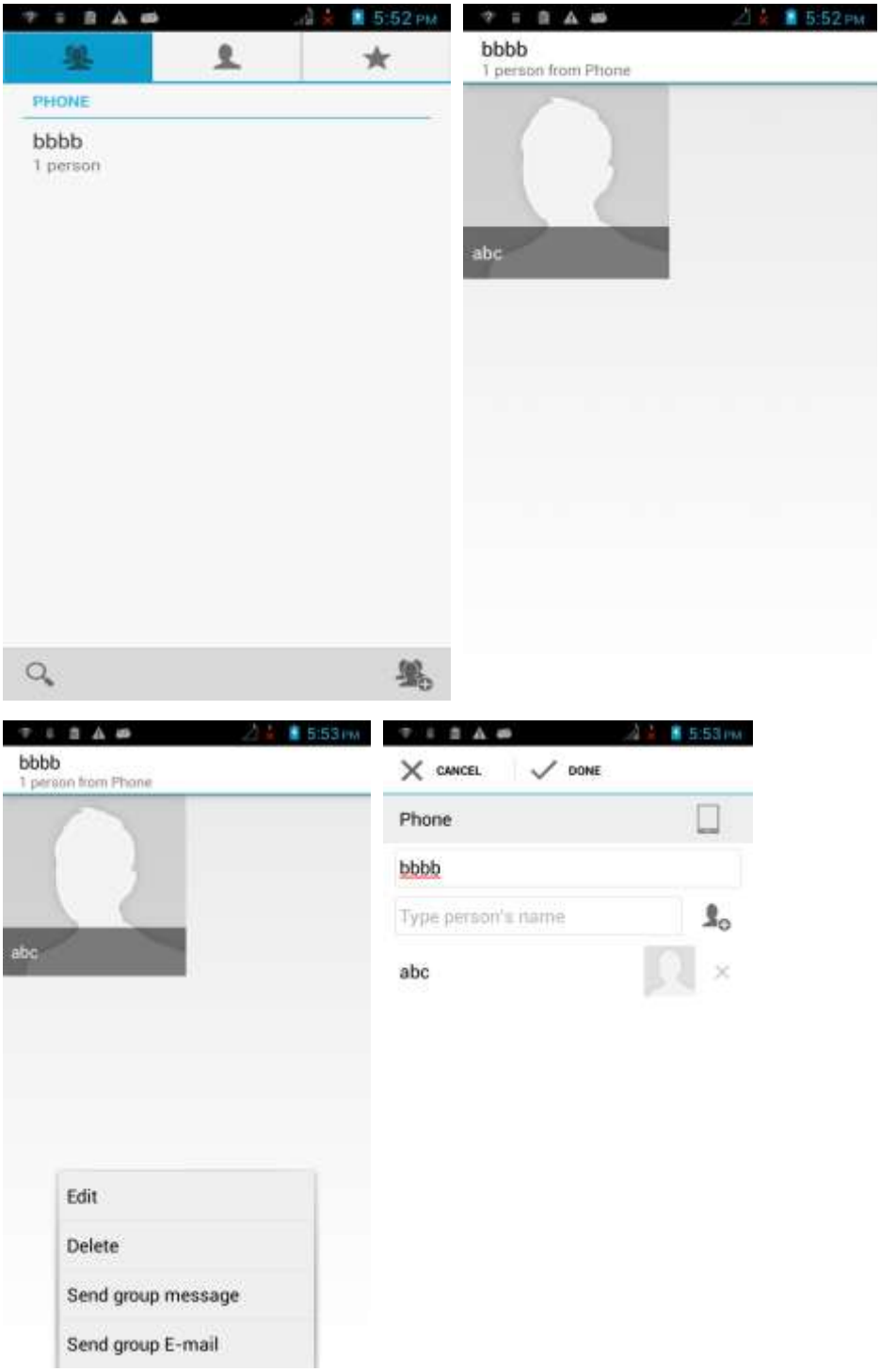

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1.6.5 How do I manage the contacts?

See section 2.13.1 "How do I back up and restore contacts?"

1.7 Text messaging

1.7.1 How do I delete or lock a message in a conversation? How do I delete multiple conversations simultaneously?

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

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

1.7.2 How do I forward a text message, send a text message to multiple recipients, or save a text message as a draft?

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

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

To save a text message as a draft, compose a message, touch , select the desired recipients, and touch the back key. The message is then automatically saved as a draft.

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

A long text message can contain a maximum of 3000 English characters.

1.7.4 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.

1.7.5 How do I set the SMS center number?

Go to **Messaging** and touch the menu key. From the displayed option menu, touch **Settings** > **Text Message (SMS)** > **Service center**.

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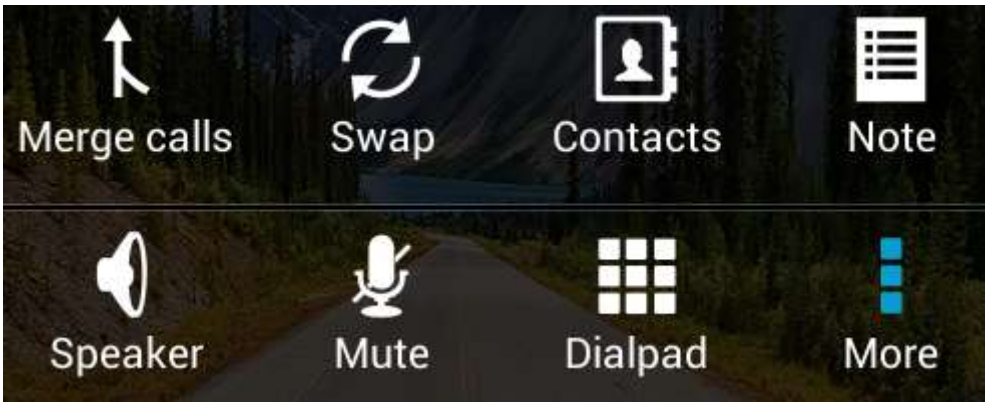
1.8 Calls

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

The phone does not support this function.

1.8.2 How do I switch between calls or merge two calls to have a conference call?

If you are talking on two calls, you have the following options:



- To switch between the two calls, touch .
- To start a conference call, touch .

1.8.3 Does my phone support dual SIM cards?

No. The phone only supports one SIM card.

1.9 Multimedia messaging

1.9.1 How do I send a multimedia message?

1. Go to **Messaging** and touch .
2. Enter the recipient and compose a message.
3. Touch the menu key then **Add subject**. The message then changes to a multimedia message.
4. Touch to attach pictures, audio clips, or videos to the message.
5. Touch .

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

- Reason: The network condition or signal reception is poor.

  Solution: Try again later.
- The message is denied by the network (MMS center).

  Reason 1: The network is busy.

  Solution: Try again later.
- The message failed to be sent due to network reasons.

  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.

  Solution: Delete some content from the multimedia message to make sure that it is smaller than the maximum size, and try again.
- The balance is insufficient.

  Reason: The balance is insufficient.

  Solution: Top up your account and try again.
- Your phone's available storage is insufficient.

  Reason: The storage is insufficient.

  Solution: Free up some space.

1.9.3 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, it cannot be attached to a message. If a picture is too large, it may be automatically compressed before being attached to the message. As a result, the resolution of the picture received by the recipient decreases.

1.9.4 Where are my multimedia messages' attachments saved?

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

You can save the attachment to the **Download** folder in the phone storage or microSD card.

1.10 Music

1.10.1 How are my songs sorted?

Artists: Sorts songs by artist.

Albums: Sorts songs by album.

All songs: Sorts all songs by name.

Playlists: Contains the playlists you have created.

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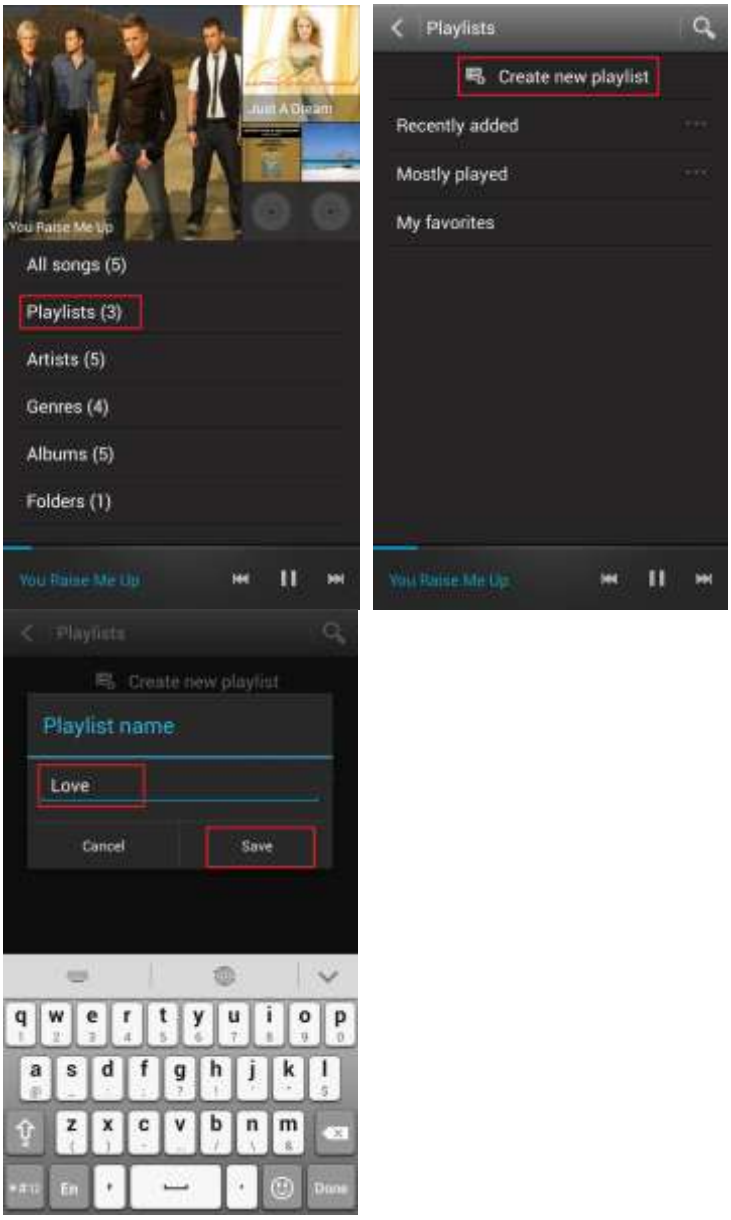
1.10.2 How do I create a playlist?

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 songs you want to add to the playlist, and touch **ADD**.



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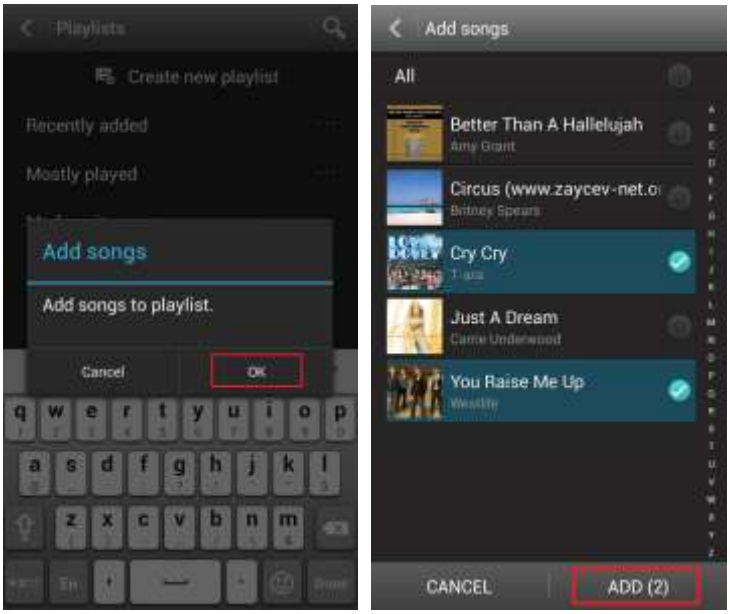

1.10.3 What playing modes does my phone support?

- 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.

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

1. Play in background: Touch **Music** and play an audio clip. Touch the back or home key, and the song is playing in the background.
2. Quit Music: On the music playing screen, touch the menu key then **Exit**. In the displayed dialog box, touch **OK**.
3. Play lyrics with songs: If the lyrics of a song are saved in the same folder as the song, the phone automatically displays the lyrics while the song is playing. On the music playing screen, flick to the left to display the lyrics.

1.11 Camera

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

Yes.

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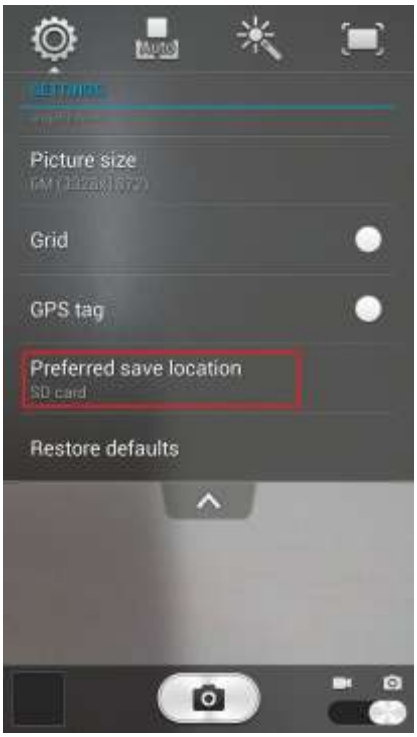
1.11.2 My phone cannot open some pictures or videos. Why?

1. The phone does not support the file format.
2. The phone memory is insufficient.
3. The file has corrupted.
4. The file is copyright-protected (for example, a .dcf file).
5. The phone does not have sufficient resources. Close some third-party applications, and try again.
6. In some rare cases, unknown errors occurred on the phone's operating system or applications. Restart the phone and try again.

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

By default, photos and videos captured by your phone are saved to the microSD card. If no microSD card is available, they will be saved to the phone storage. To change the save location when a microSD card is available:

1. Touch **Camera** > **Settings** > **Preferred save location**, as shown in the following figure.



2. Choose **SD card** or **Internal storage**, as shown in the following figure.

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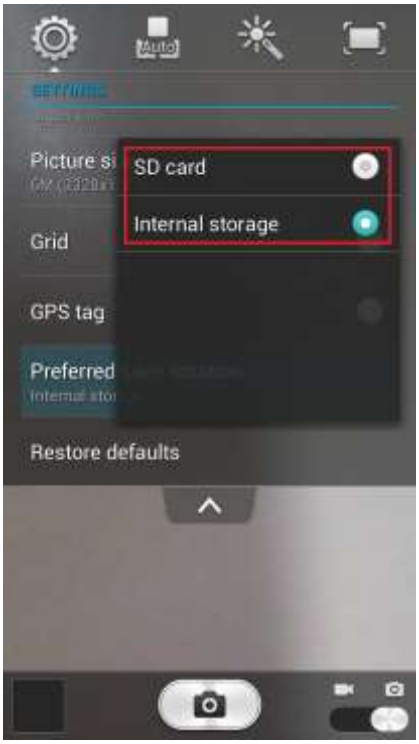

- When the save location is the phone storage, you can touch **File Manager** > **Internal** > **DCIM** > **Camera** to find your photos and videos.
- When the save location is the microSD card, you can touch **File Manager** > **SD card** > **DCIM** > **Camera** to find your photos and videos.

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

- To edit a photo, touch the menu key. You will then be able to rotate, crop, or edit the photo, as shown in the following figure.

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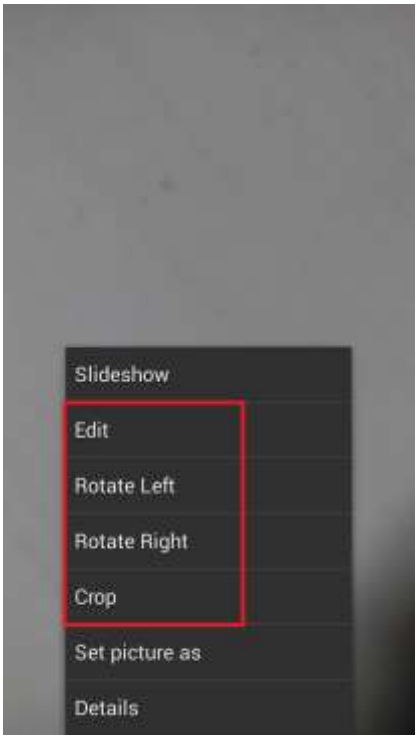

- Videos cannot be edited.
- You cannot add photo frames.

1.11.5 Does my phone support HD videos?

Yes. Your phone supports 720p HD videos at 30 fps.

1.11.6 Can I turn off the shutter sound?

No.

1.11.7 How do I switch between front and rear cameras?

On the viewfinder screen, touch in the upper left corner.

