

# HUAWEI Y300-01XX Smartphone FAQs



HUAWEI Y300-01XX  
V100R001

Issue 01  
Date 2013-1-9



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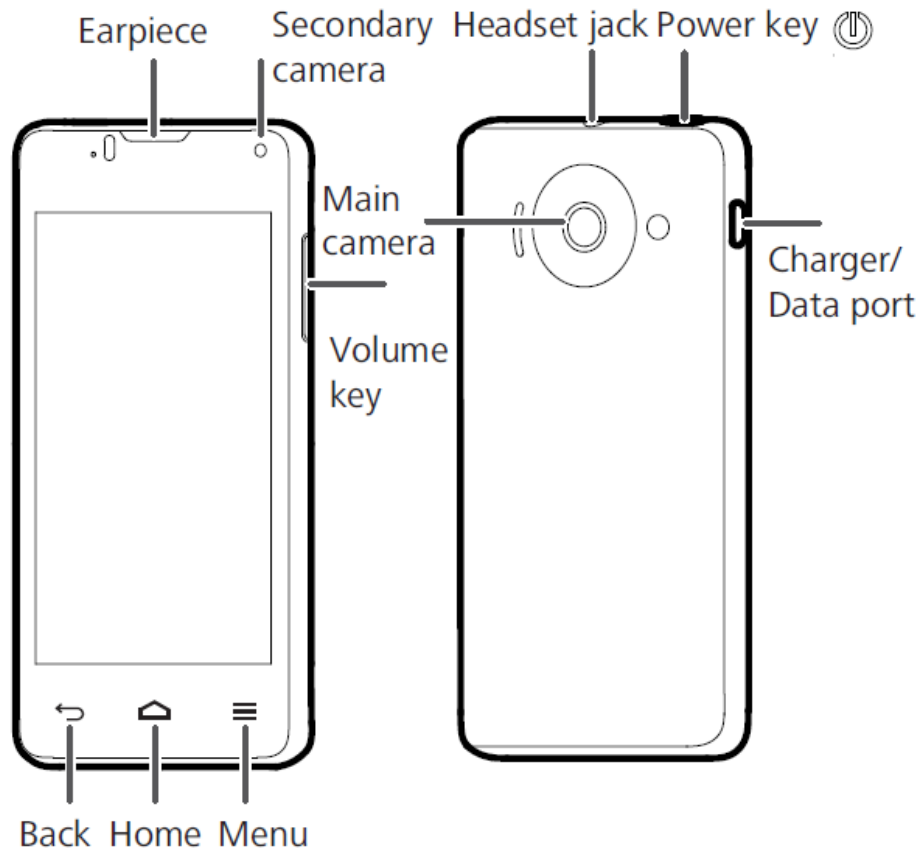
## Change History

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Date	Author	Change Description

# 1 Basics

## 1.1 Your Phone at a Glance

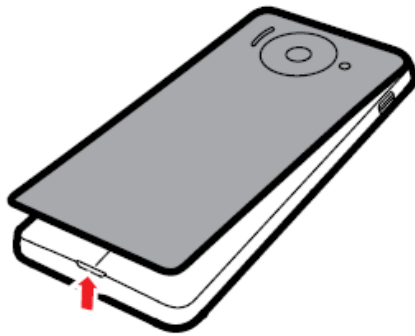




## 1.2 Installation

### 1.2.1 How Do I Open the Back Cover?

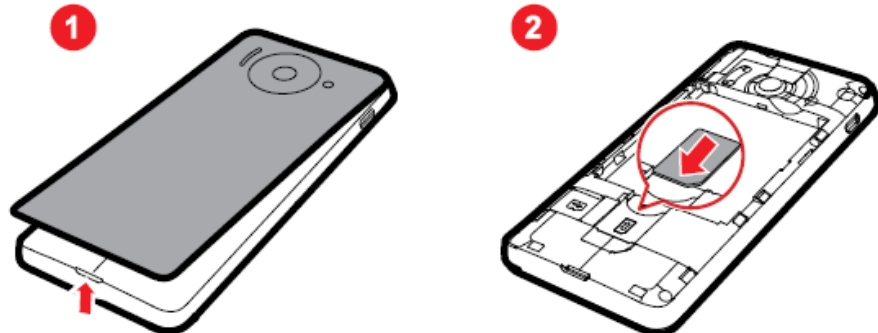
Use your left hand to hold the phone at one end, and then use your right Thumb finger to open a gap in the back cover in the groove.



### 1.2.2 How Do I Install a SIM Card, a microSD Card, and the Battery?

#### ◆ Inserting a SIM card

To install a SIM card, perform the operations shown in the following figures.

