HUAWEI G740 Smartphone FAQs

HUAWEI UG740V100R001

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Contents

1 Basics 1

1.1 Your phone at a glance 1

1.2 Installation 2

1.2.1 How do I open the battery cover? 2

1.2.2 How do I install a SIM card, a microSD card, and the battery? 3

1.3 Home screen 4

1.3.1 How do I switch between home screens quickly? 4

1.4 Application list 6

1.5 Status bar and status icons 7

1.6 Text messaging 9

1.6.1 What is the difference between text messaging in an Android OS and that in a traditional OS? What is the advantage of text messaging in the Android OS? 9

1.6.2 How do I send a multimedia message? 9

1.6.3 Does my phone receive a long text message as several messages or a single complete message? 9

1.6.4 How do I identify received and sent messages? 10

1.6.5 How many text messages can be stored on my phone? 10

1.6.6 If I forward a message in a thread, will all the messages in the thread be forwarded or only the selected message? 12

1.6.7 How do I set an audio file as a ringtone for incoming calls or new messages? 12

1.6.8 How do I set my phone to vibrate when I receive new messages? 12

1.6.9 How many English characters and Chinese characters are allowed in a long text message? 12

1.6.10 How do I delete multiple threads or messages at a time? 13

1.7 Multimedia messaging 13

1.7.1 Are there any restrictions on the size, format, or resolution of a file to be attached to a multimedia message? 13

1.7.2 Why does my phone fail to send or receive a multimedia message? What can I do? 13

1.7.3 How do I change the font size of text or multimedia message texts? 14

1.8 Calls 14

1.8.1 How do I check my total data traffic and call duration? 14

1.8.2 How do I switch between ongoing calls? 14

1.8.3 Does my phone support video calls? 15

1.8.4 Can I use the headset button to answer an incoming call? 15

1.8.5 Can I copy multiple contacts from the phone to the USIM card in batches? 15

1.9 Music 15

1.9.1 Does the media player in my phone support functions such as fast forwarding, rewinding, pausing, and repeating music tracks? 15
1.9.2 If I set an audio file on my microSD card as my call ringtone and I remove the microSD card, does the phone still use the file as my ringtone? 16
1.9.3 How do I create a playlist? 16
1.9.4 What playing modes does my phone support? 17
1.9.5 How do I play audio files in the background or exit Play Music? 19
1.10 Camera 19
1.10.1 Where are my photos and video clips saved? Can I change the paths? 19
1.10.2 What is the format of the photos captured by my phone? What are the picture resolutions? 20
1.10.3 How many cameras does my phone feature? What are the specifications of the cameras? Do the cameras support zoom and auto-focus? 21
1.10.4 What is the format of the recorded video clips? What are the video clip sizes? 21
1.10.5 Can I play video clips in full-screen mode? 21
1.10.6 If my phone does not have a microSD card installed, can I use it to take photos or record video clips? 21
1.10.7 Can I disable the shutter sound? 21
1.10.8 How do I set my phone to save photos and video clips to a microSD card? 21
1.10.9 Can I add a frame to a photo? 21
1.10.10 I cannot open some photos or video clips. Why? 21
1.11 Streaming media 22
1.11.1 Will my phone stop playing streaming media when a call comes in? If yes, will it resume playing after the call ends? 22
1.11.2 My phone cannot play some streaming media. Why? 22
1.11.3 What causes poor quality of online streaming media played on my phone? 22
1.11.4 Does playing online streaming media use my phone's internal storage? 22
1.12 Bluetooth 22
1.12.1 My phone cannot be discovered by other devices. Why? What can I do? 22
1.12.2 What files can be transmitted using Bluetooth? 23
1.12.3 Can I use Bluetooth to synchronize data with a PC? 24
1.12.4 Can I place calls or listen to music using a Bluetooth headset? 24
1.12.5 What is the Bluetooth working range? 24
1.12.6 Why does my phone fail to pair with other Bluetooth devices? 24
1.12.7 Can I connect my phone to a PC and access the Internet using Bluetooth? 24
1.13 Emails 24
1.13.1 How do I add or remove an email account? How do I send an Email? 24
1.14 GPS navigation 27
1.14.1 Does the phone support GPS? 27
1.14.2 How do I use the phone to quickly locate my position? 27
1.14.3 What can I do if the navigation application on my phone cannot receive signals from GPS satellites? 28
1.14.4 When used indoor, my phone usually fails to locate my position. When it finally locates my position, the displayed position is far from the actual position. Why? Does my phone support voice navigation? 28

2 Common settings 1

2.1 How do I update my phone's software? 1

2.2 How do I install the ADB driver? 1

2.3 How do I specify network settings? 3

2.4 Wi-Fi 4

2.4.1 How do I use my phone as a Wi-Fi hotspot and access the Internet? 4

2.4.2 Does my phone support Wi-Fi and if yes, which protocol is used? 5

2.4.3 My phone is connected to a Wi-Fi network but I cannot open web pages sometimes. Why? 5

2.4.4 I have turned on my phone's Wi-Fi, but it cannot detect Wi-Fi signals from a wireless router like other devices. What can I do? 6

2.4.5 How do I know whether my phone is using its mobile data connection or a Wi-Fi connection to access the Internet? 6

2.4.6 My phone is connected to a Wi-Fi hotspot but cannot access the Internet. Why? 7

2.4.7 What can I do if the Wi-Fi option is unavailable or my phone automatically turns off Wi-Fi after I turn it on? 7

2.4.8 What can I do if my phone's Wi-Fi connection constantly disconnects? 7

2.4.9 My phone is connected to both a Wi-Fi network and a 4G network. How do I know which network I am using for data services? 7

2.5 Internet access 8

2.5.1 How do I clear my browser's cache and web history? 8

2.5.2 Does my browser support full-screen mode and bookmarks? If yes, how do I set them? 9

2.5.3 Can I log in to my email account from a web page? 9

2.5.4 Can I log in to my online banking account from my phone? 9

2.5.5 How do I save an image from a web page? 9

2.5.6 How do I set my browser's home page? 10

2.5.7 How do I save a web page as a bookmark? 11

2.5.8 How do I enable or disable my phone's mobile data connection? 11

2.5.9 Can I use my phone to access the Internet during a call? 11

2.6 Language and keyboard 11

2.6.1 Does my phone support text input using handwriting or an onscreen keyboard? 11

2.6.2 What text input methods does my phone support? 11

2.6.3 What can I do if I install a new text input method but cannot use it? 11

2.6.4 Does my phone support the stroke input method? 11

2.6.5 How can I change the font size on my phone's screen? 11

2.6.6 Does the Huawei input method support handwriting in full-screen mode? 11

2.7 Screen lock 12

2.7.1 How do I enable a screen lock that must be unlocked using a PIN? 12

2.7.2 How do I enable a screen lock that must be unlocked using a pattern? 12

2.7.3 How many times can I try the screen unlock pattern before my phone becomes locked? 12

2.7.4 How do I lock and unlock the screen? 12

2.8 Ebooks 13

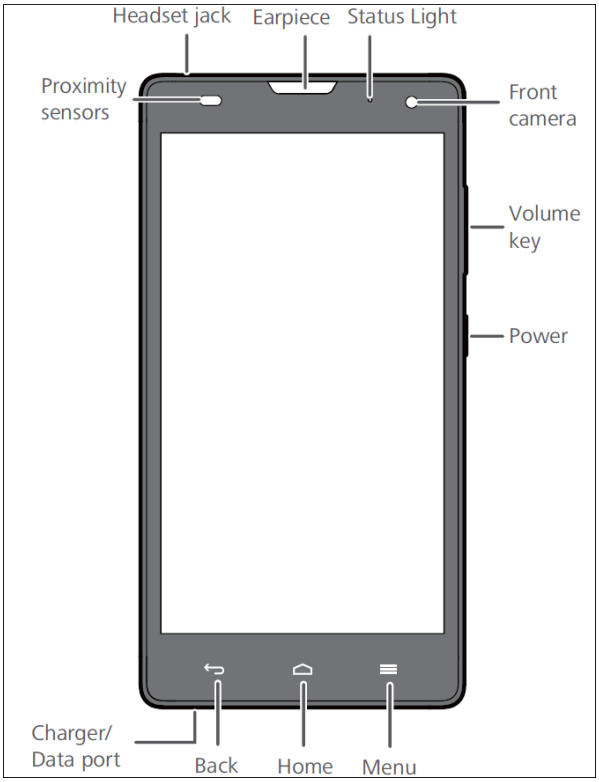
2.8.1 What ebook formats does my phone support? What is the maximum size of an ebook to be read on my phone? 13

2.8.2 Will the alarms go off when my phone is powered off? 13
2.8.3 How do I add or remove an alarm? 13
2.9 USB Tethering 13
2.9.1 How do I use USB tethering if I connect my phone to a PC running Windows XP? 14
2.9.2 How do I use USB tethering if I connect my phone to a PC running Windows Vista or Windows 7? 15
3 Applications 16
3.1 What third-party applications does my phone support? 16
3.2 How do I obtain third-party applications? 16
3.3 How do I install, manage, and uninstall applications? 16
3.3.1 How do I install applications? 16
3.3.2 How do I manage applications? 16
3.3.3 How do I uninstall applications 17
3.4 What can I do if I cannot install an application? 17
3.5 Are third-party applications installed on my phone's internal storage or a microSD card? 18
3.5.1 How do I exit a running application? 19
3.6 How do I reduce the power consumption of third-party applications? 19
4 Others 20
4.1 How do I check the available space on my phone's internal memory and the microSD card? 20
4.1.1 What is the maximum capacity of the microSD card supported by my phone? 20
4.1.2 My phone runs Android 4.1. Can I install applications on a microSD card? 21
4.2 What data can be backed up on my phone? 21
4.3 How do I use People to back up and restore my contacts? 21
4.3.1 How do I back up contacts to a microSD card? 21
4.3.2 How do I restore contacts from a microSD card? 22
4.3.3 How do I use the Backup application to back up data? 22
4.3.4 How do I cut or copy files or folders from the phone's internal storage to a microSD card? 22
4.4 Common skills 23
4.4.1 How do I customize the home screens? 23
4.4.2 How do I save battery power? 23
4.4.3 Drag the status bar down to display the notification panel. Turn off auto-sync. How do I save data traffic? 24
My phone runs slowly. What can I do? 24
4.4.4 Can I uninstall applications customized by my service provider? 24
4.4.5 Why does my customized wallpaper automatically stretch? 24
4.4.6 If I restore my phone to its factory settings, what data will be lost? 24
4.4.7 How do I increase my phone's internal storage space? 24
4.4.8 How do I disable touch sounds? 24
4.4.9 My screen turns off automatically. How do I turn it on? 24
4.4.10 How do I adjust the screen brightness? 25
4.4.11 How does my phone's key backlight save battery power? 25
4.4.12 How do I enable or disable airplane mode? 25

4.4.13 How do I restore my phone to its factory settings? 25
4.4.14 How do I assign a photo to a contact? 25
4.4.15 How do I use my phone as a USB storage device? 26
4.5 Basic questions 26
4.5.1 What are smartphones? 26
4.5.2 What OS does my phone run? 26
4.5.3 How do I install the USB driver for my phone? Does my phone come with a PC suite? 26
4.5.4 What is my phone's CPU frequency? I used software to check my phone's CPU frequency and found that it is different from the nominal one. Why? 27
4.5.5 Does my phone come with a full touchscreen? 27
4.5.6 Does my phone come with a tilt sensor? How do I use it? 27
4.5.7 Does my phone come with an FM radio? How do I use it? 27
4.5.8 Does my phone support a digital compass? 27
4.5.9 How much storage space does my phone have? 27
4.5.10 Are my phone's antennas embedded? 27
4.5.11 Is my phone associated with a SIM card? 27
4.5.12 Does my phone support multi-touch? 27
4.5.13 Does my phone support scheduled power-on and power-off? 27
4.5.14 Can I use my phone as a portable Wi-Fi hotspot? 28
4.5.15 Is my phone's touchscreen capacitive or resistive? 28
4.5.16 When I use my phone as a modem, what OSs does my phone support? 28
4.5.17 Does my phone support VPNs? 28

1 Basics

1.1 Your phone at a glance

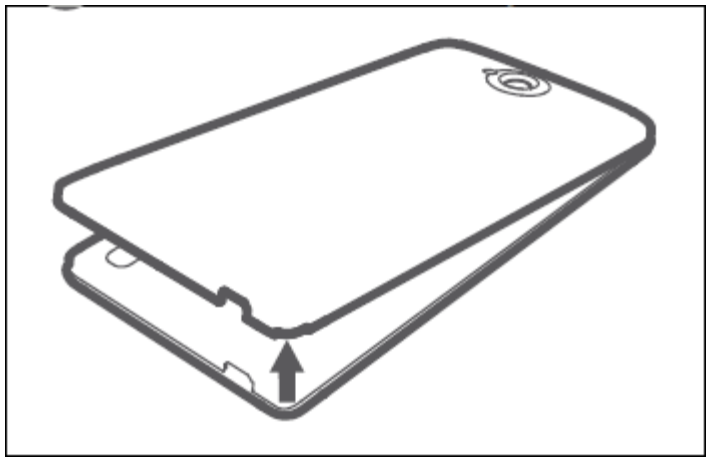


⏻	• When your phone is powered off, press and hold ⏻ to power it on. • From any screens, press ⏻ to turn on or off the screen. When the screen is turned on, press and hold ⏻ to display an option menu.
⮌	• Touch ⮌ to return to the previous screen or exit the current application. • When you are entering text, touch ⮌ to hide the onscreen keyboard.
⌂	• Touch ⌂ to return to the home screen. • Touch and hold ⌂ to display the list of recently used applications.
☰	Touch ☰ to display an option menu where available.

