

# **HUAWEI GR3 Smartphone**

## **FAQ**

### **Ver 1.0**

**For HUAWEI TAG-L01, TAG-L21, TAG-L03, TAG-L13,  
TAG-L23, TAG-L22**

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# 1 Battery and charging

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## 1.1 How do I increase the phone standby time?

Turn off the screen when you are not using the phone.

Decrease the screen sleep time.

Decrease the screen brightness.

Decrease the volume.

Turn off vibration for incoming calls.

Switch to a 2G/3G network when not using 4G.


When you are not using mobile data, Bluetooth, Wi-Fi or GPS, slide down the status bar to turn off the shortcut switch for the corresponding function.

You can increase standby time by using the power saving function.

Go to **Settings**, select **Power saving** and then select power saving mode or close power-intensive background apps.

Huawei will release the latest software versions on its official website. In order to enjoy the best possible user experience, please visit the Huawei Downloads Page and find the appropriate download for your model. Alternatively, you can update to the latest software version via an over-the-air update. If the problem persists, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

## 1.2 How to determine the battery is full of charge?

If you are charging when the phone is switched on, press the power button to turn on the screen. The battery is fully charged when the battery icon in the status bar changes to  or the charging status on the lock screen is **Charged**.

If you are charging when the phone is switched off, press the power button to turn on the screen. The battery is fully charged when the charging indicator on the screen turns green and stop flashing.

### **1.3 The battery level display is inaccurate**

Please restart the phone or restore the phone to factory settings after backing up important data.

If the problem persists, please take your phone and purchase invoice to a service center for inspection.

### **1.4 The battery does not charge properly**

If the battery is completely discharged, connect the battery charger and wait for 5 minutes then check to see whether it is charging properly.

Use the original included charger to charge the battery. If you are still unable to charge the battery when using the charger provided, remove and reinsert the USB cable, change the extension socket or restart the phone.

The phone might not charge if it's temperature is too high or too low.

Huawei phones feature a special heat-protective design. The charging process will stop when the phone overheats.

It is not recommended to play games, watch videos, browse the Internet or use other similar power-intensive functions when the battery is charging.

When using a portable battery charger, ensure that the output current is suitable for your phone. For example: The current provided by the original charger is 1 A. If the portable charger provides a current greater than or less than 1 A, this may result in the battery failing to charge. If you are still unable to charge the battery, use the original data cable to connect to the portable charger.

If the problem persists, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

### **1.5 How to maintain mobile phone batteries**

Mobile phone is not used for more than half a year, the battery capacity will drop very fast, so please do not idle for a long time.

Try to use the original included charger to charge the battery.

Don't wait until the phone is in low power to recharge the battery. As far as possible with the use of charge, to extend the battery life.

Try not to use the phone when charging.

After the battery is full, please disconnect the charger. Long charging time may damage the battery and charger.

Do not place the battery in the environment which is low temperature, high temperature, or temperature changes greatly. The battery may be damaged.

### **1.6 How do I view the battery usage status?**

Go to the **Setting**, click the **Battery**, you can view the remaining power percentage and the battery usage time.

### **1.7 How do I view the battery consumption data?**

Go to **Settings** and then select **Battery** to view the remaining power percentage, the battery usage time and the battery consumption data for system software and hardware.

### **1.8 How long must I charge a new battery for?**

Charge the new battery until it is fully charged.

### **1.9 What do I need to be aware of when charging a new phone?**

Wherever possible, use the original provided battery and charger.

Don't wait until the phone is in low power to recharge the battery. As far as possible with the use of charge, to extend the battery life.

After the battery is full, please disconnect the charger in time. Long charging time may damage the battery and charger.

### **1.10 How long does it take to fully charge the phone?**

You can refer to the color of the status indicator when charging. It turns green when the battery level is over 90%. You can also check the charging indicator on the screen in power off status. It takes less than 4 hours to full charge the phone with the original chargers.

### **1.11 The phone does not charge when connected to a computer**

The computer's USB port may not provide sufficient current.

If the phone is connected to a desktop computer, you are recommended to connect the data cable to a USB port on the back of the desktop computer.

If the phone is connected to a laptop, please connect the phone directly to one of the computer's USB ports; External USB ports may not provide sufficient current.

If the phone is still not charging, you are recommended to charge the phone via the original charger.

### **1.12 If the HUAWEI battery charger can be used to go abroad?**

Huawei battery chargers require a particular input voltage. Refer to the information on the charger label for details, typically " 100-240V, 50-60HZ" . If the voltage of the country or region meets the requirements, you can normally use the charger without a voltage converter.

Power supply sockets abroad may be different from those in your own country, in which case you will need a plug adapter to use your charger .

### **1.13 Can I use chargers made by other brands?**

If it is can be used mainly to see whether the output current and voltage is consistent with the HUAWEI charger, please check the description on the charger label for details.

Please use the charger after formal certification. Please check the certification mark on the label, certified charger relatively safer.

### **1.14 How to display the power percentage in the status bar?**

Go to the "**Settings**" menu, click "**Battery**", turn on the "**Power percent**" switch.

### **1.15 Why mobile phone will heat at charging?**

Mobile phone fever is a normal phenomenon while being charged. In order to ensure the normal use of mobile phones, use the random distribution of Huawei charger to recharge. If

hot, abnormally high temperature phenomena occurred while charging, place the phone and battery to check specified service outlets.



## 2 Hardware and appearance

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### 2.1 Whether both SIM Card 1 and Card2 support 4G? how to switch?

For the dual Card model: TAG-L21, TAG-L23, TAG-L22, Both SIM Card 1 and Card2 can support 4G, but when one SIM Card use 4/3G, the other SIM Card can only use 2G network.

On the Home screen, click "**Settings > Dual card management**", according to your requirement to select 4G slot, then this card can be switched to 4G network.

### 2.2 After inserting the SIM card, power on the mobile phone, SIM card can not be identified?

Please double confirm that the SIM card is inserted correctly? Please reference the Quick Start Guide.

Make sure the phone is compatible with the SIM card? If it is not compatible, please replace the standard SIM card.

You can not use the convert Cato and hand cut SIM card.

Confirm if the SIM card is damaged? You can insert SIM card to other phones to determine if the SIM card is damaged.

If you try the above methods, SIM card still can not be identified, it is recommended to back up important data, restore the phone to factory settings or contact a service center for inspection.

### 2.3 What can be insert into Upper and lower Card slots?

You can insert Micro-SIM card into the upper slot; Nano-SIM or Micro SD card into the lower slot (only one can be choosed).

Please use the standard Nano-SIM and Micro-SIM cards, insert a non standard card may cause damage to the mobile phone SIM card slot.

## 2.4 Which colors does the mobile support?

This mobile phone supports silver, titanium gray, gold colors.

## 2.5 LCD display NG

- 1、 Let's take a look at whether only one or a few applications have this issue? if it was, it should be these applications problems, not a problem with the phone itself. Application types on the market today are very complicated: some applications occupy a very high resources in mobile phone, would lead to some issues; Even some applications may bring viruses, resulting in illegally deduct mobile phone expense. Suggest to download the Top applications from Google official market.
- 2、 If still have problems after uninstall these applications, it is best to backup the important data and restore to the factory settings, then confirm if problems still exist?.
- 3、 If the screen can not be lit up automatically after a phone call, you can press the power button to light up the screen. Confirm that if the ambient light sensor on the top of the screen was covered? When mobile phone is closed to the face in a call, light sensors will automatically turn off the screen to prevent misoperation. If the light sensor was covered, the screen can not be lit up automatically after a phone call
- 4、 Confirm that if "**Strict mode enabled**" switch was turned on in "**Developer options**" menu? Turn on this switch will lead to red box is displayed. For normal user, please turned off "**Developer options**" when using mobile phones.
- 5、 Please confirm if prompted a system update notice in the "Updater"? if so, connec Wi-Fi, download the latest system and update to the latest system.

## 2.6 Touch screen not responding

When you operate the touchscreen, please keep your hands and touch screen clean and dry, otherwise it will cause the touch screen have no response.

If the phone is charging, touch screen may be affected by the charge current, lead to a abnormal response. Try to use a original standard charger. If touch screen still have no responding with standard charger, please stop charging first, then check if the touch screen have responds?

If touch screen stops responding when you run individual third-party application, it may be caused by third-party application not compatible with mobile phones. Please uninstall this application or restore to factory settings after back up important data. If in different operations, the same position appears unresponse, it is may be caused by system-driver exception, touch screen failure or other adverse. Please bring the purchase invoice to service center for inspection.

HUAWEI will release the latest software version on the official website. Please go to the official website to download the latest version according to your mobile phone model; or update through online "Updater" application to get better experience.

## 2.7 The screen turns off when using some third-party apps

The app may be incompatible with the phone, please uninstall the app, or restore to factory settings after backing up important data.

Running several apps at once may cause the screen to turn off. Close the background apps that you do not need: go to **Settings**, select **Manage apps** and select the apps that you wish to close. Then select **Stop** to close the app according to the on-screen prompts.

If your phone features **Phone Manager**, you can use it to close apps: open **Phone Manager**, select **Phone accelerator** and close all background apps in one.

## 2.8 The screen turns off during calls


This is entirely normal. When the phone is close to your head, the proximity light sensor near the receiver is covered, which turns the screen off automatically to prevent misoperations. When you move the phone away from your head, the screen will turn on automatically.

In order to ensure that the phone functions properly, please do not use a phone cover or other object to cover the screen position near the receiver. When attaching a screen

protector, pay attention to avoid the position of light sensor. Protector that are not very transparent will impair the function of the proximity light sensor.

## **2.9 The screen does not rotate automatically**


Please confirm whether you have enabled the automatic screen rotation function.

Open the notification panel and select  to turn on the automatic screen rotation function.

The screen does not rotate when using some third-party apps. Check whether the app supports the G-sensor.

Deleting some system files by accident may cause the screen to stop rotating automatically. Recommended to restore the phone to factory settings after backing up important data or update the system. Go to the Huawei official website and download the software update package. Refer to the update guide in the package before completing the update.

## **2.10 Virtual buttons on the navigation bar cannot be hidden**

Enter the "**Settings**" screen, click on the "**Navigation Bar**", open "**Hide the navigation**" switch, and then click  to hide the navigation bar in the navigation bar.

If the navigation bar was hidden, you can slide up from the bottom edge of the phone screen to unhide.

## **2.11 how to change the system font size?**

Go to the "**Settings**" , click "**Display > Font size**" to change.

## **2.12 Forgot screen unlock code or design**

If you forget the screen unlock password, you can resolve the issue by updating your phone.

### **NOTE**

After updating, data stored on your phone's internal storage will be erased.

Update through a microSD card:

**Step 1** Go to the Huawei official Downloads Page and download the software update package appropriate for your phone model.

**Step 2** Move the **dload** file folder in the update package to the root directory of the microSD card.

**Step 3** Insert the microSD card when the phone is powered off.

**Step 4** Press and hold the power, volume up, and volume down buttons at the same time until the Android robot icon appears. The phone will enter update mode and begin updating. When the update is complete, the phone will be restored to factory settings.

If you cannot update, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

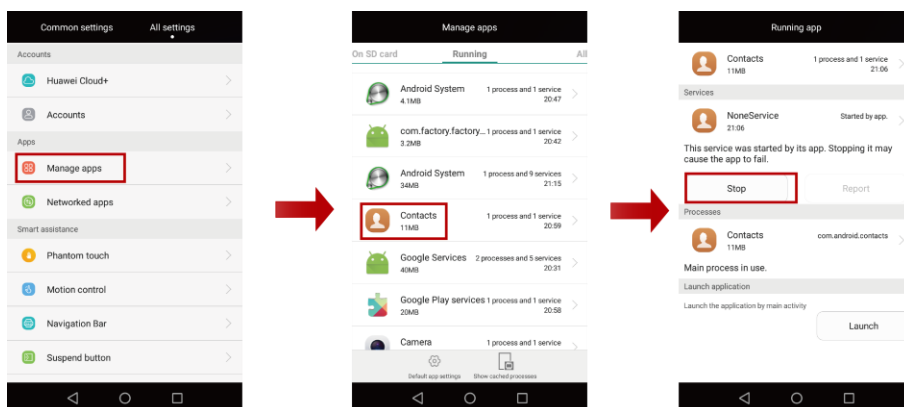
## 2.13 During normal use, the touch screen responses slowly or insensitively

Check whether there is a screen protector fitted. Some screen protectors affect the touchscreen function when they are badly scratched.

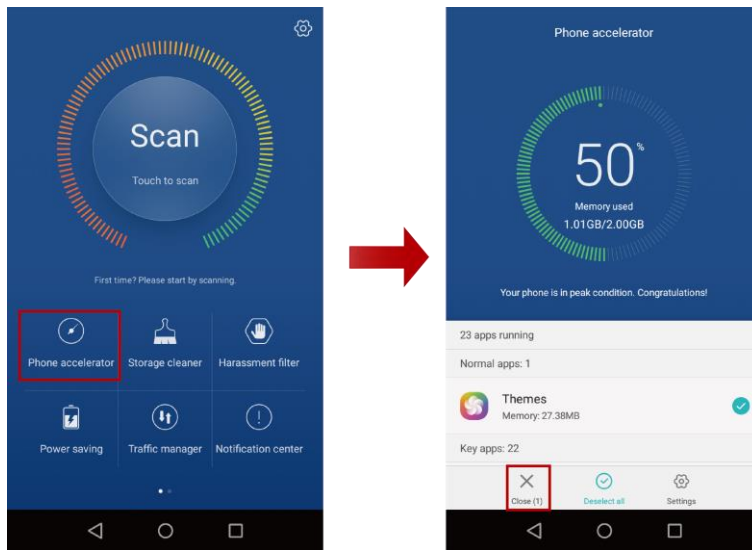
Opening a large app or lots of background apps may temporarily cause the phone to freeze, making the touchscreen unresponsive.

Please wait patiently or clean up background apps and then to see whether the touchscreen has returned to normal.

Close the background apps that you do not need: go to **Settings**, select **Manage apps** and select the apps that you wish to close. Then select **Stop** and close the app according to the on-screen prompts.



If your phone features **Phone Manager**, you can use it to close apps: open **Phone Manager**, select **Phone accelerator** and close all background apps.



If the problem persists, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

Note: The figures are for your reference only. The actual screens may vary.

## 2.14 The touchscreen is slow or unresponsive when charging

This is normal for phones with capacitive screens. This is because the touchscreen function relies on an electric current. The current is unstable when charging and this can sometimes cause the touchscreen to become unresponsive or touch position shift.