1.11.8 What video formats and resolutions does my phone support?

- Videos are saved in .3gp format.
- The following video resolutions are supported:

1. Rear camera: **FULL HD (1920x1088)**, **HD (1280x720)**, **VGA (640x480)**, and **MMS (176x144)**

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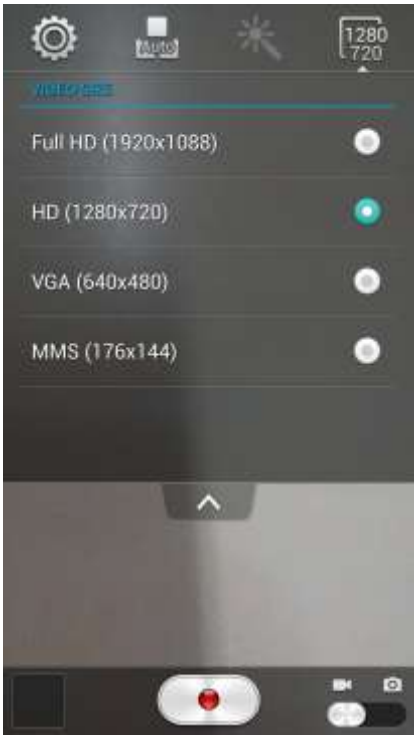

2. Front camera: **HD (1280x720)**, **VGA (640x480)** and **MMS (176x144)**

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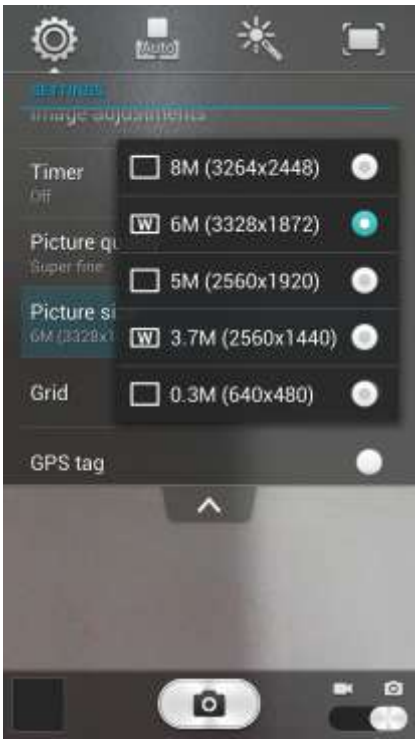
1.11.9 What picture formats and resolutions does my phone support?

- Pictures are saved in .jpg format.
- The following picture resolutions are supported:

1. Rear camera: **8M (3264x2448)**, **6M (3328x1872)**, **5M (2560x1920)**, **3.7M (2560x1440)**, and **0.3M (640x480)**



2. Front camera: **1.3M (1280x960)**, **1.3M (1280x720)**, **and 0.3M (640x480)**

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1.12 Streaming media

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

- The phone stops playing the streaming media when you have an incoming call.
- If the call ends within 3 minutes, the streaming media automatically resumes playing. Otherwise, manual operation is required.

1.12.2 My phone cannot play some streaming media. Why?

- The phone does not support the file format.

  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.
- The phone's available memory is insufficient.

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

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

1.12.4 When online streaming media are playing, will the phone storage become insufficient?

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

1.13 Bluetooth

1.13.1 What files can be transmitted using Bluetooth?

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

1.13.2 How do I send data using Bluetooth?

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

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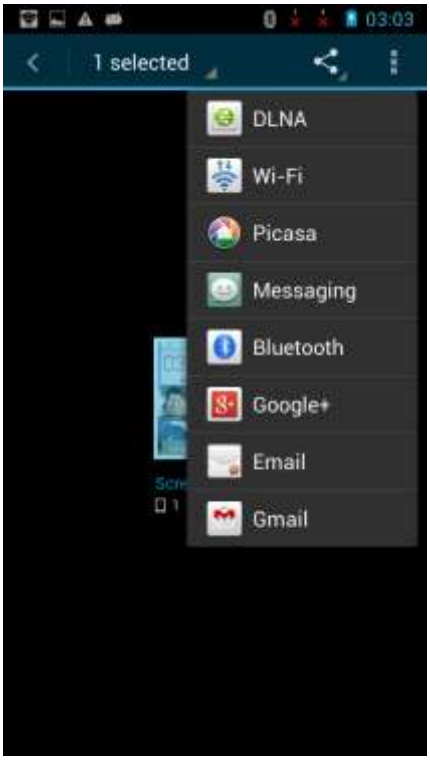
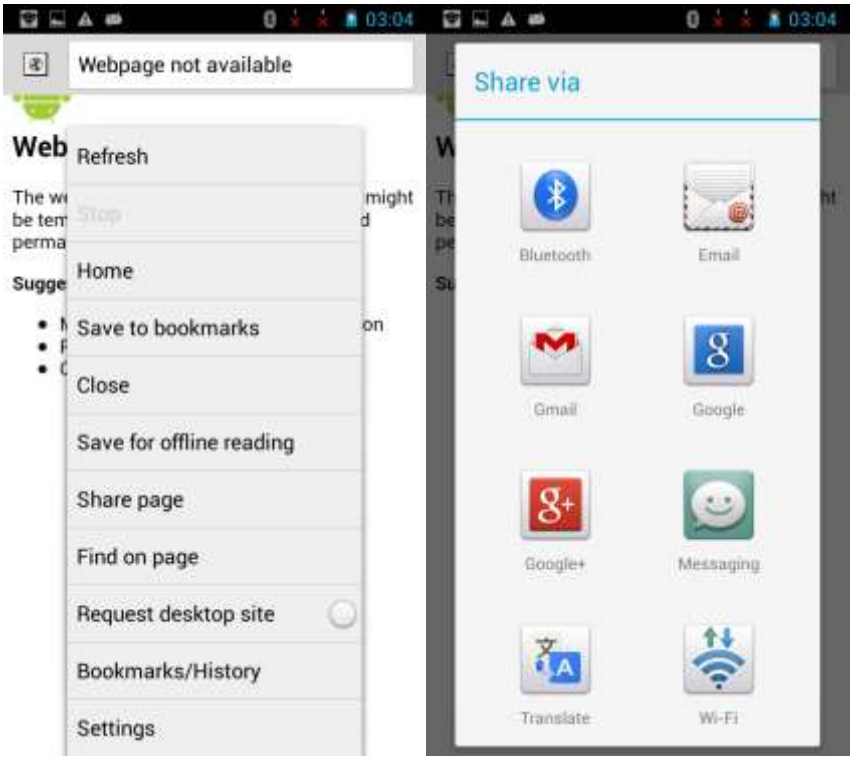


To share a website, open your browser, access the website, and touch the menu key. From the displayed option menu, choose **Share page**. In the displayed dialog box, touch **Bluetooth**.



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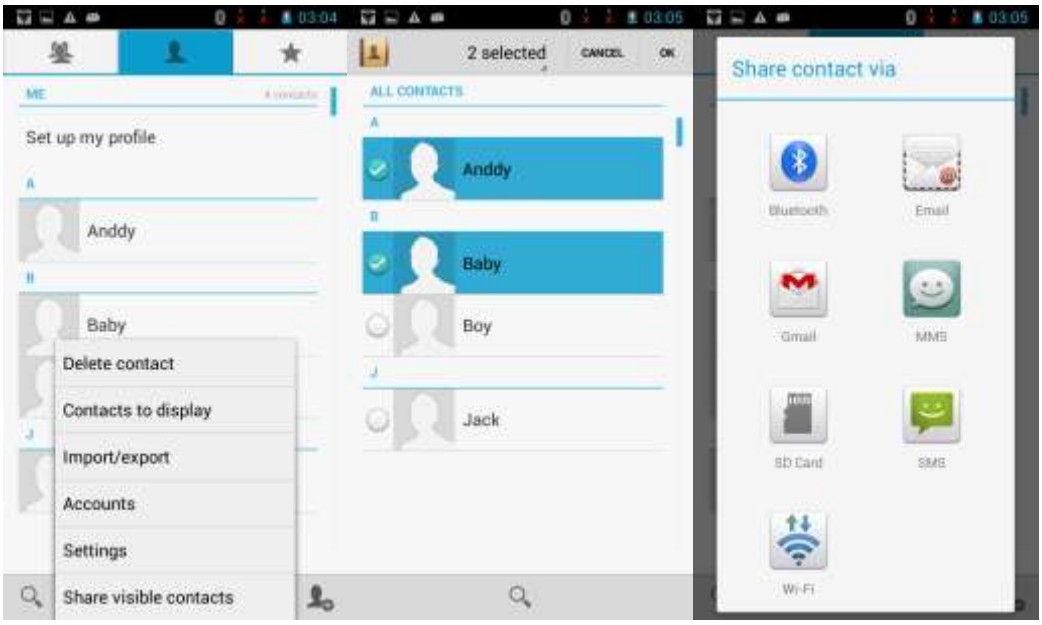
To share contacts, go to **Contacts** and touch the menu key. From the displayed option menu, choose **Share visible contacts**. Select the contacts you want to share, and touch **OK** then **Bluetooth**.



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

- Bluetooth has been turned off on your phone.

  Go to **Settings**. Under **WIRELESS & NETWORKS**, turn on **Bluetooth**.

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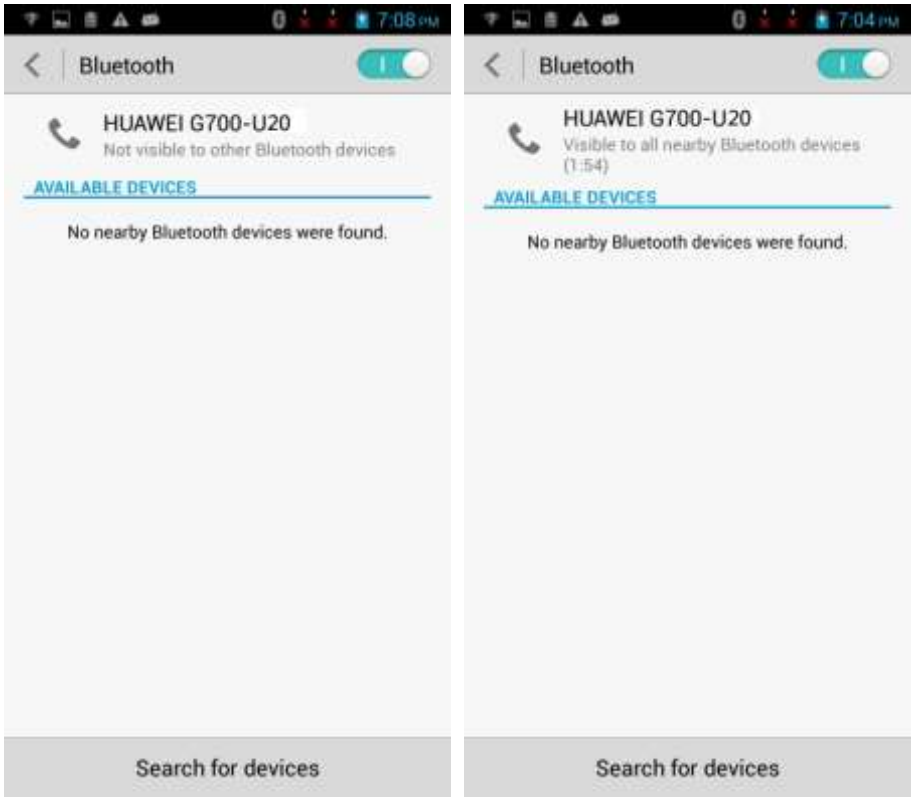
- The Bluetooth is turned on, but your phone is not set to be visible to all devices.

  Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **Bluetooth**. On the **Bluetooth** screen, touch your device name (for example, **HUAWEI G700-U20** in the following figure), set your device to be visible to all nearby Bluetooth devices.



1.13.4 What is the Bluetooth working range?

The working range is approximately 10 meters.

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

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 the other 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 user guide of the headset.

- Your phone cannot send files to other phones.

  Solution: Check that the phone to be connected to can receive files and support the format of the sent file.

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1.13.6 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 a 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.

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

To use this function, go to **Settings**. Under **WIRELESS & NETWORKS**, touch **More**.

Touch **Tethering & portable hotspot**.

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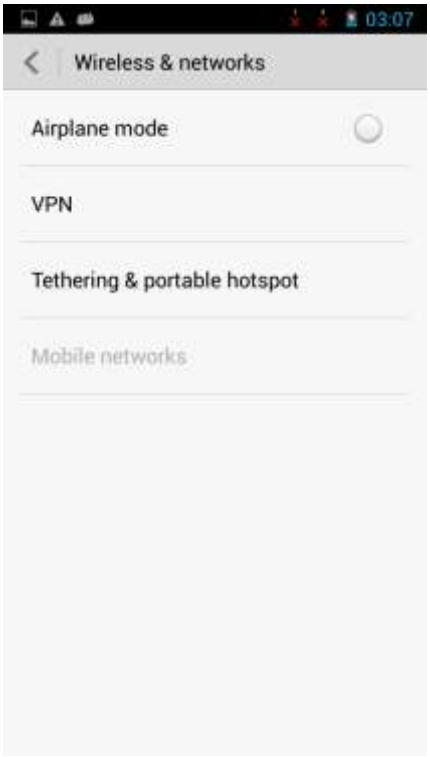
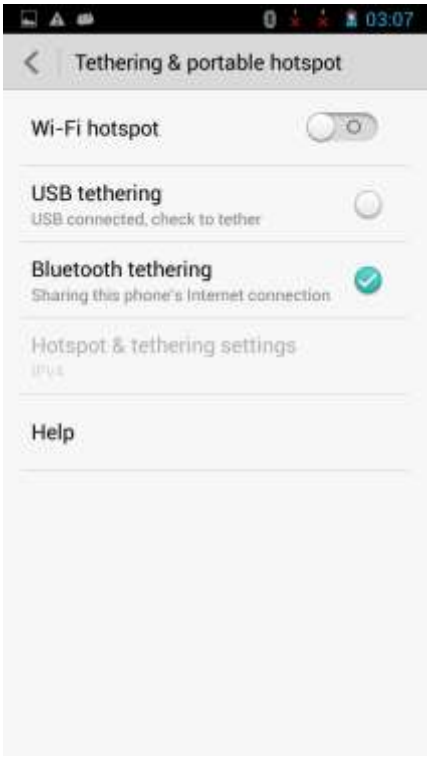


Select **Bluetooth tethering**. Other Bluetooth-capable devices can then connect to your phone using Bluetooth and use your phone's data connection.



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

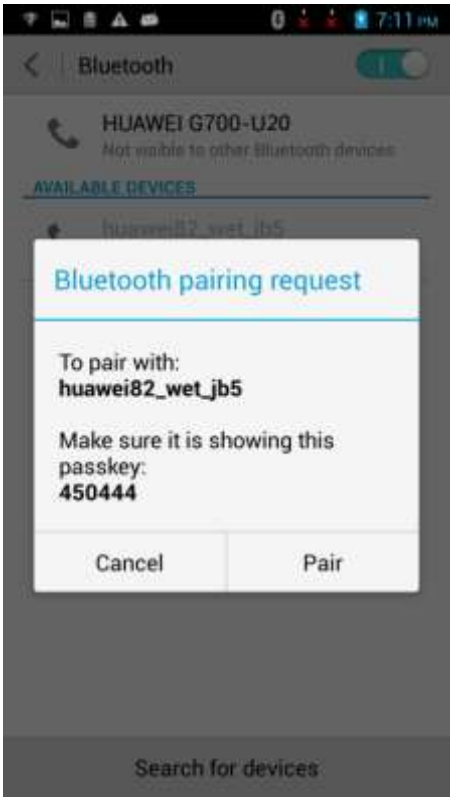
a. Pair your phone with another device.

b. Open the game and search for other Bluetooth-capable devices.

c. Start the game.

The following section uses a naval battle shooting game as an example.

On the **Bluetooth** screen, search for available devices and touch the desired Bluetooth-capable device, for example **huawei82_web_jb5** in the following figure.



Touch **Pair**.

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On your phone, open the game.

Under **Bluetooth**, touch **CREAT**.

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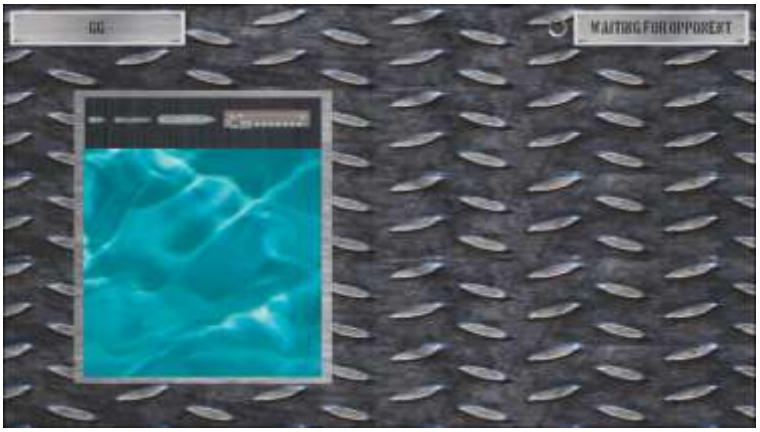
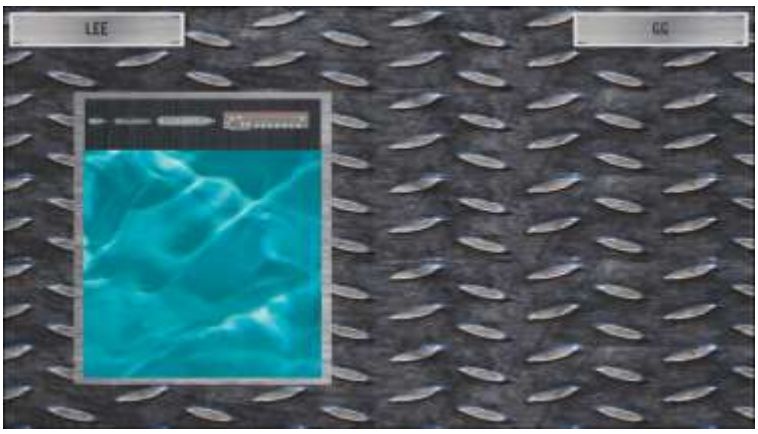


On the peer device, open the game. Under **Bluetooth**, touch **JOIN**.

On the peer device, select **HUAWEI G700-U20** (your device name) to connect to the game.



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1.14 GPS navigation

1.14.1 What navigation applications does my phone come with?

Navigation applications may be pre-installed on your phone according to the customization by your service provider and your local laws and regulations. If no navigation applications are pre-installed, you can download some from an application store.