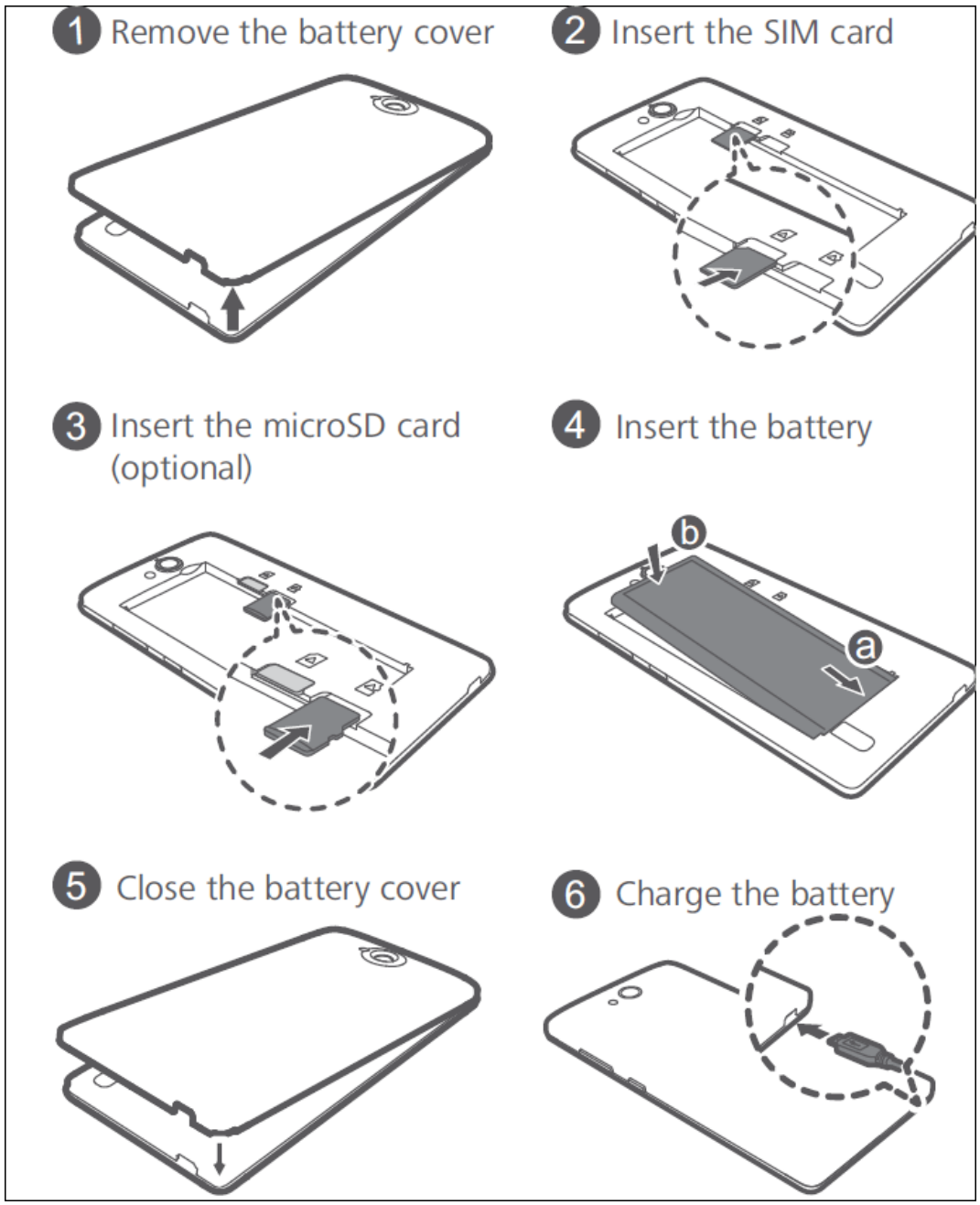
1.2 Installation

1.2.1 How do I open the battery cover?

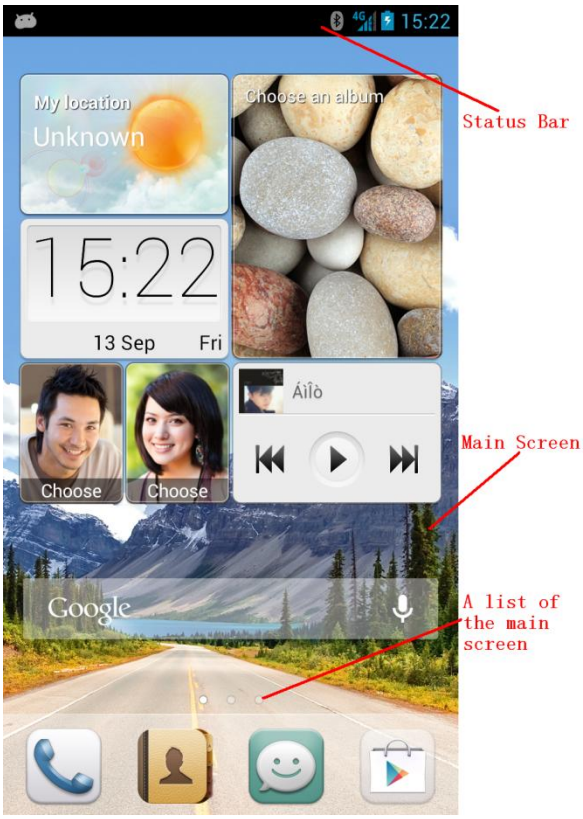
Use your left hand to hold the phone at one end where the power key is located, and use your right index finger to open a gap between the battery cover and phone in the groove at the opposite end.



1.2.2 How do I install a SIM card, a microSD card, and the battery?

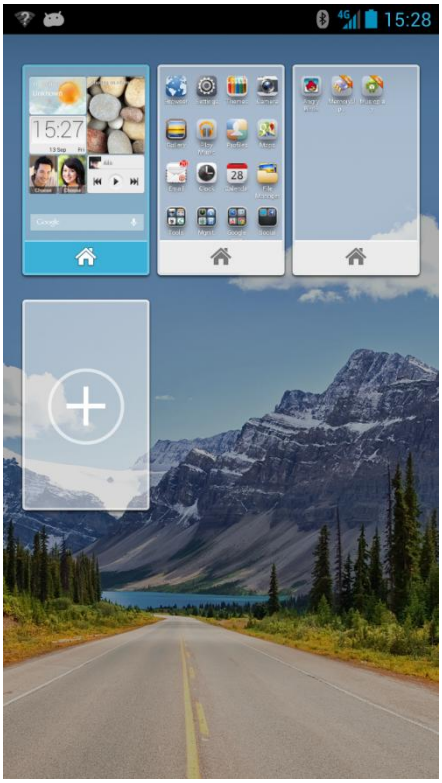


1.3 Home screen



1.3.1 How do I switch between home screens quickly?

1. From any home screen, press the menu key then **Thumbnails** to display the thumbnails of the home screens, as shown in the following figure.



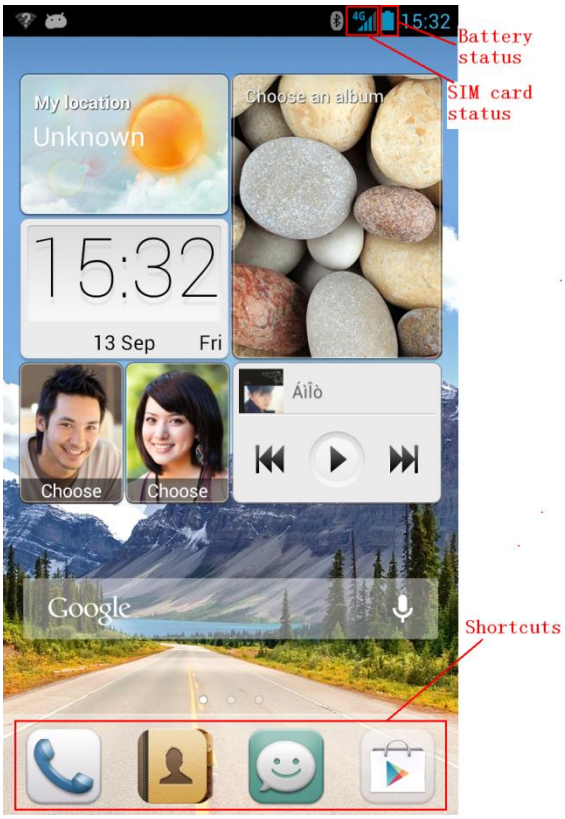
2. Touch the back or home key to return to the home screen.

1.4 Application list

Click the icon to start the application.

Slide your finger left or right to switch between screens.

1.5 Status bar and status icons



	Signal strength		No signal
	No SIM card found		Sign-in or synchronization problem
	Synchronizing data		Synchronization failed
	Portable Wi-Fi hotspot on		More notifications
	Connected to a VPN		Headset plugged in
	Connected to a computer		USB tethering on

G	GPRS network connected	E	Enhanced Data Rates for GSM Evolution (EDGE) network connected
3G	3G network connected	H	High Speed Downlink Packet Access (HSDPA) network connected
R	Roaming		Airplane mode enabled
	Bluetooth on		Receiving location data from GPS
	Vibration mode enabled		Silence mode enabled
	Alarms enabled		Charging
	Battery full		Battery low
	Call in progress		Missed calls
	New messages		New emails
	New voicemail		Select input method
	Wi-Fi network available		Connected to a Wi-Fi network
	Uploading data		Downloading data
	Phone memory full		Upcoming events

1.6 Text messaging

1.6.1 What is the difference between text messaging in an Android OS and that in a traditional OS? What is the advantage of text messaging in the Android OS?

- Difference:

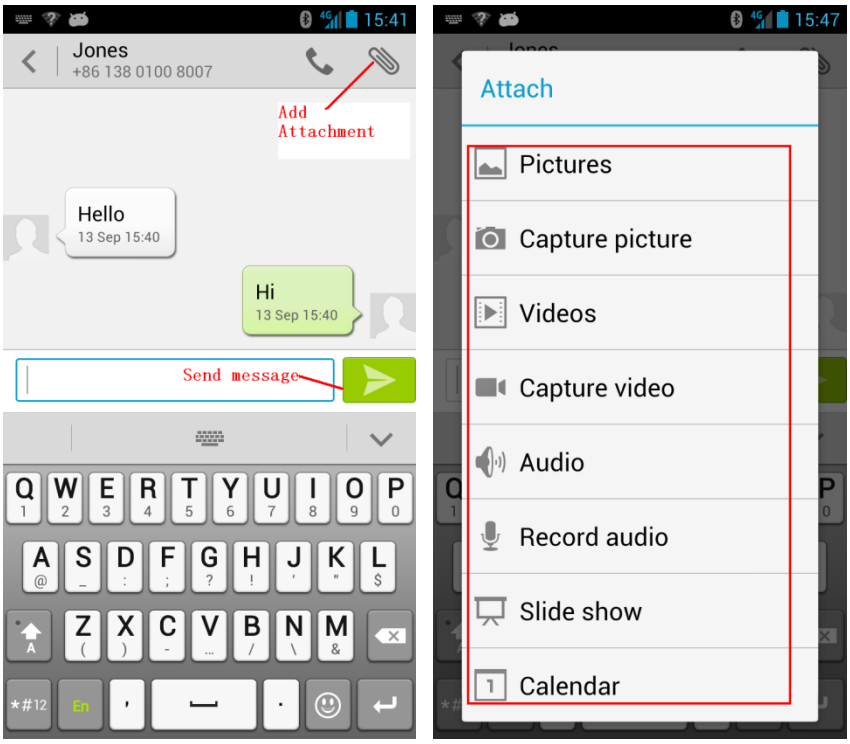
  In a traditional operating system (OS), text messages are stored in your inbox and outbox. In an Android OS, text messages to or from a contact are stored in a thread.

- Advantage:

  Text messaging in an Android OS is similar to instant messaging services such as MSN, which helps you to follow conversations more easily.

1.6.2 How do I send a multimedia message?

Open **Messaging**, write a message, touch , add an attachment to the message, and touch .

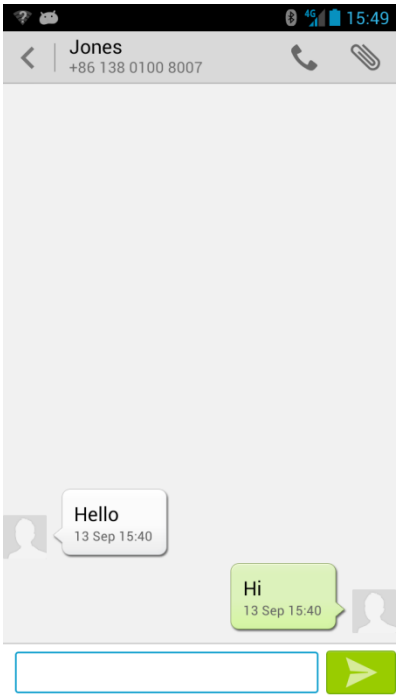


1.6.3 Does my phone receive a long text message as several messages or a single complete message?

The phone receives a long text message as a single complete message.

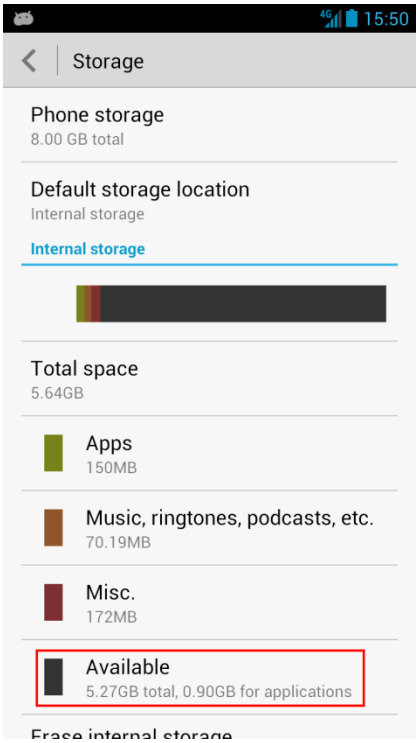
1.6.4 How do I identify received and sent messages?

Received and sent messages are identified by their positions, background colors, and status. Sent messages and a contact photo are displayed on the right with the sending time. Received messages and a contact photo are displayed on the left with the receiving time.

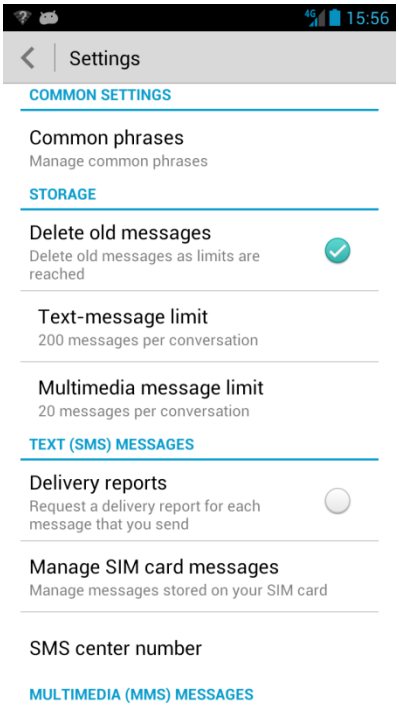


1.6.5 How many text messages can be stored on my phone?

1. The number of messages that can be stored on your phone depends on your phone's storage capacity. To check your phone's storage capacity, touch **Settings** > **Storage** > **Phone storage**.



2. If **Delete old messages** is selected, your phone stores a maximum of 200 text messages per conversation by default. You can change this upper limit.

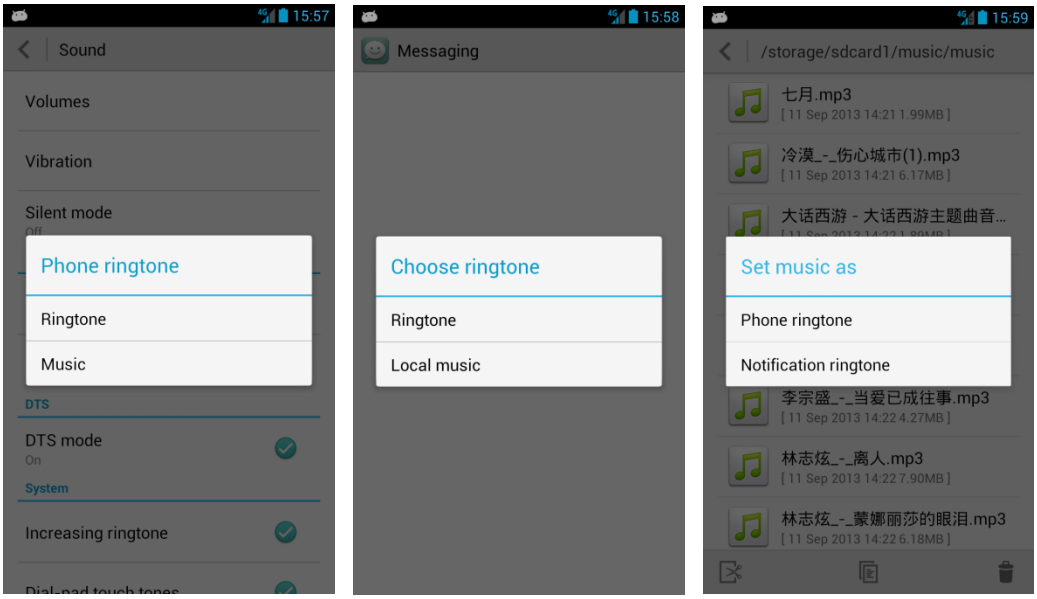


1.6.6 If I forward a message in a thread, will all the messages in the thread be forwarded or only the selected message?

Only the message you selected will be forwarded.