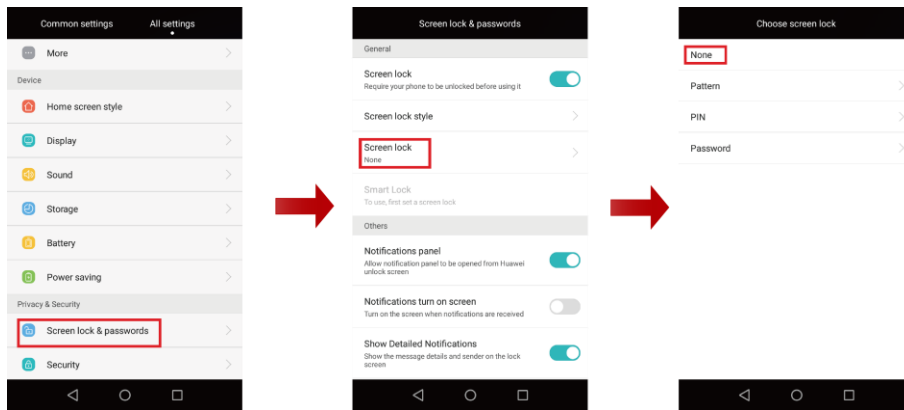
## 2.15 How do I remove the camera button at the bottom-right of the lock screen?

The camera button at the bottom-right of the lock screen is a convenient feature of the EMUI system that allows users to launch the camera quickly. If you do not require this feature, You can be modified by changing the theme:

Open the "theme" app, select the theme without camera button at the bottom-right corner of the lock screen.

## 2.16 How do I delete the password lock screen?

Go to **Settings**, select **Screen lock & passwords** > **Screen lock** and then select another unlock style according to the on-screen prompts.



Note: The figures are for your reference only. The actual screens may vary.

## 2.17 How to turn on/off touch keys back light?

Your phone support virtual key, does not have this back light.

## 2.18 How do I delete unused home screens?

Pinch two fingers together to switch to the home screen manager and then select  $\times$  on the empty home screen to delete it.

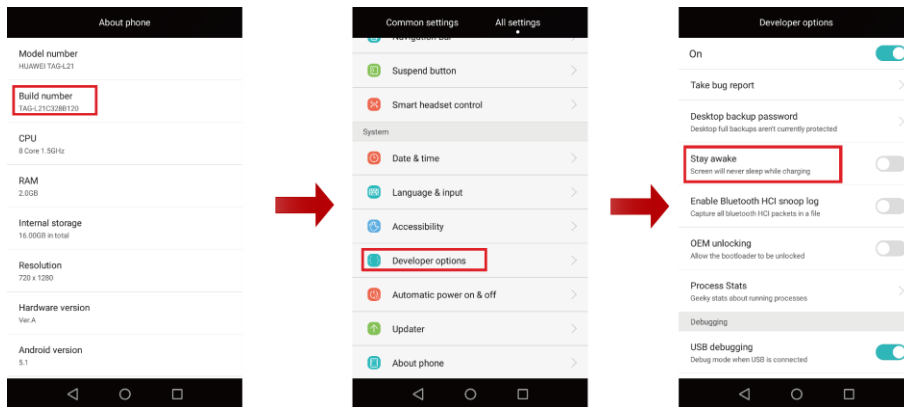
## 2.19 The screen is always on when charging

Go to **Developer options** to change the settings. The developer options have be hidden by default.

**Step 1** Go to **Settings** and then select **About phone**.

**Step 2** Keep touching the version number until the screen displays a prompt showing that you have entered the developer mode.

**Step 3** Go back to **Settings**, select **Developer options** and deselect the **Stay awake** check box.



Note: The figures are for your reference only. The actual screens may vary.

## 2.20 How do I set a live wallpaper?

- Step 1** Touch and hold an empty area on the home screen.
- Step 2** Select **Wallpapers > Home screen wallpaper**.
- Step 3** Select a wallpaper under **Live wallpaper**.
- Step 4** Touch **Set wallpaper**.

## 2.21 How to catch the screen?

On any screen, you can catch the current screen by press the power key and the volume down key simultaneously. The images those are captured stored in the "Gallery" of the "screenshots" folder by default

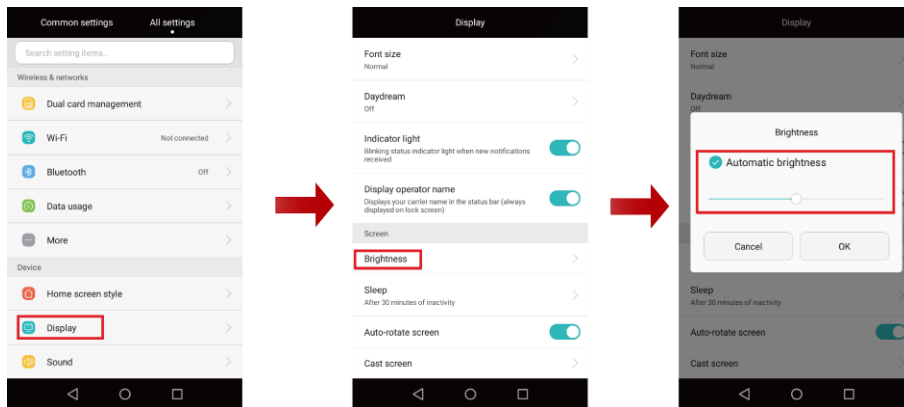
You can also drop down the status bar, click "Screenshot", capture the current screen..

## 2.22 Screen brightness or color problems

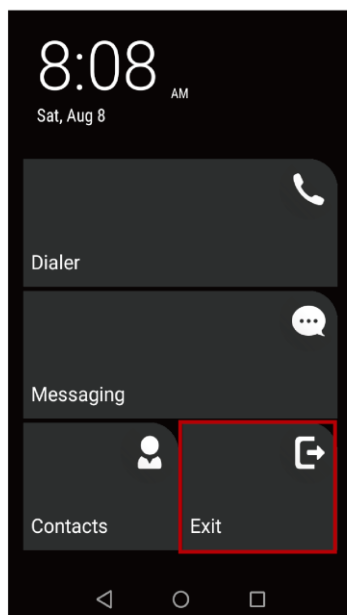
Check whether the light sensor is working. The screen brightness may not adjust properly if the light sensor is covered by other objects.

Please adjust the screen brightness if you think the screen is too bright or too dark. Go to **Settings** and select **Display > Brightness**.





please check whether the phone has entered ultra power saving mode. In ultra power saving mode, the screen will become dark and you can only use the call, messaging and contacts functions. Touch the **Exit** button to exit ultra power saving mode.

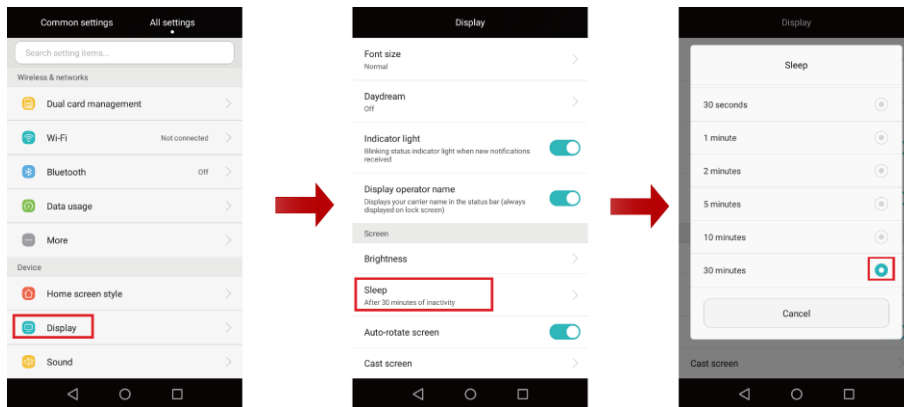


If the screen was subjected to an impact, the internal liquid crystals may be damaged, causing problems with screen brightness or color. Please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

Note: The figures are for your reference only. The actual screens may vary.

## 2.23 How do I set the automatic screen sleep time?

Go to **Settings**, select **Display > Sleep** and then select the duration after which the screen automatically goes to sleep in the pop-up list.



Note: The figures are for your reference only. The actual screens may vary.

## 2.24 How to switch to the home preview screen ?

Pinch two fingers together, you can switch to the home preview screen.

## 2.25 How to open interactive screensavers?

Enter the "Settings" screen, click "Display > Daydream", click the switch to open the interactive screen saver features, while setting their source.

## 2.26 what kind of situation will interactive screensaver play?

After open interactive screen saver feature, when the handset sleep in charging state, it will play the selected screen saver pictures.

## 2.27 How to personalize the existing theme?

Enter the "Themes" app screen, click on the "Customize", you can set the unlock animation, lock screen, icons, screen lock style, home screen and so on.

## 2.28 Mobile phone screen flickering

If you have turn on the "automatically adjust brightness" feature, drop down the status bar, turn off "Auto" switch.

If the problem persists, please contact customer service or carrying purchase invoices to service center for inspection.

### **2.29 How to select language?**

Go to "**Settings**" , click "**Language & input > Language**" , select the language you want.

### **2.30 How to Setup screen switch effect?**

Long press the blank desktop space, until the home screen management display, click on the "**Transitions**", select the desired transition effect.

### **2.31 How to add a widget on the desktop?**

In the main screen, long press black space, until the home screen management display, click "**Widgets**", select a widget, drop it into the main screen.

### **2.32 How do I cancel screen auto-rotate?**

Drop down the status bar to open the shortcuts panel, click " **Auto-rotate** " shortcut button to become gray, it can lock the screen vertically.

### **2.33 How to exit a simple style desktop?**

Slide the screen left or right, click "**Standard home**" button to exit simple style desktop.

### **2.34 How to display the navigation bar?**

Any screen, slide your finger from the bottom of the screen upward to redisplay the navigation bar.

### **2.35 How to use one-click screen lock feature?**

From the "**Tools** " folder", click "**Screen Lock**" icon to lock the screen.

## **2.36 Operate mobile phone with wet hands**

Operate phone with wet hands may result the water come into the phone, causing the phone fault. Screen may also has no response to the wet hands. In order to ensure the normal use, please dry your hands.

## 3 System functions and settings

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### 3.1 Supports smart screenshot?

Your phone does not support smart screenshots.

### 3.2 What kinds of language can be support?

Below languages can be support, but the actual supported languages depend on the softwar requirements.

Simplified Chinese, Hong Kong Traditional Chinese, Taiwan Traditional Chinese, US English, Latin American Spanish, Brazil Portuguese, European Spanish, European Portuguese, French, German, Russian, Italian, Swedish, Norwegian, Danish, Czech, Hungarian, Slovak, Polish, Romanian, Greek, Serbia, Bosnian, Macedonian, Bulgarian, Finnish, Estonia, Latvia, Lithuania, Slovenia, Croatian, Ukraine, Turkish, Vietnamese, Indonesian, Arabic, Farsi, Dutch, Thai, Malaysia, Catalonia, Hindi, United Kingdom English, Burma, Korean, Hebrew, Khmer, Sinhala, Bengali, Nepali

### 3.3 What kind of the input method can be support?

Support Android keyboard and Swype for Huawei.

### 3.4 Supports double-clicking to wake the screen?

Not support.

### 3.5 Whether support draw letter to wake the screen?

Supported.

On the Home screen, tap "**Settings> Phantom touch**" to open the "**Open Phantom touch**" switch, set the letter corresponding functions.

### 3.6 Is MHL supported?

Not support.

### **3.7 Is HDMI supported?**

Not support.

### **3.8 Is TV-OUT supported?**

Not support.

### **3.9 Whether to support intelligence scene?**

Not support.

### **3.10 Whether there is a protect film after produced from Factory?**

Not support.

### **3.11 Whether to support driving mode?**

Not support.

### **3.12 Whether to support multi screen interaction?**

Not support.

### **3.13 Whether to support voice wake up?**

Not support.

### **3.14 How do I change the phone language?**

On the Home screen, go to **Settings**> **Language & input**> **Language**, choose the language in the language list.

### **3.15 Why can not use after install other third party input method?**

On the Home screen, **Settings> Language & input> Current Keyboard**, click **Configure input method**, open the installed input method.

### **3.16 Why the font is not changed after set a larger font?**

Font size only is used for menu, phone book, text messages and contacts, not for an icon and the words on the webpage.

### **3.17 Why desktop icons disappear or overlapping ?**

Confirm that the disappeared applications are installed in the SD card? There may be error SD card reading, leading to application is missing. it is recommended that applications are installed in the phone memory.

### **3.18 Why can't find camera application icon on the desktop?**

In order to facilitate the APK management, Android system provides a "disable/enable" the application function. You may choose to disable the application, resulting in application 's entry could not be found.

Solution: Please go to **Settings > Manage apps**, click the "camera", manually enable the applicaiton.

### **3.19 The wallpaper which I set automatically stretched, if it can be set not to stretch wallpaper?**

Not supported, but some third-party desktop app can support.

### **3.20 "Accessibility > Magnification gestures" function can only be enlarged ,can not be moved?**

You need to slide with two fingers together to move it.

### **3.21 Whether there are power on/off ring tone? How can I turn them off ?**


This mobile phone Supports the power on ring tone, power off tone is not supported. Ring tone volume can be adjusted by the volume keys. The phone can be set to mute mode through the side button (volume down key) to turn off the power on tone.

### **3.22 Notification bar shortcuts have be hidden?**

After turn on ultra power-saving mode, the notification bar shortcuts will be hidden. Please exit the ultra power-saving mode.

click on "exit" button in the ultra power-saving mode' s main screen.

### **3.23 How to adjust the system volume?**

Click the volume key and then click on  , respectively adjust ringtones, media, alarm and call volume.

### **3.24 Whether can change each button location in the suspend button?**

Button location is fixed and cannot be changed.

### **3.25 Application icons on the desktop can automatically align?**

Please turn on the Auto-align function of the desktop, the action path:

long press the desktop margins, click **more settings**, open **Auto-align** switch. When you delete an application, your desktop is automatically realign.

### **3.26 Open the hotspot, Wi-Fi is turned off?**

After open Wi-Fi network, mobile is a receiver; but if you open Wi-Fi hotspot functionality, the phone is a transmitter. Mobile phones are not allowed at the same time as the receiver and transmitter.



### 3.27 How to hide/show operator name on the status bar?

In the main screen, click **Settings > Display**, turn on/off **Display operator name**.

### 3.28 Why handset is very slow reaction when in low battery ?

When the handset is in low battery mode(<10%) , in order to protect the mobile phone battery life, phone's performance will be limited.