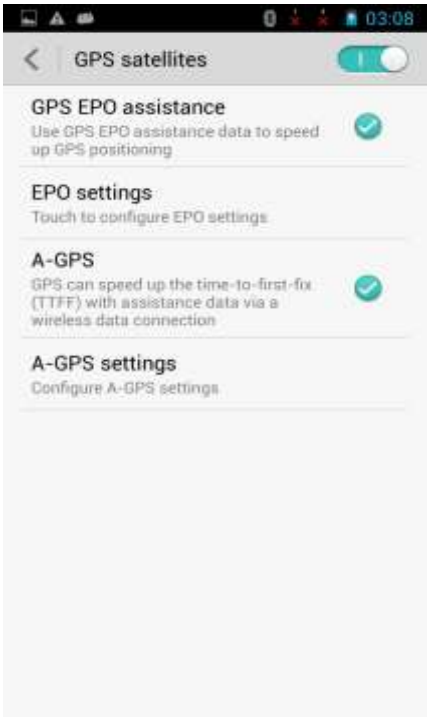
1.14.2 What can I do if the navigation application experiences data loss? What should I do if the authorization file or activation code is lost?

If data loss occurs, follow the onscreen instructions to download the data again. If the authentication file or activation code is lost, reinstall the application or contact the application provider.

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

- Ensure that the GPS is turned on.
- If you are using the phone indoors, bring the phone to an outdoor area.
- If you are using the phone outdoors, make sure you are not in a built-up area because high buildings block the satellite signals.
- If the data service is enabled, you can go to GPS settings and turn on A-GPS to speed up the time-to-first-fix (TTFF). You can also change the A-GPS server as follows:

1. Go to **Settings**. Touch **Location services** > **GPS satellites**. Select **A-GPS**.



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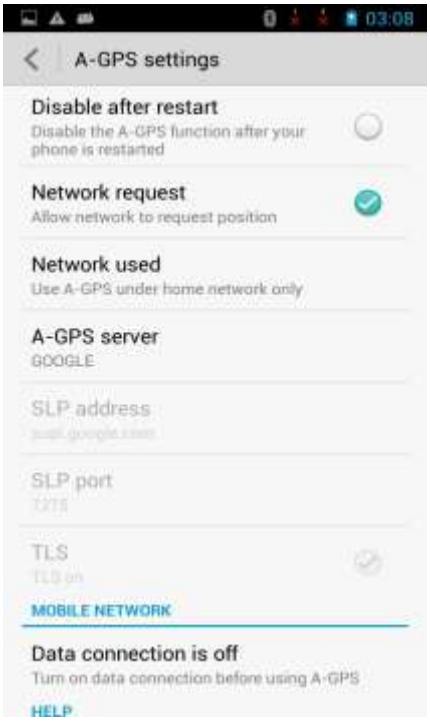
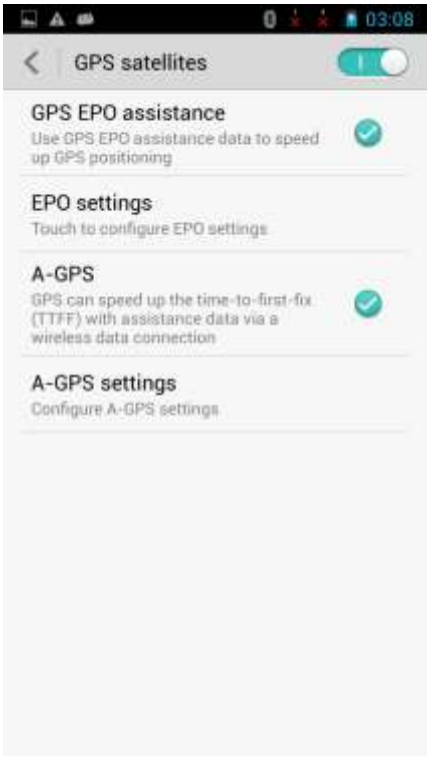
2. Touch **A-GPS settings**. You will then be able to change **A-GPS server**.



- If the data service is enabled, you can turn on GPS EPO assistance and configure EPO settings by downloading assistance data or setting the phone to automatically download assistance data. This will also speed up the TTFF.

1. Select **GPS EPO assistance**.



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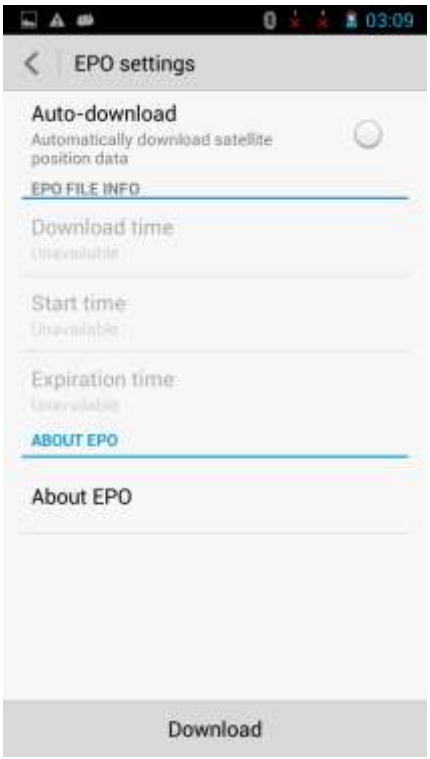
2. Touch EPO settings then **Download** to download assistance data. Alternatively, you can select **Auto-download**. After assistance data is downloaded, EPO file information will be displayed under **EPO FILE INFO**.



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

Yes, your phone supports FM radio.

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Touch in the upper right corner. From the displayed option menu, choose **Input channel**. In the displayed dialog box, enter a frequency and name, and touch **OK** to save the channel. You can touch or to switch to the previous or next channel, but the channel will not be saved.

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

Yes, you can download themes to your phone, and your phone supports live wallpapers.

1.17 Does my phone support video calls or video chats?

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

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

Method 1: When the screen is not locked, press the power and volume down buttons at the same time for at least 2s.

Method 2: Use the HiSuite software.

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

Your phone is not pre-installed with any flash players.

The downloaded third-party flash players cannot be used for flash playback, because Adobe has not released any plug-ins for Android 4.2 and old plug-ins are not available on the Android 4.2 operating system.

1.20 What line order does the headset use?

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

The headset that comes with your phone 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.

1.21 Pre-installed applications and versions

Phone for different market will pre-install different applications according to the requirement.

1.22 microSD card compatibility test

HUAWEI G700_U10
SD card test repo

1.23 Basic functions

G700
QSG-(V100R001_01,

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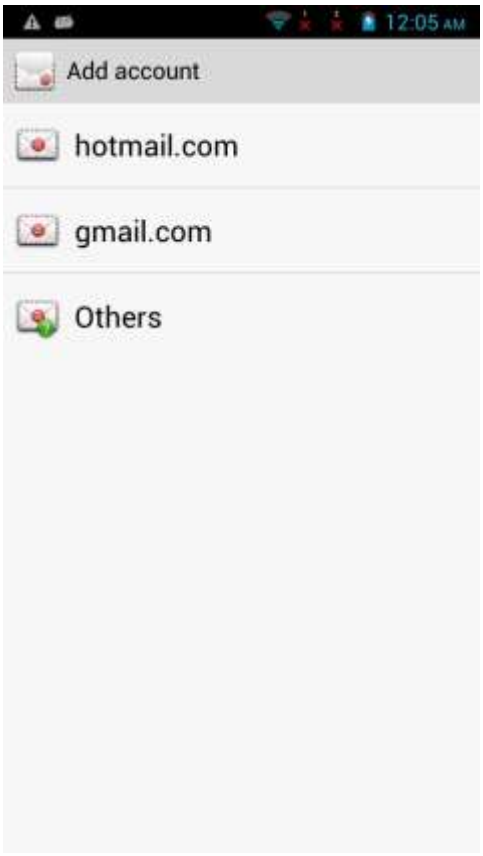
2 Common settings

2.1 Email

2.1.1 How do I configure email settings?

Adding an email account

Go to **Email** and touch **Others**. An email account can be set up automatically or manually.



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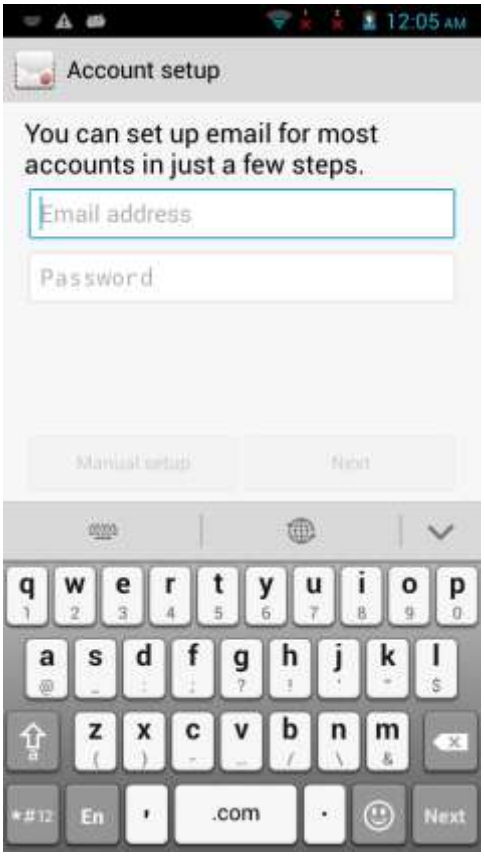

To manually set up an email account:

1. On the account setting screen, enter your email account and password.

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2. Touch **Manual setup** to display the following screen.

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3. Touch **POP3** to display the following screen.

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4. Configure the POP3 settings and touch **Next**.

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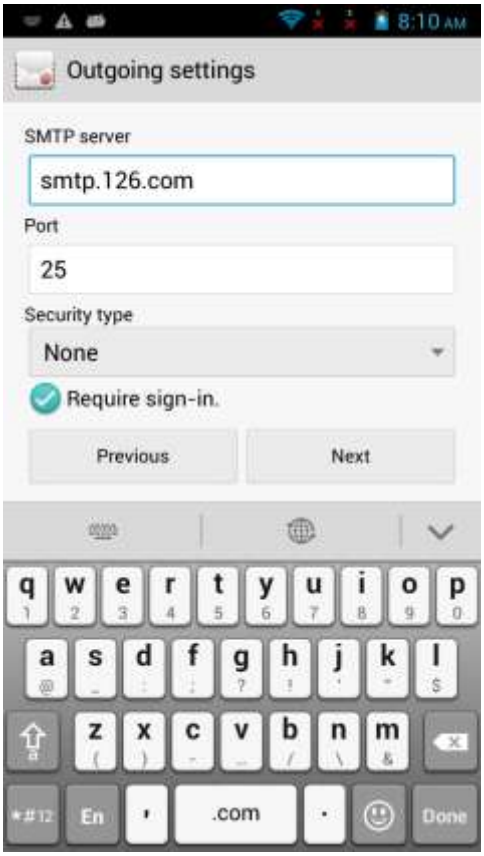

5. Configure the email receiving settings and touch **Next**.

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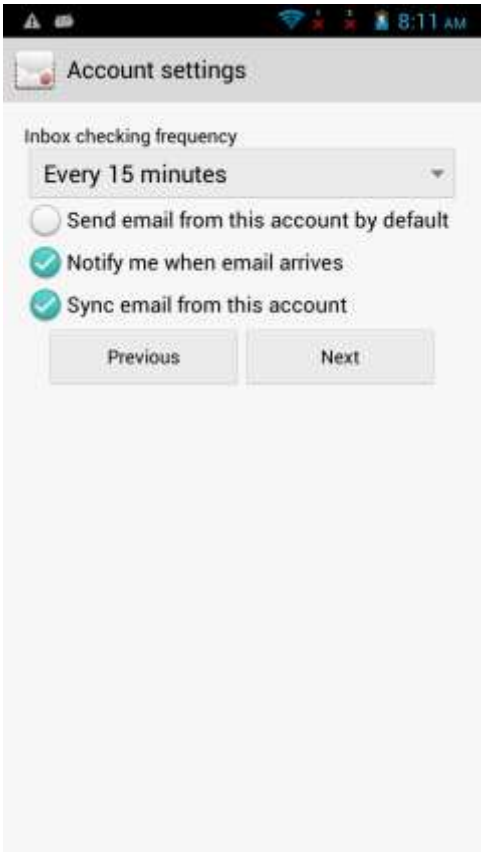

6. Set **Inbox checking frequency** and touch **Next**.

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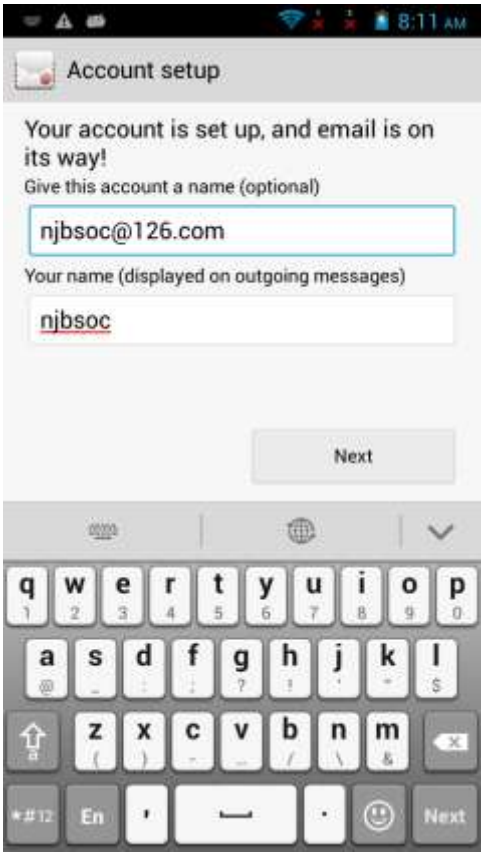

7. Set the account name and your name and touch **Next**. You will then access the inbox of the email account.

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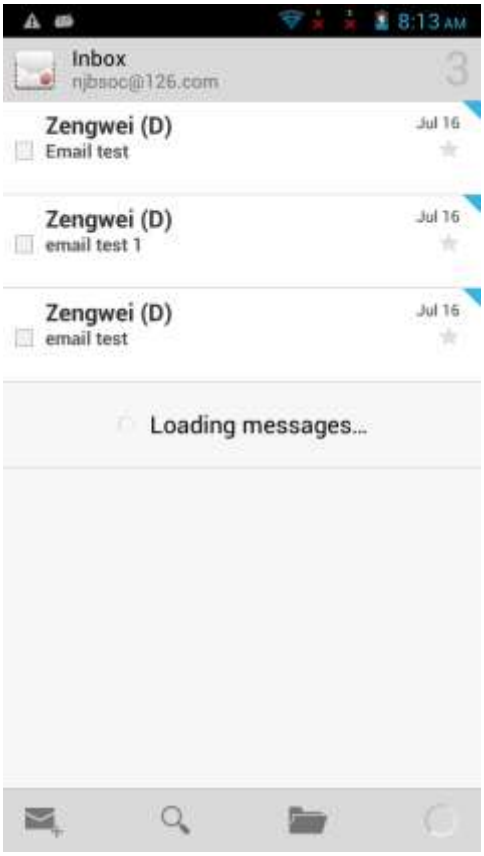

You can automatically set up your email account for certain email service providers only when the email settings have been preconfigured on your phone. To automatically set up an email account:

1. On the account setting screen, enter your email account and password.

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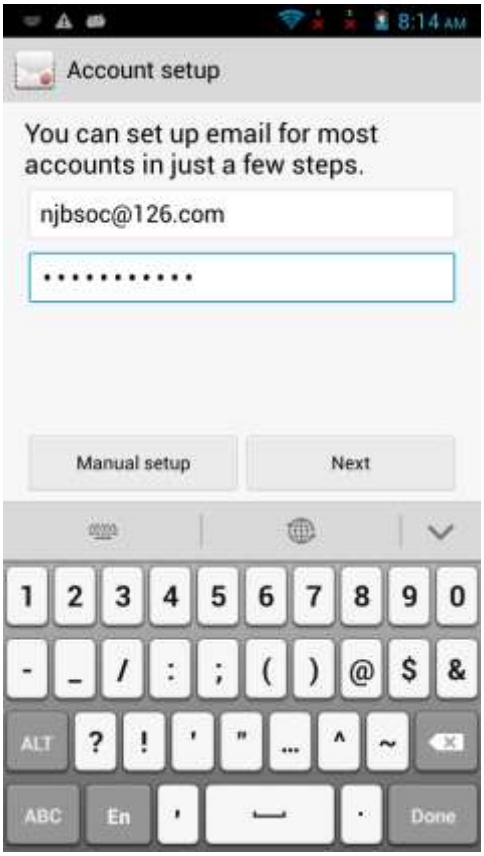

2. Touch **Next**. When multiple sets of service provider settings are available, select an account type. After your phone verifies incoming server settings, set **Inbox checking frequency**.