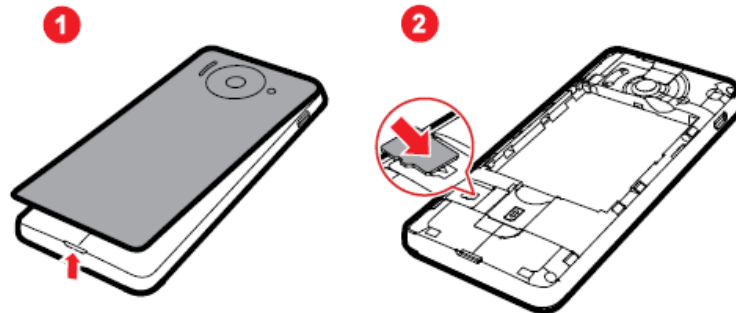


1. Remove the battery cover.


2. Insert the SIM card into the SIM card slot with its metal contacts facing down.

## ◆ Installing the microSD card

You can insert a microSD card to expand your phone's storage capacity. To do so, perform the operations shown in the following figure.

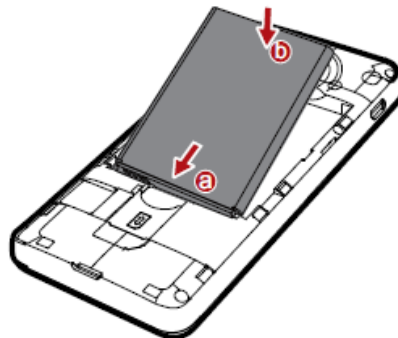


To remove the microSD card:

1. On the home screen, touch  , and open the **All** tab page.
2. Touch **Storage** > **Unmount shared storage**.
3. Carefully remove the microSD card.

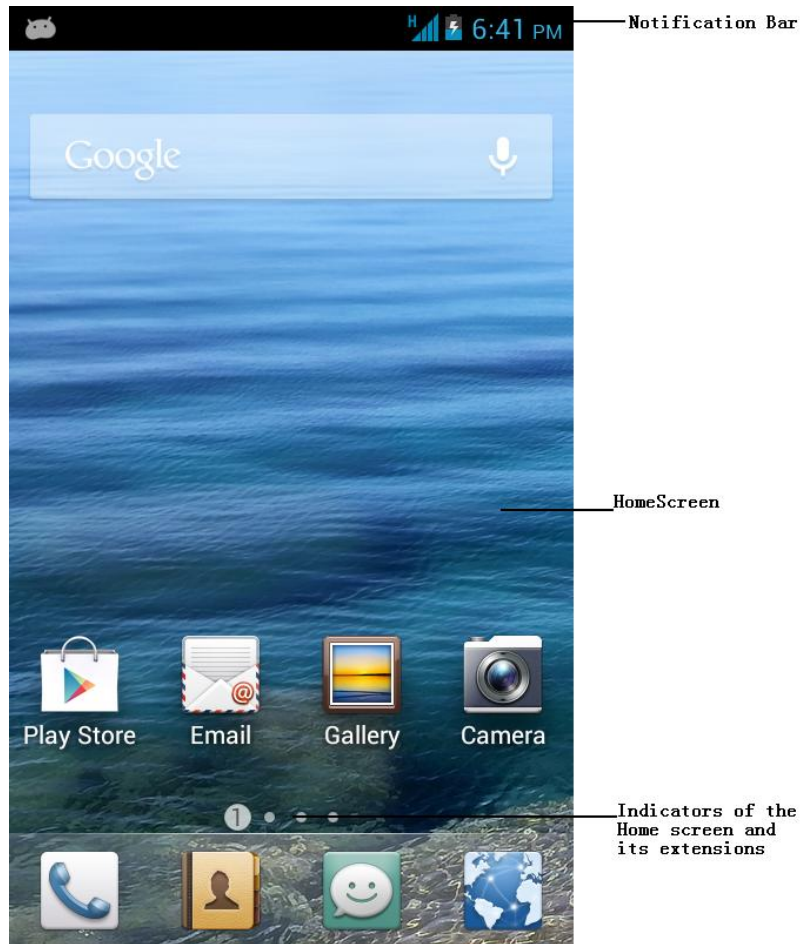
## ◆ Installing the battery

To install the battery, perform the operations shown in the following figures.



1. Align the battery's metal contacts with those at the bottom of the battery compartment (refer to position **a** in the preceding figure).
2. Press the other end of the battery (position **b** in the preceding figure) against your phone to secure it within the battery compartment.
3. Place the battery cover back on.

## 1.3 Home Screen



 **NOTE**

Indicators of the Home screen and its extensions are displayed only when you attempt to switch between the Home screen and its extensions.

## 1.3.1 How Do I Edit the Application List?

 **NOTE**

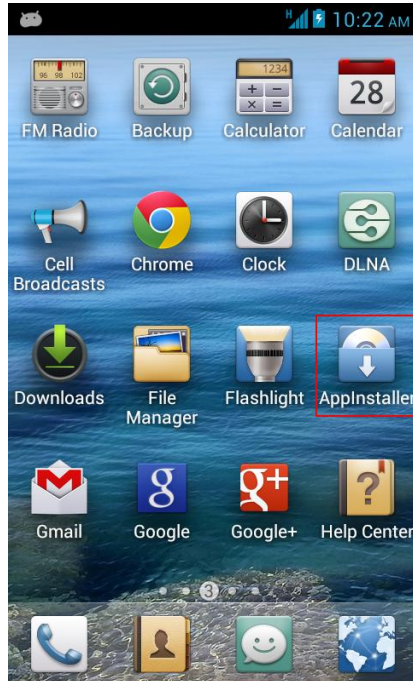
In non-editing mode, only applications with icons are displayed in the list. The number of applications displayed in the list is not the actual number of applications on the phone.