### 3.29 How to deal with slow system response

1. If the mobile Phone is hot? Considering your comfort feeling, also to protect mobile phone, Huawei' s unique thermal protection design will limit the phone's performance. Advice: keep mobile phones in the proper temperature, go to the **phone manager > power saving**, set the power-saving mode to **performance mode**.
- 2.If the mobile phone is in low battery mode? To extend battery life and protect phones, the mobile phone' s performance will be limited in low battery mode. Recommend to charge the mobile phone.
- 3.Are there operations those bring loads to mobile phone? such as download, copy files in the background.
- 4.Check if any third-party security software, antivirus software or other application are installed? Recommend to regularly use the phone manager to examine, uninstall these applications.
- 5.If the internal storage space is full? If only hundreds M bytes left, recommended to use the **phone manager > phone accelerator** to clean, or delete some large files manually.
- 6.Whether the poor quality, slow SD card are used? Advice: Unplug the SD card to see if the situation can be improved? Or you should replace the SD card.
- 7.If the SD card is nearly full? If only hundreds M bytes left, recommended to use the **phone manager > phone accelerator** to clean, or delete some large files manually.
- 8.If it is networked application, please confirm the network status: you are using the mobile data or Wi-Fi? Network instability also have an impact on performance.
- 9.The phone has been turned on for a long time, for example, more than half a month. Advice: reboot the phone.

10.If the screen suddenly appears freezes, unresponsive window pops up, it is due to an application exception has occurred. Advice: upgrade this application to latest version, use for more time to observe the problem rules and report it to HUAWEI service center.

11.If they are not the above problems, please provide the information to customer service center: detailed scenarios, what operation at that time, application version, the probability. We will process it as soon as possible, and give you feedback.

### **3.30 Why application startup slow?**

1.First of all, compared to other brand mobile phone. if other brand mobile phones are also slow, it is the application problem itself.

2.Open the **phone manager > power saving**, click the **Protected apps** to see if the application is protected. If it is not already protected, recommend set it to protected mode. If you left it unprotected, after screen locked, this application will be cleaned to save power, then it can not be fastly loaded on next time you use it.

### **3.31 There is notify when charging, but led does not blink?**

The charging status is preferentially displayed, and the notification is no longer flashing at the same time.

### **3.32 Why suddenly zoom in the screen, displays the blue box around the screen?**

Go to **Settings > Accessibility > Magnification gestures**, close the zoom gesture.

### **3.33 How to delete other files in the phone memory?**

"Misc." in **Settings > storage** contains the other contents except for "apps", "pictures, videos", "music, ringtones, podcasts, etc", "downloads", "cached data" . Due to the complexity, called together as "Misc.". In the phone main screen, click on the "Settings > Storage > Misc.", it can be seen.

It is recommended that you use the phone manager to remove junk files with EMUI3.1 and above: in the phone manager interface, click "**Storage cleaner > Smart scan**", and choose to

delete files or packages those you don't need. You can also download third party applications to clean mobile phone.

## 4 Apps Management

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### 4.1 How to uninstall the preinstalled applications of mobile phone?

On main screen, long press the app that needs to be uninstalled, and then drag it into the trash bin to uninstall this app according to the on-screen prompts.

The preinstalled system apps can not be uninstalled.

if you want to uninstall the apps customized by Operator, please contact the Operator to confirm how to uninstall.

### 4.2 App installation failed

Mobile phone only supports the third-party app in APK format, please check whether the third-party app format is correct.

If the app is not downloaded from the Play store, it needs to set to trust this program source in order to install properly. Enter into the "**Settings**", click "**Security**", open the "**unknown sources**" switch, and then reinstall this app.

The third-party apps may not be compatible with this mobile phone, so it can not be successfully installed, please try to download other similar apps.

### 4.3 How to install or move the app to the micro SD card?

Whether the application can be installed and moved to the microSD card, it is determined by the application itself: application may have internal only, auto, prefer External installation properties. If the application installation property is internal only or auto, it will be installed to the internal storage by default; else if its installation property is prefer External, it will be installed to external microSD card by default.

If the application whose installation property is prefer External or auto has been already installed into the internal storage, you can go to **settings > manage apps > All**, click this application, moving to the microSD card.

#### **4.4 Unexpected app termination**

Insufficient memory may lead to an unexpected app termination, if your mobile phone preinstalled the "Phone manager", please follow the following steps to free phone memory: Enter into the "Phone manager", click the "**Phone accelerator**", clean up the mobile phone memory as per the on-screen instructions.

Some third party applications compatibility is not good, and don't suite for this mobile phone, please try to download and install other similar applications.

If the problem remains, please reboot your mobile phone or back up the important data, and then restore the mobile phone to factory Settings.

Huawei will release the latest software version on its official website, please enter into the HUAWEI official website to download the latest version according to the model and update. Or update the latest software version through an online update. so as to get a better experience.

#### **4.5 How to completely terminate the application running in the background?**

Enter into the "**Settings**" interface, click the "**Manage Apps**", select the apps that need to be terminated in "**All**" tab page, and then click "**Force stop**" to stop it per the on-screen instructions.

#### **4.6 Support for using the mobile banking client or not?**

It only supports for installing the mobile phone bank client developed based on the Android platform.

Mobile phone bank client may have requirements for mobile phone Android version. For the specific requirements, please review the help file of the client or consult the banking customer service.

Enter into the "**Settings**" interface, click the "**About phone**", you can review the Android version of this mobile phone.

#### **4.7 New application messages comes, but the app fails to prompt**

Enter into the "**Settings**" interface, click the "**Notification Center**" and enter into the app to open the "**Allow notifications**" switch.

#### **4.8 How to set the application push notification?**

Enter into the "**Settings**" interface, click the "**Notification Center**", click the the apps to select the notification method.

#### **4.9 How to use a third-party input method?**

After downloading and installing the third-party input method app, enter the text input interface, drop down the status bar, and click "**Change keyboard**" to change the input method.

#### **4.10 How to delete the app packages in your mobile phone?**

Open the "**Files**" app, click the "**Apps**" in the "**Categories**" tab page , and select the files to delete.

#### **4.11 How to search for apps in your mobile phone?**

Slide down the main screen, enter into the search interface, you can review the most recently used apps or you can search for the apps, contacts and information in search box.

#### **4.12 How to prevent applications from sending notifications?**

On the main screen, click "**Settings > notification center**", you can turn the switch on or off to prevent application from sending the notification to notification panel.

#### **4.13 Whether the mobile Phone manager can be uninstalled?**

Mobile Trojan, all kinds of viruses, malicious programs can always be the threads of the security of mobile phone. The Phone manager can maximize and protect your mobile phone. it cannot be uninstalled.

#### **4.14 Prompt prohibition when installing the software**

Enter into the "**Settings**" interface, click the "**Security**", open the "**unknown sources**" switch to install the software.

#### **4.15 How to restore deleted weather forecast widget?**


Long press the blank area of desktop, click the "**Widgets**", and drag the "weather " widget to the screen.

#### **4.16 How to clear up the app cache?**

Enter into the "**Settings**" menu, click the "Manage Apps", then switch to the "All" tab. Click the application that needs to be clear up, and then click the "Clear cache".

#### **4.17 How to add or remove app shortcuts on a simple desktop?**

Add app: click "add", and select the app needs to add.

Remove app: long press the desktop until mobile phone vibrates, click  to delete the shortcuts.

## 5 Network and Data-sharing

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### **5.1 Support for BT4.0 /BT4.1 BLE or not?**

Support for BT v4.0.

### **5.2 Support for HAWEI Honor Wi-Fi?**

Not support.

### **5.3 Wi-Fi support 5G frequency band?**

Not support.

### **5.4 Supports Bluetooth APT-X function?**

Not support.

### **5.5 Support for infrared remote control?**

Not support.

### **5.6 What kinds of service can be used when roaming overseas (Voice or Internet Network?)**

Overseas roaming can use voice and internet services, but must open the service from the operator;

In addition, when roaming to overseas, due to the overseas operator' s wireless band and standard differences, it may cause not properly connected to the network of overseas operator. Please know the wireless bands and standard that your phone supports in advance.



## **5.7 Whether the mobile phone can support for using GSM 850M Network overseas or not?**

Support.

## **5.8 What kinds of Network do the mobile phones support? Can they be used properly overseas?**

### **Primary SIM Card:**

HUAWEI TAG-L01/HUAWEI TAG-L21 :

2G : GSM: 850/900/1800/1900

3G : WCDMA: B1/B8

4G : FDD-LTE:B1/B3/B7/B8/B20

HUAWEI TAG-L13 :

2G : GSM: 850/900/1800/1900

3G : WCDMA:B1/B2/B4/B5

4G : FDD-LTE:B2/B4/B5/B7/B12/B17

HUAWEI TAG-L03/HUAWEI TAG-L23 :

2G : GSM: 850/900/1800/1900

3G : WCDMA: B1/B2/B4/B5

4G : FDD-LTE: B2/B4/B5/B7/B28

HUAWEI TAG-L22 :

2G : GSM: 850/900/1800/1900

3G : WCDMA:B1/B5/B8 , 要求 B1 支持 DC 42M

4G : TD-LTE : B38/B40

FDD-LTE:B1/B3/B5/B7/B8/B28

## Secondary SIM Card:

HUAWEI TAG-L21/HUAWEI TAG-L23/ HUAWEI TAG-L22 have two SIM slot, the secondary SIM Card can only support 2G:

2G : GSM: 850/900/1800/1900

For dual sim slot type, user can manually select the 4G/3G and default mobile data slot.

## 5.9 Whether the mobile phone supports for SIM-card hot-plug?

Not support.

## 5.10 What is the situation of the standard overseas roaming support?

Roaming condition depends on the regions. Just as a reference, the following are the basic overseas roaming conditions, and the actual roaming conditions are subject to the operator of the countries.

Current global mainstream LTE roaming bands, 14, has been deployed in different regions.

TDD bands:4  
Can achieve the five continents roaming.  
(B38/39/40/41)

FDD bands:10  
Most  
Mainstream:B1/3/7/13/17/20/4  
Can achieve the five continents roaming.  
(B1/2/3/4/5/7/8/13/17/20)

**Asia**(Roaming between China,Japan,Korea,India,Saudi Arabia and other)

B1	B3	B7	B8	B38	B39	B40	B41
2100	1800	2600	900	2600	1900	2300	2600

**Europe**(Roaming between Vodafone, Telefonica,Orange,Russia and other)

B3	B7	B20	B38	B39	B40
1800	2600	800	2600	1900	2300

**North America**(Roaming between AT&T,Verizon,Clearwire,Canada and other)

B2	B4	B5	B13	B17	B41
1900	1700	850	700	700	2600

**South America**(Roaming between Brazil,Mexico,Columbia and other)

B2	B4	B5	B7	B8	B38
1900	1700	850	2600	900	2600

**Oceania**(Roaming between Australia,New Zealand and other)

B1	B3	B7	B40
2100	1800	2600	2300

## 5.11 It is still no Internet access after opening data service

Please refer to QSG attached, and check whether the SIM/UIM card is inserted correctly.

Please make sure whether the SIM-UIM card can be identified on your mobile phone. Different mobile phone standard may support for different kinds of SIM/UIM cards; for more details, please consult your mobile phone provider.

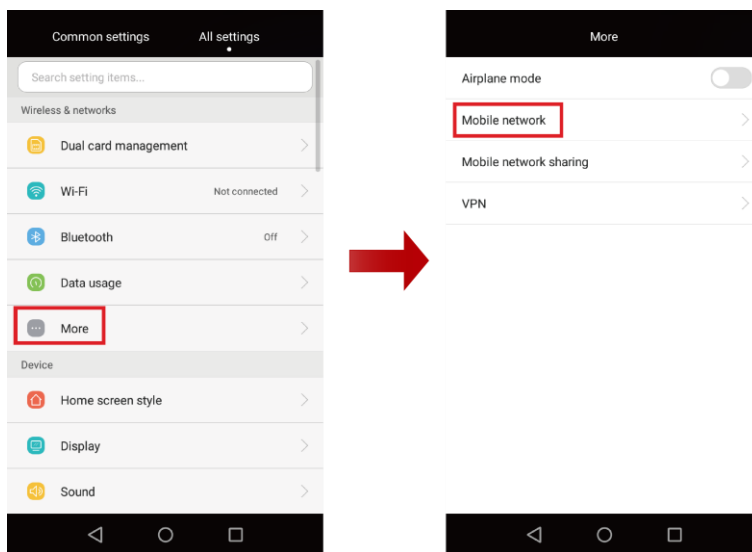
Please check whether the SIM/UIM card has opened the Internet access service? You can contact the Operator to open the Internet access service.

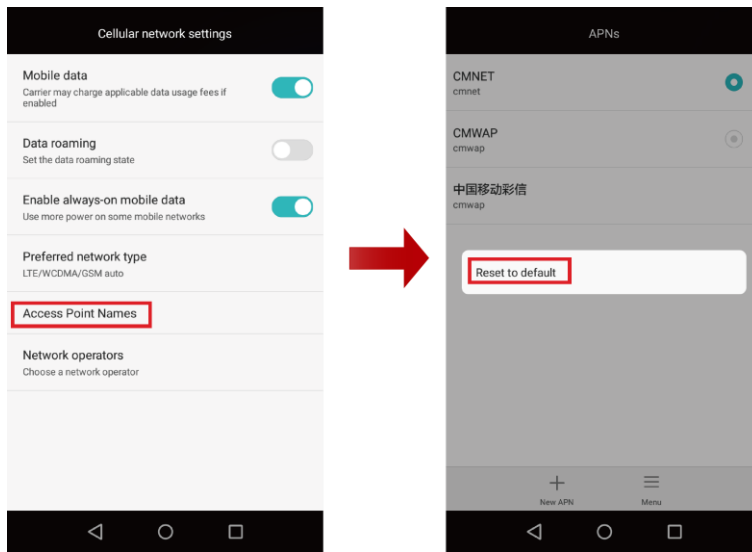
Please make sure whether the SIM/UIM card has arrears. Network operators may stop to provide Internet access service to the SIM/UIM card that has arrears.

Please check whether the data traffic limit is set, if setting, when the data traffic is reached to the limited, it will not be able to connect to the Network.

Reset the default settings for the access point:

Enter into the "**Settings**" interface, in "**More**" option, click the "**Mobile network > Access Point Name**", and open the options menu, click the "**Reset to default**", after completing the reset, please connect network again.





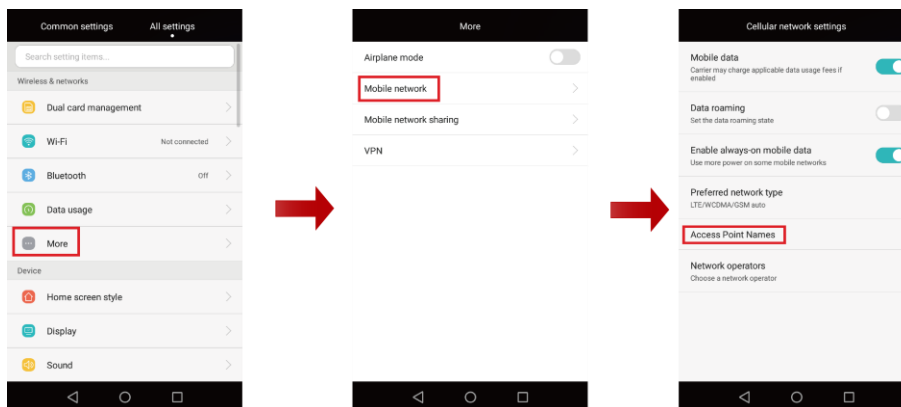
Note: The figures are just for your reference only. The actual interfaces may vary.