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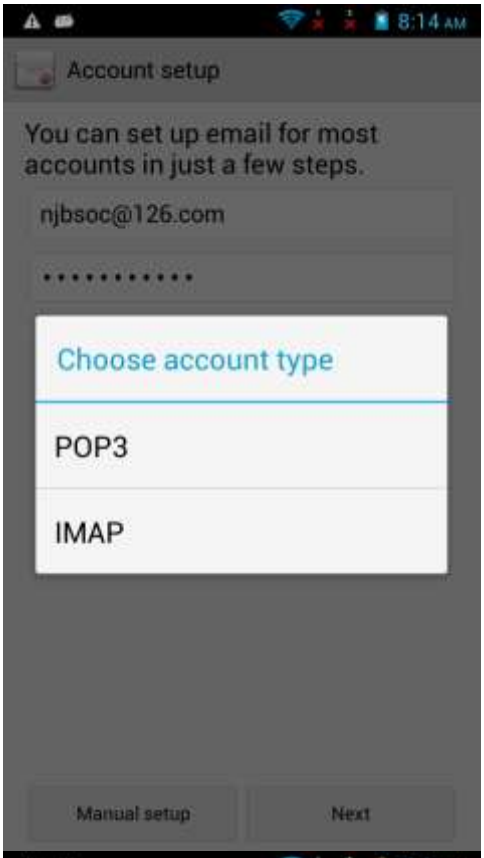

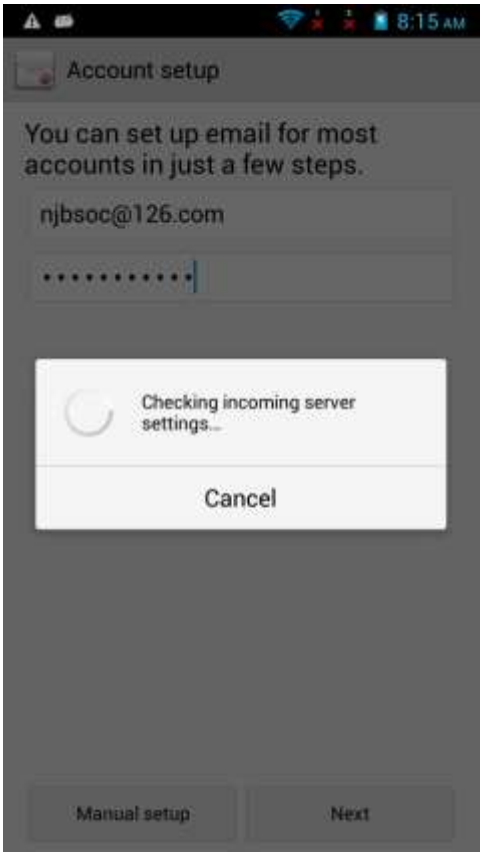

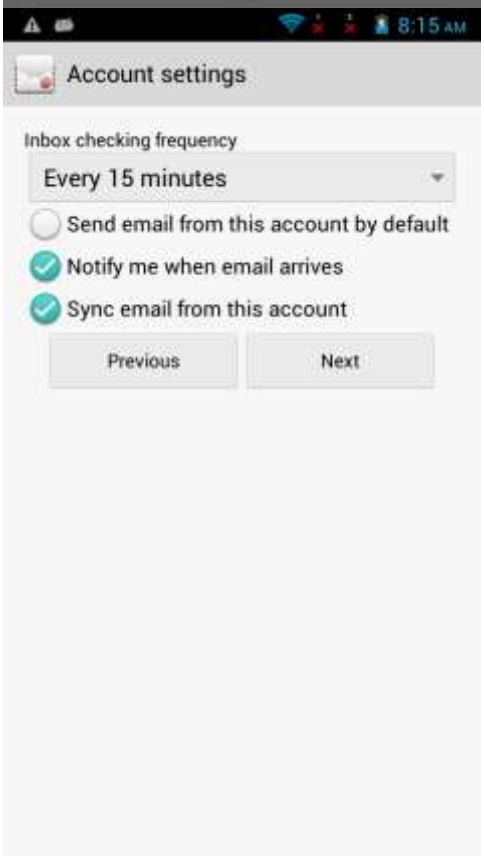

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3. Touch **Next**.

4. Set the account name and your name and touch **Next**. You will then access the inbox of the email account.

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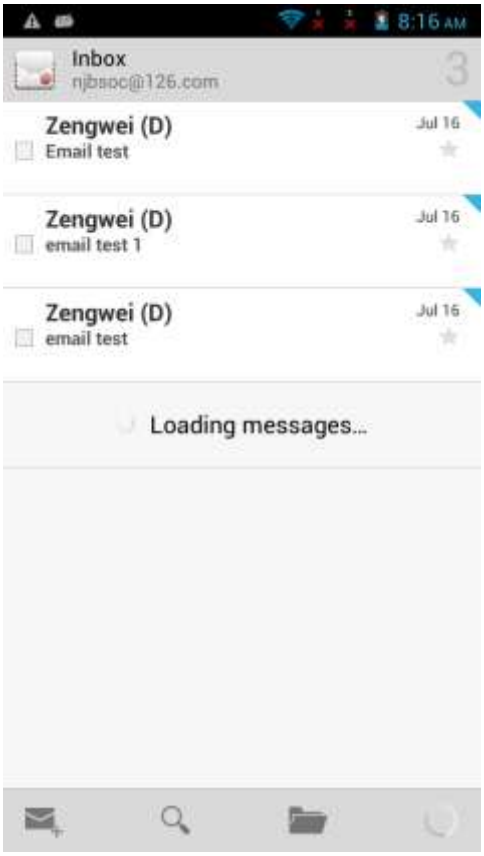

For details about email account settings, contact your email service provider.

Sending an email

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

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Viewing and deleting an email

On the **Inbox** screen, touch an email to read it, and touch to delete it.

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Removing an email account

On the **Inbox** screen, touch the menu key. From the displayed option menu, choose **Settings**. Touch the email account you want to remove. From the displayed screen, touch **Remove account**.

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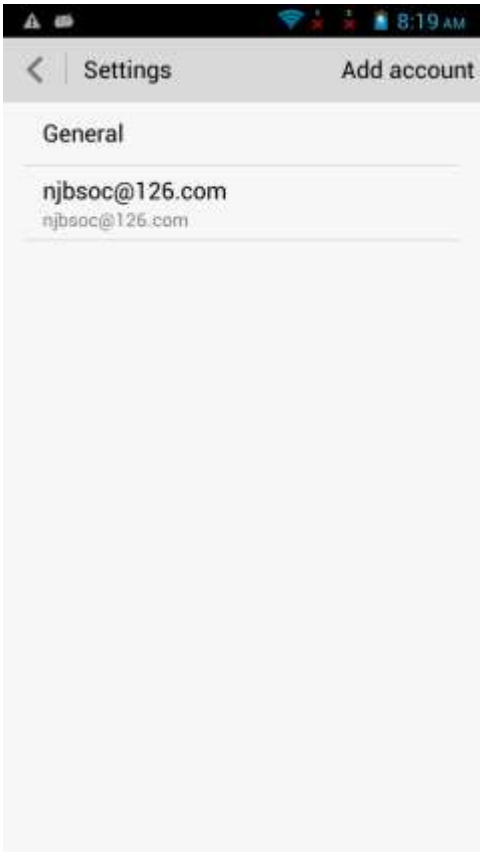

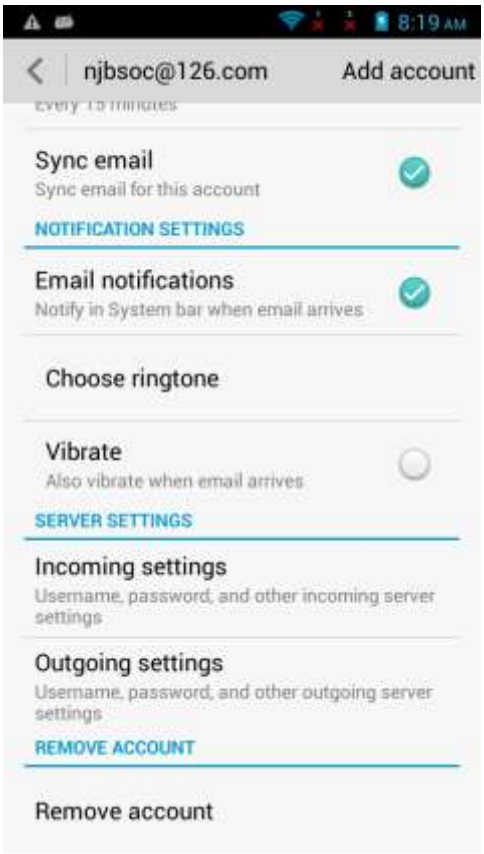

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2.1.2 Can I view emails when no Internet connection is available on my phone?

Yes if the emails have been downloaded to your phone.

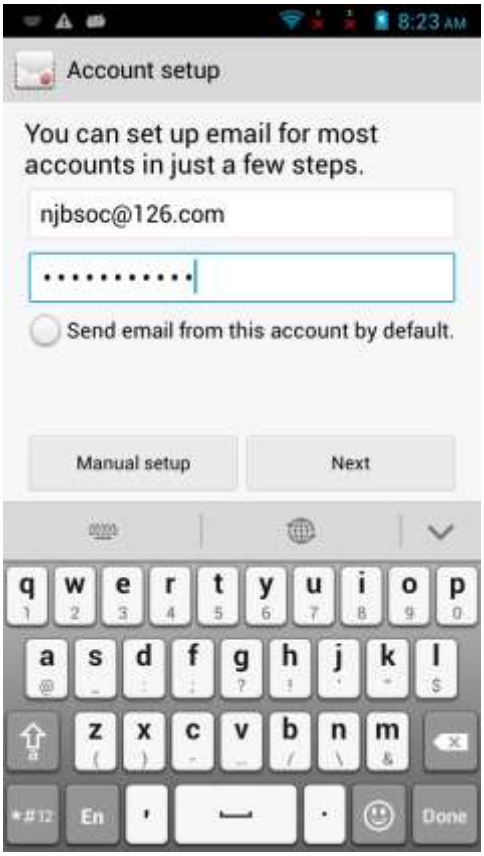
2.1.3 Gmail

Go to **Gmail**. Enter your Gmail address and password and touch **Next** to log in.

2.1.4 How do I synchronize contacts and calendar events?

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

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



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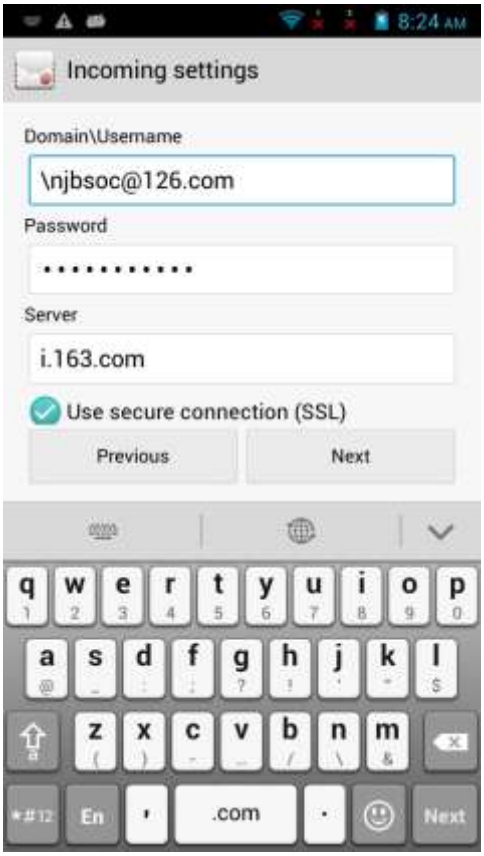

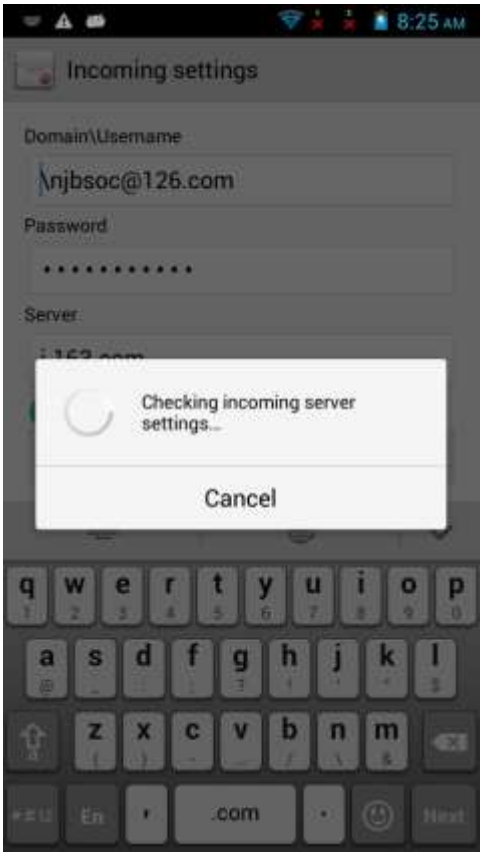

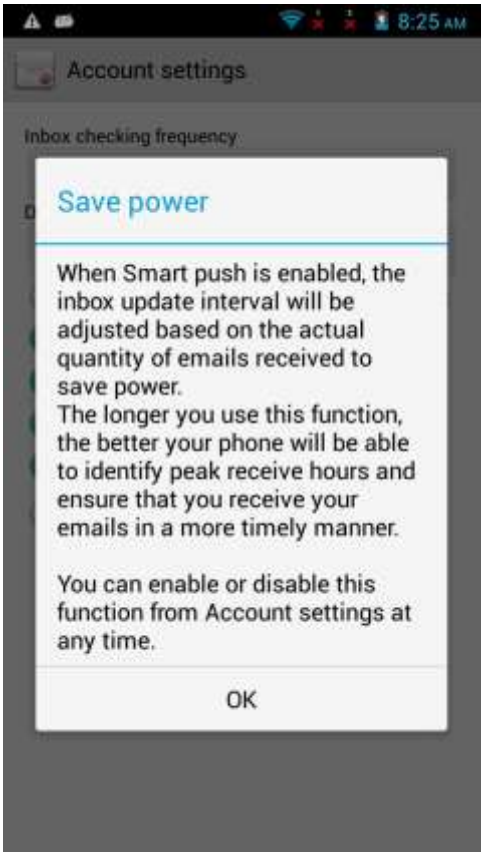

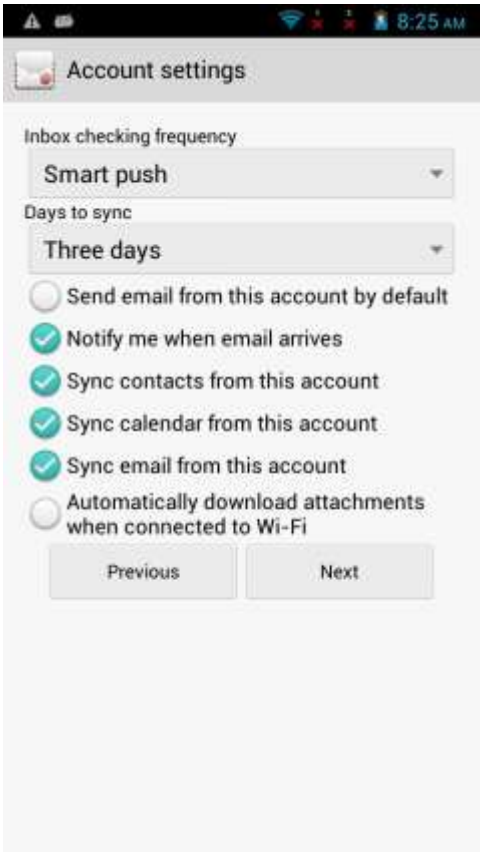

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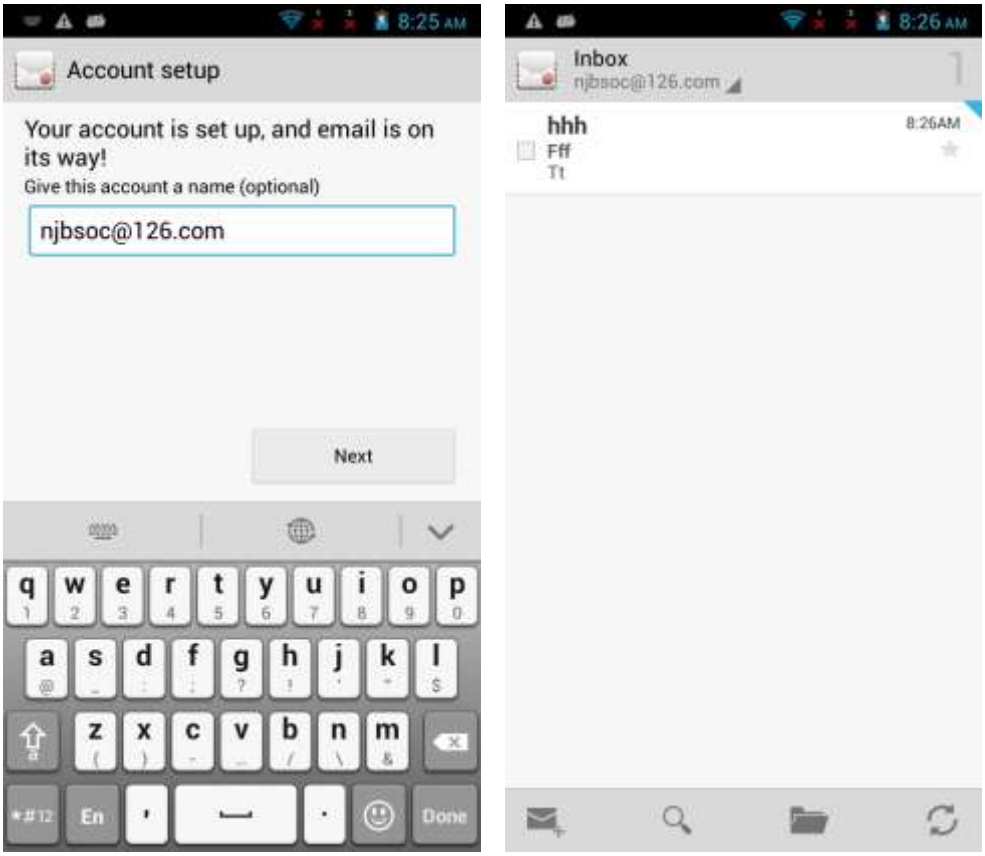

Go to **Settings**. Under **ACCOUNTS**, touch **Corporate**. Touch your account and select the data you want to synchronize. Touch the menu key. From the displayed option menu, choose **Sync now** to synchronize the selected data to your phone.