1. Touch and hold the icon, and drag it to any blank area of the current screen or to another screen. If dragged to a blank area, the icon is moved to the new position, as shown in the following figure.

































2. If dragged onto another icon, the two icons will exchange positions, as shown in the following figure.














 **NOTE**

In editing mode, the number of displayed applications in the list is the actual number of applications on the phone. When an icon is moved, the icons in the application list are automatically aligned from left to right and from top to bottom.

## 1.4 Status Icons

	Signal strength		No signal
	GPRS network connected		EDGE network connected
	3G network connected		HSPDA network connected
	Roaming		Airplane mode enabled
	Bluetooth on		Receiving location data from GPS
	Speaker activated		Alarms enabled
	Vibration mode enabled		Silence mode enabled
	Call muted		Charging
	Battery full		Battery low
	Call in progress		Missed calls
	Call in progress using a Bluetooth headset		New messages
	New voicemail		New emails
	Wi-Fi network available		Connected to a computer
	Uploading data		Upcoming events
	Phone memory full		Downloading data


	No SIM card found		Sign-in or synchronization problem
	Synchronizing data		More undisplayed notifications
	Portable Wi-Fi hotspot on		Synchronization failed
	Connected to a VPN		USB tethering on
	Headset plugged in		Connected to a Wi-Fi network
	Select input method	-	-

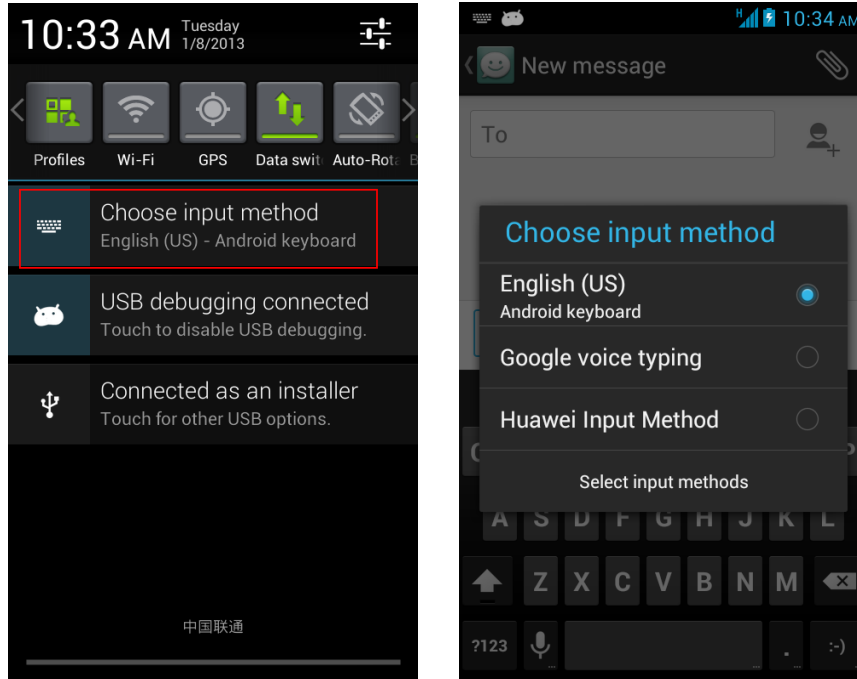
## 1.5 Text Messages

### 1.5.1 What is the difference between text messages in an Android OS and those in a traditional system? What is the advantage of text messages in the Android OS?

- Difference  
In a traditional system, text messages are stored in your inbox and sent box. In an Android operating system (OS), text messages to or from a contact are stored in a conversation.
- Advantage  
Messaging in an Android OS is similar to instant messaging services such as MSN and QQ, which helps you to follow the conversation more easily.

## 1.5.2 How do I change the Input Method?

Touch a text field to bring up the keyboard, and  is displayed in the status bar. Flick the status bar open, touch **Select input method**, and touch the desired input method, as shown in the following figure.



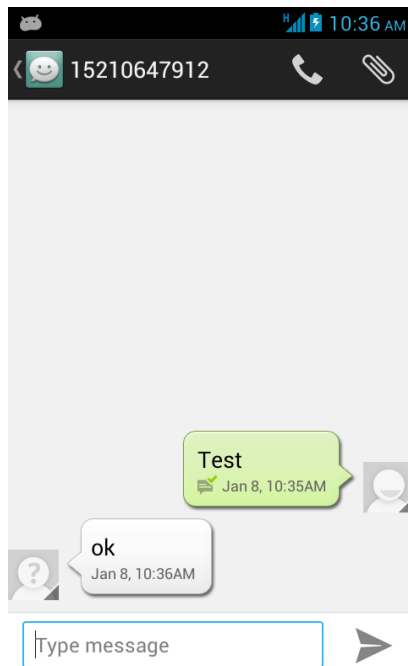
## 1.5.3 Does the mobile phone receive a long text message as several messages or a single complete message?