## 5.12 It is often dropped-off when using data services to get Internet access

Please use internet where the mobile network signal is strong.

Enter into the "Settings" interface, in "More" option, click the "Mobile network > Access Point Name".

Consult the network Operator whether the mobile access point name (APN) parameters are correct. In the "Mobile network", click the "Access Point Name", you can review the access point currently used.



If it still can't solve the problem after trying above methods, it is recommended to back up the important data and restore to factory settings.

Note: The figures are just for your reference only. The actual interfaces may vary.

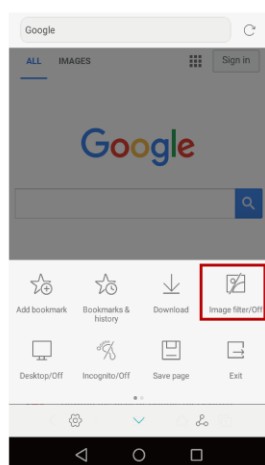
### 5.13 How to save mobile data traffic?


When there is a Wi-Fi, please in prefer to using Wi-Fi.

When not using mobile data service, please turn it off.

When browsing a Web page, if you do not need to display images on the Web page, you can select to shield Web images.

In the "Browser" interface, open the options menu, click the "image filte/off".



If not necessary, please turn off background data synchronization. Open the notifications Panel shortcut switch, click .

Exit unused apps: press the recent used virtual key to open the list of recently used apps, slide up the app to close.

### 5.14 Whether the mobile phone supports for Voice Call and Internet access at the same time?

During the voice-call, the mobile phone can not access the Internet by mobile data network, but can use Wi-Fi for access.

### 5.15 Wi-Fi network connection failed

If the Wi-Fi hotspot is encrypted, please make sure the password you entered is correct. Please note that the password is case-sensitive.

Confirm whether the Wi-Fi hotspot name or password has been changed. If so, obtain the new information and try again.

Make sure you are within the working range of the Wi-Fi hotspot; otherwise the Wi-Fi connection will automatically disconnect.

The number of connected devices may have reached the Wi-Fi hotspot's limit. Try to connect to another available network.

If your phone cannot connect to the Wi-Fi hotspot and keeps obtaining an IP address, please set a static IP address for it as follows:

For an encrypted Wi-Fi hotspot, on the Wi-Fi settings interface, touch the hotspot.

In the displayed dialog box, select the **Show advanced options** check box. Under **IPv4 settings**, touch the drop-down list menu, and choose **Static**. Then, enter the IP address and domain name manually.

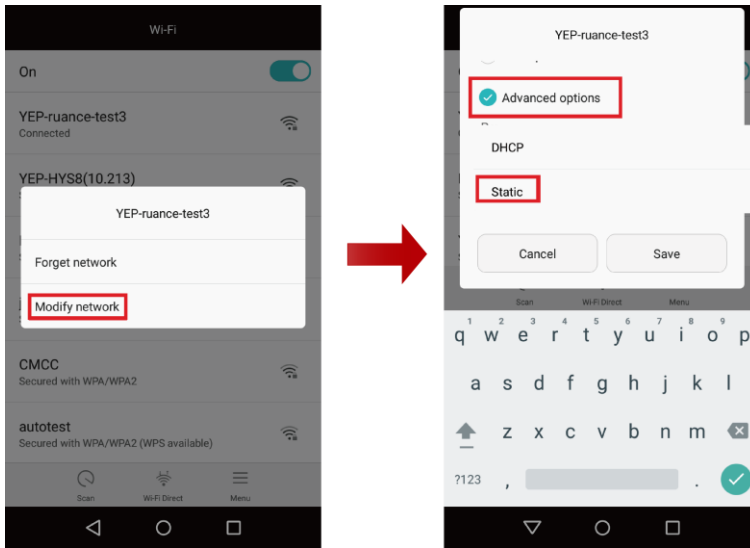
Enter the password, and touch **Connect**.



For an open Wi-Fi hotspot, on the Wi-Fi settings interface, touch and hold the hotspot.

From the displayed options menu, select **Modify network**. In the displayed dialog box, select the **Advanced options** check box. Under **IPv4 settings**, touch the drop-down list menu, and choose **Static**. Then, enter the IP address and domain name manually.

After your phone connects to the Wi-Fi network, a Wi-Fi icon will be displayed on the status bar.



Please check whether the MAC address filtering function is enabled on the router. If this function is enabled, mobile phones that are not in the access list can not access the Wi-Fi network. For details about configuration on the router, see the router User Guide.

To connect to some public Wi-Fi hotspots, you may need to log in to a web page for registration. For details, contact the Wi-Fi hotspot provider.

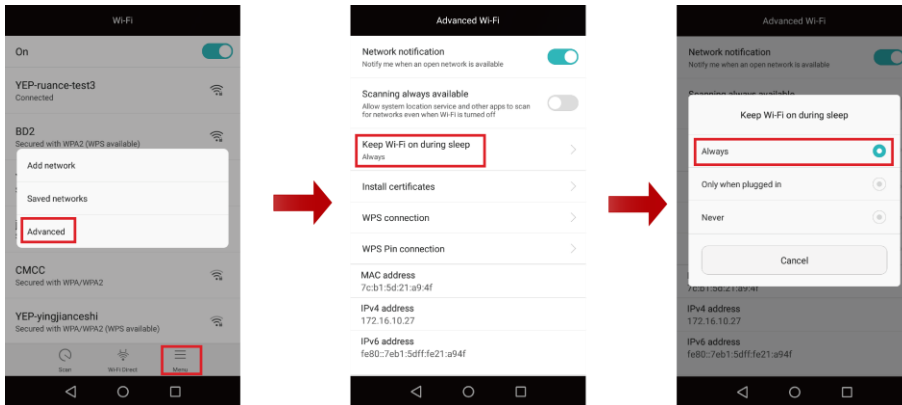
If the problem remains, restart Wi-Fi on your phone or restart the Wi-Fi hotspot device.

Note: The figures are just for your reference only. The actual interfaces may vary.

## **5.16 After connecting to the Wi-Fi successfully, Wi-Fi will always disconnect automatically.**

After connecting to the Wi-Fi successfully, please keep the mobile phone in the Wi-Fi effective range, avoiding the network automatically disconnect due to the distance is too far and make the network signal too weak.

In the Wi-Fi setting interface, click the "**Menu > Advanced > Keep Wi-Fi on during sleep**", select "**Always**". The mobile phone will always stay the Wi-Fi connection.



If the problem still remains, please reopen the Wi-Fi switch or restart the Wi-Fi hotspot.

Note: The figures are just for your reference only. The actual interfaces may vary.

### 5.17 The Wi-Fi network cannot be found when searching for it.

Restart the Wi-Fi hotspot, for example, the wireless router.

Turn the Wi-Fi switch off and then back on again.

Reboot your mobile phone.

Please check whether the wireless router is set to hide the SSID. If so, the network must be added manually. Select Add network... in the Wi-Fi settings and enter the network SSID as per the on-screen prompts. Please refer to the wireless router instructions for a detailed description of the settings.

### 5.18 How to set "Do not use mobile data" when Wi-Fi is unavailable?

When the Wi-Fi and data connection are both on, the mobile phone prefer to use the Wi-Fi connection.

When the Wi-Fi connection is disconnected, click **Settings > More > Mobile networks**, select **"Do not use mobile data"** in **"Wi-Fi/mobile data switch reminder"** .

Note: **"Wi-Fi/mobile data switch reminder"** menu can only be available in TAG-L22 (Southeast Asia and South Pacific software version) . The other software version will use the mobile data automatically when Wi-Fi is unavailable.



### **5.19 The mobile phone cannot be discovered via Bluetooth.**

Turn on Bluetooth visibility.

Enter into the Bluetooth settings and select the device name to make it visible to other devices.

Bluetooth visibility may have timed out. Reactivate Bluetooth visibility or adjust the timeout duration.

Enter into the Bluetooth settings, open the options menu and select **Visibility timeout**. Then select the timeout duration and turn on visibility.

Keep the device within range. Bluetooth devices are visible within a range of 10m. If the devices are further than 10m apart, they will not be discovered.

### **5.20 File transfer failed after connecting successfully via Bluetooth**

File transfers will be unsuccessful if the devices go out of range (10 m) when file is transferring. Try again after bringing the devices within range.

When sending files to another Bluetooth device, the file transfer will be terminated if the other device does not respond for a long time. After sending files, please remind the receiver to accept the file transfer request.

Files will not be sent if their format are not supported by the receiving device. Please verify file format supported by the receiving device before sending files.



### **5.21 How to review the mobile phone's MAC address?**

When the mobile phone is connecting to a Wi-Fi network that uses MAC filtering to ensure secure access, you need to find the mobile phone's MAC address and add it to the wireless network's access list.

Enter into **Settings** and select **About phone** > **Status** to review the mobile phone's MAC address.

### **5.22 How to determine whether Internet is accessible via mobile data (SIM/UIM card) or Wi-Fi?**

Check the status bar on top of the screen to determine the connection status.

If you can see the Wi-Fi icon (  ), the phone is connected to the Internet via Wi-Fi. If you can see  , the phone is connected to the Internet via a mobile data connection.

### 5.23 How to review mobile data usage?

Enter into “**Settings**” and select “**Data usage**” to review the mobile phone's mobile data usage statistics.

### 5.24 Can I share my phone's mobile Internet connection via USB?

If your mobile phone supports for USB tethering, you can share your phone's mobile Internet connection with your computer via a USB cable.

Due to differences between various computer operating systems, you may need to install a phone driver on your computer or configure an appropriate network connection before using this feature. Please refer to your computer's operating system instructions for details.

Connect your mobile phone to the computer using a USB cable, enter into **Settings**, select **More > Mobile network sharing > USB tethering** and activate the USB tethering function.

#### **NOTE**

Accessing the Internet on your computer will consume more mobile data than using your mobile phone. Only use this function if you have a suitably large mobile data package.

### 5.25 How to judge whether my phone supports for Bluetooth tethering?

Enter into **Settings** and select **More > Mobile network sharing**. Your mobile phone supports for this tethering if the **Bluetooth tethering** option is available.

### 5.26 What is a Wi-Fi hotspot?

When the Wi-Fi hotspot function is enabled, other devices can connect to your phone via Wi-Fi and access the Internet using your data package for free of charge.

It is best not to enable this feature if you only have a limited data package.

### **5.27 Why is the hotspot name garbled?**

Please rename the hotspot using only alphanumeric characters.

### **5.28 The Internet is very slow when using one of the SIM cards on a dual SIM phone**

Dual-card phones allow two SIM cards to be used in parallel. When insert two 4G SIM cards, you can set one of them to 4G, then the other card is 2G. The Internet on the 2G SIM card is slow.

If Internet access is slow when using a 3G or 4G SIM card, please verify whether your phone has a strong enough signal.

### **5.29 When the phone is sleep, whether Wi-Fi connection will disconnected automatically or not?**

Set always keep Wi-Fi on during sleep:

Enter into **"Settings"** interface, click **"Wi-Fi"** .

Open options Menu, click **"Advanced"** , and enter into "Advanced Wi-Fi" interface..

Click **"Keep Wi-Fi on during sleep"** , select **"Always"** .

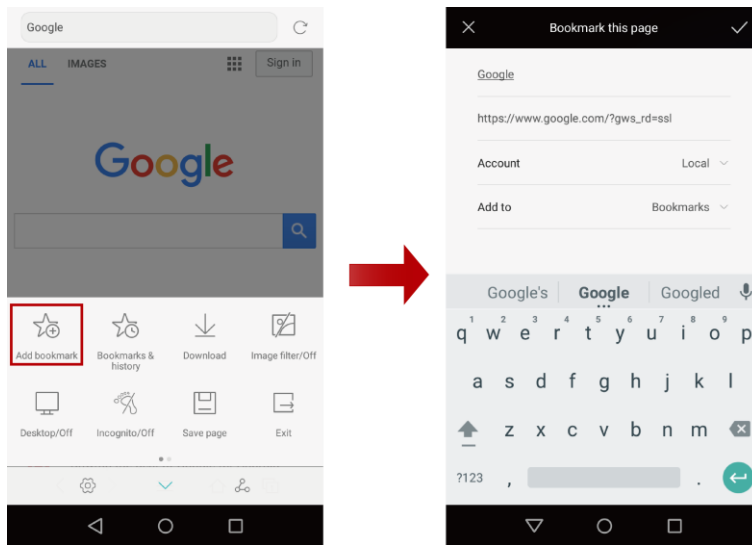
### **5.30 How to turn off the Wi-Fi switch?**

Enter into **"Settings"** interface, click **"Wi-Fi"** , and turn off the switch.

You can also drop down the status bar, turn off the **"Wi-Fi"** switch in the shortcuts panel.



### **5.31 How to add a bookmark in the built-in web browser?**

In the **"Browser"** interface, open options menu, click **"Add bookmark"** , enter the bookmark' s name, address and then save.



Note: The figures are just for your reference only. The actual interfaces may vary.


### 5.32 How to close pages in the built-in browser?

On the Browser interface, select  to display thumbnails of all the pages that are opening. Touch  to close the pages that are not needed.


### 5.33 How to open a new page in the built-in browser?

Enter the URL directly in the address bar on the Browser interface.

### 5.34 How to delete personal data from the built-in browser?

On the Browser interface, open options menu and select  > Privacy & security. Select the data you need to delete (such as the cache, browsing history, cookies, and forms data). Delete data as per the on-screen instructions.

### 5.35 How to clear all browser cookies?

On the "Browser" interface, open options menu, click  > Privacy & security > Clear all browser cookies", and delete cookies per the on-screen instructions.

### **5.36 How to save an image from a web page?**

On a web page, touch and hold the image you want to save and select "Save image" from the pop-up menu.

### **5.37 How to transfer files using OTG function?**

Your mobile phone do not support for OTG function.

### **5.38 Mobile phone cannot search the Bluetooth car kit.**

Please make sure whether the Bluetooth car kit is enabled, and whether enable the visible function.

May be Bluetooth search timeout. Please restart Bluetooth car kit' s visible.

May be the compatibility problem of the mobile phone. Some Bluetooth car kit is only compatible to some specific mobile phone, so the car owner should pay attention to the compatibility problem of mobile phone when buy a car kit.