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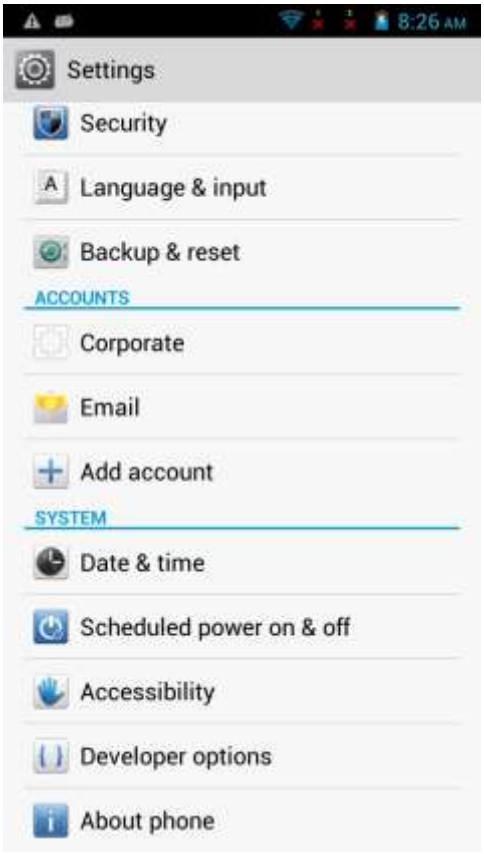

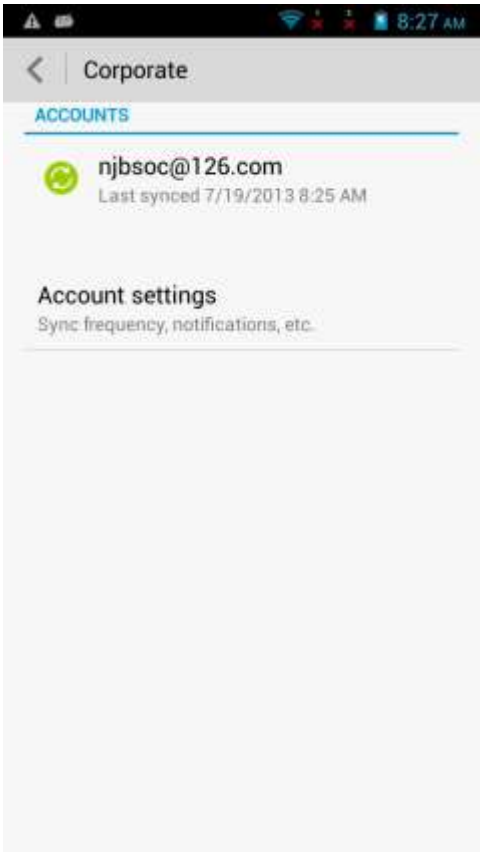

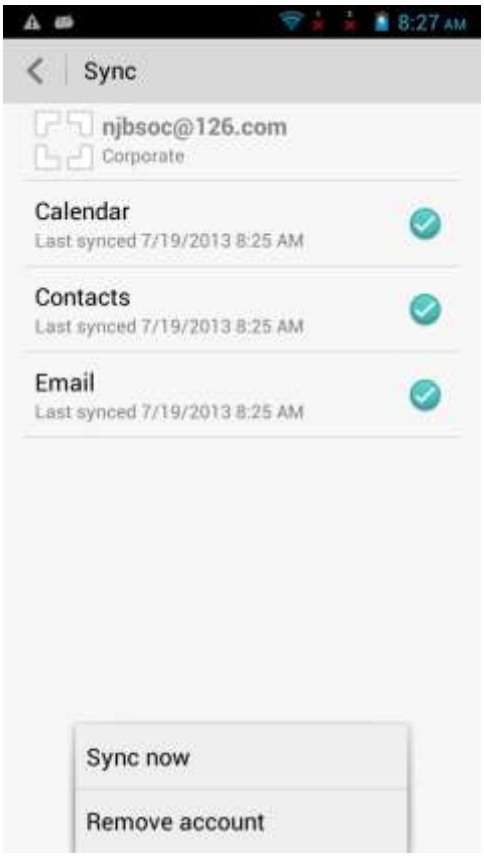

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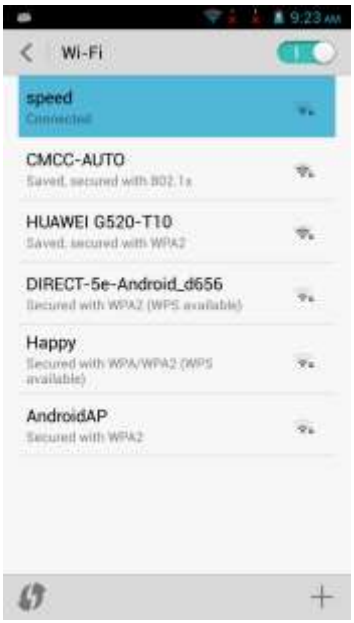
If the synchronization fails, check that your phone's data service is turned on and that the mailbox server supports contact synchronization.

2.2 Wi-Fi settings

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

1. Go to **Settings**. Under **WIRELESS & NETWORKS**, turn on **Wi-Fi**.
2. Touch **Wi-Fi** to search for Wi-Fi networks in range.
3. From the displayed Wi-Fi networks, touch the desired network. In the displayed dialog box, enter the password for the Wi-Fi network, and touch **OK**. After the connection is set up, you will be able to use the Wi-Fi network to access the Internet.



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

Your phone supports 802.11b/g/n. The standard data rates for 802.11b, 802.11g, and 802.11n are 11 Mbit/s, 54 Mbit/s, and 150 Mbit/s respectively.

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

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. Check the xDSL connection 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.
- The Wi-Fi hotspot is working in the access restricted state. If the Internet connection of the hotspot is restricted, your phone cannot be used to browse web pages.

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

- On a device other than your phone, turn on Wi-Fi. If the device also cannot detect any Wi-Fi signals, check whether your router is functioning correctly.
- Check that the Wi-Fi hotspot's service set identifier (SSID) is not hidden.
- Restart the Wi-Fi function on your phone.
- Restart your phone.

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

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

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

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

2.2.7 My phone's Wi-Fi connection automatically disconnects after the screen times out. What can I do?

Change the Wi-Fi sleep policy as follows: Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **Wi-Fi**. On the displayed Wi-Fi screen, touch the menu key. From the displayed option menu, choose **Advanced**. Set **Keep Wi-Fi on during sleep** to **Always**.

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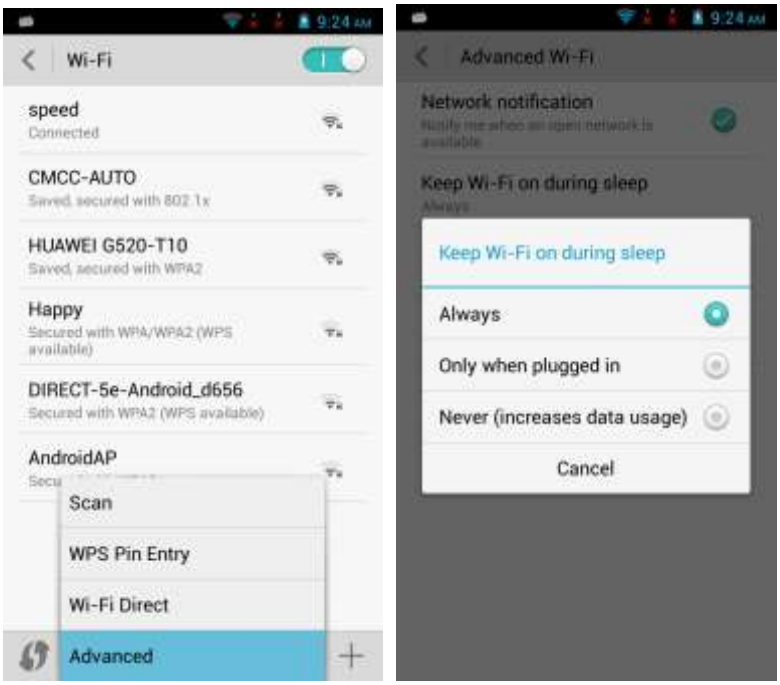

By default, **Always** is selected for **Keep WLAN on during sleep**. If the settings are modified, your phone disconnects from the Wi-Fi network when its screen turns off. The following describes the three options of **Keep WLAN on during sleep**:

- **Always**: Never disconnect a Wi-Fi connection.
- **Only when plugged in**: Never disconnect a Wi-Fi connection when the phone is charging. If the phone is not charging, it disconnects a Wi-Fi connection when it has been idle for 5 minutes.
- **Never (increases data usage)**: Disconnect a Wi-Fi connection when the phone has been idle for 5 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.

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

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

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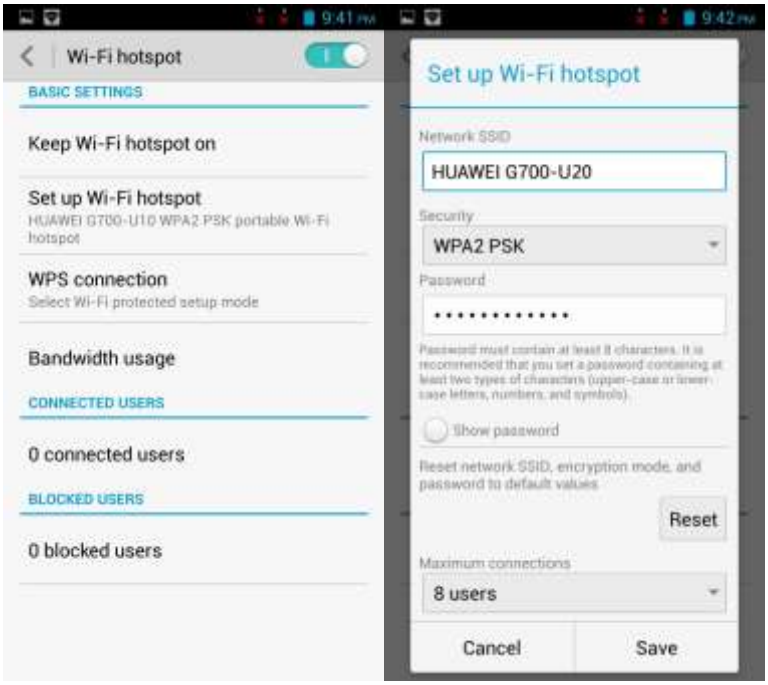
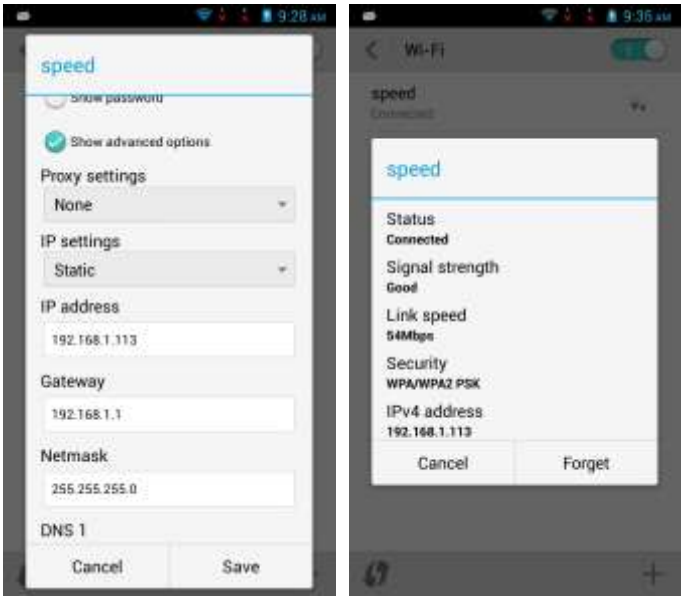


To set the hotspot name and security parameters, access **Set up Wi-Fi hotspot**.

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

Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **Wi-Fi**. On the **Wi-Fi** screen, touch the desired hotspot. In the displayed dialog box, select **Show advanced options**. Select **Static** for **IP settings**. Enter the IP address (mostly 192.168.1.***), gateway address (mostly 192.168.1.1), subnet mask or network mask (255.255.255.0), and domain name (DNS address).



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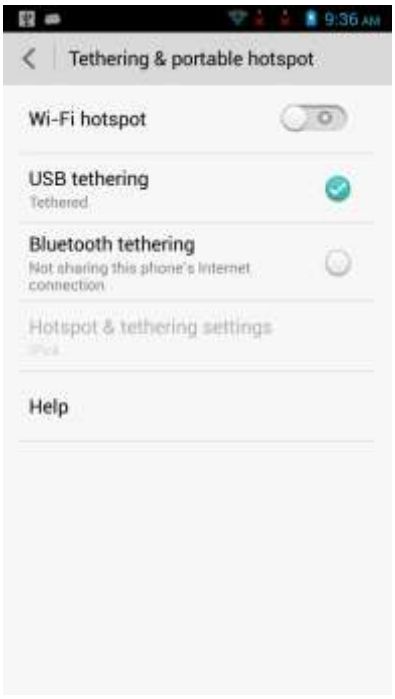
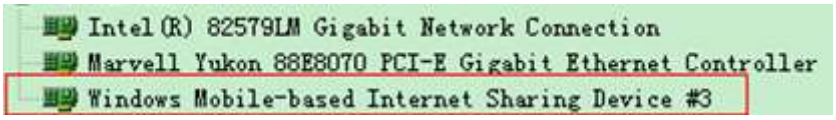
When your phone uses DHCP to access the Internet through Wi-Fi, it must wait for the router to assign it a dynamic IP address, which takes time. By specifying a static IP address for your phone, this issue is solved.

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

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

Your phone is displayed as a network adapter.





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 a computer provides a wireless network adapter, you can turn on **Portable Wi-Fi hotspot** under **Settings** > **WIRELESS & NETWORKS** > **More...** > **Tethering & portable 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.

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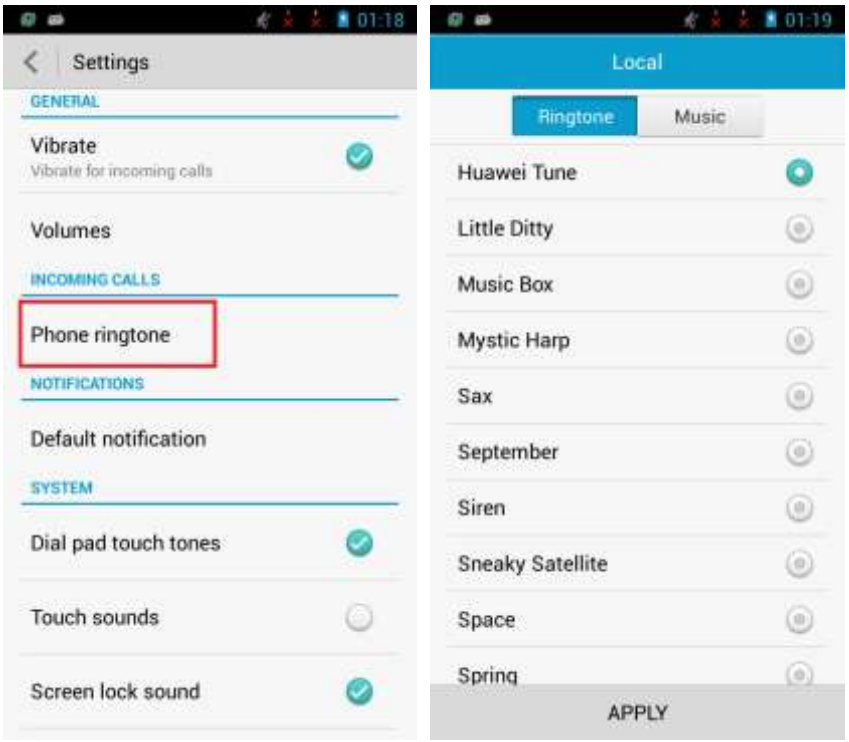
2.6 Tone settings

2.6.1 How do I set the phone ringtone?

Go to **Settings**. Touch **Audio profiles** then . Under **INCOMING CALLS**, touch **Phone ringtone**. From the displayed screen, select a ringtone and touch **APPLY**.



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

Go to **Settings**. Touch **Audio profiles** then . Under **GENERAL**, select **Vibrate**.

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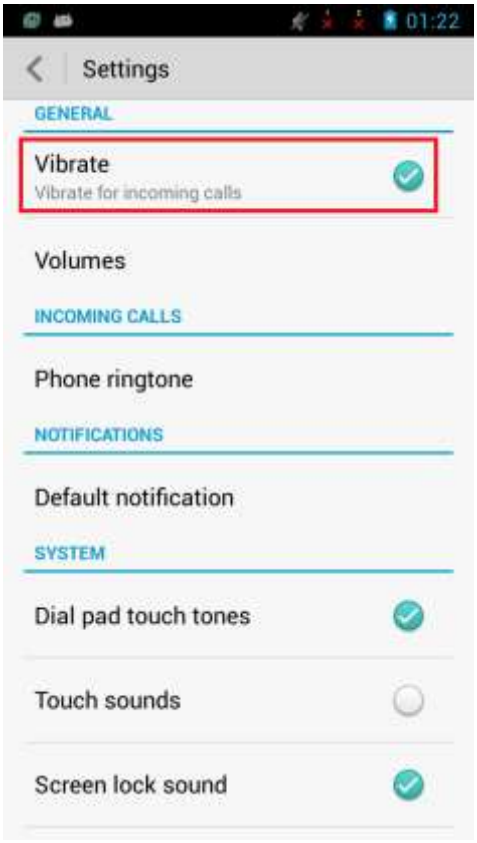

2.6.3 How do I set a custom audio file as the ringtone or message tone?

Go to **Settings**. Touch **Audio profiles** then . Under **INCOMING CALLS**, touch **Phone ringtone** or **Default notification**. On the **Music** tab, select a tone and touch **APPLY**.