As a single complete message.



## 1.5.4 How do I identify received and sent messages?

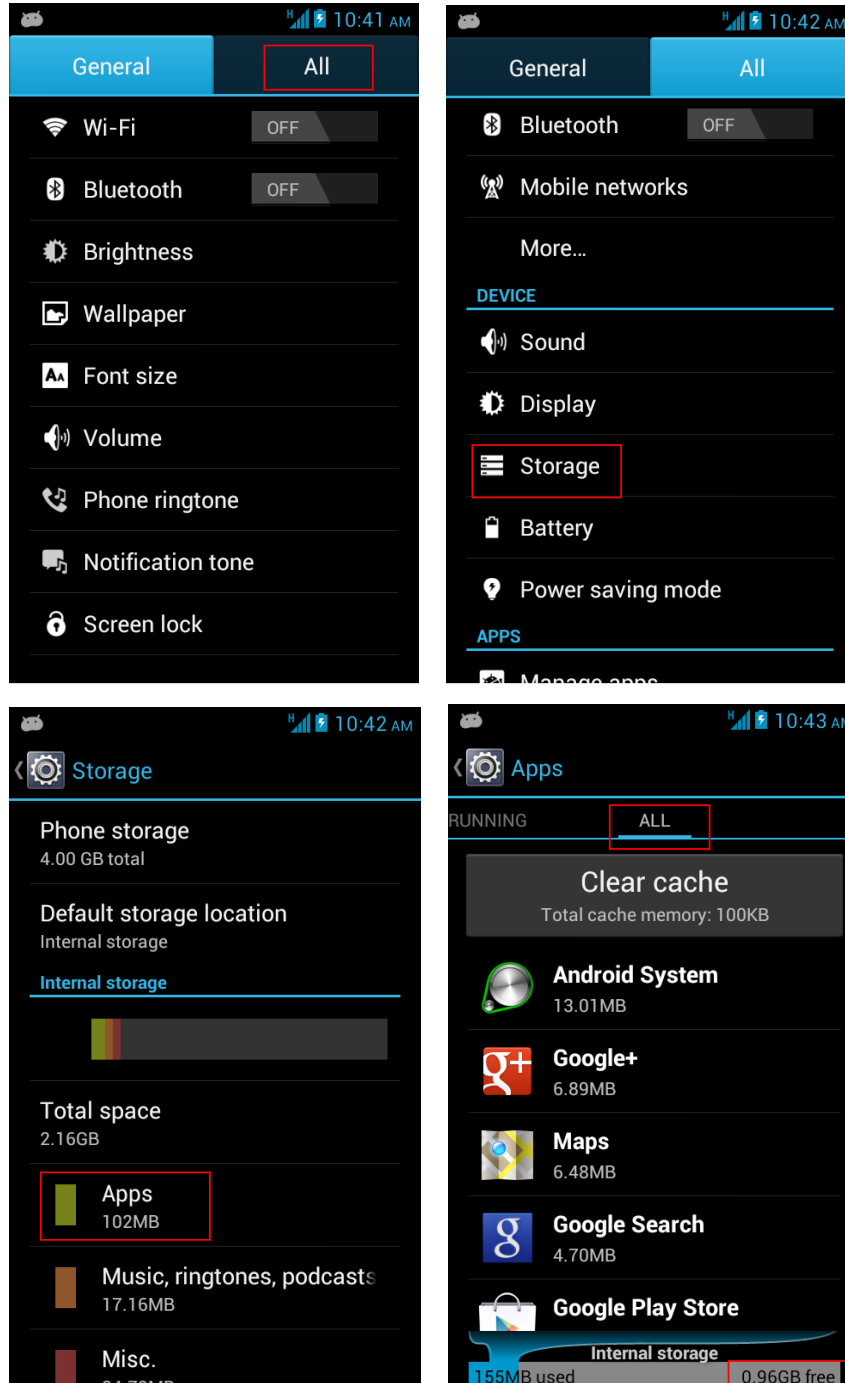
Sent messages are listed on the right and received messages are listed on the left.



## 1.5.5 How many text messages can be stored on my phone?

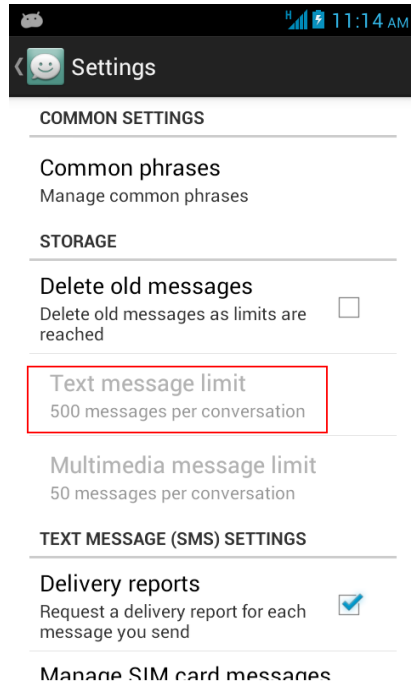
The number of messages that can be stored on your phone is dependent on your phone's storage capacity.