Please keep the mobile phone within the effective range. Bluetooth devices are visible within a range of 10 m. If the devices are further than 10m away, they will not be discovered

### **5.39 How to use the 4G network service?**

Please go to Network provider service hall, change the 4G phone and sign the contract for using the 4G service.

Slide down the status bar to display the notifications panel. On the shortcuts tab page, click 4G switch, then you can open the 4G mobile network service.

Because the 4G network is fast, please close the background apps when you do not use the mobile phone, avoid to waste the data traffic.

### **5.40 How to turn off the 4G network connection?**

Enter into **Settings > More > Mobile network**. Touch "**Preferred network type**" , and select "WCDMA/GSM auto" , "WCDMA only" or "GSM only" .

### **5.41 Why does the mobile phone have no 4G signal?**

Slide down the status bar to display the notifications panel. On the shortcuts tab page, check whether the "4G" switch is enabled?

For a dual-card phone, check whether the SIM card you used is set as the 4G/3G slot from the "Dual card management" .

Please check whether the SIM card is a 4G card and whether the 4G data package is activated.

Provide the information about the address where no 4G signal to the service provider and consult the local 4G network coverage conditions.

### **5.42 Why can't access the Internet after the mobile phone is connected to a Wi-Fi network?**

Click the Wi-Fi hotspot which is connected, check the signal strength and link speed. If the signal is weak, please remove to open site or the place near the Wi-Fi hotspot.

Please make sure whether finish the hotspot web registration and certification through a browser.

Please make sure whether the router is powered off.

### **5.43 Cannot find the wireless router when searching for it.**

Please make sure the SSID of the router is visible.

Please reboot your mobile phone, and try to search the wireless router manually.

### **5.44 When the phone is sleep, Wi-Fi connection will disconnected automatically.**

Enter into "Settings" interface, click "Wi-Fi > Menu > Advanced" , and enter into the "Advanced Wi-Fi" .

Click "Keep Wi-Fi on during sleep" , select "Always" .

#### **5.45 Can a 3G mobile phone upgrade to a 4G mobile phone?**

Can NOT.

#### **5.46 Does the 4G network consume too much traffic?**

The data transmission speed of the 4G network is much higher than that of the 3G network. But the traffic consumption depends on the user data usage instead of the networks.

#### **5.47 If 3G card change to 4G card, will change the phone number or not?**

For specific details, please consult your network provider.

#### **5.48 I use a 3G card now, if I want to use 4G network, must I change the card?**

For specific details, please consult your network provider.

#### **5.49 4G mobile phone shows the 3G signal.**

Please make sure whether the SIM card you use is a 4G card. If not, please change.

Otherwise, when 4G signal goes wrong or 4G network not covered, the mobile phone will switch to the 3G signal automatically.

#### **5.50 Can a 4G phone use the 3G card?**

Yes, your mobile phone can use the 3G card provided by the same service provider.

#### **5.51 Why can't access the 4G network?**

Ensure that the following conditions are satisfied:

Your mobile phone supports for the 4G network.

The SIM card is a 4G card.

You have activated the 4G data package and then enabled the 4G network connection on your phone.

The service provider provides local 4G network coverage.

### **5.52 4G network is not stable?**

On the one hand, If the 4G network you used is still under construction, the network coverage problem will affect the stability.

On the other hand, the user's environment and the concentration of the surrounding 4G users will have a certain impact on the network performance of their mobile phones.

### **5.53 What is 4G?**

4G is the fourth generation mobile communication standard in English abbreviation, compared to 3G has faster data transmission speed.

### **5.54 Why is the network speed slow when using the Wi-Fi connection?**

Replace a wireless router or use another network. Try to update your phone's software to the latest version, and then re-connecting to the network.

### **5.55 How to set mobile phone automatically connect to Wi-Fi?**

When the user manually connect to the Wi-Fi once, the mobile phone will automatically connect to Wi-Fi within the range of this Wi-Fi. You do not need to set again.

### **5.56 Bluetooth transmission is not connected to the WIFI**

Bluetooth and WIFI share the antenna, WIFI performance will be reduced or disconnected when the Bluetooth occupancy rate is too high. Please turn off Bluetooth and try again.



### **5.57 How to access the Internet in the ultra power saving mode?**

In order to save power, your mobile phone can't access the data network or the Wi-Fi network in the ultra power saving mode.

## 6 Safety and payment

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### 6.1 Whether the mobile phone support for NFC?

Not support.

### 6.2 Why is NFC payment insensitive or failed?

Not support NFC.

### 6.3 How to use the file safe function?

1. On main screen, click "Files" app icon.
2. On the tab of "Categories" or "Local" , click "Safe" .
3. Click "Enable" .
4. Follow the screen tips, input password and security question answer, then click "Done" .
5. Click "Add" , and follow the screen tips, chose the files you need to protect.

## 7 Camera and Multimedia

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### **7.1 Is HD video playing supported?**

Yes.

### **7.2 Does Beauty mode support multi player beauty function?**

No.

### **7.3 Is optical image stabilization (OIS) supported?**

No.

### **7.4 How many axes are used for the stabilization of my OIS camera?**

Not support optical stabilization.

### **7.5 IS full-focus mode supported?**

No.

### **7.6 Is smart headset control supported?**

Yes.

Go to Settings > Smart headset control, turn on Smart headset control switch, you can enjoy more convenient features. When you use the Huawei's music, you can use Smart headset control to share, download song and other functions.


### **7.7 Is front camera a back illuminated or stacked camera?**

Back illuminated.


## 7.8 Is rear camera a back illuminated or stacked camera?

Back illuminated.



## 7.9 How do I mute the camera?

Enter the camera interface, click , and then click on the "Settings", turn on the "Mute" switch. When the phone is set to silent or vibrate mode, camera automatically silent, no require manual settings.

## 7.10 How do I store photos and videos to the micro SD card by default?

Enter the camera viewfinder mode and select . Select **Settings** and set the **Preferred save location** to SD card.

## 7.11 The flash light can't be used.

1. Set the flash mode to mandatory . The flash will always be turned on when you are taking a photo or shooting a video.
2. If the flash mode is set to auto , the camera will turn on or off the flash based on the ambient light. If you want to turn on the flash in a bright environment, please select mandatory flash mode.
3. Check that your phone is not charging. Otherwise, the flash cannot be used.
4. Check that your phone is full charged. To extend the use time of mobile phone, when the battery power is low, the system will automatically disable the use of flash. To ensure the normal use of the mobile phone, please charge the phone.
5. The flash may not turn on if your phone is overheated or the flash is too frequently used. Wait for a while and try again.
6. If the problems still persists, contact Huawei technical support or take your phone to an authorized Huawei service center.

## 7.12 Why can't I open some photos or videos on my phone?

1. The phone does not support the file format.

Phone image formats are defaultly supported: \* png, \* gif (static), \* jpg, \* bmp; audio formats are supported: \*.mp3, \*.wav, \*.ogg, \* mid, \*.amr, \*.mp4, \*.aac, \*.flac、 \*.mkv, \*.webm, \*.3gpp.

Other formats such as "\*" .webp, \*.Wbmp" format images and "\*" .awb, \*.flac, \*.wma" Audio and video format files, only some type of mobile phones can support, which concerns the hardware chip platform. If mobile phone does not support the file format, please download the third-party application that can supports the file format.

2. The file is damaged. Please get the undamaged file and try again.
3. The file is copyright-protected. Please get the file permissions and try again.
4. The phone does not have sufficient power. Please connect the charger and try again.
5. In few case, an unknown error occurred in the application or the OS. Restart the phone and try again.

### **7.13 Oline music or videos don't play smoothly.**

1. The Wi-Fi network is unstable.

If you are connected to a Wi-Fi network, please check whether the phone is within hotspot range or contact the Wi-Fi network provider.

2. The mobile network signal is weak.

If you are connected to a mobile network, please try again in an area with a stronger signal.

3. The phone's internal storage is insufficient.

Please go to the phone's Phone Manager and select Storage cleaner or Phone accelerator. Then follow the on-screen prompts to clear the application cache, residual system files, infrequently used apps and installation packages, videos, compressed files and other large files.

4. If online playing is slow in the browser, try to use a different browser.
5. If online playing is slow when using an app, please try again after updating or reinstalling the app.

### **7.14 Can't find all the local music files when using the built-in music player.**

The built-in music player supports the following audio files by default: WAV , MP3 , MP2 ,AMR ,MIDI ,Vorbis ,APE ,AAC ,AAC+ , FLAC, ADPCM. If the phone doesn't support the file format, local music files in this format will not be found by the built-in music player.

### **7.15 The music volume is very low.**

1. Turn up the volume by pressing the volume up button when music is playing.
2. Check whether the phone's speaker is covered. To ensure normal use, please do not cover the speaker with objects such as phone cover.
3. Try playing a loud music file to see if there is a problem with the music file. If there is a problem with the file, try again with another file.


If the problem cannot be solved using the above steps, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

### **7.16 How do I get lyrics to appear in sync with the music?**

After downloading the .lrc lyrics file online, place the lyrics file and the music file in the same folder, ensuring that both files have the same name.

When using the built-in music player to play music, swipe to the right in the player to view the lyrics for the current song.

### **7.17 Camera does not capture full-screen photos.**

Whether the photo is full-screen associate with the resolution setting when taking photo. Try to change resolution settings to take full-screen photos. Enter the camera preview mode and select . Then select **Settings** > **Resolution** to change the resolution settings to 16:9 full-screen.

### **7.18 Why are the photos blurred?**

1. Check if the camera lens is dirty, clean the lens and take photo again.
2. Unfinished focus will lead to blurry photos, the camera's focus time is about 1.5 seconds, and please wait until the camera finish focus before taking a photo .
3. Try to avoid a scene lack of light when taking photos.
4. The sharpness of the picture is related to the scene you are shooting, please select the camera mode suitable for the shooting scene and adjust the camera parameters.
5. If the problem still persists, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.


### **7.19 How do I focus when taking a photo?**

Point the lens at the object that you want to photograph, and the camera will focus automatically or you can also manually touch the screen to focus. It takes about 1.5 seconds for the camera to focus, so please wait until the camera finish focusing before taking a photo.

If the focus frame turns red, it means that the camera failed to focus. Please move the lens and focus again.

### **7.20 How do I adjust the photo size?**

The photo size depends on the camera resolution. The higher the resolution, the larger the photo.


Enter the camera preview mode and select . Select resolution to adjust the camera resolution.

The size of a photo can also be changed by opening the photo using Gallery or another third-party app and cropping the image.

### **7.21 How do I use the full focus feature to take a photo?**

Not support the full focus feature.

## **7.22 How do I set the photo mode?**

In the preview mode, click  and select another photo mode.

## **7.23 Watch online video without sound.**

1. Confirm whether the phone is set to mute the media volume in video playback interface, press on the volume up key to improve the video playback volume.
2. Confirm whether the video player app is set to mute, unmute settings.
3. Reinstall the video player app.
4. Try to play this video on another phone to check whether the video file has problems.
5. Replace other video files to check whether the video player has problems.
6. Restart the phone and try again.
7. If the problem still persists, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

## **7.24 The loud speaker sound is poor.**

Do not press on the battery cover when playing music as this may change the air pressure inside the phone and affect the quality of the speaker sound.

If the problem persists, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

## **7.25 The volume is low when using earphone to listen to music .**

1. You can turn up the volume using the volume up key when music is playing.
2. Check whether the phone's earphone hole is covered with objects, please regularly clean the earhone hole.
3. Try to play a loudly music file to see if there is a problem with the music file. If there is a problem with the file, try again with another file.



4. If you are using a high-end HIFI earphones, because the phone output voltage is limited, it may make it impossible to listen to music properly.

### **7.26 The earphone button cannot control music playing.**

Check if there are any objects lodged in the gaps between the earphone buttons that prevent the button from being pressed. Please regularly clean the gap.

Please use an original Huawei earphone. Earphones made by other brands may be incompatible with Huawei phones, meaning that they cannot be used to control music playing.

Please contact the relevant app developer if you are not using the phone's default music player.

### **7.27 How to switch the photo view?**

Enter the gallery , slide the screen to select the albums tab or photos tab , switch to the folder list view or timeline view.


### **7.28 What is ISO?**

ISO describes the camera's sensitivity index toward light. In dark environments, if you use an higher ISO, brighter photos can be taken. If you use an lower ISO, darker photos can be taken.


### **7.29 What is white balance?**

Photo colors may deviate when affected by environmental lights. Using white balance mode, you can reduce that color deviation to the minimum. When shooting photos, multiple white balance modes that are pre-installed in your phone are available.

### **7.30 How to shoot an object in motion?**

Enter the camera preview mode and select  , **Settings** > **touch&hold shutter** button, select burst shoot. Open the photo shoot continuous shooting mode.

### **7.31 How to cancel the timer of taking picture?**

Enter the camera viewfinder mode and select , **Settings** > **timer**, then click turn off the switch.


### **7.32 Why can't some photos in Gallery properly displayed?**

The photos in Gallery can be displayed in list or in timeline mode. In timeline mode, only photos from the phone photos folder can be displayed. In list mode, all photos can be displayed.

### **7.33 How do I view all photos in timeline mode?**

Switch to list mode and move photos from other folders to the phone photos folder, then you can view all photos in timeline mode.

### **7.34 How do I add the location information to a photo?**

In the camera interface, touch the  icon then **Settings**, and then turn on the **GPS tag** switch.

Note: If you take photos in the room, you need a mobile phone network to locate the location of the photo.

### **7.35 How do I set a photo to display its shooting time and place?**

In Gallery, touch the menu icon then Settings, and then turn on Show time and Show location.

### **7.36 Abnormal exit when playing video online**

Check whether the current network is free.

Restart phone.

Online video player may not be compatible with the phone, you can download the other players to try again.

### **7.37 Why can't I shoot panoramic photos?**

When shooting panoramic photos, follow the onscreen instructions to steadily and slowly move your phone. If you move your phone too fast or the shooting direction is not correct, the shooting may fail.

### **7.38 How do I take photos in macro mode?**

Open the preview interface, move your phone close to the object, touch to focus, and then touch the shooting button to take a photo. If your phone is too close to the object, the focus will turn red and fail. In this case, you need to adjust the distance.

### **7.39 Why is the panoramic photo discontinuous?**

When shooting panoramic photos, follow the onscreen instructions to steadily and slowly move your phone. If you move your phone too fast, the photo may be discontinuous. If there are moving objects (walking people or cars) on the viewfinder, the photo may also be discontinuous.

### **7.40 How do I modify the watermark texts?**

Watermarks are supported on some models only. Your phone supports watermarks.


On the preview mode, choose a watermark with texts and touch the dotted-line text box to modify the texts.

### **7.41 Why must radio be connected to earphone for use?**

The earphone acts as the function of the FM antenna.



Only connected to the earphone, the phone can listen to FM radio.