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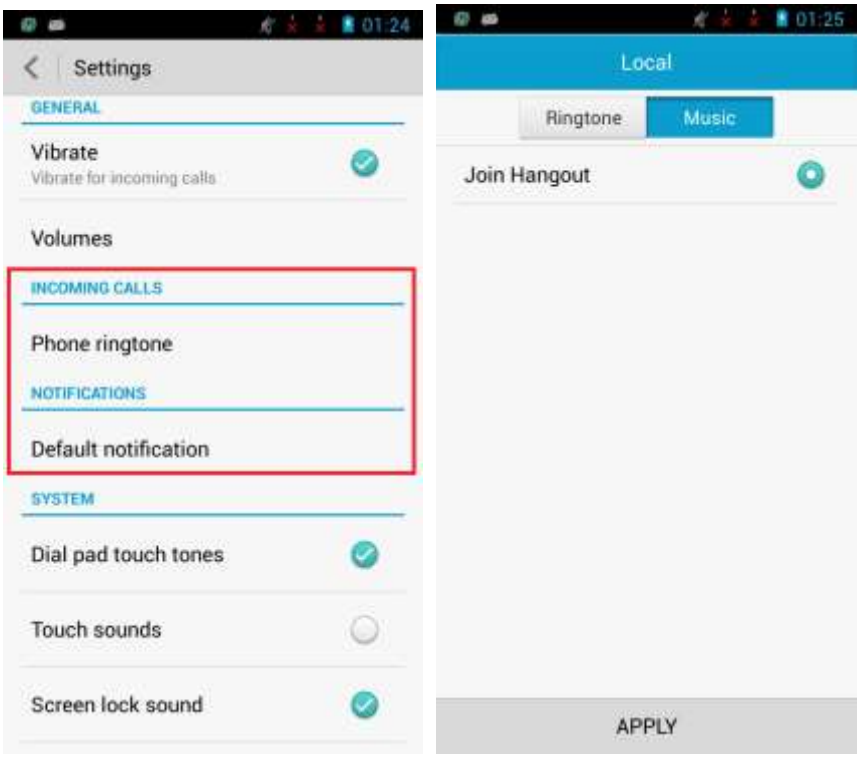

2.6.4 How do I set the ringtone for a contact group?

The phone does not support this function.

2.6.5 How do I disable touch sounds?

Go to **Settings**. Touch **Audio profiles** then . Under **SYSTEM**, clear **Touch sounds**.

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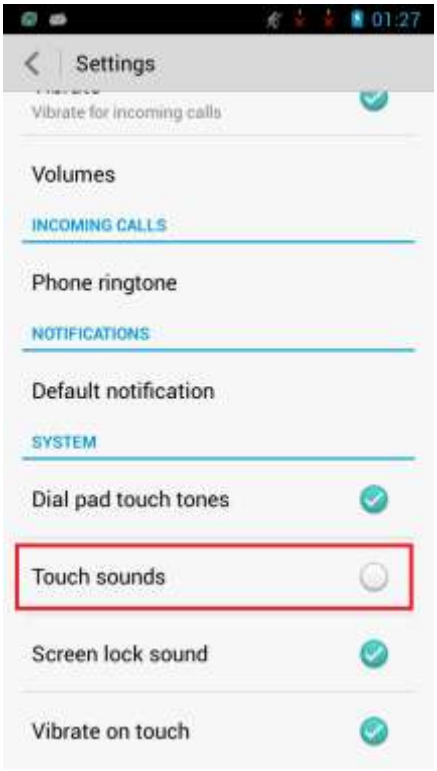

2.7 Language and keyboard

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

To view the languages supported by your phone, go to **Settings** and touch **Language & input** > **Language**. To change the phone language, select a language from the language list.

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

After installing an input method, you must select the input method and set it as default input method: Go to **Settings**. Touch **Language & input** then **Default**, and select the newly installed input method.

2.7.3 How do I change the system font size?

Go to **Settings**. Touch **Display** > **Font size**. Select a font size.

2.7.4 What text input methods does my phone support?

The phone supports Android keyboard and Huawei Input Method.

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2.7.5 How do I turn off the key press vibration?

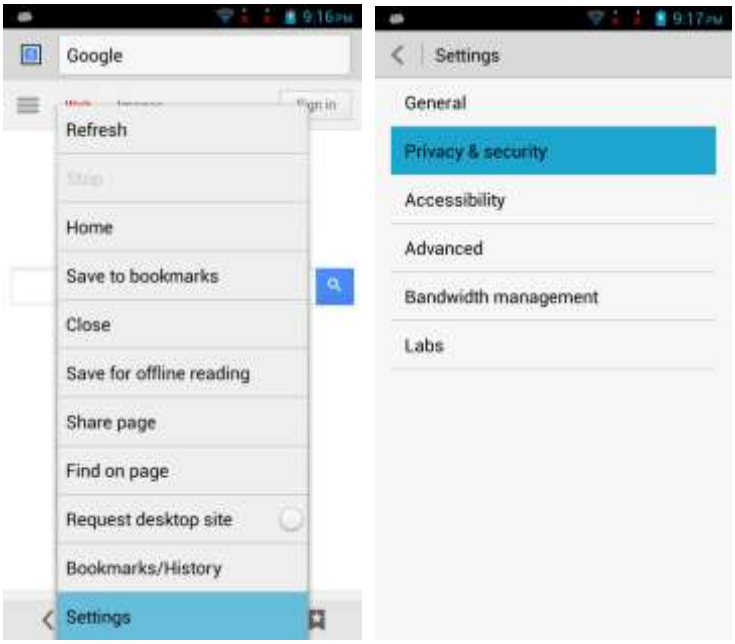
If you are using Android keyboard, to turn off key press vibration, go to **Settings**, touch **Language & input** then next to **Android keyboard**, and clear **Vibrate on keypress**.

If you are using Huawei Input Method, to turn off key press vibration, go to **Settings**, touch **Language & input** then next to **Huawei Input Method**, touch **Keyboard settings**, and clear **Vibrate on keypress**.

2.8 Internet access

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

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



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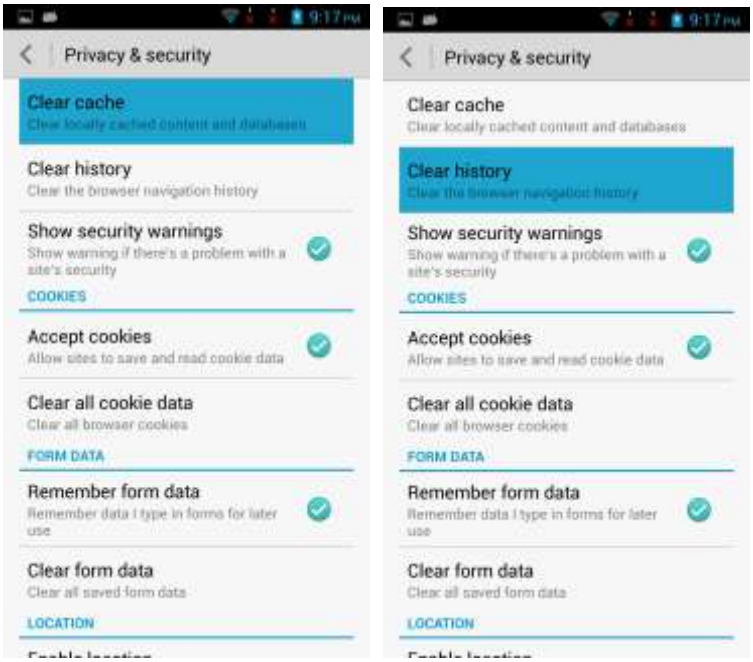

2.8.2 How do I view a web page in full screen or save a web page to bookmarks?

To view a web page in full screen, touch the menu key. From the displayed option menu, choose **Settings**. Touch **Labs** > **Full screen**.

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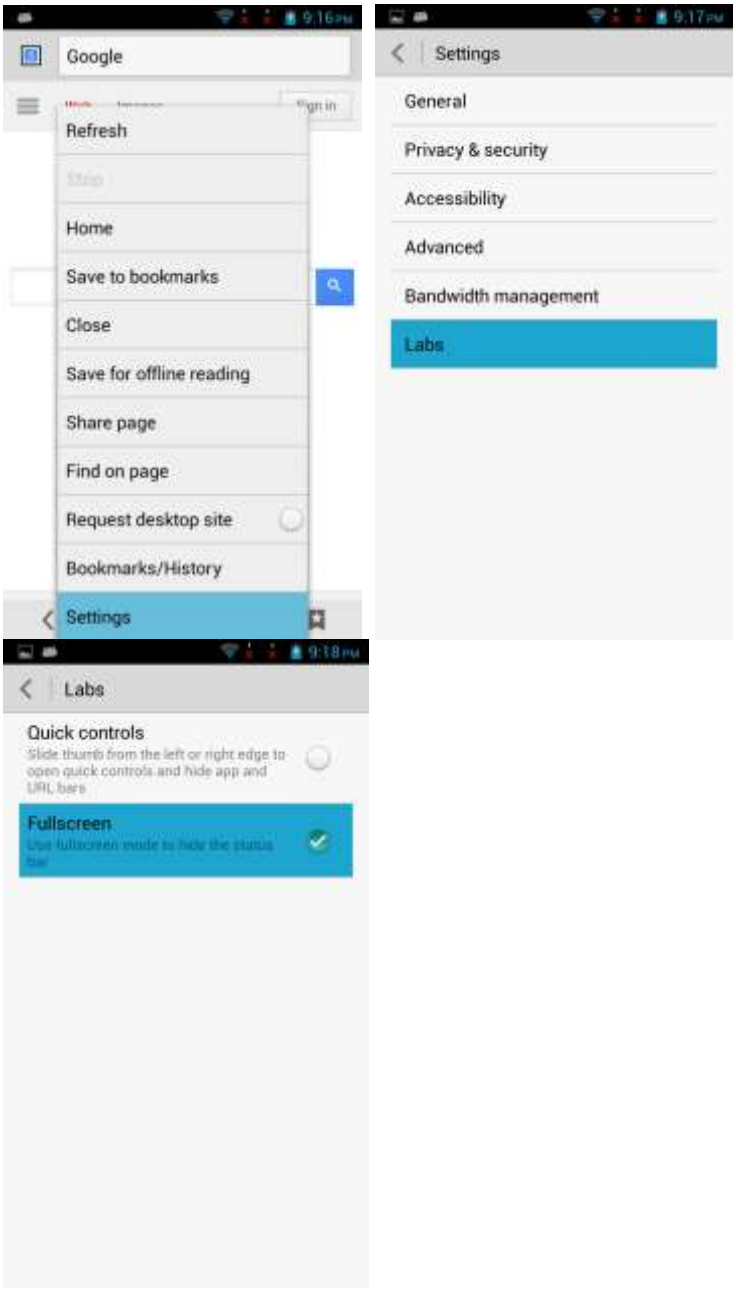

To save a web page to bookmarks, touch the menu key. From the displayed option menu, choose **Save to bookmarks**. On the displayed screen, set parameters and touch **OK**.

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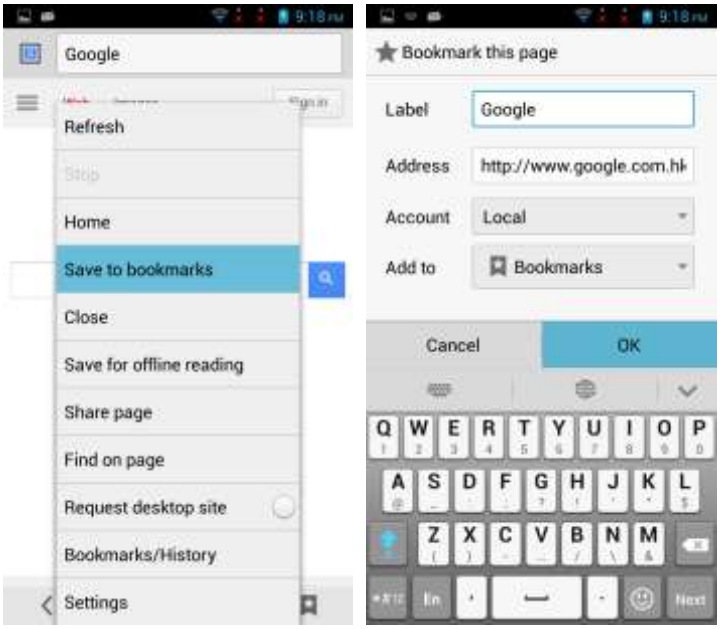

2.8.3 Can I log in to my email account using the browser on my phone?

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

2.8.4 Can I log in to my online banking 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.

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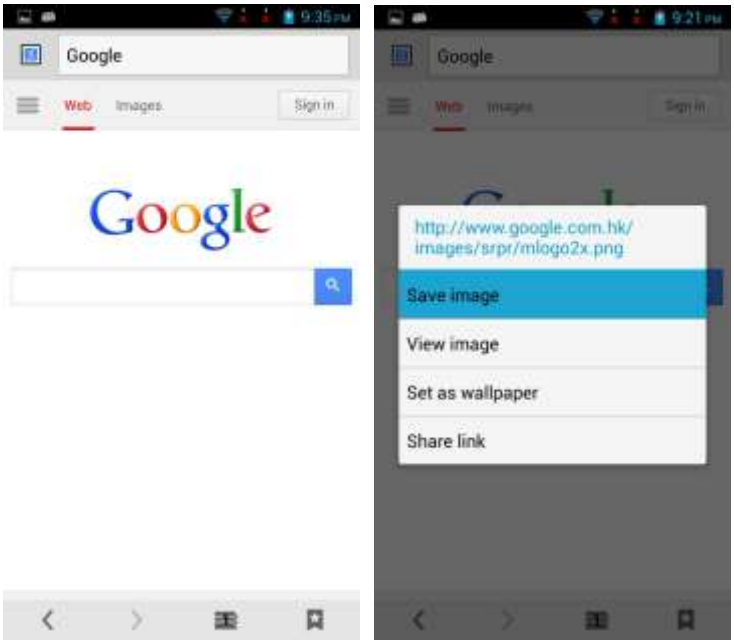
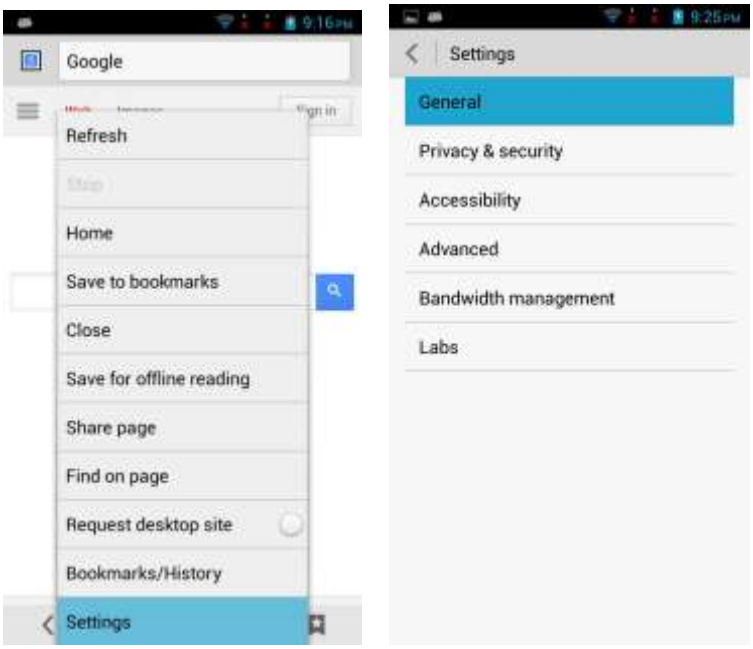


2.8.6 How do I set my browser's home page?

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



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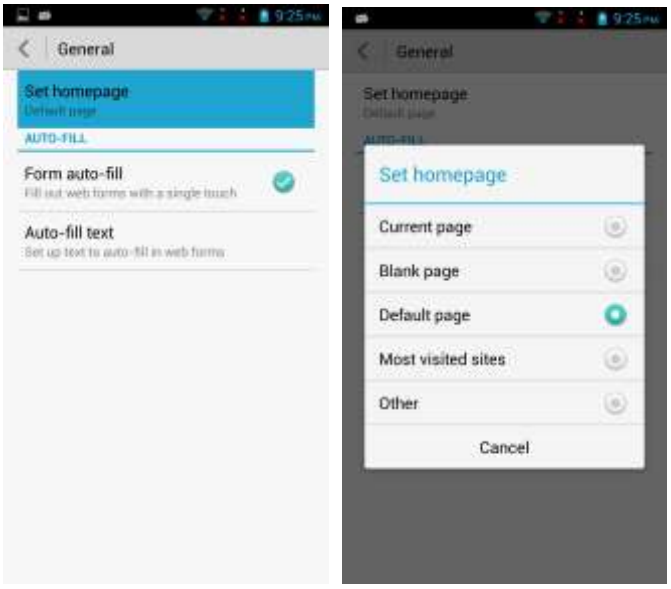
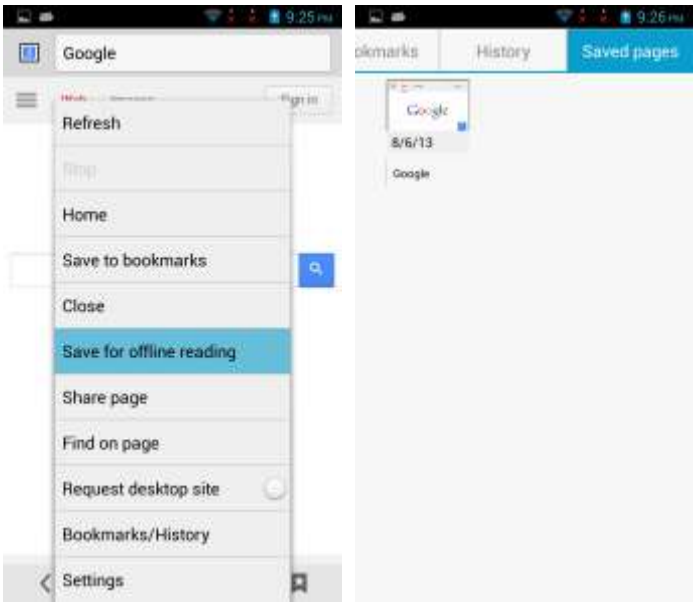


2.8.7 How do I save a web page for offline reading?

Open a web page. Touch the menu key. From the displayed option menu, choose **Save for offline reading**.