1.6.7 How do I set an audio file as a ringtone for incoming calls or new messages?

1. To set the ringtone for incoming calls, touch **Settings** > **Sound** > **Phone ringtone**.
2. To set the ringtone for new messages, touch **Settings** > **Sound** > **Notification tone** > **Message**.
3. From **File Manager**, touch and hold an audio file to display an option menu. To set the audio file as the ringtone for incoming calls, touch **Set music as** > **Phone ringtone**. To set the audio file as the ringtone for new messages, touch **Set music as** > **Notification ringtone**.



1.6.8 How do I set my phone to vibrate when I receive new messages?

Open **Messaging**. Touch the menu key then **Settings** > **Vibrate**.

1.6.9 How many English characters and Chinese characters are allowed in a long text message?

A text message can contain a maximum of 160 English characters or 70 Chinese characters.

A long text message can contain up to 10 pages. If the message content is longer than 10 pages, the message will be automatically converted into a multimedia message.

The preceding description is true for China Unicom and other Chinese marketing channels. The number of Chinese and English characters that can be contained in a long text message may vary according to market requirements.

1.6.10 How do I delete multiple threads or messages at a time?

1. Open **Messaging**. You can then delete a thread or all threads. To delete a thread, touch and hold the thread and touch **Delete messages**. To delete all threads, touch the menu key then **Delete** > **All**.
2. To delete messages in a thread, open the thread, touch the menu key then **Delete**, select the messages you want to delete, and touch **Delete**.

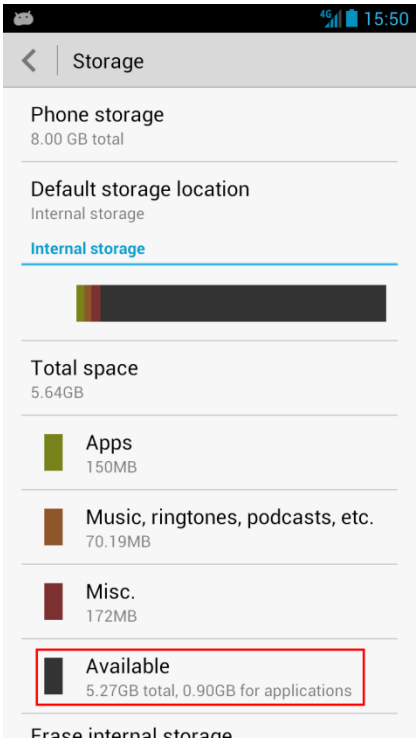
1.7 Multimedia messaging

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

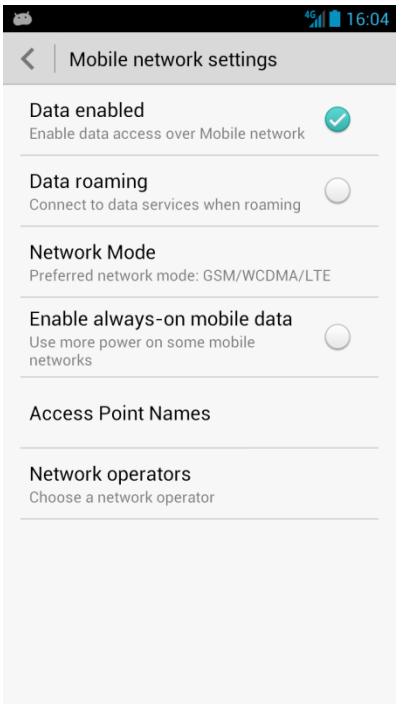
1. If an audio or video file exceeds the size limit (generally 300 KB), it cannot be attached to a message.
2. If a photo is too large, it will be automatically compressed before being attached to a message. As a result, the resolution of the photo attached to the message decreases.

1.7.2 Why does my phone fail to send or receive a multimedia message? What can I do?

1. Your phone may not have sufficient storage available. To address this issue, delete some files to free up some space.



2. Multimedia messages cannot be sent or received if your data service is disabled. To enable your data service, access the home screen, touch **Settings** > **Mobile networks**, and select **Data enabled**.



1.7.3 How do I change the font size of text or multimedia message texts?

Sorry. Your phone does not support this function.

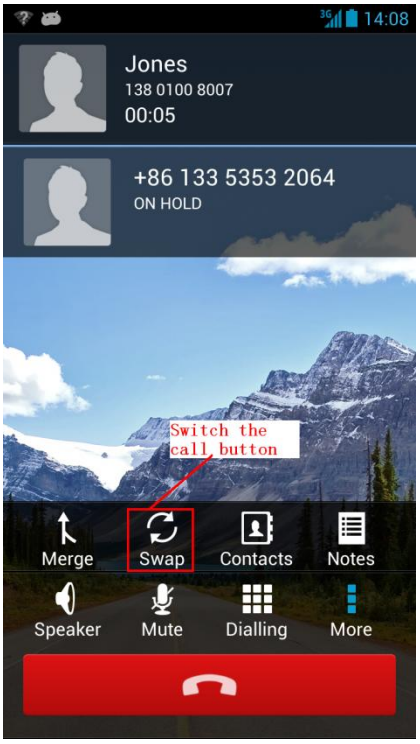
1.8 Calls

1.8.1 How do I check my total data traffic and call duration?

No preinstalled applications are available to check your total data traffic and call duration, but you can download a third-party application as required.

1.8.2 How do I switch between ongoing calls?

When you have multiple ongoing calls, touch the icon framed in the following figure to switch between them.



1.8.3 Does my phone support video calls?

Sorry. No.

1.8.4 Can I use the headset button to answer an incoming call?

Yes. When a call comes in, you can use the headset button to answer it. It is recommended that you use the headset provided with your phone to prevent compatibility issues.

1.8.5 Can I copy multiple contacts from the phone to the USIM card in batches?

Yes.

1.9 Music

1.9.1 Does the media player in my phone support functions such as fast forwarding, rewinding, pausing, and repeating music tracks?

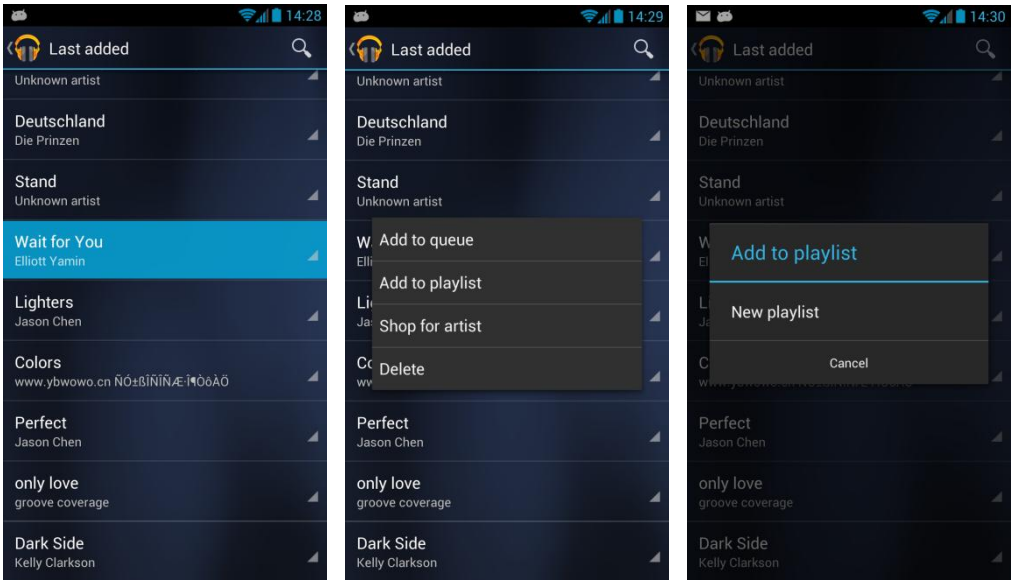
Yes.

1.9.2 If I set an audio file on my microSD card as my call ringtone and I remove the microSD card, does the phone still use the file as my ringtone?

No. The ringtone for incoming calls changes to the default ringtone.

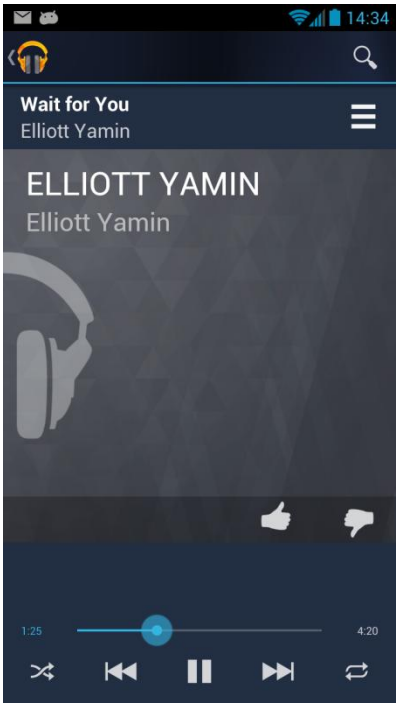
1.9.3 How do I create a playlist?

1. Open the media player. Touch and hold the audio file you want to add to a playlist.
2. From the displayed option menu, choose **Add to playlist** > **New playlist**. Name the playlist and touch **OK**.

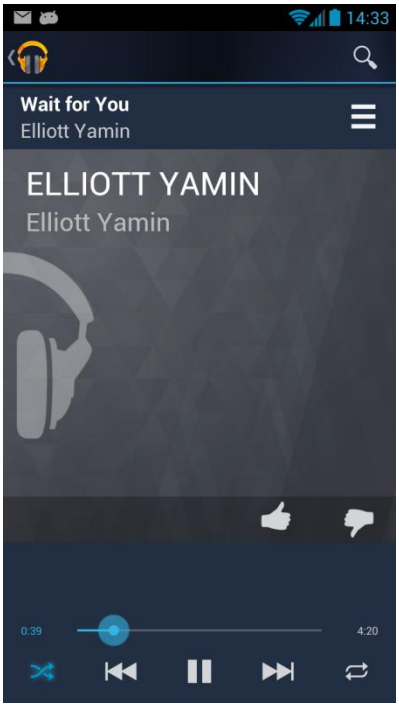


1.9.4 What playing modes does my phone support?

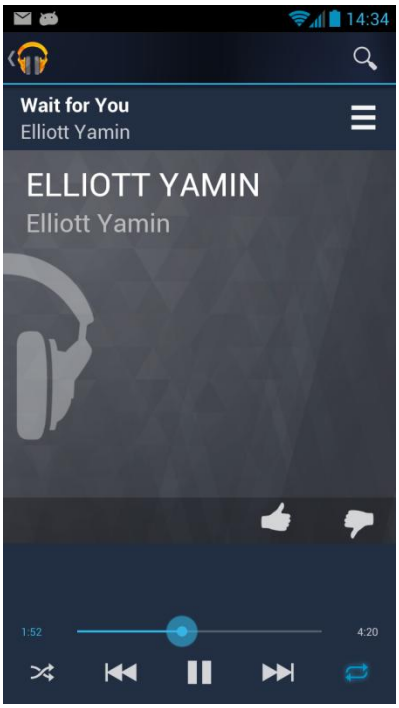
1. Shuffle is off (by default): Play all audio files in a playlist in sequence and stop playing when all the files have been played.



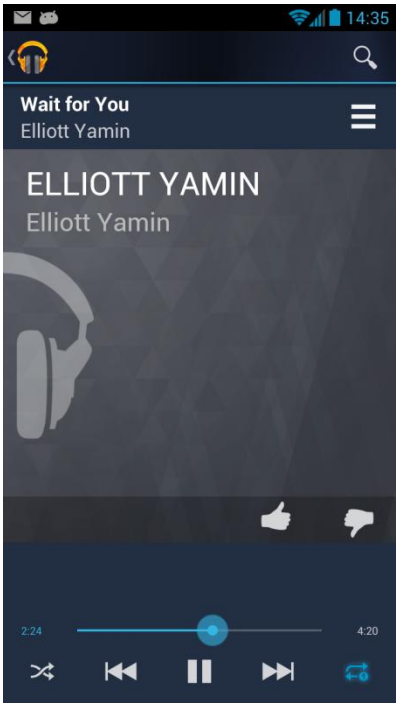
2. Shuffle is on: Play all audio files in the playlist in a random order and stop playing when all the files have been played.



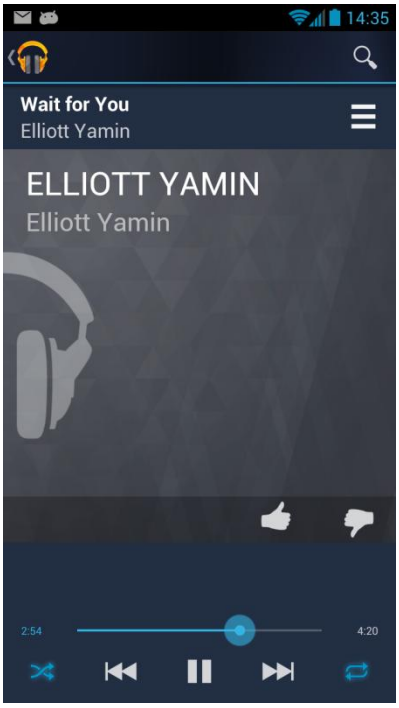
3. Repeat all songs: Play all audio files in a playlist in sequence and repeat the playlist in sequence when all the files have been played.



4. Repeat the current song: Play the current audio file repeatedly.



5. 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 when all the files have been played.



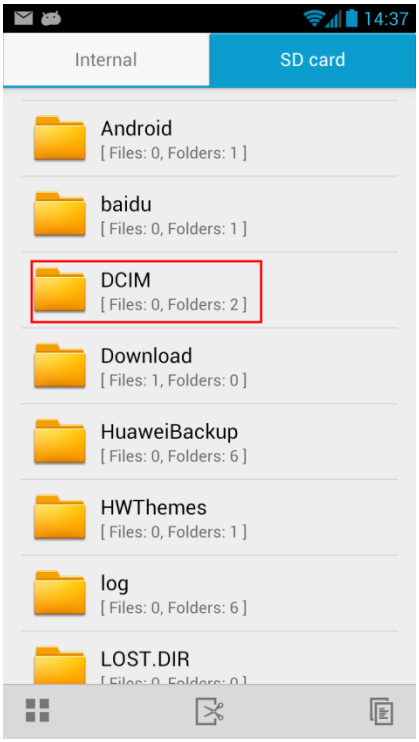
1.9.5 How do I play audio files in the background or exit Play Music?

1. Play in background: Touch **Play Music** and play an audio file. Touch the back or home key. The song then plays in the background.
2. Exit **Play Music**: Pause the currently playing audio file and touch the back or home key.

1.10 Camera

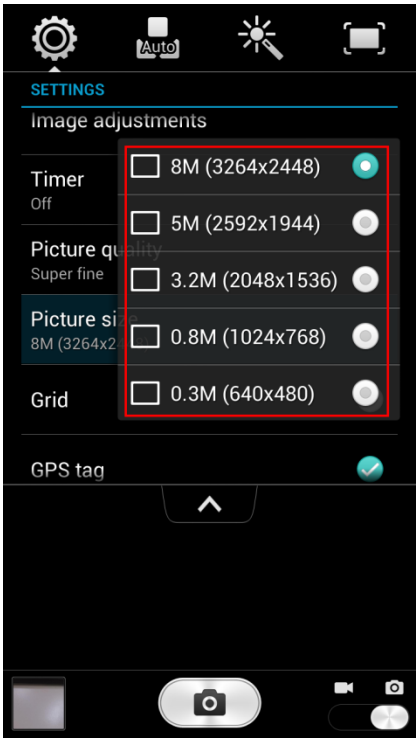
1.10.1 Where are my photos and video clips saved? Can I change the paths?