### **7.42 Does radio support loud speaker function?**

Enter the FM radio interface, click on the top left of the screen , turn on the FM radio sound loud speaker function.

Note: The phone's earphone acts as a FM radio antenna, please do not pull it off.

### **7.43 How to set the radio timer off?**

Enter the FM radio interface, click  , then click  ,Set the timer off time.

### **7.44 How do I adjust the volume of the radio?**

On the radio screen, press the volume up key to increase the radio's volume and press the volume down key to decrease the radio's volume.

## 8 Message and email

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### 8.1 Failed to send or receive messages.

Messages cannot be sent or received if your phone was out of credit. Check whether you have calling credit on your phone.

Messages may not be sent successfully when the phone is in an area without signal or with a relatively weak signal. Please try again after moving to an area with stronger signal.

Messages may not be sent when the phone's battery power is low. Please try again after charging the phone.

Messages may not be sent successfully when networks are busy, especially at peak messaging times during public holidays. Please try again during off-peak messaging periods.

Messages may not be sent when the format of the recipient number is incorrect. Please try again after entering the correct number.

MMS messages may not be sent when the attachments are larger than 300 KB(different operator has different MMS size limitation). Please separate into several MMS messages before sending or send via other means.

In the messaging app, open the options menu, select Settings and check whether the SMS center number is the number provided by the local network provider. Please contact your provider if you are unsure of the local SMS center number.



### 8.2 Are there size restrictions for MMS attachments?

Video and music files cannot be added as attachments if they exceed 300 KB(different operator has different MMS size limitation). When attaching photos, the image resolution will be automatically reduced if the file is too large. The photo will then be added to the MMS as an attachment.

### **8.3 How do I preview new messages in the notification bar?**

Your phone is enabled this function by default. Go to **Settings > notification center** to set the message notification method.

### **8.4 How do I save a message draft?**

Go to the message editing page and click  or . The message will be automatically saved as a draft in the current conversation. The previously edited message will be displayed automatically when entering the conversation.

Note: A message can only be saved as a draft when valid recipient information has been entered. Messages cannot be saved when no recipient has been entered.

### **8.5 How to change the font size of message?**

You can click message option menu "**Settings > General > Message font size**" to set.

### **8.6 Can I restore the deleted information?**

Can not be restored, please be careful when deleting informations.

### **8.7 Is there a size limit when adding attachments in Email?**

The total size of attachments can not be over 5MB in each email, so please split more messages to sent when attachments' size is over 5MB.

### **8.8 There is no voice prompts when phone received message.**

Go to "**Settings**", click "**Sound > Volumes**", drag the Ringtone" slider to adjust the volumes.

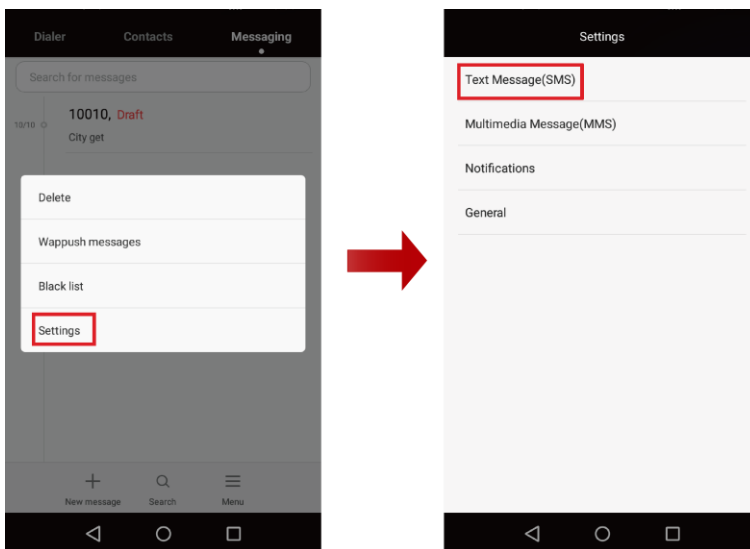
### **8.9 How to set message delivery reports?**

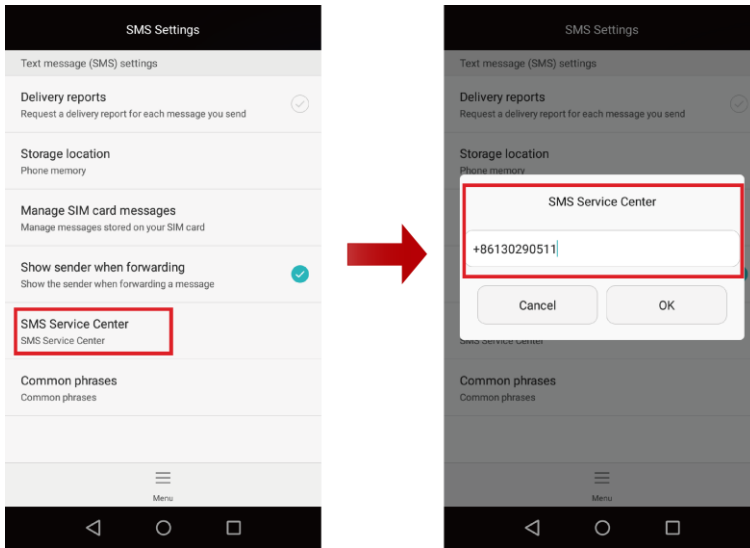
Enter "**Message > Menu > Settings > Text Message(SMS) > Delivery reports**" to check or uncheck" Delivery reports" check box.



## 8.10 How to set SMS Service Center Number?

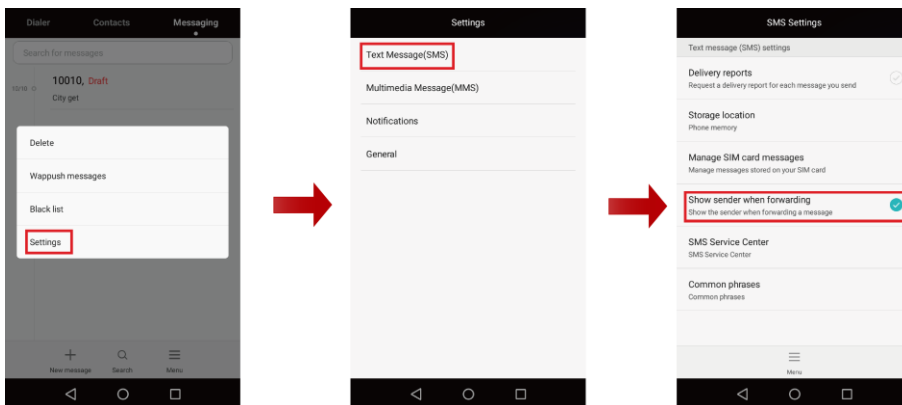
Enter **"Message > Menu > Settings > Text Message(SMS) > SMS Service Center"** ,input the SMS Service Center Number which local network provider provided.





### 8.11 How to set forward message without sender information?

Enter "Message > Menu > Settings > Text Message(SMS)", uncheck "Show sender when forwarding".



### 8.12 How to send contact information via MMS?

In contact list, click on the contact which you want share, click on "Share contact > MMS", the contact's information will be automatically converted to MMS, and according to the prompts on screen to send MMS.



### 8.13 How to change message tone?

Enter "**Message > Menu > Settings > Notifications Settings > Tone**" to choose the Message tone.

Change "**Default notification tone**" in "**Settings > Sound**", will not change Message tones.


### 8.14 How to delete email account?

In the Email interface, click "**Settings**" to select the account to be deleted. Click "**Remove account**" in the account deletion area.

### 8.15 How to add a personalized signature in the message?

Enter "**Message > Menu > Settings > General**" check "**Attach signature**", and click on "**Edit signature**", input your personalized signature. When you send message, the signature will be attached.

### 8.16 How to clear up unread reminder?

Drop down the status bar, switch to "Notifications" tab page, click on delete button  .

## 9 Call and Contacts

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### 9.1 Why the 4G signal is displayed on screen but can not make calls?

If the problem happens when 4G is opened, you may turn 4G off.

Reason : Although there is 4G signal, but voice calls is depend on 2G network(CSFB), it need 2G \4G network coordinate. May be somewhere ,4G network is constructing, network configuration may imperfect, you can not received calls when 4G is on. So, if it happening frequently, you can turn 4G off, and you can also contact the appropriate operators to handle it , too.

### 9.2 Screen still keep black when the phone leave ear in calls

The proximity sensor is on the top of screen, near the receiver.

In calls, when the mobile phone close to the ear or other object covers top of the screen, the phone will automatically turn off the screen to prevent misoperations. After left ear or the object removed, the screen will automatically light up to facilitate your operation.

If in the calling process, mobile phone is still keep black after left ear, press the power button to light the screen and check the if the proximity sensor is covered?

Note: In order to ensure the phone can be normal used, do not using a mobile phone cover or other object to cover the proximity sensor and the nearby. Proposed to buy customized screen protective film for this mobile phone.

### 9.3 In calls, sounds are very small or noisy

In calls, press the Volume-up keys to increase call volume.

Please make calls under the better network signal and small noise environment.

Receiver aligned to you ear, can effectively improve the call volume.

Do not use your fingers or other objects blocking the microphone (usually at the bottom of the phone), sound source should not far from the microphone.

If the problem persists, reboot the mobile phone or restore the mobile phone to factory settings after backing up important data.

If still having problems, please contact customer service or bring purchase invoice to service center for inspection.

Huawei will release the latest software version on the official website. Go to the official website to download the software according to your model type; or update software version via online upgrade method, to get a better user experience.

#### **9.4 How to turn off the screen-off function in call.**

Your phone does not have this setting.

#### **9.5 How to delete the call logs?**

Go to the dialer interface, open the options menu and select "Delete call log" . Select the call log that you wish to delete and select "Delete"

#### **9.6 The call ringtone automatically reverts to the default ringtone.**

If the ringtone you preset is not a preloaded ringtone, check whether the ringtone file was moved or deleted. Please reset the ringtone.

If the phone supports an external microSD card and the preset ringtone is saved on the microSD card, the call ringtone will be restored to the default ringtone after the phone is connected to a computer and USB mode is activated. You can also move the ringtone file to the internal storage and then reset the ringtone.

If the phone supports an external microSD card and the preset ringtone is saved on the microSD card, please check whether the microSD card was unmounted. Please remount the microSD card and reset the ringtone settings.

If the problem persists, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

## **9.7 How to delete preloaded ringtones?**

Preloaded ringtones can not be deleted.

## **9.8 How to export contacts to other phones using the SIM card?**

Go to the contacts list, open the options menu and select **“Import/Export”** , copy contact from phone to SIM card. Export the phone's contacts to the SIM card by following the on-screen prompts.

Next, insert the SIM card into the other phone. Go to the contacts list, open the options menu and select **“Import/Export”** , copy contact from SIM card to phone. Import the SIM contacts to the phone by following the on-screen prompts.

## **9.9 How to import contacts into other phone by storage device?**

1 Export the contact information from the phone to the internal storage in vCard format. Open **“Files”** , go to the root directory of the phone's internal storage, transfer the **“.vcf”** file to the other phone.

2 Select the **.vcf** file on the other phone to import the contacts information.

If the phone supports an external microSD card, a microSD card is already inserted and the default storage location is set to SD card, you can transfer contacts using the microSD card:

1. Export the contact information from the phone to the microSD card in vCard format.

2 .Unmount the microSD card and remove it, insert it into the other phone.

3. Open **“Files”** , go to the root directory of the phone's internal storage, click the **“.vcf”** file to import the contact information to the phone.

## **9.10 How to set up exclusive ringtones to contacts and contact groups?**

Your phone does not have this setting.

### **9.11 How to set the picture for one contact?**

Photos cannot be set for contacts stored on the SIM card. Photos can only be set for contacts stored on the phone.

Go to the contact's details page and touch the contact photo box. Select an image, adjust the image following the on-screen prompts and then save the settings.

You can also open the image that you wish to use as a contact photo in Gallery or Files. Next, open the options menu and select **Set as > Contact photo**, select a contact stored on the phone and adjust the image following the on-screen prompts before saving settings.

### **9.12 How to display SIM card contacts?**

Go to the contacts list, open the options menu and then select **“Contacts to display”** ,then select **“SIM card 1/card 2”**

### **9.13 How to view the call logs?**

Go to the Dialer interface and select the Dialer tab to view call logs.

### **9.14 Dose the phone support video calls?**

The phone does not support video calls. You can choose to install some third-party apps to make Internet video calls.

Note: please try to make video calls in the Wi-Fi network, in order to save the mobile data traffic.

### **9.15 How to turn off the dialer touch tones?**

Go to **“Setting > Sound”** , uncheck **“Dial pad touch tones”** .

### **9.16 How to review missed calls?**

Go to the dialer and select the Dialer tab. All missed calls will be shown in red color.

### **9.17 How to set ringtones increases gradually?**

Your phone do not have this setting.

### **9.18 How to add multiple numbers for one contact?**

Select a contact from the contact list, enter the edit page and select "Add phone number" .

Only contacts stored on the phone can customize the new entry name.

### **9.19 How to select the storage location for contacts?**

Entet into "Contact" ,click on "Add contact" ,select "Card" or "Phone" to set the default storage location for the contact.

### **9.20 How to find a contact quickly?**

Select the search bar in the contacts page and enter the contact's name.

### **9.21 How to set up a blacklist for incoming calls?**

Click on "Phone Manager > Harassment filter > Setting > Blacklist > add" to add the number.

Or in the contact list, long press one contact, select "Add to blacklist" from the pop up menu.

### **9.22 How to make a call when screen is off?**

Your phone do not support this function.

### **9.23 Unable to set the contact picture?**

Photos cannot be set for contacts stored on the SIM card. Please make sure of the contacts stored on the phone.

Some third-part contact software are Conflict with system, please uninstall the third-part contact software, then, try again.

### **9.24 Can not make or receive calls?**

Please check Successively:

Phone signal is normal or not

Phone is turned on flight mode or not

SIM card arrears or not

If the above test results were not the problem, restart the phone and try again

If the problem persists, please contact customer service or bring purchase invoice to service center for inspection.

### **9.25 Can not hear the other side sounds in call?**

Other phone may temporarily no signal, or may be on mute. Proposal hang up the phone to redial.

Receiver and other hardware reasons will also lead to this failure, please contact customer service or bring purchase invoice to service center for inspection.

### **9.26 How to prohibit the phone to dial international phone ban?**

Go to "**Dialer > menu > Call settings**" choose Network operators, click on "**Call barring**", uncheck "**International outgoing calls**", according to prompts on screen, input Call-barring-number, then click on "**OK**".

### **9.27 How to back to the call interface?**

Drop down the status bar, open notifications tab page, click on this call task to back to the call interface.

### 9.28 How many phones can store call records?

In Android system, call recorded in the form of files and stored in the internal storage space, because the files are small, does not occupy much space. So in theory, you can find all the phone call records.