2.8.8 How do I configure network settings?

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

To view the APN settings, go to **Settings**. Under **WIRELESS & NETWORKS**, touch **More**. Touch **Mobile networks** > **Access Point Names**.

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

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2.8.9 How do I enable or disable the data service?

- Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **More** > **Mobile networks** > **Data connection**. Select the SIM card turn on the data service, or **Off** to turn off the data service.
- Drag the status bar downward:

  On the notification panel, touch , to turn on the data service. To turn off the data service, touch .

2.8.10 How do I view my phone's data service status?

Drag the notification bar downward:

- : indicates that the data service is turned off.
- : indicates that the data service turned on.

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

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

2.8.12 Are there any restrictions to data services?

The phone does not support TD-SCDMA and CDMA2000.

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

A virtual private network (VPN) extends a private network across a public network. It is a virtual network that functions as a private network.

Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **More**. On the displayed screen, touch **VPN**.

You must set a lock screen PIN or password before you can use the VPN functions.

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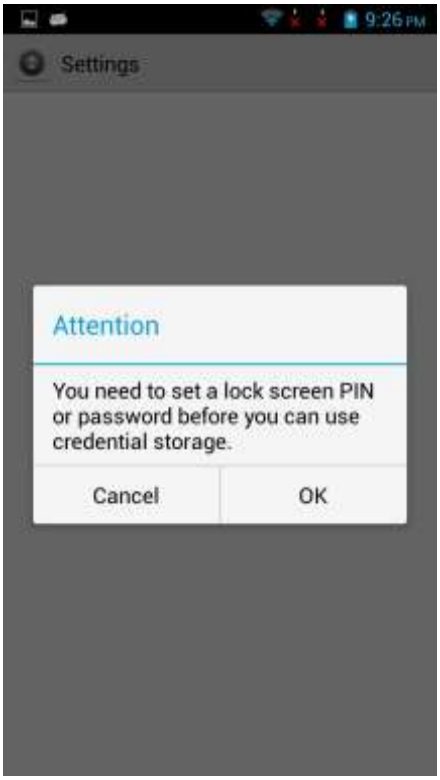
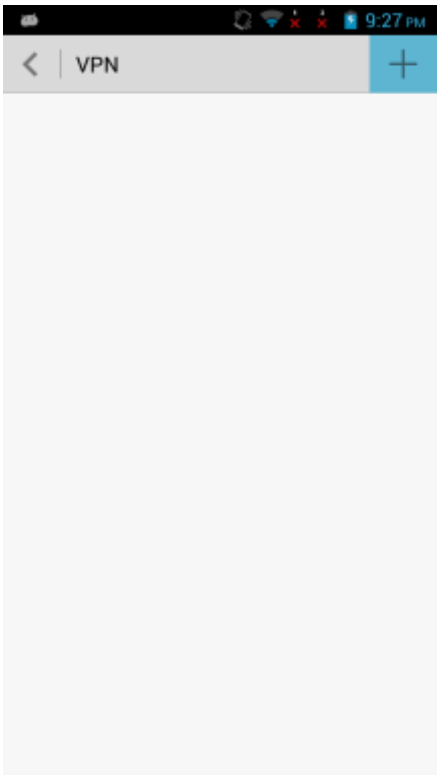


Touch in the upper right corner to add a VPN.



Enter a VPN name (any characters), select the VPN type, enter the server address, and touch **Save**.

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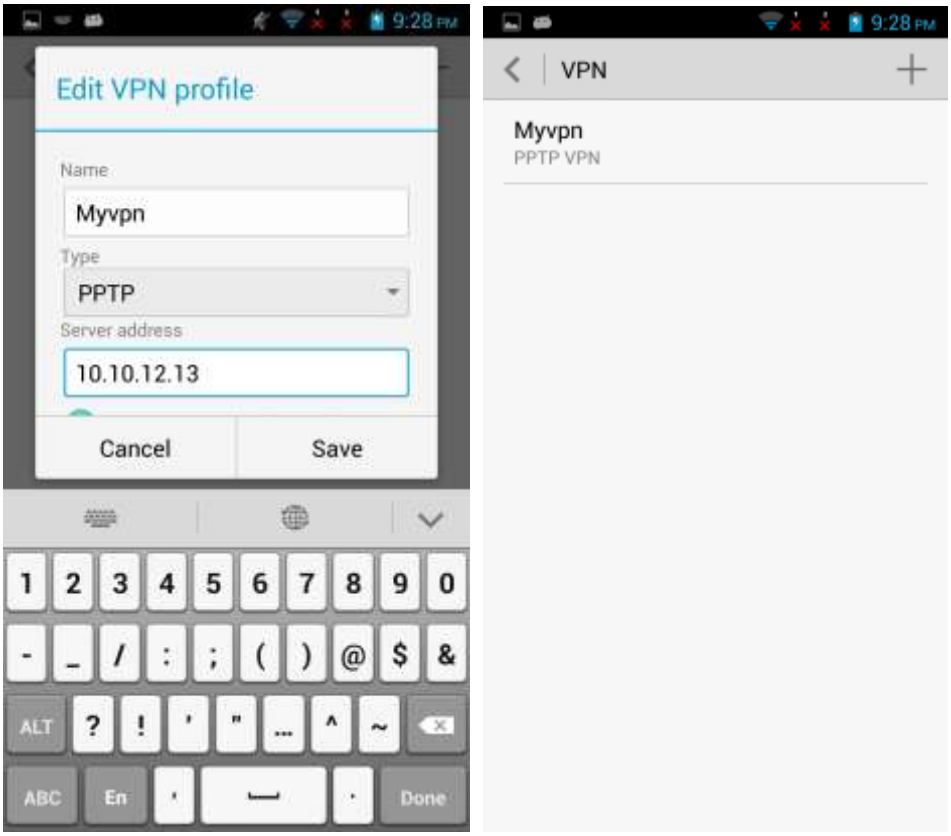
The VPN settings vary with the VPN type. For details, contact your VPN service provider.



Touch a VPN on the VPN list. In the displayed dialog box, enter your user name and password. To save your user name and password, select **Save account information**. Touch **Connect** to connect to the VPN.

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After a connection is set up, you will be able to access the resources provided in the VPN.

2.9 Screen lock

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

1. Go to **Settings** and touch **Security** > **Screen lock** > **PIN**.
2. Under **Input your PIN**, enter a PIN.

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3. Repeat the PIN and touch **OK**.

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

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2.9.2 How do I use the Face Unlock function?

1. Go to **Settings** and touch **Security** > **Screen lock** > **Face Unlock**.
2. On the **About Face Unlock** screen, read the precautions and touch **Set it up**.
3. On the **Set up Face Unlock** screen, read the setup instructions and touch **Continue**.

Ensure that the phone captures your face clearly.

4. After your face is successfully captured, touch **Continue**. Set a backup unlock pattern or PIN.

When you power on the phone or press the power button to turn on the screen, the following screen is displayed. Frame your face in the image recognition area to unlock the screen.

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If face recognition fails, your phone prompts you to enter the backup pattern or PIN to unlock.

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

1. Go to **Settings** and touch **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**.

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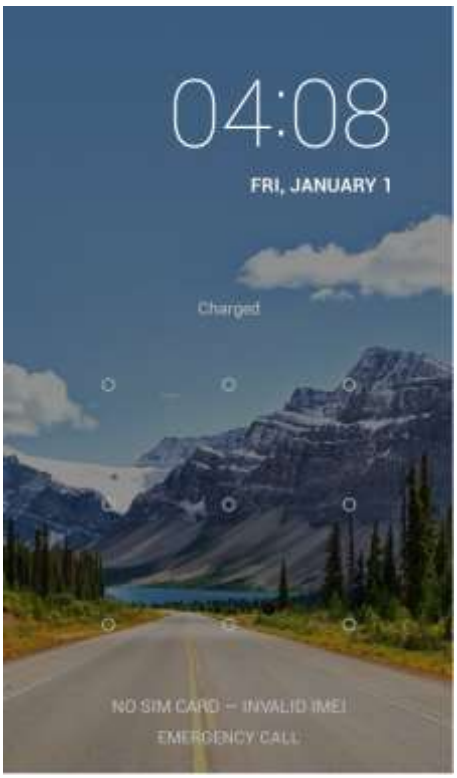
3. Draw the pattern again and touch **Confirm**.

When you power on the phone or press the power button to turn on the screen, the following screen is displayed. Enter your pattern to unlock the screen.



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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?

No. Your phone will stop responding for 30 seconds if you incorrectly draw the unlock pattern for five consecutive times. However, the phone is not permanently locked and you can try again after 30 seconds.

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

2.9.5 How do I lock and unlock the screen?

To lock the screen, press the power button.

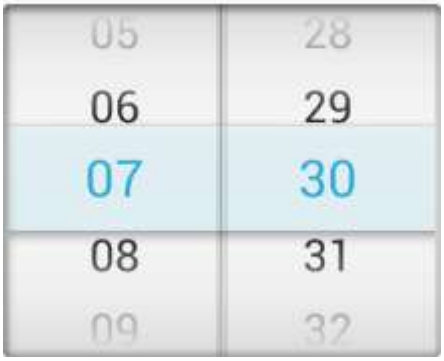
To unlock the screen, press the power button to wake the screen and perform the unlock method, such as entering the PIN or drawing the unlock pattern.

2.10 Alarm

2.10.1 How do I add and delete an alarm?

1. Touch **Clock** and access the alarm screen.
2. Touch . Then perform the following:

- Set the time when the alarm will go off, as shown in the following figure.



- To set the alarm to repeat on certain days, touch **Repeat** and select the desired intervals.

- To set a ringtone for the alarm, touch **Ringtone** and select the desired ringtone.
- To set the alarm volume, drag the slider under **Volume**.

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- To set your phone to vibrate when the alarm goes off, select **Vibrate**.
- To name the alarm, touch **Label**.

3. Touch **Done**.

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

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

Yes. Enabled alarms will go off when your phone is powered off.

2.11 Applications

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

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

2.11.2 How do I download third-party applications?

You can download applications from Google's Play Store or third-party application websites.

2.11.3 Can I change the default installation location for applications?

No,the default installation location is decided by system

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

You can download application installation packages to a computer, connect your phone to the computer, and use HiSuite to install the applications. You can also download applications from an application store and install them directly on your phone.

To check downloaded, running, and all applications, go to **Settings** and touch **Apps**.

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Touch **ALL** then the desired application. Touch **Force stop** or **Uninstall** to stop or uninstall the application.

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

The storage space is insufficient. If this happens, uninstall some applications that you no longer use or delete some files from **File Manager**.

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The application is incompatible with your phone. Some Android 2.3 applications may not be able to be installed on the Android 4.2 operating system. If this happens, download the latest applications.

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

The following applications are pre-installed on your phone: Gmail, Chrome, Google+, Local, Maps, Messenger, Navigation, Play Movies, Play Music, Talk, YouTube, Voice Search, Google, Play Books, Play Magazines, Google Settings, Kingsoft Office

The following figure shows an example of the applications customized by a service provider.

The following system applications cannot be uninstalled: **Music**, **Gallery**, **Email**, **Notebook**, **File Manager**, **Calendar**, **Clock**, **Weather**, **Flashlight**, **Calculator**, **Sound Recorder**, **DLNA**, **FM Radio**, **Themes**, and **Camera**.

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 storage?

Yes, you can install third-party applications to a microSD card. Temporary data will be saved to your phone storage when these applications run.

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 contacts?

Open the **Tools** folder and touch **Backup**.

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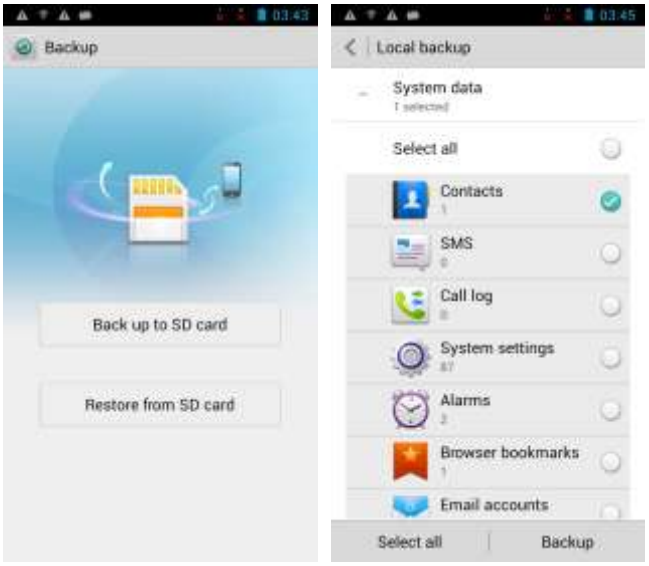
- Backup

On the **Backup** screen, touch **Backup to SD card**, select **Contacts**, and touch **Backup**.



- Restoration

On the **Backup** screen, touch **Restore from SD card**, select a backup package, select **Contacts**, and touch **Restore**.

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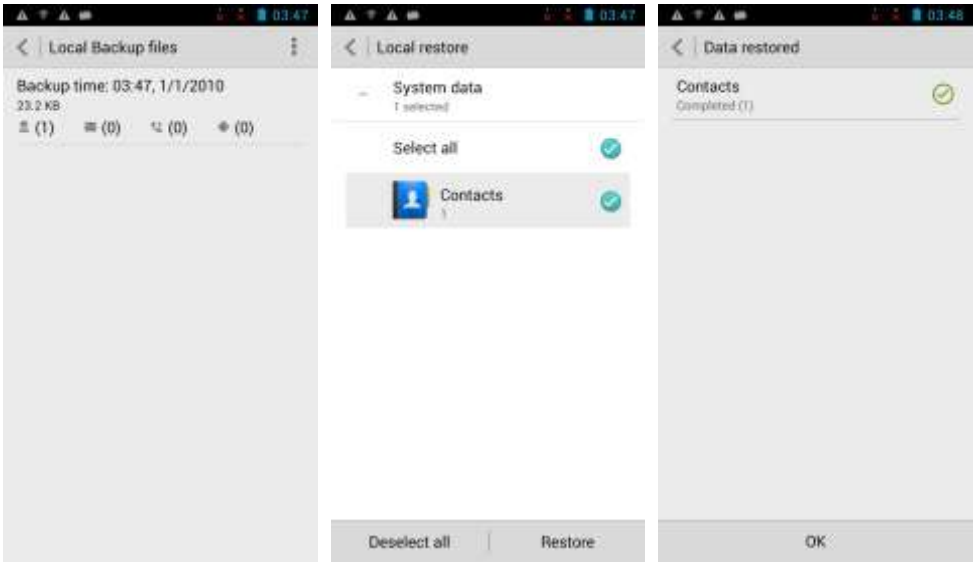

Make sure you have backed up your contacts before you restore them.

2.13.2 Can I back up my contact groups?

No.

2.13.3 How do I back up data to or restore data from the cloud?

The phone does not support cloud backup or restoration.

2.13.4 What data can be backed up on my phone?

You can back up contacts, text messages, multimedia messages, calendar events, call log, system settings, alarms, bookmarks, emails, weather information, music playlists, and applications.

2.14 Application management

2.14.1 What applications can be managed?

You can manage downloaded, running, or all applications.

2.14.2 How do I access the application management screen?

Go to **Settings** and touch **Apps**.

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2.14.3 What does the application management screen look like?

On the application management screen, you can switch between the following three tabs: **DOWNLOADED**, **RUNNING**, and **ALL**.

Applications are displayed in the center and storage information is displayed at the bottom of the screen.

2.14.4 How do I manage a specific application?

Switch to the desired application list.

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Touch the application you want to manage to display the following screen. You will then be able to stop or uninstall the application, or delete data from the application.

2.15 What cloud services do my phone provide?

The phone does not provide any Huawei cloud services.

2.16 Weather

2.16.1 How do I update the weather?

Touch in the lower left corner to update the weather.

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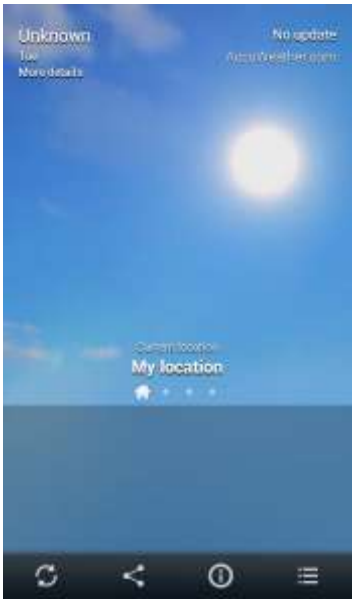
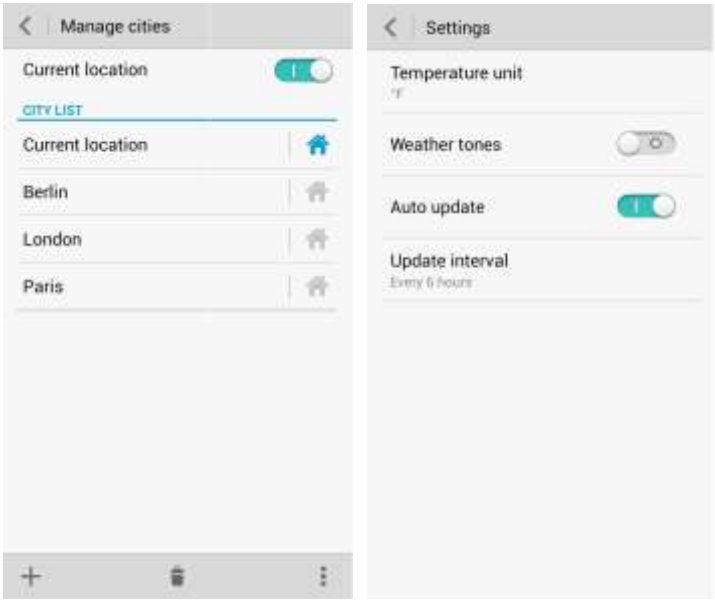


Touch to display the **Manage cities** screen. Touch to display the **Settings** screen.