1. If a microSD card is installed, access the home screen, touch **File Manager** > **SD card** > **DCIM** > **Camera** to find your photos and video clips.
2. If no microSD card is installed, access the home screen, touch **File Manager** > **Internal** > **DCIM** > **Camera** to find your photos and video clips.
3. To change the default save paths, touch **Camera** > **Settings** > **Preferred save location**.



1.10.2 What is the format of the photos captured by my phone? What are the picture resolutions?

The photos captured by your phone are saved as .jpg files, and their resolutions can be 8 MP, 5 MP, 3 MP, 1 MP, and 0.3 MP.



1.10.3 How many cameras does my phone feature? What are the specifications of the cameras? Do the cameras support zoom and auto-focus?

Your phone comes with two cameras: an 8-MP rear camera and a 1-MP front camera. Both cameras support auto-focus but not zoom.

1.10.4 What is the format of the recorded video clips? What are the video clip sizes?

The video clips recorded by your phone are saved as MP4 files, and their sizes can be the following:

- FULL HD: 1920 x 1080
- HD: 1280 x 720
- VGA: 640 x 480
- MMS: 176 x 144

1.10.5 Can I play video clips in full-screen mode?

Sorry. No.

1.10.6 If my phone does not have a microSD card installed, can I use it to take photos or record video clips?

Yes. If a microSD card is not installed, photos and video clips are saved in your phone's internal storage.

1.10.7 Can I disable the shutter sound?

Sorry. No.

1.10.8 How do I set my phone to save photos and video clips to a microSD card?

Insert the microSD card into your phone. Then photos, video clips, and sound recordings will be saved to the microSD card after they are captured or recorded.

1.10.9 Can I add a frame to a photo?

Sorry. No.

1.10.10 I cannot open some photos or video clips. Why?

1. Your phone does not support the file format.
2. The available phone memory is insufficient.
3. The file has corrupted.
4. The file is copyright-protected.
5. Your phone has insufficient resources. Close some running third-party applications and try again.

6. In some rare cases, unknown errors may occur in the phone's operating system or applications. Restart the phone and try again.

1.11 Streaming media

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

1. The phone stops playing the streaming media when receiving a call.
2. When the call ends, the phone resumes playing the streaming media.

1.11.2 My phone cannot play some streaming media. Why?

1. Your phone does not support the file format.
2. The network connection is unstable.
3. Your phone has insufficient available memory.

1.11.3 What causes poor quality of online streaming media played on my phone?

1. The source streaming media is of poor quality.
2. The network connection is poor.
3. The phone's hardware may be faulty, for example, the display is damaged. To check this, use another device to play the online streaming media for comparison.
4. Your phone has insufficient available memory.
5. The CPU usage is high.
6. Too many applications are running.

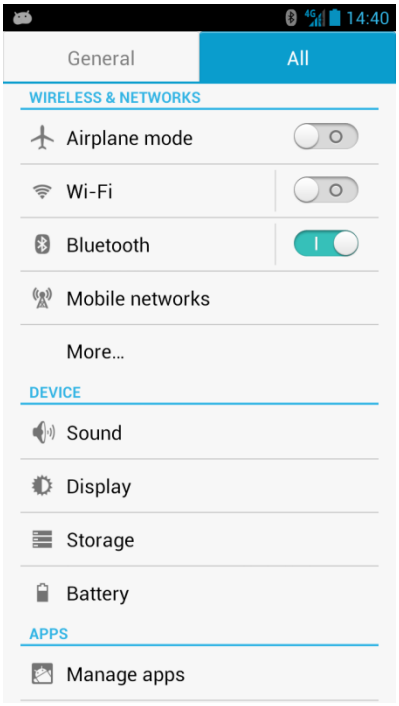
1.11.4 Does playing online streaming media use my phone's internal storage?

No. When playing, the online streaming media occupies the random access memory (RAM) rather than your phone's internal storage.

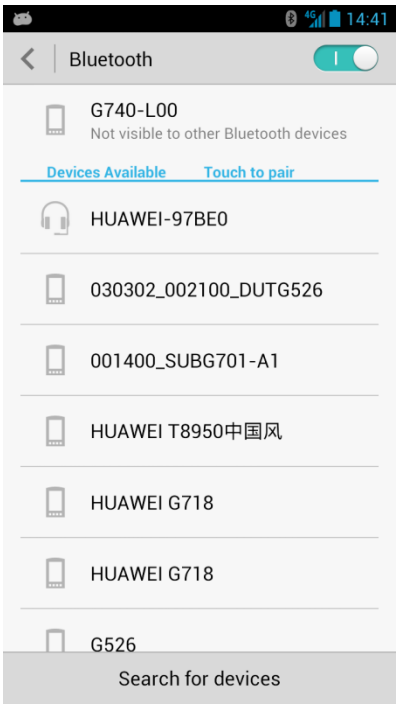
1.12 Bluetooth

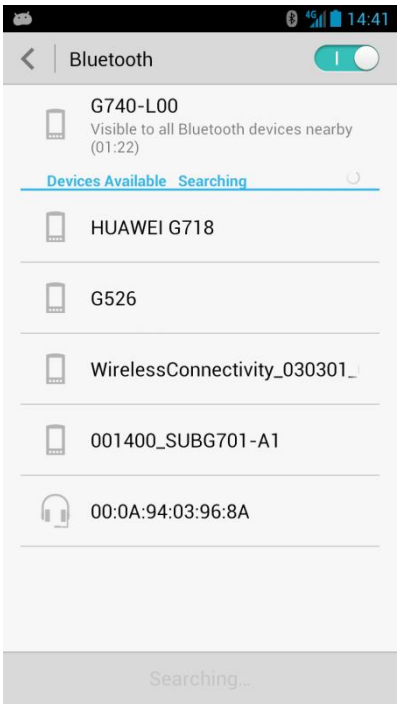
1.12.1 My phone cannot be discovered by other devices. Why? What can I do?

1. Bluetooth has been turned off. To address this issue, touch **Settings** > **Bluetooth**, and turn on Bluetooth.



2. The phone is not set to discoverable after Bluetooth is turned on. To address this issue, touch **Settings** > **Bluetooth**. Touch the device name to set it to be visible.





1.12.2 What files can be transmitted using Bluetooth?

Audio files, videos, photos, contacts, compressed files, and more can be transmitted using Bluetooth.

1.12.3 Can I use Bluetooth to synchronize data with a PC?

Sorry. You cannot use Bluetooth to synchronize data with a PC.

1.12.4 Can I place calls or listen to music using a Bluetooth headset?

Yes. Turn on the Bluetooth headset and set it to discoverable. Turn on Bluetooth on your phone and search for the headset. After the headset is found, pair your phone with the headset. You can then use the headset to place calls or listen to music.

NOTE

To listen to music, use a stereo Bluetooth headset.

1.12.5 What is the Bluetooth working range?

The working range is approximately 10 meters.

1.12.6 Why does my phone fail to pair with other Bluetooth devices?

1. The phone fails to find other Bluetooth devices.

   To address this issue, verify that Bluetooth on other devices is turned on and the devices are set to discoverable.

2. The phone cannot detect a Bluetooth headset.

   To address this issue, verify that the headset is set to discoverable. For details about how to set the headset, see the headset user guide.

3. The phone cannot connect to other phones when sending files.

   To address this issue, verify that the phones you want to connect are able to receive files and are able to receive files of the sending formats.

1.12.7 Can I connect my phone to a PC and access the Internet using Bluetooth?

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

1.13 Emails

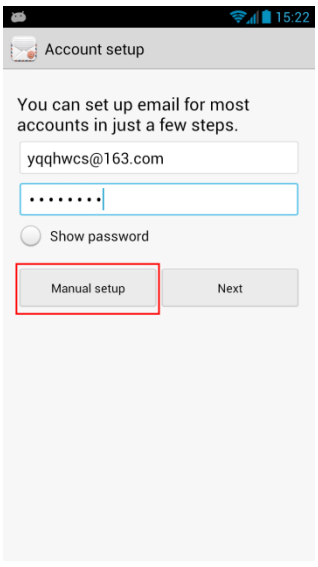
1.13.1 How do I add or remove an email account? How do I send an Email?

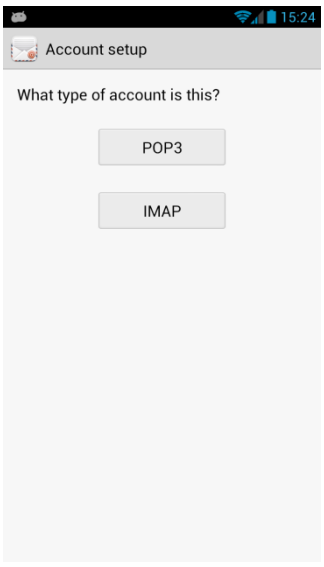
1. To add an email account, touch **Email**, select an email service provider, and log in to your account. Set up your account manually or automatically.

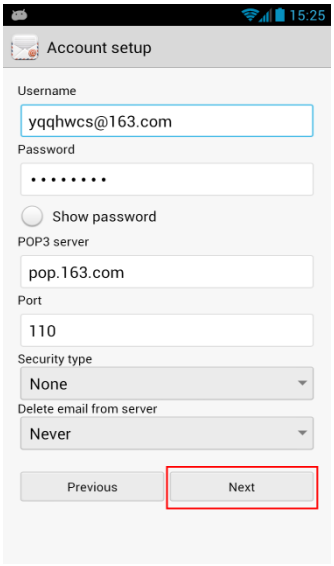
   A. Manual setup:

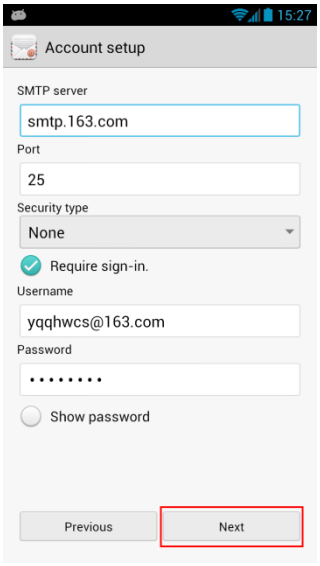
   On the **Account setup** screen, enter your email address and password. Touch **Manual setup** and select the account type. Specify the incoming and outgoing server settings and touch **Next**. On the **Account settings** screen, set **Inbox checking frequency** and touch

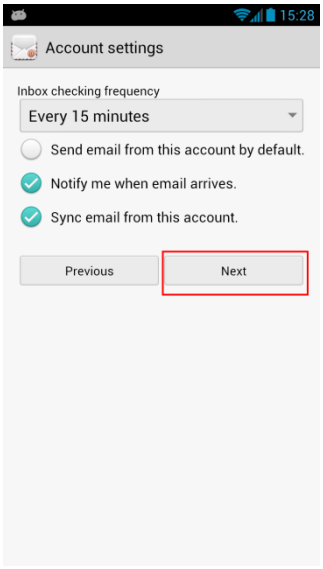
Next. Enter the name you want people to see when they receive your emails and your email address. Then touch **Next**.

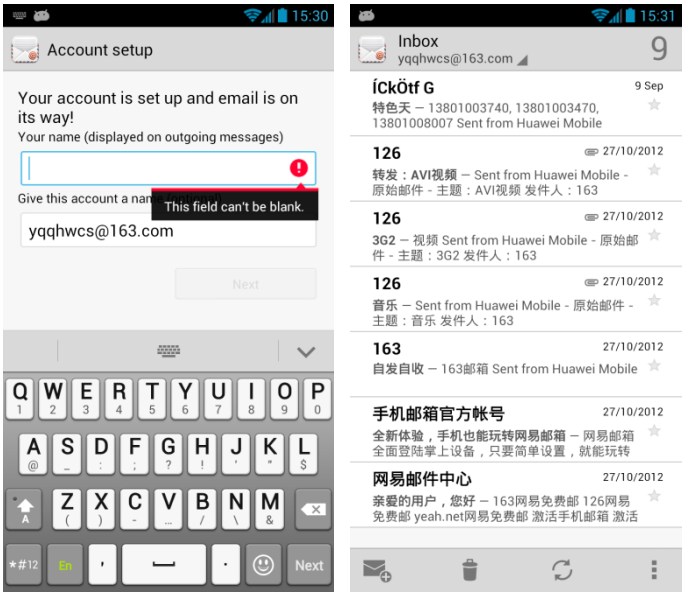










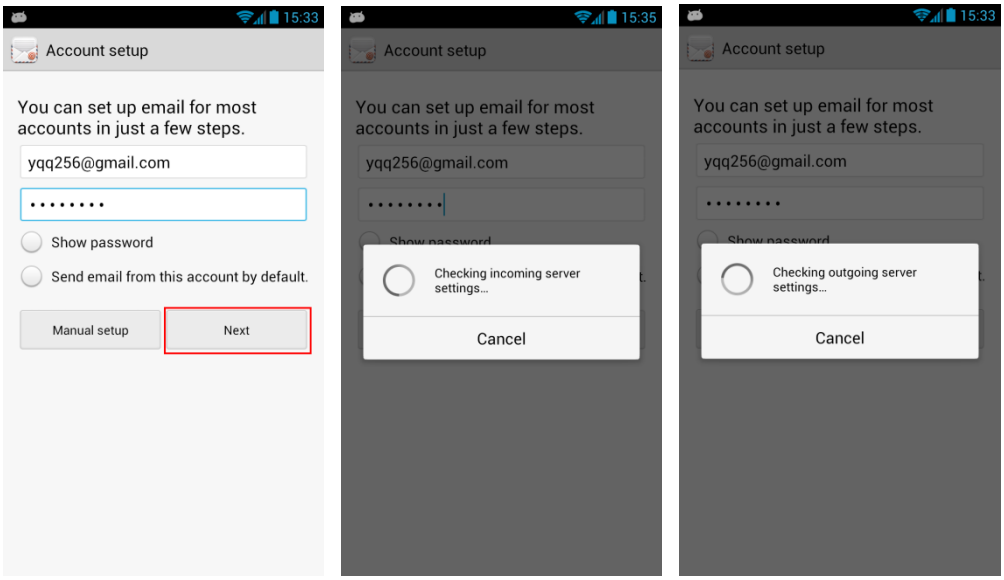


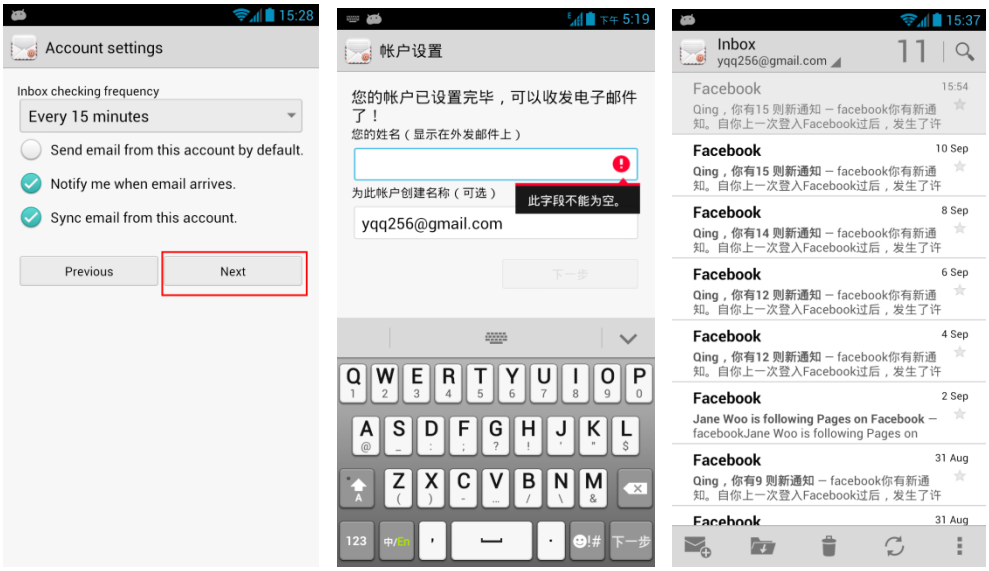
B. Automatic setup

On the **Account setup** screen, enter your email address and password and touch **Next**. Your phone then automatically specifies incoming and outgoing server settings. On the **Account settings** screen, set **Inbox checking frequency** and touch **Next**. Enter the name you want people to see when they receive your emails and your email address. Then touch **Next**.