Before reset to factory settings or upgrade the software, please backup phone records timely to avoid losing.

### 9.29 How to activate the call waiting function?

Enter into the "Dialer screen" interface, touch the option menu. Go to **Call settings > select one operator > more** and enable **"Call waiting"** .

### 9.30 How to forwarding all calls to other phone ?

Enter into the "Dialer" screen, touch the option menu. Go to **"Call settings > Call forwarding > Always forward"** . Enter the number for receiving the forwarded call and touch **"Activate"** .

### 9.31 How to transfer unanswered calls to other phone ?

Enter into the "Dialer" screen, touch the option menu. Go to **"Call settings > Call forwarding settings > Forward when unanswered"** . Enter the number for receiving the forwarded call and touch **"Activate"** .

### 9.32 How to forward the unreachable calls to another number?

This function requires the support from the service provider.

On the Dialer screen, touch the option menu. Go to **"Call settings > Call forwarding settings > Forward when unreachable"** . Enter the number for receiving the forwarded call and touch **"Activate"** .



### **9.33 How to edit the SMS for rejected incoming calls?**

On the "Dialer" screen, touch the option menu. Go to **"Call settings > Reject calls with SMS"** . Edit a text message and touch **"OK"** .

### **9.34 How to set up all outgoing call barring?**

On the "Dialer" screen, touch the option menu. Go to "Call settings" ,choose network operators, click on "Call barring" , check "All outgoing calls" , according to prompts on screen, input Call-barring-number, then click on **"OK"** .

### **9.35 How to reject all incoming calls?**

On the "Dialer" screen, touch the option menu. Go to "Call settings" ,choose network operators, click on "Call barring" , check "All incoming calls" , according to prompts on screen, input Call-barring-number, then click on **"OK"** .

### **9.36 How to set up to refuse the incoming calls while roaming?**

On the "Dialer" screen, touch the option menu. Go to "Call settings" ,choose network operators, click on "Call barring" , check "Incoming calls while roaming" , according to prompts on screen, input Call-barring-number, then click on **"OK"** .

### **9.37 How to delete a favorite contact ?**

In the favorites group, click a favorite contact, click **"Remove from favorites"** .

Note: only phone contact can be add to favorites.

### **9.38 How do I remove a contact from the blacklist?**

Click on **"Phone Manager > Harassment filter > Setting > Blacklist"** ,click on the contact and click **"Remove"** .

Or in the contact list, long press blacklisted contact, select **"Move from blacklist"** from the pop up menu.

### **9.39 How to delete intercepted phone records?**

Click on "Phone Manager > Harassment filter, select "calls" , delete the phone record that needed, click" Delete" .

### **9.40 How to fast mute when incoming calls?**

When there is an incoming call, you can press the volume button or the power button to achieve rapid mute.

### **9.41 How to merge contacts?**

Enter into the contact interface, open the options menu, click "Settings > merge duplicate contacts", according to the screen prompts for the merger.

## 10 Storage and file manage

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### 10.1 Why the actual memory is less than the declared memory ?

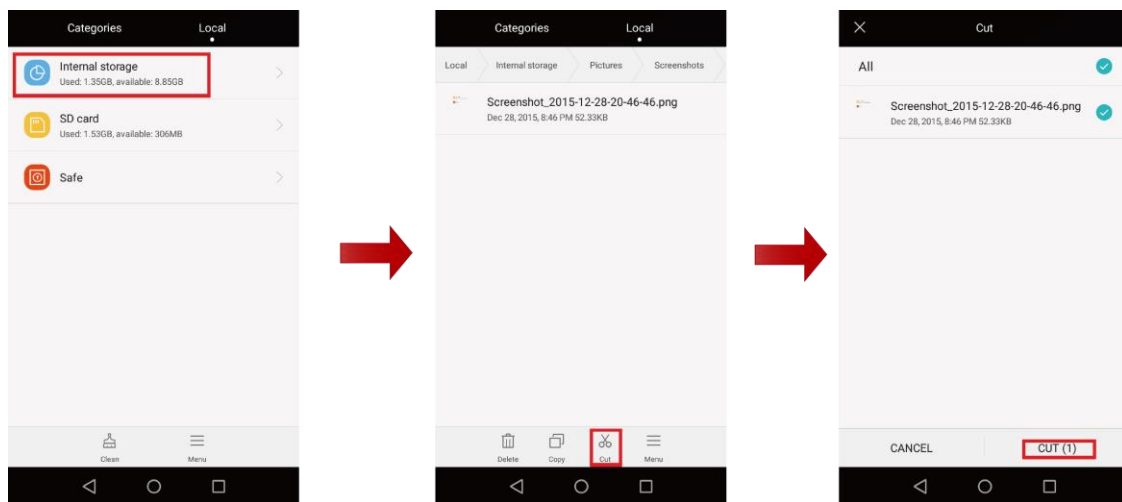
When using a mobile phone, the mobile phone systems and the processes that run in the background will take up a certain of memory,which makes the actual memory less than the declared memory.

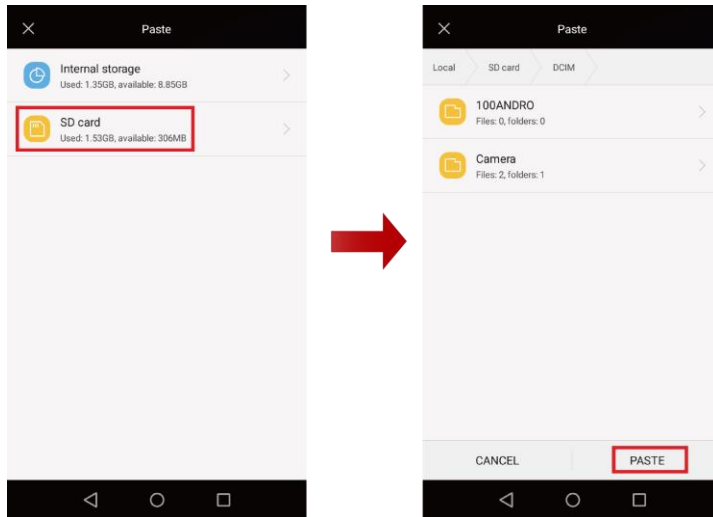
### 10.2 Prompt for the insufficient memory

For the mobile phones supporting external microSD card, we advise you move pictures, music and videos from internal storage to microSD card if you have the microSD card.

1.Open "Files" . Click "Internal storage" from "Local" tab page and select the files you want to remove. Click " cut" .

2.Return to the local page. Click SD card. Click "paste" .





Note: The figures are for your reference only. The actual screens may vary.

Clear up memory space:

If the "Phone Manager" is preset, please click "Phone Manager" . Click Storage cleaner > smart scan and follow the prompt in the screen.

If the above method is invalid, we suggest you restore to the factory settings after backing up the important data.

### 10.3 How to find the default save path of the usual files?

Files received by Bluetooth, the default save path is in Files > Bluetooth folder.

Pictures and Video, the default save path is in Files>DCIM folder.

Files from screen capture, the default save path is in Files>Pictures folder.

Files recorded by sound recorder, the default save path is in Files> Recordings folder.

### 10.4 How to format internal storage space?

Enter "Settings" , click "Backup & reset" > " Factory data reset" > "Reset phone" >" Erase everything" .

### 10.5 Can' t recognise microSD card

Make sure the microSD card is correctly inserted. Please refer to attached Quick Start Guide. Check if the microSD card is more than 128GB and if it is FAT or FAT32 forma?.

Check if the microSD can be readed by card reader or in the other phone.

SD card data format is not compatible with the phone, **this mobile phone only support FAT/FAT32 format.** it is recommended to format the SD card on other mobile phones or computers to try again.

If you tried the above methods, but it still can not be read, it is recommended to back up the important data and reset to the factory settings or contact service center.

## 10.6 Remove the microSD card causes loss of data

The lost data cannot be recovered.

If the microSD card has been inserted into the phone, please be sure to remove the microSD card after turn off the phone, otherwise it may lead to data loss on the microSD card.

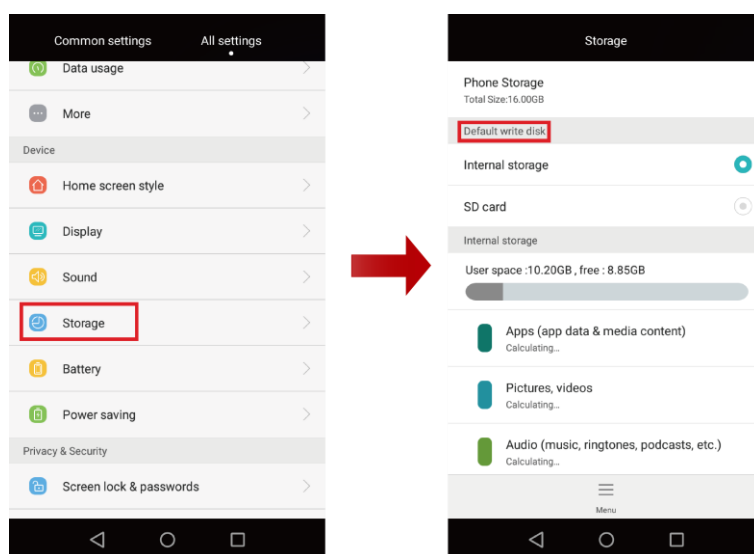
## 10.7 Can it recover the deleted files?

Cannot recover. Please be careful when deleting files.

## 10.8 How to change the location of the file storage?

The default storage location of the phone is internal storage, when the phone is inserted into the microSD card, you can change the location of the file storage.

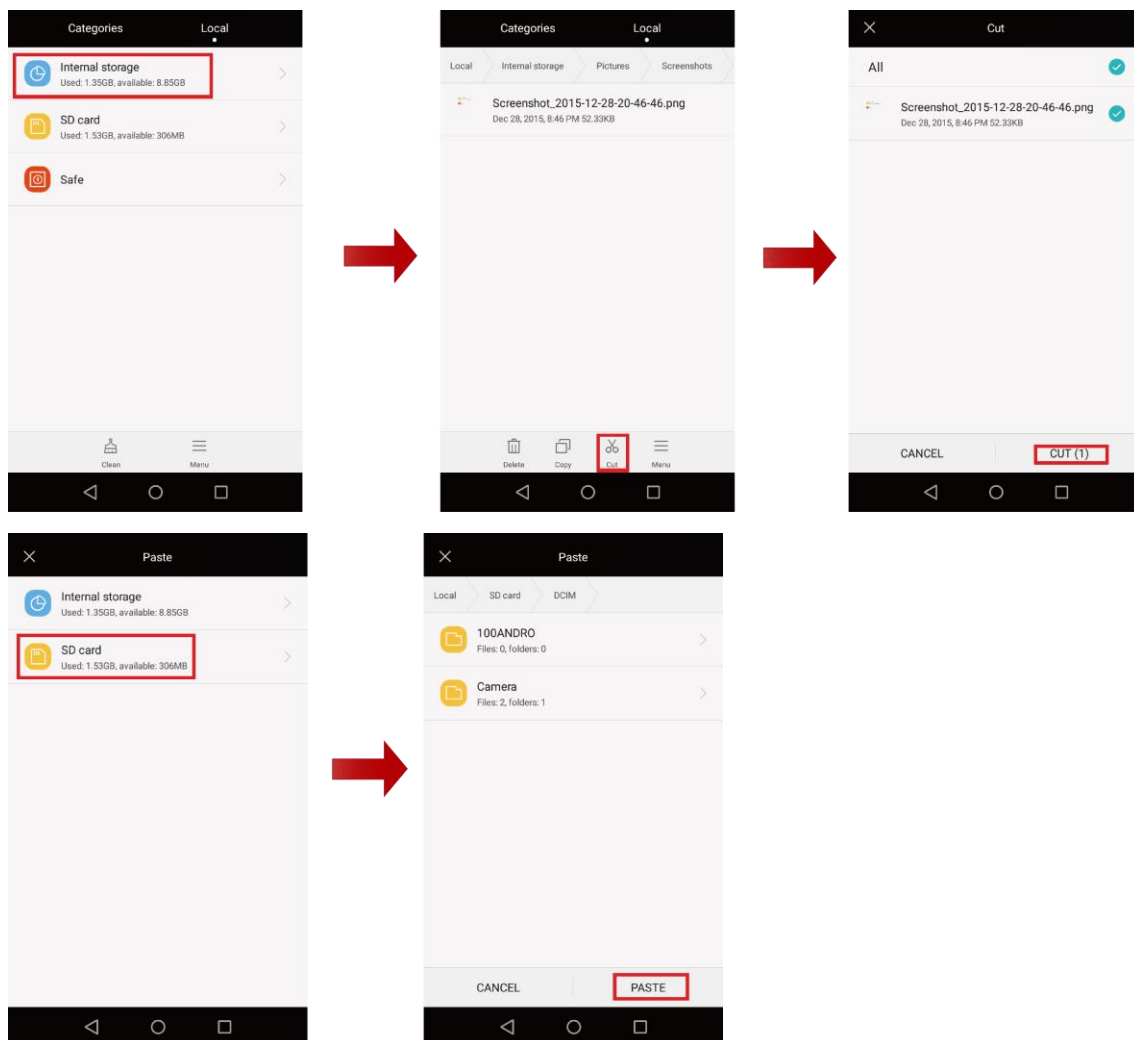
Enter the settings screen, click "Storage", in the default memory area, click "SD card".



Note: The figures are for your reference only. The actual screens may vary.

## 10.9 How to move the file to the microSD card?

For files stored in the internal storage space, you can refer to the following way, the file will be moved to the microSD card.



Note: The figures are for your reference only. The actual screens may vary.

## 10.10 How to format the microSD card?

To enter the settings interface, click "Storage > SD card", confirm the operation, you can delete all the data in the microSD card.

## 10.11 How to view the phone memory size?

To enter the settings interface, click "Storage", you can view the memory size.

### **10.12 Document can be classified by Files app?**

Open the "Files", switch to the classified file page. The file will be divided into audio, videos, Images, documents, Achieves, Applications and other types for convenient file management.

### **10.13 How to view mobile phone related information?**

From "Settings > About phone" screen, you can view model, CPU, RAM, Internal storage, resolution and other information.

## 11 Backup recovery and update

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### 11.1 How to update your mobile phone?

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 **NOTE**

In order to prevent the user data (such as contact, information, call records, etc.) in the phone memory is deleted when upgrading, propose to backup phone data before upgrading.

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Online update: Please connect the mobile network or Wi-Fi before the online update.

Enter the settings screen, click " Updater > check for updates", after the detection of the new version, according to the screen prompts to complete the update.

Local update: Access to HUAWEI's official website to download software update package, put the package in the dload folder, and put this folder under the microSD root directory. Then insert the microSD card into the phone. Refer to the update guide from the update package to complete the update.