To check your phone's storage capacity, touch **Settings > All->Storage>Apps->All**.



By default, a conversation can contain a maximum of 500 text messages.

To set the number of text messages that a conversation can contain, touch **Messaging** > **≡** > **Settings**, select **Delete old messages**, touch **Text message limit**, and set the text message limit.

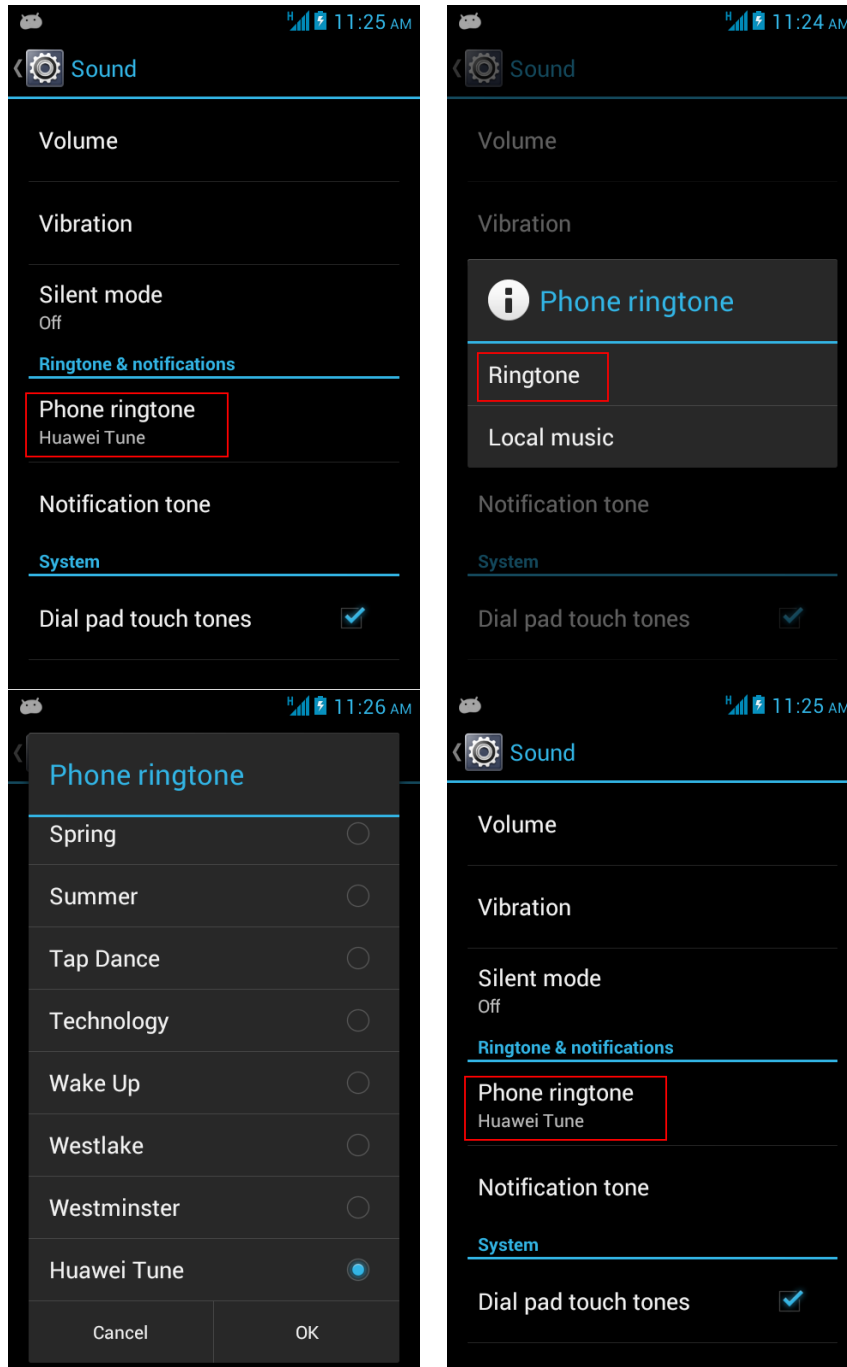


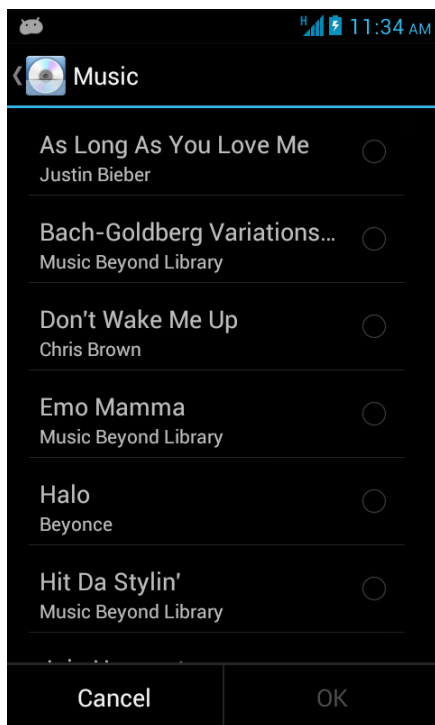
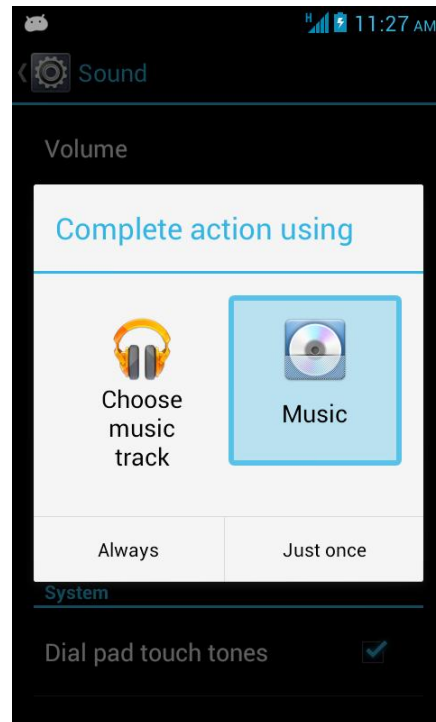
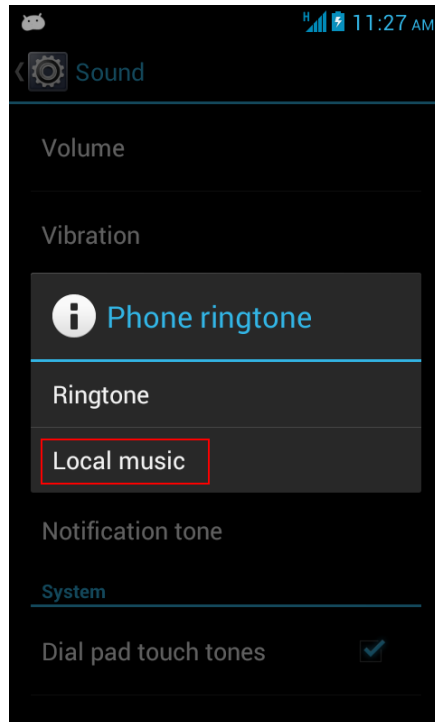
### 1.5.6 If I forward a message in a conversation, will all the messages in the conversation be sent or only the desired message?

Only the message you selected will be forwarded.



### 1.5.7 How do I set an audio file as my ringtone for incoming calls or new messages?

- To set your ringtone for new messages, touch **Settings** > **Sound** > **Notification tone** > **Message**, and select the audio file you want.