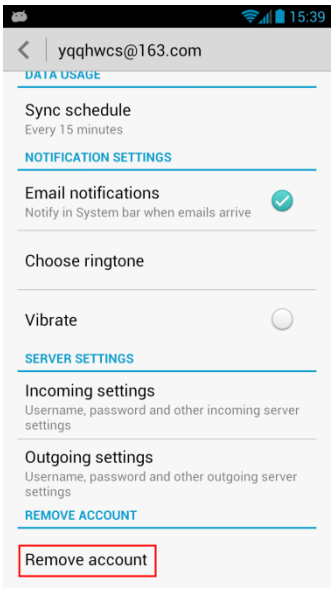
NOTE

You can use automatic setup only for the email service providers for which settings are preconfigured on your phone.





2. To remove an email account, touch **Email** then the menu key, choose **Settings**, and touch the account you want to remove then **Remove account**.



1.14 GPS navigation

1.14.1 Does the phone support GPS?

Yes.

1.14.2 How do I use the phone to quickly locate my position?

Wireless network location:

Touch **Settings** > **All** > **Location services** > **Access my location**.

GPS location:

Touch **Settings** > **All** > **Location services** > **GPS satellites**.

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

1. Take your phone to an area with better signal strength.
2. Check the **Location services** settings. If only **GPS satellites** is selected, this issue may occur when you are in a built-up area. To solve this issue, take your phone to an open area. You may have to try for several times before your phone receives signals from GPS satellites.

1.14.4 When used indoor, my phone usually fails to locate my position. When it finally locates my position, the displayed position is far from the actual position. Why? Does my phone support voice navigation?

1. GPS signals received indoor are weak. If you attempt to use GPS to determine your location, your phone may not be able to receive signals from GPS satellites.
2. The location accuracy depends on the accuracy of the GPS satellites and the map used by your phone.

You can use voice navigation if your navigation application supports this function.

2 Common settings

2.1 How do I update my phone's software?

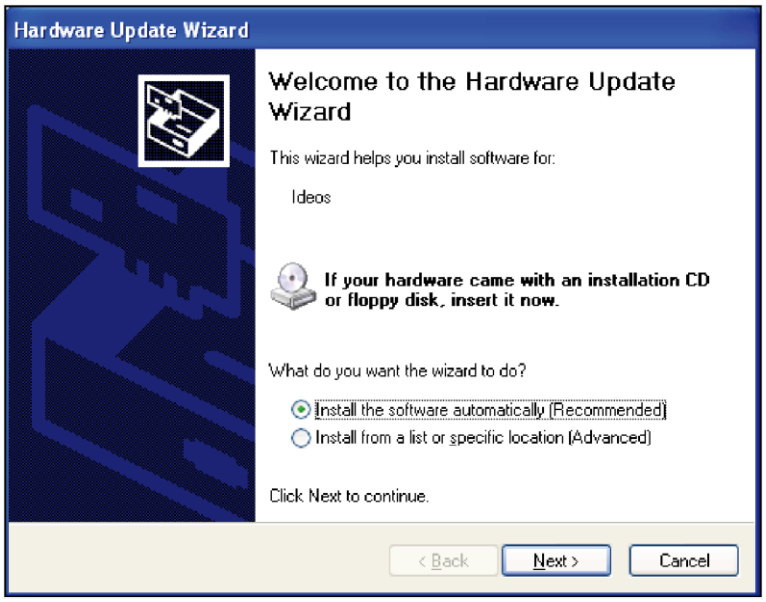
CAUTION

After an update, all user data, such as text and multimedia messages as well as contact information, on your phone will be erased. Therefore, back up important data before updating your phone.

- To update online, touch **Settings** > **About phone** > **System update** > **Online update**.
- To update using a microSD card, download an update package from the Huawei forum and save the package to the microSD card, and then touch **Settings** > **About phone** > **System update** > **Local update**.

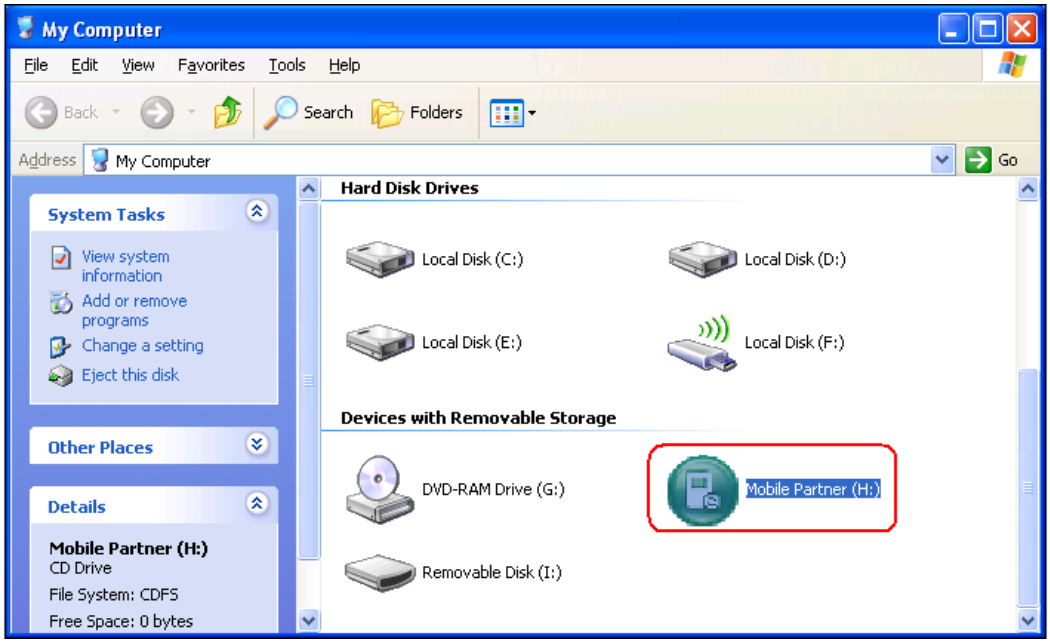
2.2 How do I install the ADB driver?

Use a USB cable to connect your phone to a PC. The Hardware Update Wizard then runs automatically. Follow the instructions to install the Android Debug Bridge (ADB) driver, as shown in the following figure. If the Hardware Update Wizard does not run automatically after you connect your phone to the PC, double-click the ADB driver to start the installation.

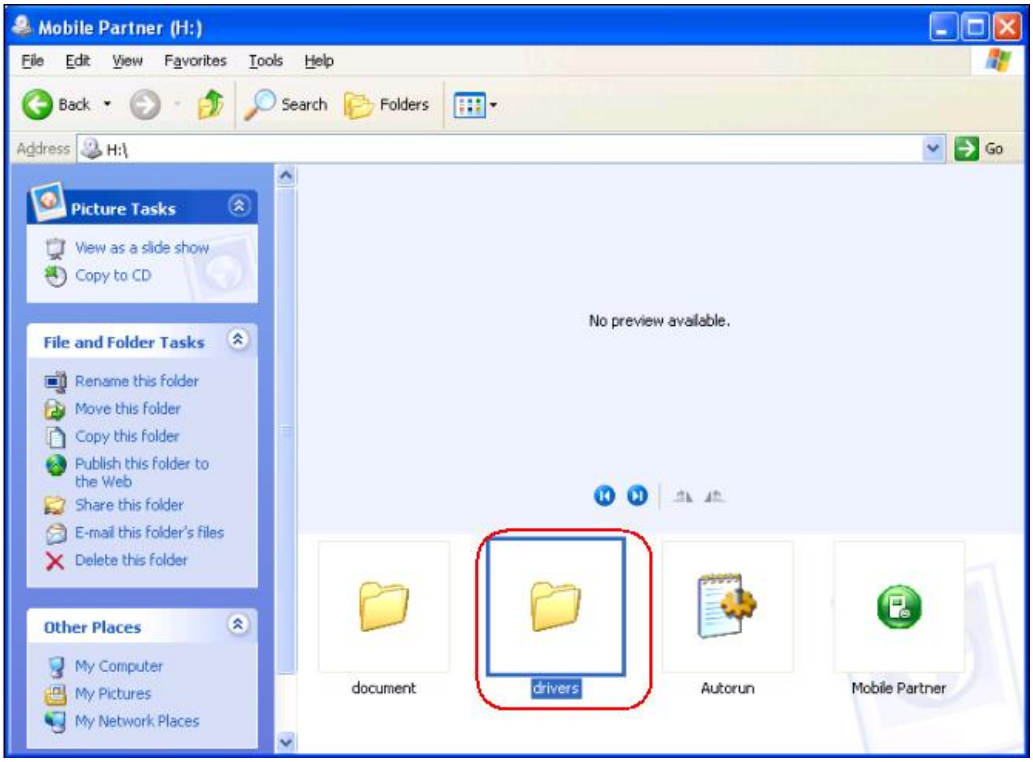


If the installation fails and a yellow exclamation mark is displayed nearby the ADB driver, perform the following to reinstall the driver:

Connect your phone to a PC and access **My Computer** then **Mobile Partner**.



Double-click the **drivers** folder.

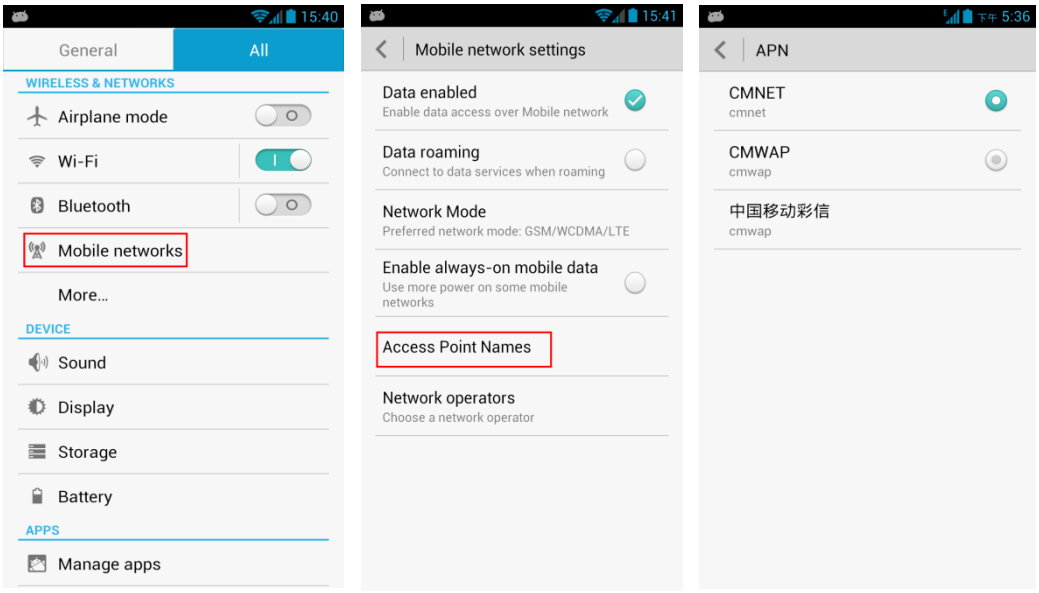


Double-click the **adb_driver** folder then **Handset WinDriver.exe** (

). Follow the instructions to install the driver.

2.3 How do I specify network settings?

1. Insert a SIM card into your phone. The phone automatically specifies Access Point Name (APN) settings.
2. To check APN settings, touch **Settings** > **All** > **Mobile networks** > **Access Point Names**.



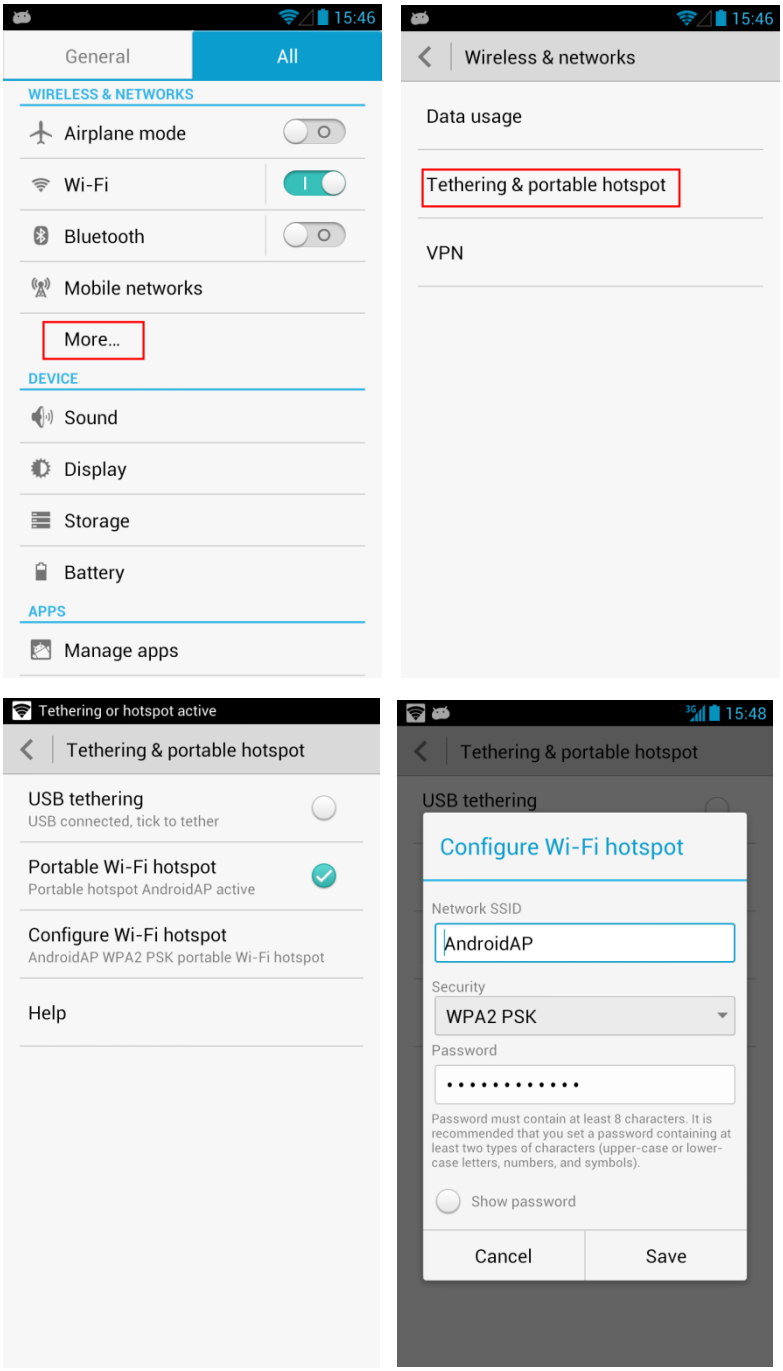
2.4 Wi-Fi

2.4.1 How do I use my phone as a Wi-Fi hotspot and access the Internet?

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

To enable this function, touch **Settings** > **All** > **More...** > **Tethering & portable hotspot**. Select **Portable Wi-Fi hotspot** and specify Wi-Fi hotspot settings.