### 11.2 Mobile phone fails to update.

Please access to HUAWEI's official website to download the latest version of update package, refer to the update guide to re-update.

Please connect the charger to the phone and then update. During the update process, the battery power shortage will lead to the update failure.

If you use the microSD card to update, please do not unplug the microSD card when upgrading.

If you still fail to update, it is recommended to restart the phone or backup important data and then restore the factory settings.

If the problem still persists, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

### 11.3 What data will be deleted when restore factory settings?

Restore factory settings will delete personal data on your phone, including mail accounts, system settings, application settings, and installed applications.



#### **11.4 How to restore factory settings?**

To restore factory settings, please backup the important data stored in your phone, such as contacts, messages, system settings, and installed applications, and then follow the steps below:

To enter the settings interface, click "**Backup & reset > Factory data reset > Reset phone > Delete all**", the phone will automatically restart and successfully restore the factory settings.

#### **11.5 How to get the latest software update package?**

When the system version is updated, the phone will automatically ask you to update. You can download it directly to your phone by Wi-Fi or mobile data connection. Make sure that your phone has enough space before update.

You can also access to HUAWEI's official software download website to download the latest software update package to update.

#### **11.6 What data will be deleted after update?**

Mobile phone update will delete the contacts, messages, mail account, system settings, as well as the installed application, etc. Please backup the important data before update.

#### **NOTE**

HOTA update will not delete the phone data.

#### **11.7 What are the methods of backup and restore data?**

You can backup and restore the system data and media data by several methods, including SIM card, microSD card, HUAWEI cloud account, backup application, PC assistant (HiSuite).

#### **11.8 How to backup messages to microSD card?**

Open the "Backup" app in the Tools folder, click "new backup", check the messages, according to the screen prompts, backed up to the SD card.

### **11.9 How to backup contacts to microSD card?**

First, enter the "Settings" interface, click "storage", in the "Default memory" area, click "SD card".

Then, enter the "Contacts" interface, click "Menu" > "Import /Export" > export to phone. According to the screen prompts, backed up contacts to the SD card.

### **11.10 How to backup contacts, messages and other personal data to HUAWEI cloud account?**

Click the HUAWEI cloud service. Use your HUAWEI cloud account to log in, click the switches of the contacts, messages and other data, turn on the automatic backup

### **11.11 Local backup progress is stuck, the speed is slow.**

Some special applications may cause progress to be stuck or slow, you can chose to skip this application.

### **11.12 Fail to receive the notification of OTA update.**

Generally speaking, OTA update is pushed by batches. If you fail to receive an update notification for a long time, you can enter the HUAWEI official website to download latest software update package, refer to the operating instructions from the package.

### **11.13 How to completely delete all files on the phone?**

Enter the settings interface, click "Backup & reset > Factory data reset > Reset phone ", select "Delete all " .

### **11.14 How to return to the original version after update?**

Huawei phone cannot directly return to the original version. If you need, please call Huawei customer service hotline to get help, or send the phone to the nearby Huawei service center.

### **11.15 How to set up the system automatically detect and update software version?**

Enter "Settings", click "Updater > Menu > update settings".



## **12 Location service and GPS navigation**

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### **12.1 Is BEIDOU navigation supported? How to check the running state?**

No, don't support BEIDOU, support GPS+Glonass navigation.

You can download and install the software "GPS Test " from Internet, check the satellite searching result. If the satellite ID over 200, it means that Navigation is running.

### **12.2 Navigation software location is slow or fails to locate?**

Please step out of the room for satellite searching because GPS signal is weak indoors.

Some navigation software needs to connect network, please connect to Wi-Fi or mobile data traffic and try again.

If the problem persists, please contact navigation software customer service, or change other navigation software.

If the problem persists, please contact Huawei customer service or take your phone and purchase invoice to a service center for inspection.

### **12.3 How to activate GPS navigation?**

To switch on or off the GPS Navigation, pull down the notification bar and click GPS switch.

For more precise or power saving navigation, enter Settings>Location Service to select different modes such as using Wi-Fi, mobile data or AGPS.

### **12.4 How to use mobile navigation?**

GPS receiver is built in mobile phone, this function can be realized by installing navigation software.

When using mobile GPS navigation, please turn on the GPS switch, open navigation software and browse maps or plan route according to interface guidance.

### **12.5 How to use off-line navigation?**

Open navigation software and download the off-line map file. Wi-Fi is suggested during downloading. Off-line navigation service can be used after downloading. Mobile data is not required during off-line service, but mobile phone still needs to connect to GPS satellite, it means the GPS switch needs to turn on and the phone needs to be placed outdoors.

### **12.6 What is Location Based Service(LBS)?**

Location Based Services (LBS) is a value-added service provided by the combination of mobile communication network and satellite locating system. A series of location-related service can be provided for users by getting the location information (Latitude and longitude coordinate data) of the mobile terminal through the positioning technology, such as weather, navigation and shopping.

### **12.7 How to turn on Location Service?**

Enter "Settings > Location" , turn on "Access to My Location" switch.

### **12.8 Does location service consume data traffic?**

Generally speaking, mobile phone will consume data traffic during running location-related apps or downloading maps after turning on location service. It is suggested for data traffic saving to download off-line map file in advance and update it regularly through Wi-Fi

### **12.9 Location service is not available.**

Please ensure that mobile data is turned on and check if Wi-Fi is available.

You can enter "Settings" to turn on Wi-Fi.

If the problem persists, please restart the mobile phone and try again.

### **12.10 Mobile phone prompts "Location Service error".**

Enter "Settings>Location" to check whether options related to location service are all turned on. If not, please turn them on. Ensure you have connected to mobile data or Wi-Fi, otherwise the data from server cannot be received.

GPS signal will be influenced indoors or underground, please go outdoors and try again.

If the problem still persists, please restart the mobile phone and try again.

### **12.11 What is GPS?**

GPS( Global Positioning System) is a system using satellite to locate and navigate globally and real-timely.

### **12.12 Does mobile GPS charge fees?**

Only use mobile GPS Navigation which does not connect to network is free. But that search for information or download map data will consume mobile data and cause network operator charge. Download off-line map file is suggested.

### **12.13 Does mobile navigation need much data traffic?**

First, GPS itself does not consume data traffic, but that search for information or download map data will consume data traffic. How much traffic will be consumed mainly depends on the quantity of loading information.

Second, different navigation softwares also influence data traffic consumption. Formal software is suggested, as some malicious software purposely consume large amount of data traffic.

### **12.14 How to save data traffic consumption during using GPS navigation?**

Use formal navigation software.

Download off-line map file in advance.

Close the software after using.

### **12.15 Navigation information is imprecise.**

The accuracy of location is related to the accuracy of maps and GPS satellites. Please locate outdoors, GPS signal is weak indoors and influences the location accuracy or leads to locate failure.

You can follow tips below to improve location accuracy:

Update navigation software and maps timely.

Enter "Settings>Location >Mode>High accuracy" and select using Wi-Fi or mobile network to locate.

If the problem still cannot be solved, please use another navigation software and try again.

If the other softwares have the same problem, please call customer service hotline or take the mobile phone and invoice to the Customer Service Centre to check.

#### **12.16 GPS signal loss.**

Try to change a location and the signal is usually automatically restored.

When using GPS in cars, please keep mobile phone under the front window.

GPS antenna faults can also lead to GPS signal loss.

#### **12.17 How does GPS work?**

The mobile phone gets the location data(latitude and longitude) which is got by GPS module in the phone, and shows the location by latitude and longitude in the map.

#### **12.18 Difference between GPS location and mobile station location.**

GPS location uses the GPS module to get location from GPS satellites. It costs more electricity and accuracy, but cannot locate indoors.

Mobile station location uses the distance from the base station of the operator to determine the location of the mobile phone. It cannot locate very accurately, but it can be used indoors.

#### **12.19 How to forbid applications to get personal location information?**

Enter "Settings > Location" , turn it off.

## 13 Accessory

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### 13.1 Accessory list

Handset: 1 pcs

Battery (2200mAh, buildin): 1 pcs

Charger (5V,1A): 1 pcs

USB Cable: 1 pcs

Card needle: 1 pcs

Packing material: (Color box, Quick Start Guide, Warranty card, Label etc.)



# 14 Others

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## 14.1 Product Specifications Special

### 14.1.1 The basic Specification parameters of each model



HUAWEI GR3  
Parameters -Engli

### 14.1.2 Supplier list of key components



Tango Key part  
list 1212.xlsx

### 14.1.3 The prinstall third party APP list



Russian &  
Middle Asia.xls



South Altantic &  
Southeast Asia.xls



Western EU.xls



Latin  
American(1).xls



Abroad  
Baseline.xls



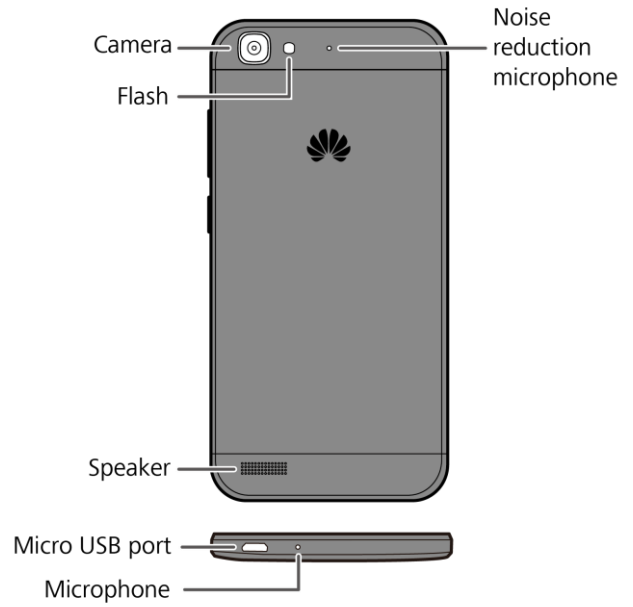
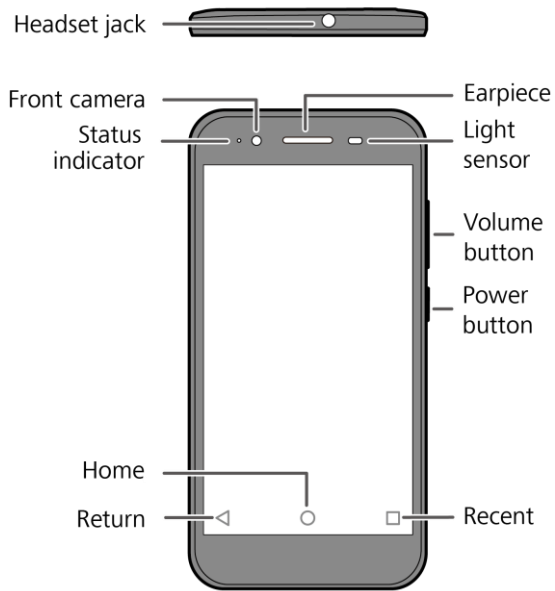
Middle & East  
Africa.xls

### 14.1.4 Double card slot specifications



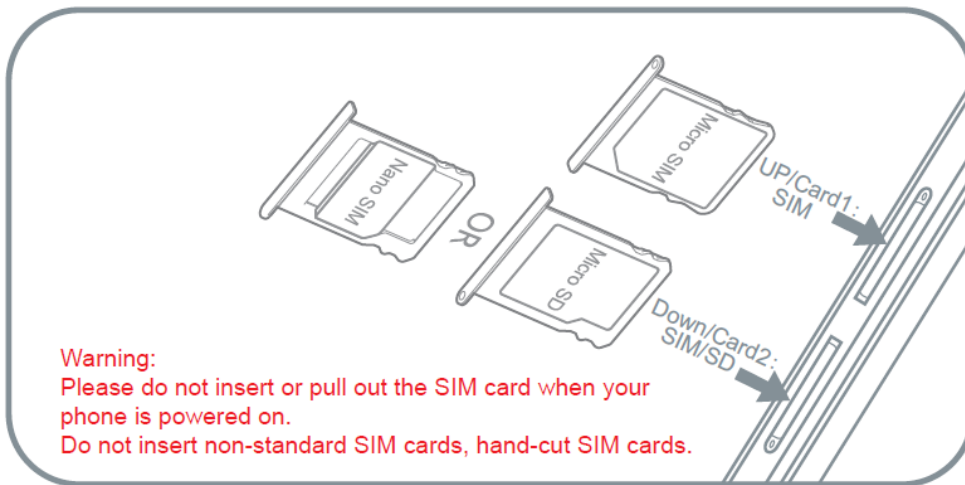
Double card slot  
specifications.xls

### 14.1.5 Mobile illustrates



## Dual SIM Card Model: TAG-L21, TAG-L22, TAG-L23

The battery cover is unremovable



### Tips:

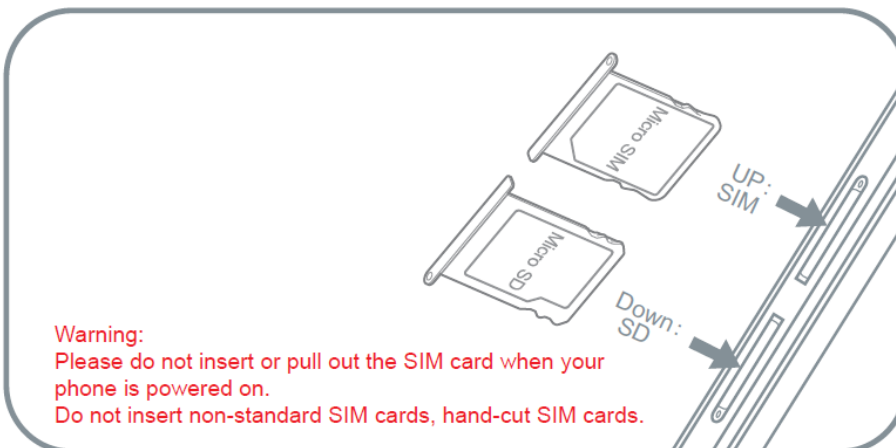
The phone damage caused by not following the instructions is not covered by the warranty. Do not attempt to remove the battery yourself. To replace the battery, contact an authorized Huawei service center.

To forcibly restart your phone, press and hold the power button for 8 seconds until the handset vibrates then release it.

To prevent damage to your phone, please follow strictly the above instructions.

## Single Card Model: TAG-L01, TAG-L03, TAG-L13

The battery cover is unremovable



### Tips:

The phone damage caused by not following the instructions is not covered by the warranty. Do not attempt to remove the battery yourself. To replace the battery, contact an authorized Huawei service center.

To forcibly restart your phone, press and hold the power button for 8 seconds until the handset vibrates then release it.

To prevent damage to your phone, please follow strictly the above instructions.