- To set your ringtone for incoming calls, open **File Manager**, select the audio file you want, play it using **Music**, and then touch **≡** > **Set as ringtone**. You can also open **Music**, touch and hold the audio file you want, and touch **Set as ringtone**.
- Create a folder named **Ringtones** in the microSD card's root directory, and add audio files to the folder. When you set your ringtone, the audio files are displayed in the **Ringtones** list. Select the audio file you want, and then set it as your ringtone.





## 1.5.8 How do I set notification mode for new messages?

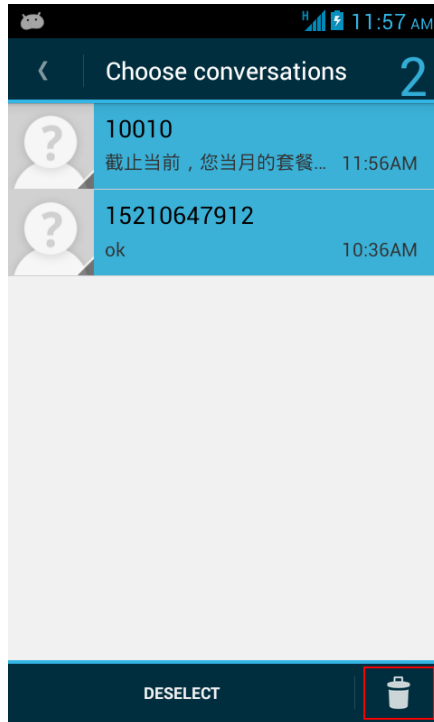
- To set your ringtone for new messages, touch **Messaging** >  > **Settings** > **Choose ringtone**, and then select the audio file you want.
- To set your phone to vibrate when you receive a message, touch **Messaging** >  > **Settings** > **Vibrate**.

## 1.5.9 How many english characters can be contained in a long text message?

A text message can contain a maximum of 1,530 English characters. A long text message can contain a maximum of 10 pages of English messages.