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



2.4.2 Does my phone support Wi-Fi and if yes, which protocol is used?

Yes.

Your phone uses 802.11b/g/n.

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

Possible causes are as follows:

1. The Wi-Fi network is not connected to the Internet.
2. The digital subscriber line (DSL) connection fails.
3. A domain name service (DNS) problem occurred. In this case, web pages cannot be opened, but you may still log in to **Talk**. Attempt to log in to **Talk** to verify the problem.
4. The websites that the Wi-Fi hotspot can access are restricted.
5. Your phone is faulty.

2.4.4 I have turned on my phone's Wi-Fi, but it cannot detect Wi-Fi signals from a wireless router like other devices. What can I do?

1. Check that the wireless router's service set identifier (SSID) is not hidden.
2. Move your phone to the coverage area of the wireless router.
3. Turn on your phone's Wi-Fi again.
4. Restart your phone.

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

Once connected to a Wi-Fi network, your phone uses the Wi-Fi network to access the Internet. The Wi-Fi icon is displayed in the notification bar, indicating that your phone is connected to a Wi-Fi network.

2.4.6 My phone is connected to a Wi-Fi hotspot but cannot access the Internet. Why?

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

2.4.7 What can I do if the Wi-Fi option is unavailable or my phone automatically turns off Wi-Fi after I turn it on?

1. Restart your phone.
2. Check that your phone's hardware is working properly.
3. Upgrade your phone's software.

2.4.8 What can I do if my phone's Wi-Fi connection constantly disconnects?

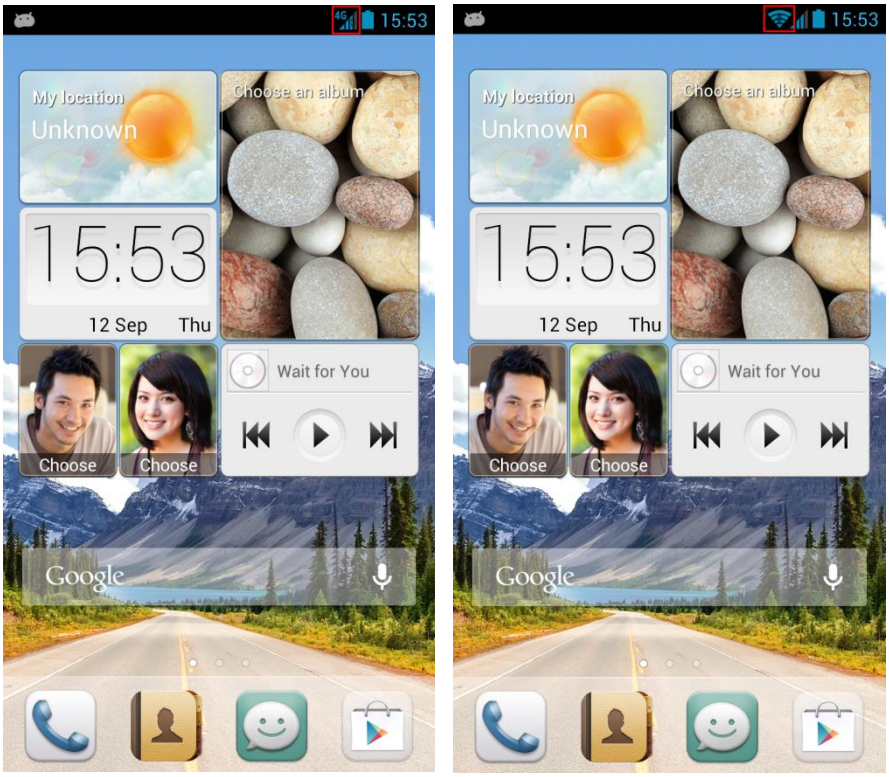
If you do not want your Wi-Fi connection to be disconnected, touch **Settings** > **Wi-Fi** then the menu key. Then, touch **Advanced** > **Keep Wi-Fi on during sleep** and select **Never**.

- **Always**: A Wi-Fi connection is disconnected 15 minutes after your phone's screen turns off.
- **Only when plugged in**: A Wi-Fi connection is disconnected only when your phone is being charged.
- **Never (increase data usage)**: A Wi-Fi connection is never disconnected.

2.4.9 My phone is connected to both a Wi-Fi network and a 4G network. How do I know which network I am using for data services?

Once connected to a Wi-Fi network, your phone uses the Wi-Fi network for data services.

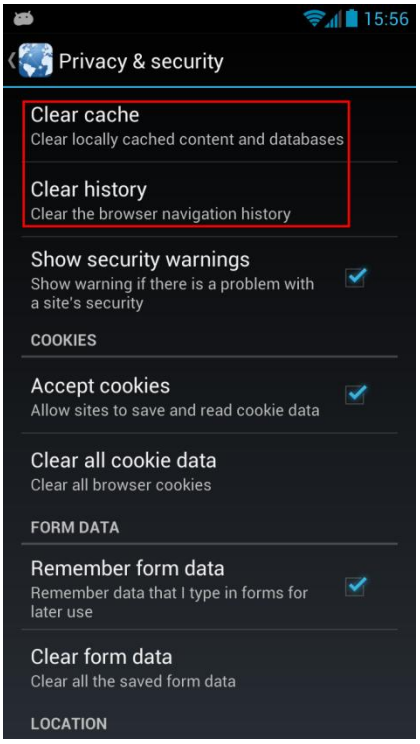
Of the following figures, the one on the left indicates that a 4G network is connected and the one on the right indicates that a Wi-Fi network is connected.



2.5 Internet access

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

Touch **Browser**, open a web page, touch the menu key then **Settings** > **Privacy & security**, and touch **Clear cache** or **Clear history**.



2.5.2 Does my browser support full-screen mode and bookmarks? If yes, how do I set them?

Your browser does not support full-screen mode, but it supports bookmarks.

To edit a bookmark, touch **Browser**, open a web page, and touch the menu key then **Bookmarks**. In the displayed bookmark list, touch and hold a bookmark to edit it.

To save a web page as a bookmark, touch **Browser**, open the web page, and touch the menu key then **Save to bookmarks**.

2.5.3 Can I log in to my email account from a web page?

Yes.

2.5.4 Can I log in to my online banking account from my phone?

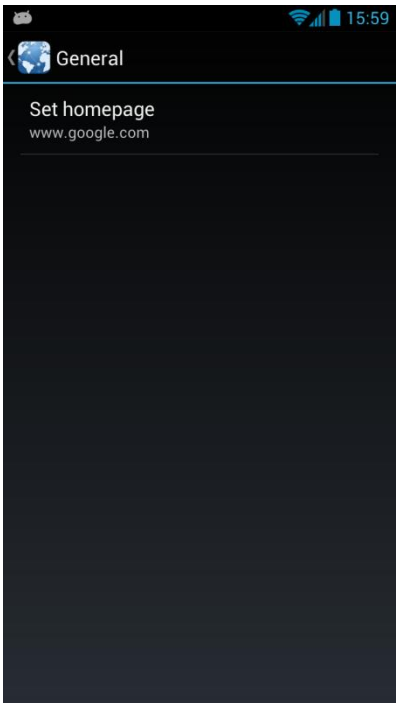
Yes.

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

Touch and hold the image you want to save. Then touch **Save image** in the displayed menu. The image is saved to the **Download** folder in the microSD card. If no microSD card is available, the image is saved to the **Download** folder in your phone's internal memory.

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

Touch **Browser**, open a web page, and touch the menu key then **Settings** > **General** > **Set homepage**.



2.5.7 How do I save a web page as a bookmark?

Touch **Browser** and open a web page. Touch the menu key then **Save to Bookmarks**. Edit the bookmark's name and touch **OK**.

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

To enable your phone's mobile data connection, touch the menu key then **Settings** > **All** > **Mobile networks**, and select **Data enabled**. To disable the connection, clear **Data enabled**.

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

You can place or answer calls when you are accessing the Internet, and vice versa, if your phone is connected to a 3G network, but not if your phone is connected to a 2G network.

2.6 Language and keyboard

2.6.1 Does my phone support text input using handwriting or an onscreen keyboard?

Your phone supports text input using handwriting and onscreen keyboards.

2.6.2 What text input methods does my phone support?

By default, your phone supports the Huawei input method. You can also install third-party input methods.

2.6.3 What can I do if I install a new text input method but cannot use it?

After installing a text input method, you must touch **Settings** > **Language & input** and select the input method.

2.6.4 Does my phone support the stroke input method?

It depends on the input method software you are using on your phone.

2.6.5 How can I change the font size on my phone's screen?

Touch **Settings** > **All** > **Display** > **Font Size**.

2.6.6 Does the Huawei input method support handwriting in full-screen mode?

Yes.

2.7 Screen lock

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

Touch **Settings** > **All** > **Security** > **Screen lock** > **PIN**.

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

Touch **Settings** > **All** > **Security** > **Screen lock** > **Pattern**. Set the pattern as prompted.

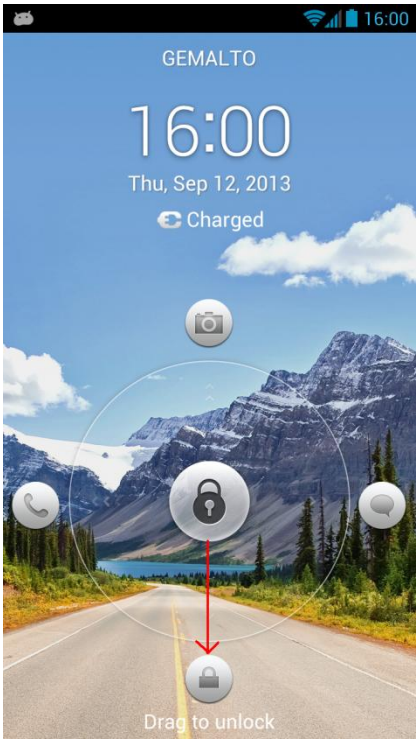
2.7.3 How many times can I try the screen unlock pattern before my phone becomes locked?

Your phone will be locked for 30 seconds if you incorrectly draw the screen unlock pattern five consecutive times.

2.7.4 How do I lock and unlock the screen?

If the phone is active, press the power key to lock the screen. If the phone is idle for a specified period of time, the phone automatically locks its screen.

If the screen is off, press the power key to turn it on. To unlock the screen, drag down the unlock icon in the middle of the screen right until it reaches the lock icon at the bottom of the screen.



Your phone also supports facial recognition technology. To enable the face unlock function, touch **Settings** > **All** > **Security** > **Screen lock** > **Face Unlock**.

2.8 Ebooks

2.8.1 What ebook formats does my phone support? What is the maximum size of an ebook to be read on my phone?

Your phone supports ebooks in .txt format without a limit on their size.

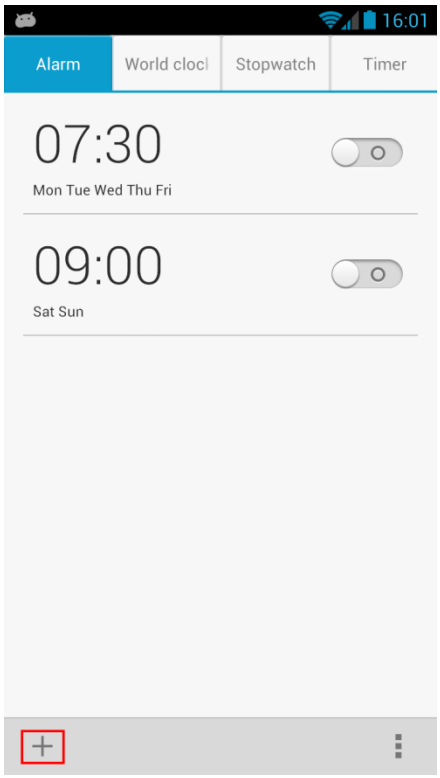
2.8.2 Will the alarms go off when my phone is powered off?

Yes.

2.8.3 How do I add or remove an alarm?

Touch **Clock**. Touch the plus sign (+) in the lower left corner of the screen to add an alarm.

In the alarm list, you can flick the switch left or right to turn an alarm on or off.



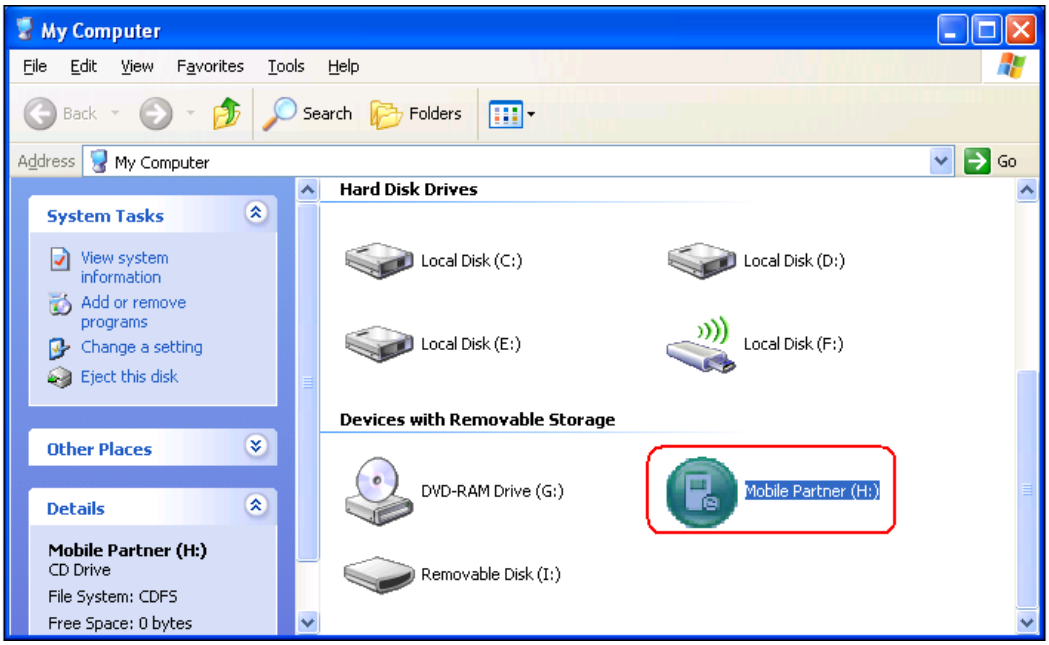
2.9 USB Tethering

You can connect your phone to a computer and use your phone's USB tethering function to share your phone's mobile data connection with the computer. If the computer runs Windows 7 or an up-to-date Linux OS (such as Ubuntu), you can use your phone's USB tethering function without specifying any settings on the computer. If the computer runs an earlier Windows or another type of OS, you may need to install some configuration files before using your phone's USB tethering function.