You will then be able to set **Temperature unit**, **Update interval**, and **Weather tones**.



2.16.2 How do I manage cities displayed in the Weather application?

Touch to display the **Manage cities** screen.

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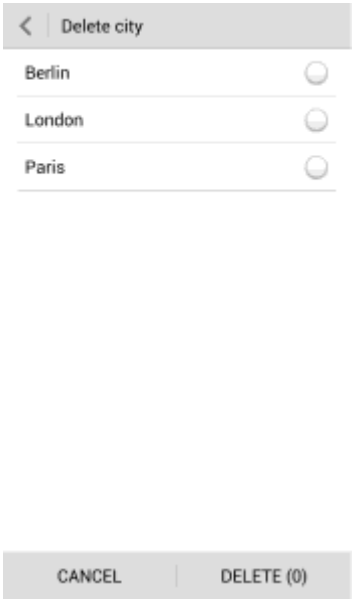
Touch or to display the **Add city** or **Delete city** screen. You will then be able to add or delete cities.



2.17 Developer options

Go to **Settings** and touch **Developer options**. You will then be able to turn on or off developer options.

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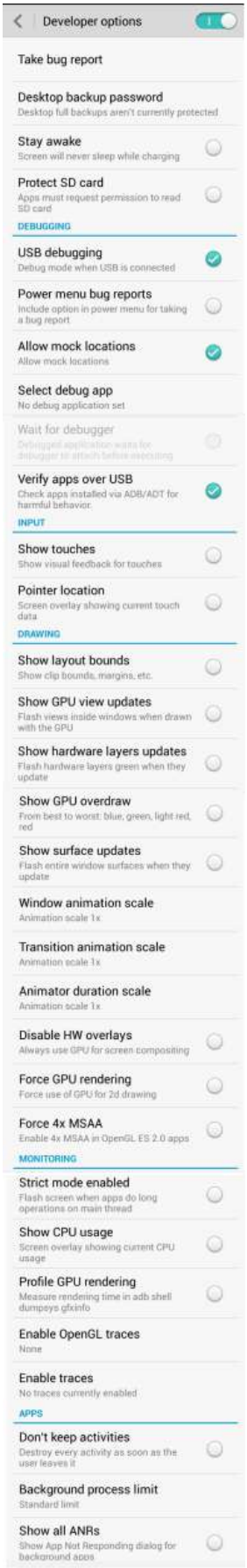

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The following lists the commonly used options:

- **USB debugging**: Enable USB debug mode that allows the operator to use the **adb** command to debug the phone.
- **Stay awake**: The screen will not turn off while the phone is charging.
- **Allow mock locations**: Enable the mock location function.
- **Desktop backup password**: Set a backup password.
- **Pointer location**: Display the information about the currently touched item.
- **Show touches**: Display visual effects for your touch operations.

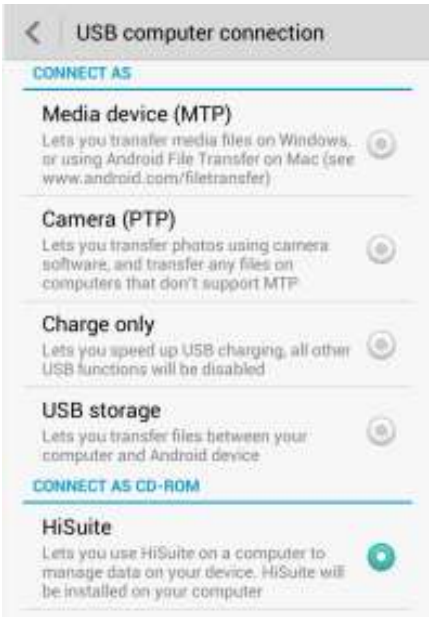
2.18 Can I synchronize my phone's date and time with the network?

Yes.

Go to **Settings** and touch **Date & time** > **Automatic date & time**. Select **Use network-provided time** or **Use GPS-provided time**.

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

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



- **Media device (MTP)**: MTP stands for the Media Transfer Protocol. In this mode, you can synchronize media files between your phone and the computer that supports MTP.
- **Camera (PTP)**: PTP stands for the Picture Transfer Protocol. In this mode, you can synchronize pictures between your phone and the computer, regardless of whether the computer supports MTP.

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M00176946: PTP Transfer media file between your main card which is default storage location you set and computer

- **USB storage**: In this mode, you can manage the files and folders stored in the microSD card installed on your phone from the computer.
- **HiSuite**: In this mode, the computer starts HiSuite, with which you can manage pictures, songs, messages, contacts, and applications on your phone.

2.20 How do I free up the internal storage?

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.

2.21 How do I adjust the screen brightness?

Go to **Settings** and touch **Display** > **Brightness**. Set whether you want to select **Automatic brightness**. Drag the slider to adjust the screen brightness.

2.22 Does my phone support any power-saving functions for key backlight?

No.

2.23 How do I turn on or off airplane mode?

Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **More**. Select **Airplane mode** to turn it on, or clear **Airplane mode** to turn it off.

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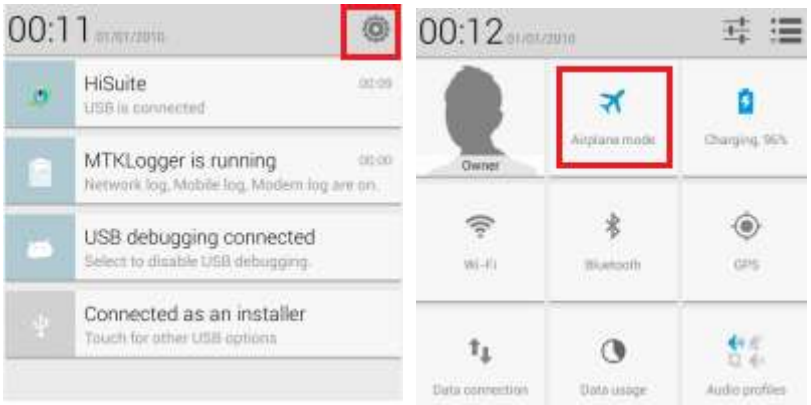
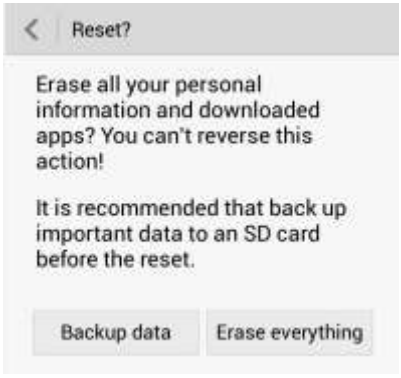
You can also drag the status bar downward to open the notification panel. Touch in the upper right corner to display shortcut switches. Touch to turn on or off airplane mode. Note that wireless networks are unavailable in airplane mode.



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

1. Go to **Settings** and touch **Backup & reset** > **Factory data reset**.
2. Touch **Backup data** to back up important data on your phone, such as messages and contacts. Then touch **Reset phone**. On the following screen, touch **Erase everything** to restore your phone to its factory settings.



2.25 How do I enter and exit safe mode?

When your phone is powering on, touch and hold the menu key until the phone vibrates to enter safe mode. After the phone is powered on, **Safe mode** is displayed in the lower left corner. To exit safe mode, restart your phone.

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2.26 HiSuite

Your phone provides HiSuite.

Connect your phone to a computer using a USB cable, and touch **Connected as a media device**、**Connected as a camera**、**USB Charge Only or Connected as USB Storage** in the notification panel. Choose **HiSuite**. Wait for a while, and PC will be automatically mapped the **HiSuite** disk. You can open the **HiSuite** disk and double click the installation files,the **HiSuite** will installed on the computer.

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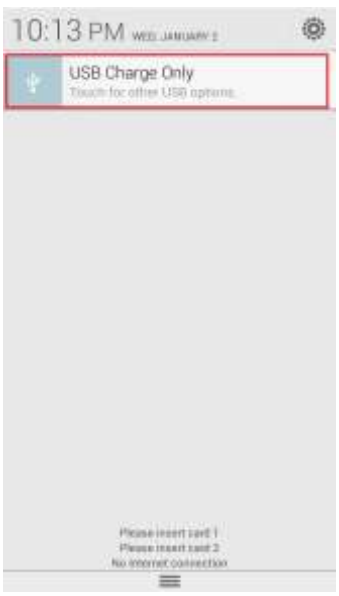

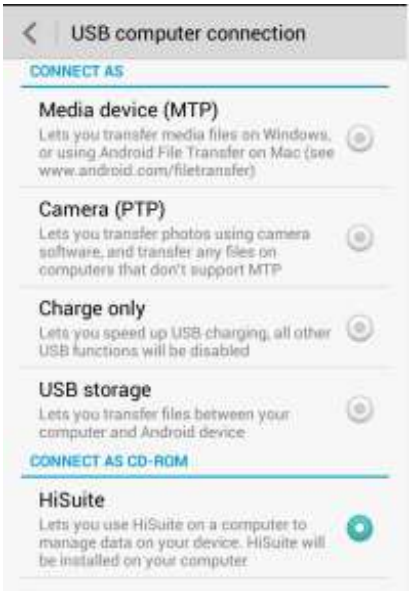

2.27 Does my phone support HDMI?

No.

2.28 Does my phone support TV-out?

No.

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2.29 Does my phone support OTG?

No.

NOTE

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

2.30 Status indicator

1. Blinking red: The battery is low.
   Blinking green: There are unread messages or missed calls.
2. 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%.

2.31 Can I use other power adapters than the included one to charge my phone?

Yes. Your phone has a charging protection circuit. 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.

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3 Others

3.1 How do I save battery power?

- When you are not using the phone, press the power key to turn off the screen.
- Set the screen timeout period to a smaller value under **Settings** > **Display** > **Screen timeout**.
- 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 in the background: Go to **Settings** and touch **Accounts & sync**. Turn off the synchronization.
- Turn off the data service: Go to **Settings**. Under **WIRELESS & NETWORKS**, touch **More**. Touch **Mobile networks** and clear **Enable always-on mobile data**.
- Turn off GPS by clearing **GPS satellites** under **Settings** > **Location access**.

3.2 How do I reduce my mobile data usage?

- Turn off the data service when you do not need it.
- Turn off the data service if your phone is connected to a Wi-Fi network.
- Access Wireless Access Protocol (WAP) sites instead of World Wide Web (WWW) websites.
- Turn off data synchronization in the background: Go to **Settings** and touch **Accounts & sync**. Turn off the synchronization.

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

- Close background applications you do not need. Go to **Settings** and touch **Apps**. On the **RUNNING** tab, touch the application you want to close, and touch **Stop**.
- Uninstall unwanted applications to increase your phone's available storage. When available storage is insufficient, the phone runs slowly.
- If the CPU usage is high and multiple background processes are running, restart the phone to close unwanted processes and applications.

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3.4 My customized wallpaper automatically stretches. Can I set it to not stretch?

No. You can install a third-party application to provide this function.

3.5 How do I enter recovery mode and restore my phone to its default 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 down 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 default settings, go to **Settings** and touch **Backup & reset** > **Factory data reset** > **Reset phone**.

3.6 Can I scan a QR code using my phone?

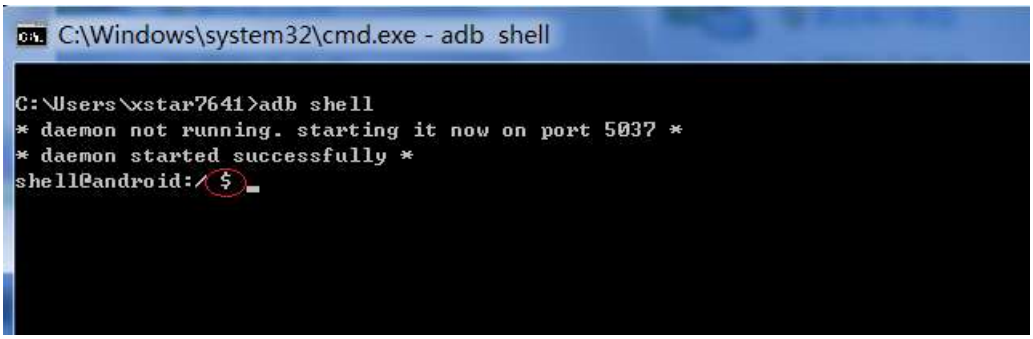
Yes, but you need to download a QR code application first.

3.7 Does my phone support 3D acceleration?

Yes.

3.8 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.



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3.9 If I remove the battery, do the date and time on my phone return to zero? Will configuring my phone to automatically set the date and time generate data traffic?

If the battery is removed for more than 20 seconds, the date and time returns to zero. If your phone obtains the date and time from your operator's network when it powers on and registers with the network, it does not use an Internet connection to synchronize date and time, and no data traffic will be generated.

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. Your phone comes with the recorder function.

3.11 Does my phone come with a protective film?

Yes.

3.12 Does my phone support mobile TV?

No.

3.13 How are the phone ROM and RAM allocated?

The ROM and RAM sizes displayed on your phone may be smaller than the values in the phone specifications.

- 4 GB ROM

The ROM contains system applications, files, and databases, which takes up about 1.5 GB. The ROM space available to users is 2.24 GB. You can use this 2.24 GB space to store files.

Comparison of the ROM with other phones:

Galaxy SIII: total: 16 GB, available: 11. 35 GB

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

HUAWEI G520: total: 4 GB, available: 1.84 GB

HUAWEI T8950: total: 4 GB, available: 1.82 GB

HUAWEI G610T: total: 4 GB, available: 2.24 GB

HUAWEI G610U: total: 4 GB, available: 2.24 GB

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- 1 GB RAM

The Android system hides part of the RAM for kernel running. Therefore, the displayed RAM is smaller than the value in the specifications.

Comparison of the RAM with other phones:

Galaxy SIII: 763 MB available

Galaxy Note: 713 MB available

HUAWEI C8950: 627 MB available

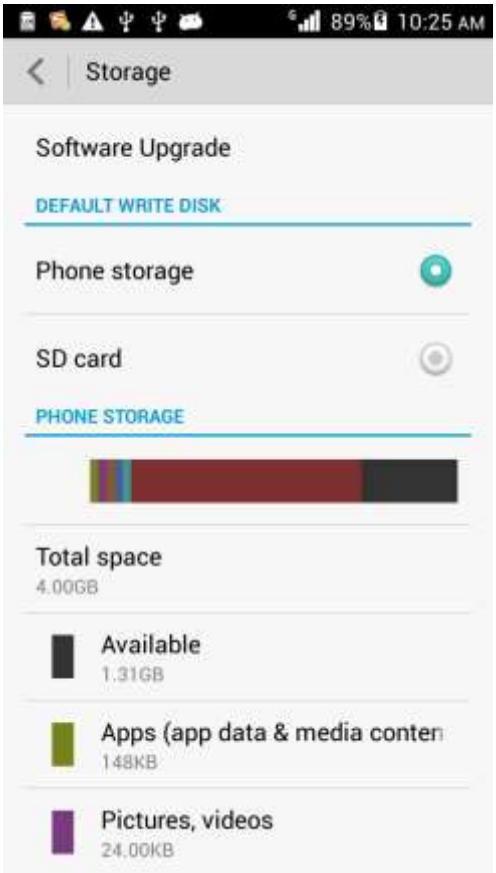
HUAWEI T9200: 656 MB available

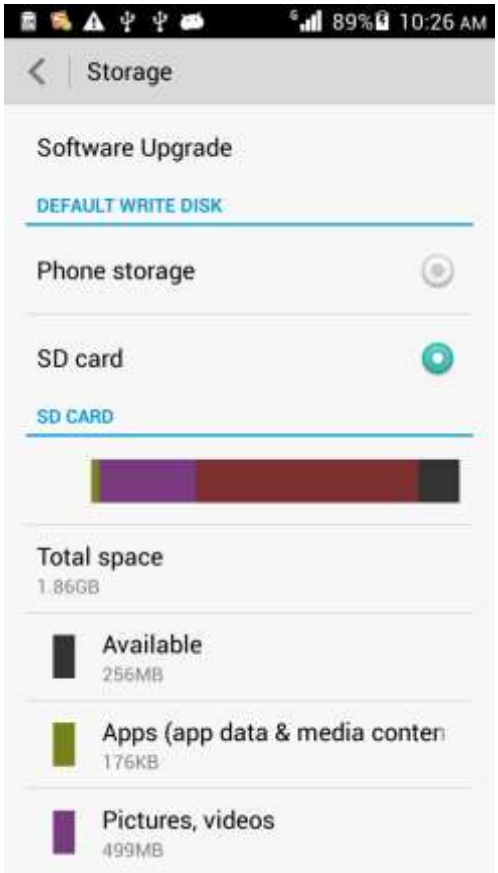
HUAWEI T9510E: 713 MB available

HUAWEI T8950: 980 MB available

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

Go to **Settings** and touch **Storage**. Under **DEFAULT WRITE DISK**, touch **Phone storage** to check the total and available space in the phone storage. Similarly, under **DEFAULT WRITE DISK**, touch **SD card** to check the total and available space in your microSD card.





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