## 1.5.10 How do I delete all conversations?

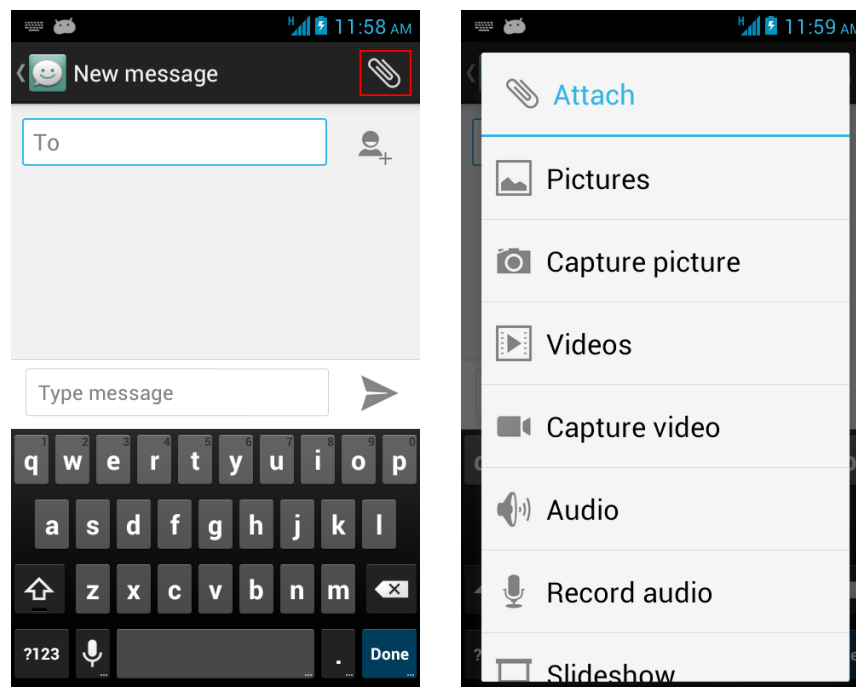
Open Messaging, touch and hold a conversation, select the conversations you want to delete, and touch the trash icon.



## 1.6 Multimedia Messages

### 1.6.1 How do I send a multimedia message?

Open **Messaging**, write a message, touch 



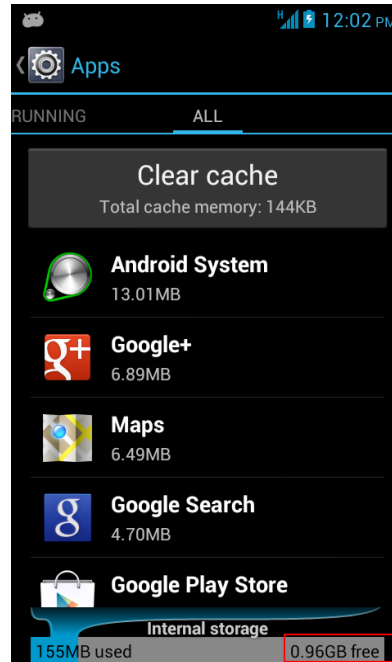
### 1.6.2 Are there any restrictions on the size, format, or resolution of a file to be attached to a multimedia message?

- The maximum size of an audio or video file to be attached to a multimedia message is 300 KB.
- If a picture is too large, it will be automatically compressed before it is attached to a multimedia message. As a result, the resolution of the picture attached to the message decreases.

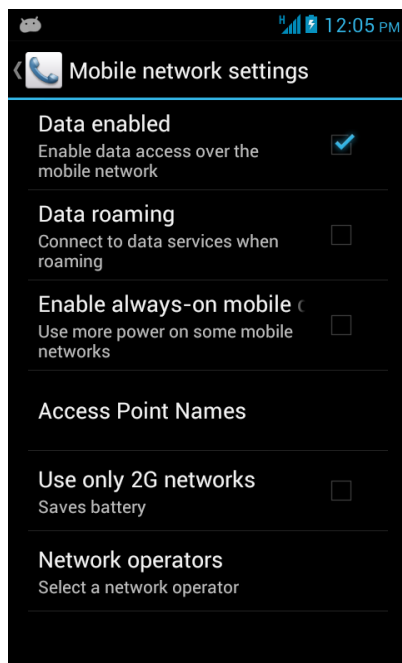
### 1.6.3 What causes a failure to send or receive a multimedia message? How can I solve the problem?

- Multimedia messages cannot be received if your phone's available storage space is insufficient.

To solve the problem, delete unnecessary files to increase your phone's storage space.



- Multimedia messages cannot be sent or received if data services are disabled.  
To solve the problem, touch **Settings** > **Mobile networks**, and select **Data enabled**.





## 1.6.4 How do I change the font size of SMS or MMS text?

The font size of Short Message Service (SMS) or Multimedia Messaging Service (MMS) text cannot be changed.

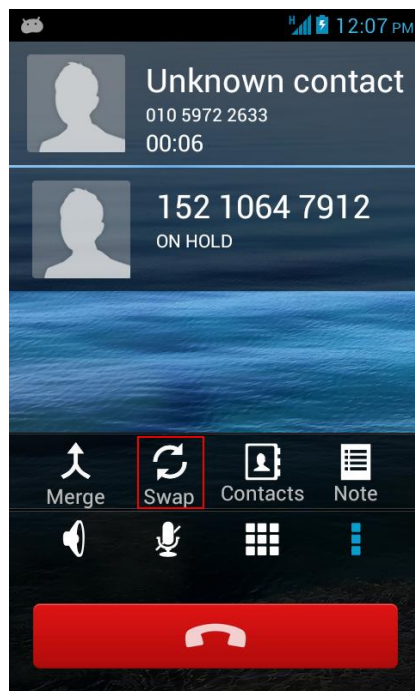
## 1.7 Call

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

You can check your total data traffic using the preinstalled **Traffic Manager**. There is no preinstalled application for checking your total call duration.