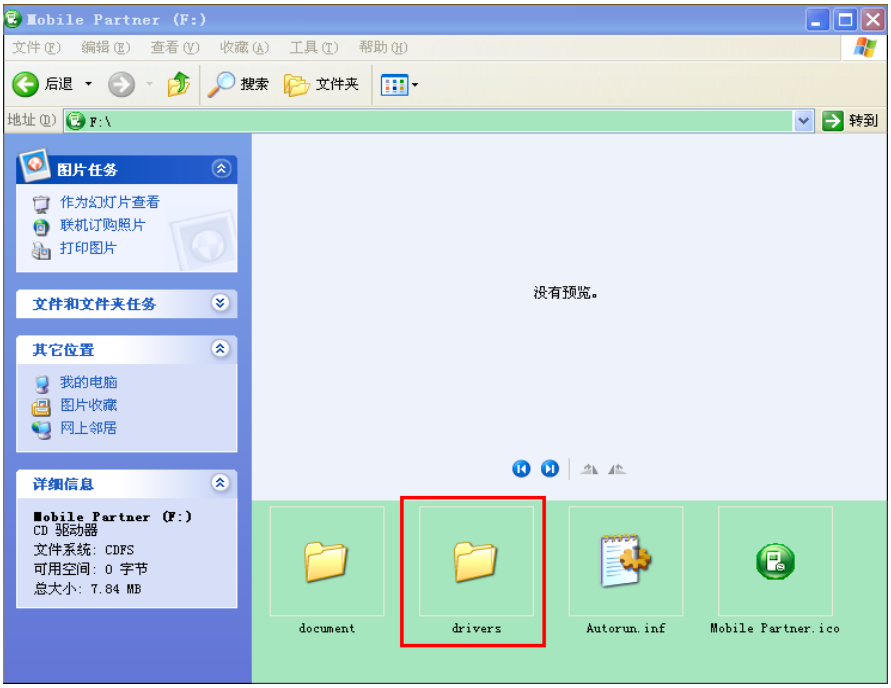
2.9.1 How do I use USB tethering if I connect my phone to a PC running Windows XP?

Method 1

Connect your phone (with a SIM or USIM card installed) to the PC. Open **My Computer** then **Mobile Partner**.

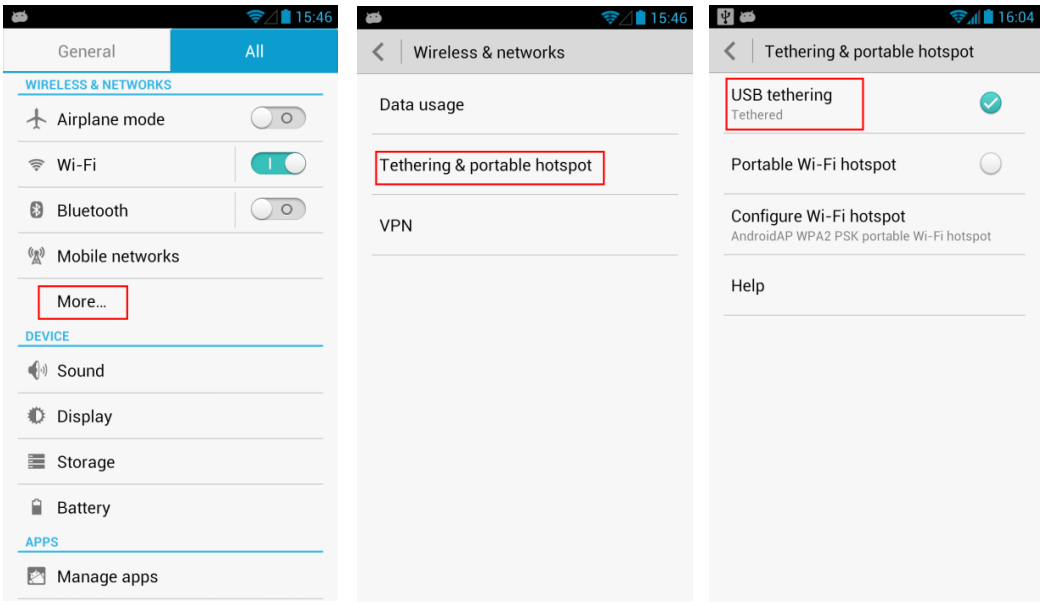


Double-click the **drivers** folder.



Double-click the **usbnet_driver_win2k_xp** folder then the **DownloadActiveSync** shortcut. After you have connected to the website, follow the onscreen instructions to download the ActiveSync software. Then install and run ActiveSync.

Touch **Settings** > **All** > **More...** > **Tethering & portable hotspot** and select **USB tethering**.



Method 2

On the PC, visit http://www.android.com/tether, and follow the onscreen instructions to download and install ActiveSync.

After a driver is installed, on your phone, touch **Settings** > **All** > **More...** > **Tethering & portable hotspot** and select **USB tethering**.

2.9.2 How do I use USB tethering if I connect my phone to a PC running Windows Vista or Windows 7?

Connect your phone (with a SIM or USIM card installed) to the PC using a USB cable. Windows 7 or Windows Vista will install the driver automatically.

When the installation is complete, on your phone, touch **Settings** > **All** > **More...** > **Tethering & portable hotspot** and select **USB tethering**.

3 Applications

3.1 What third-party applications does my phone support?

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

Java applications are not supported.

3.2 How do I obtain third-party applications?

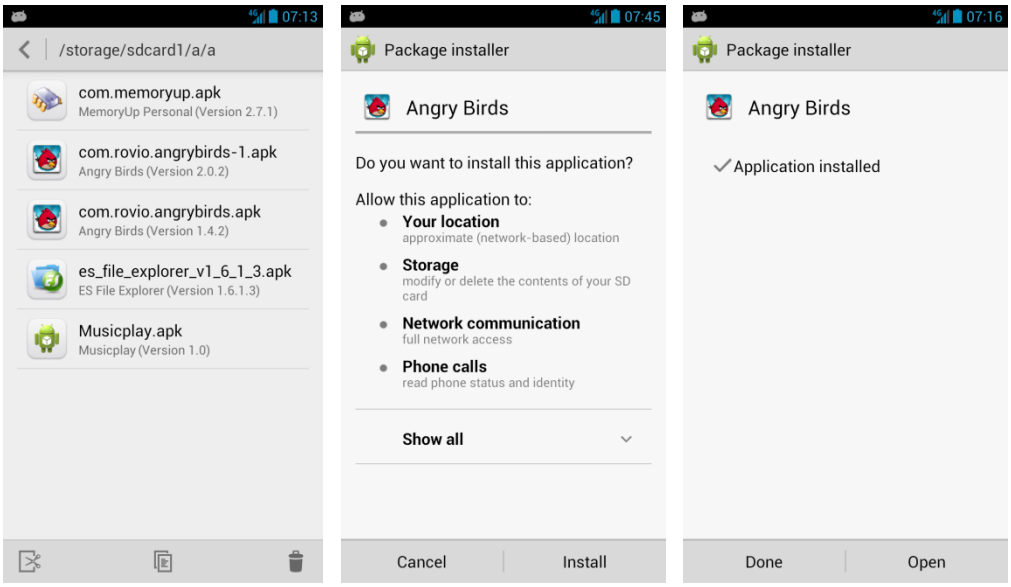
Log in to **Play Store** to download third-party applications.

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

3.3.1 How do I install applications?

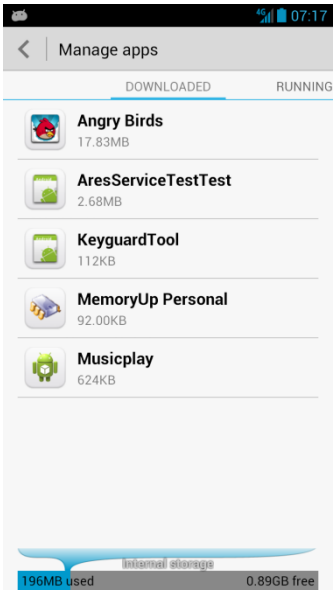
Touch **Settings** > **All** > **Security** and select **Unknown sources**.

Copy the .apk file corresponding to the application you want to install to the phone's internal storage or the microSD card. In **File Manager**, find the .apk file and touch it to install the application.



3.3.2 How do I manage applications?

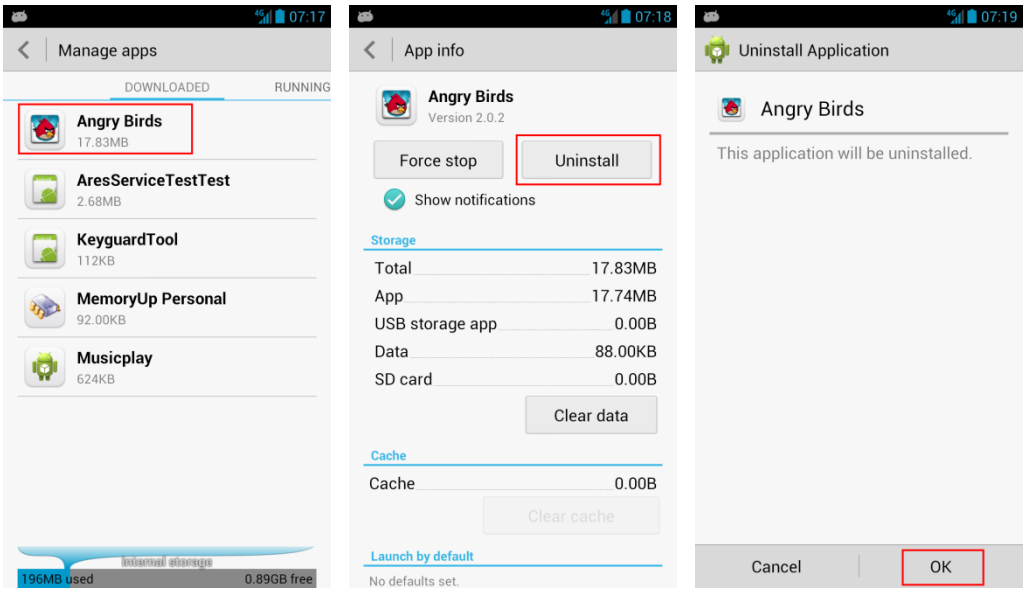
Touch **Settings** > **All** > **Manage apps**.



All applications installed on your phone are listed. Touch an application to perform a desired operation.

3.3.3 How do I uninstall applications

Touch **Settings** > **All** > **Manage apps**. Touch the application you want to uninstall, then **Uninstall**. In the displayed dialog box, touch **OK**.



3.4 What can I do if I cannot install an application?

1. The .apk file is corrupted.

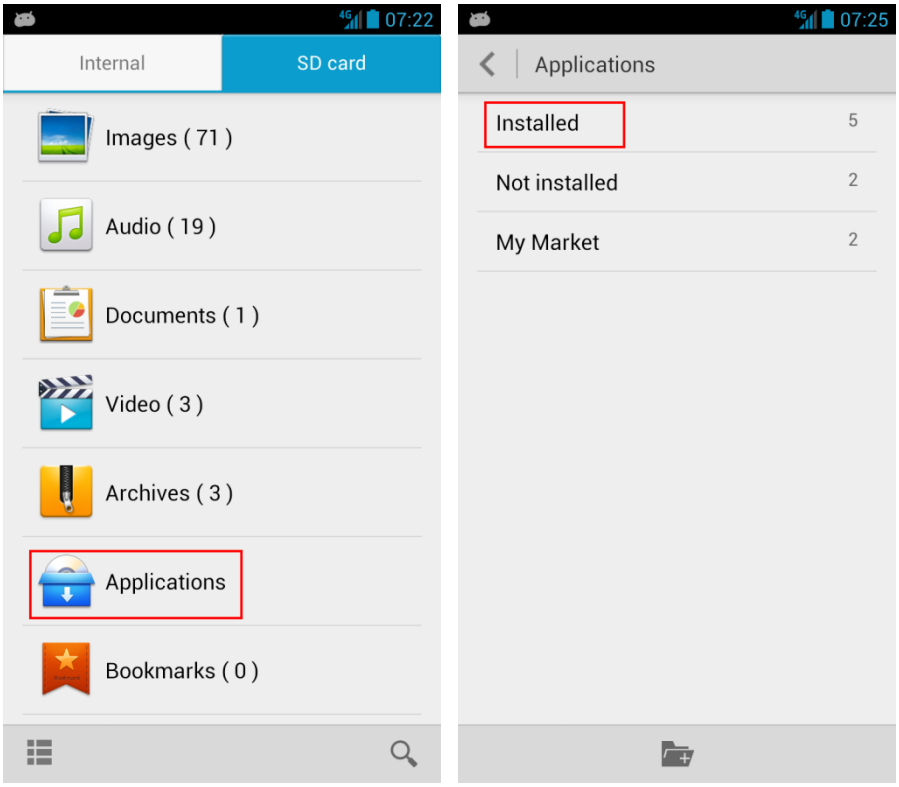
2. The application has already been installed. To solve this issue, uninstall and reinstall the application.
3. Your phone's storage space is insufficient. In this case, delete unnecessary files or uninstall some applications.

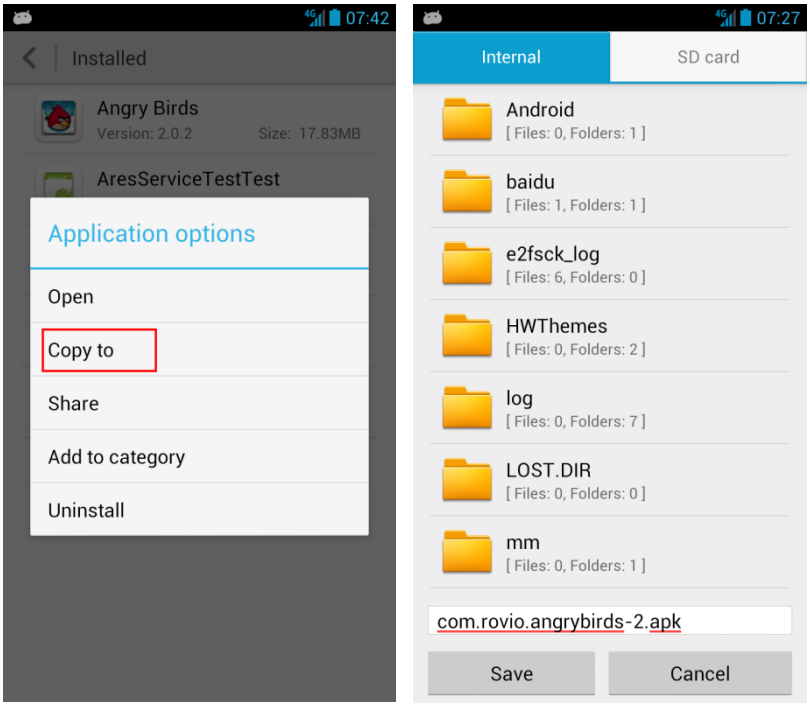
3.5 Are third-party applications installed on my phone's internal storage or a microSD card?

Third-party APKs are installed on your phone's internal storage, but you can move them to your microSD card after they are installed.

To move an APK to a microSD card:

Touch **File Manager** then > **Applications** > **Installed**. Touch and hold the APK you wish to move and select **Copy to** in the displayed menu. Select the microSD card. The APK is then moved to the selected microSD card.





3.5.1 How do I exit a running application?

To exit a running application, touch the back key.

Some applications (including third-party applications) may run in the background after you touch the back key. For details, refer to the messages displayed.

You can exit the applications running in the background from the application management screen (touch **Settings** > **All** > **Manage apps**).

3.6 How do I reduce the power consumption of third-party applications?

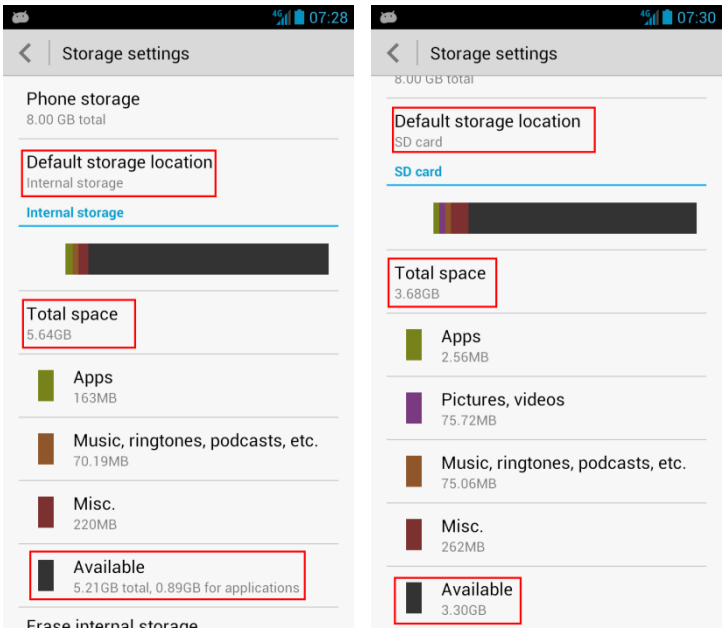
Third-party applications downloaded from application stores may be incompatible with your phone. Once installed, they may consume a great deal of power and shorten your phone's standby time.

When this happens, stop these applications directly or using a third-party task management application.

4 Others

4.1 How do I check the available space on my phone's internal memory and the microSD card?

Touch **Settings** > **All** > **Storage**.



Three types of storage are available in your phone:

- Internal storage: used for applications.
- Internal user memory: used to store data such as photos, audio files, and videos. (The volume of the internal user memory is small. You are advised to store data to the microSD card.)
- microSD card: used to store data such as photos, audio files, and videos.

4.1.1 What is the maximum capacity of the microSD card supported by my phone?

32 GB.

4.1.2 My phone runs Android 4.1. Can I install applications on a microSD card?

Yes. You can install applications on both the internal storage and microSD cards. If a microSD card is inserted, you can move the applications installed on the internal storage to the card.

4.2 What data can be backed up on my phone?

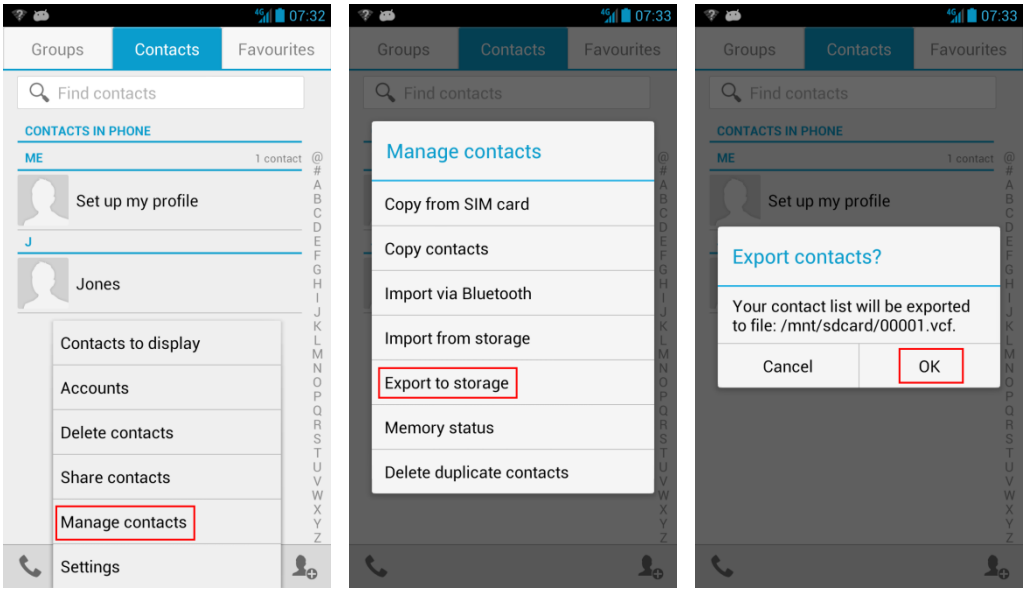
1. Contacts (using **Contacts**)
2. Calendar (using third-party applications)
3. Commonly used data (using third-party applications)
4. Before restoring factory settings, you can back up the following data:
   - Messages
   - Call logs
   - System settings
   - Alarms
   - Browser bookmarks
   - Email accounts
   - Calendar
   - Notes
   - Weather Clock

4.3 How do I use People to back up and restore my contacts?

4.3.1 How do I back up contacts to a microSD card?

Touch **Settings** > **All** > **Storage** > **Default storage location** and select the **SD card**.

Touch **People**. Touch the menu key then **Manage contacts** > **Export to storage**. In the displayed dialog box, touch **OK**. All contacts in your phone are then saved as a .vcf file



4.3.2 How do I restore contacts from a microSD card?

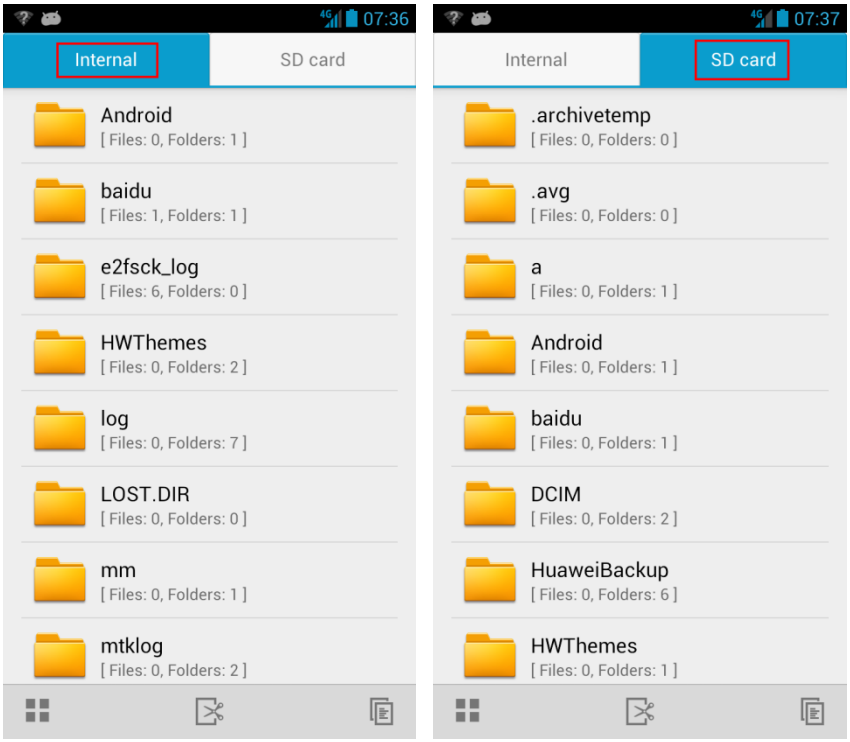
Touch **File Manager** > **Internal**, touch the backup file in .vcf format. Touch **OK**. Your phone then automatically refreshes the contact list.

4.3.3 How do I use the Backup application to back up data?

Your phone is preinstalled with the Backup application. To use Backup, touch **Mgmt.** > **Backup** then the option you want to use.

4.3.4 How do I cut or copy files or folders from the phone's internal storage to a microSD card?

1. Touch **File Manager**. In the displayed list, touch and hold the file or folder you want to cut or copy. In the **Folder options** menu, touch **Cut** or **Copy**. Touch **SD card** then **Paste**.
2. Touch **File Manager** then or , select the files or folders you want to cut or copy, and touch **Cut** or **Copy**. Touch **SD card** then **Paste**.



4.4 Common skills

4.4.1 How do I customize the home screens?

1. To move an item on a home screen, touch and hold the item, drag it to the desired area, and release your finger.
2. To remove an application icon from a home screen, touch and hold the application, drag it to the trash can in the upper section, and release your finger.
3. To change the wallpaper, touch the menu key then **Wallpaper** and select **Wallpapers**, **Live Wallpapers**, or **Gallery**.

4.4.2 How do I save battery power?

To save battery power, touch **Settings** > **Power saving mode**, or perform the following operations as required:

1. When you are not using the phone, press the power key to turn off the screen.
2. Touch **Settings** > **All** > **Display** > **Sleep** to set the timeout period to a small value.
3. Touch **Settings** > **All** > **Display** > **Brightness** to set the brightness to a small value.
4. Touch **Settings** > **All** and turn off **Wi-Fi** and **Bluetooth**. You can also turn off Wi-Fi and Bluetooth from the notification panel.
5. Drag the status bar down to display the notification panel. Turn off auto-sync.
6. Touch **Settings** > **All** > **Mobile networks** and clear **Data enabled** to disable the data service. You can also turn off the data service from the notification panel.

7. Touch **Settings** > **All** > **Location services** and clear **GPS satellites** to disable the GPS function. You can also turn off the GPS function from the notification panel.

4.4.3 Drag the status bar down to display the notification panel. Turn off auto-sync. How do I save data traffic?

- Disable the data service when you are not using it.
- When Wi-Fi is available, connect your phone to a Wi-Fi network and disable the data service.
- Access Wireless Access Protocol (WAP) sites instead of World Wide Web (WWW) websites.
- Drag the status bar down to display the notification panel. Turn off auto-sync.

My phone runs slowly. What can I do?

1. Close some running third-party applications.
2. Uninstall some applications.
3. Restart your phone.
4. Restore your phone to its factory settings.

4.4.4 Can I uninstall applications customized by my service provider?

Certain customized applications cannot be uninstalled.

4.4.5 Why does my customized wallpaper automatically stretch?

If set as your wallpaper, a photo will stretch to cover the home screen and its extensions. For example, if you have one home screen and four extensions, the photo will be displayed as the wallpaper for all of them.

4.4.6 If I restore my phone to its factory settings, what data will be lost?

If you restore your phone to its factory settings, all data on your phone's internal storage will be erased, such as your customized settings, call logs, and messages. If you do not select **Erase internal storage** on the **Factory data reset** screen, data in the internal storage will not be erased.

4.4.7 How do I increase my phone's internal storage space?

Delete unnecessary files or uninstall some applications.

4.4.8 How do I disable touch sounds?

Touch **Settings** > **All** > **Sound** and clear **Touch sounds**.

4.4.9 My screen turns off automatically. How do I turn it on?

Press the power key.

4.4.10 How do I adjust the screen brightness?

Touch **Settings** > **All** > **Display** > **Brightness**.

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

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

4.4.12 How do I enable or disable airplane mode?

Method 1: Touch **Settings** > **All**, and select or clear **Airplane mode**.

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

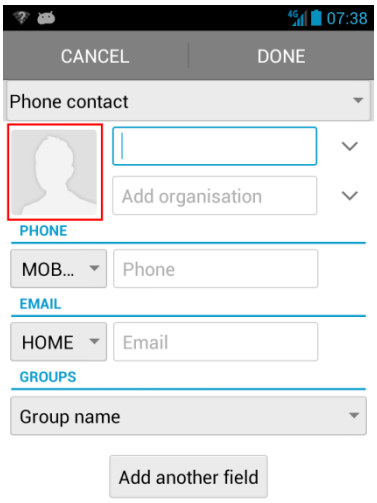
4.4.13 How do I restore my phone to its factory settings?

Touch **Settings** > **All** > **Backup & reset** > **Factory data reset**.

4.4.14 How do I assign a photo to a contact?

Method 1:

Touch . Create a contact, select the account to which the contact is added, and touch the photo area to assign a photo to the contact.

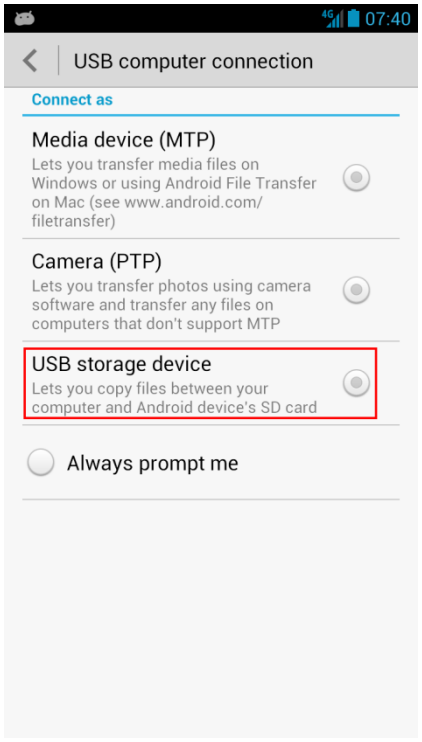


Method 2:

Touch **Gallery** or **File Manager**. Select a photo, touch the menu key then **Set picture as** > **Contact photo**, select the contact to whom you want to assign the photo.

4.4.15 How do I use my phone as a USB storage device?

Use a USB cable to connect your phone to a PC. Flick down the notification bar and touch **Connected as USB Storage**. Then touch **USB storage device**.



4.5 Basic questions

4.5.1 What are smartphones?

Smartphones run OSs and provide advanced functions such as emails, Wi-Fi, GPS functions, and personal information management. Smartphones adopt application architecture similar to PCs', use touchscreens, and allow you to download and install applications.

4.5.2 What OS does my phone run?

Android 4.1.2.

4.5.3 How do I install the USB driver for my phone? Does my phone come with a PC suite?

1. You do not need to manually install the USB driver for your phone. The driver is installed automatically when you connect your phone to a PC.
2. Your phone does not come with a PC suite.

4.5.4 What is my phone's CPU frequency? I used software to check my phone's CPU frequency and found that it is different from the nominal one. Why?

Your phone's CPU runs at a nominal frequency of 1.2 GHz. To reduce power consumption, your phone's CPU may not run at a full speed all the time. In this case, the measured CPU frequency will differ from the nominal value.

4.5.5 Does my phone come with a full touchscreen?

Yes. Your phone comes with a capacitive full touchscreen.

4.5.6 Does my phone come with a tilt sensor? How do I use it?

Yes. Your phone comes with a tilt sensor for entertainment purposes. If the tilt sensor is enabled, your phone automatically changes its screen orientation when you turn it sideways. This enables you to watch videos on your phone in landscape mode and play tilt sensor-based games.

To enable the tilt sensor, touch the menu key then **Settings** and select **Auto-rotate screen**.

4.5.7 Does my phone come with an FM radio? How do I use it?

Yes. Your phone comes with an FM radio.

NOTE

You can use the FM radio only after you connect the headset to the phone.

4.5.8 Does my phone support a digital compass?

Yes.

4.5.9 How much storage space does my phone have?

Your phone's built-in microSD card is 8 GB.

Because applications are installed on your phone, the available space is smaller than that in the standard configuration.

4.5.10 Are my phone's antennas embedded?

Yes.

4.5.11 Is my phone associated with a SIM card?

No.

4.5.12 Does my phone support multi-touch?

Yes.

4.5.13 Does my phone support scheduled power-on and power-off?

No.

4.5.14 Can I use my phone as a portable Wi-Fi hotspot?

Yes.

4.5.15 Is my phone's touchscreen capacitive or resistive?

Your phone adopts a capacitive touchscreen that does not need to be calibrated.

4.5.16 When I use my phone as a modem, what OSs does my phone support?

Windows XP, Windows Vista, and Windows 7.

4.5.17 Does my phone support VPNs?

Yes.

To specify the virtual private network (VPN) settings, touch **Setting**s > **All** > **More...** > **VPN**.

NOTE

You must set a lock pattern, PIN, or password for the VPN.