### 1.7.2 How do I switch between multiple ongoing calls?

When you have multiple ongoing calls, touch **Swap** to switch between them.



### 1.7.3 Does the phone support video calls?

No.

### 1.7.4 Can I use the key on the headset to answer an incoming call or play music?

Yes. When you have an incoming call, you can use the key on the headset to answer the call. In standby mode, you can use the key to play music.

### **1.7.5 Can I copy multiple contacts from the phone to the SIM card at a time? If Yes, after I doing so, the number of contacts saved to the SIM card is less than the number of contacts copied from the phone, Why?**

Yes, you can copy multiple contacts from the phone to the Subscriber Identity Module (SIM) card at a time.

If the SIM card contains contacts with the same names as those copied from the phone, the contacts will be merged. In this case, the number of contacts saved to the SIM card is less than the number of contacts copied from the phone.

## **1.8 Music**

### **1.8.1 How do I view the lyrics of a song when the song is playing?**

Play the song with the preinstalled music player that supports lyrics display. You can also install an Android application package file (APK) such as QQMusic to play the song.

### **1.8.2 When playing music or videos, does the media player support functions such as fast-forward, rewind, pause, and repeat?**

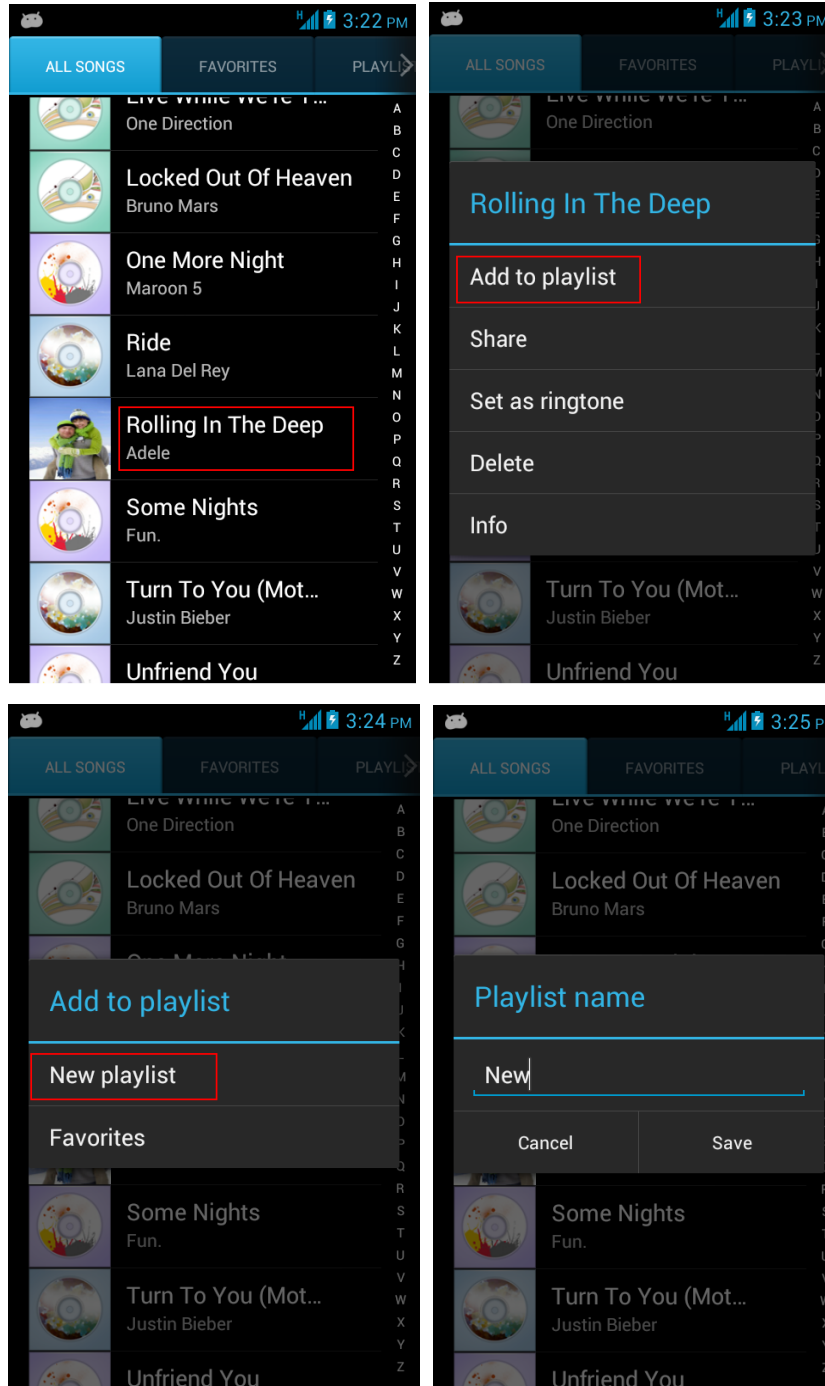
Yes.

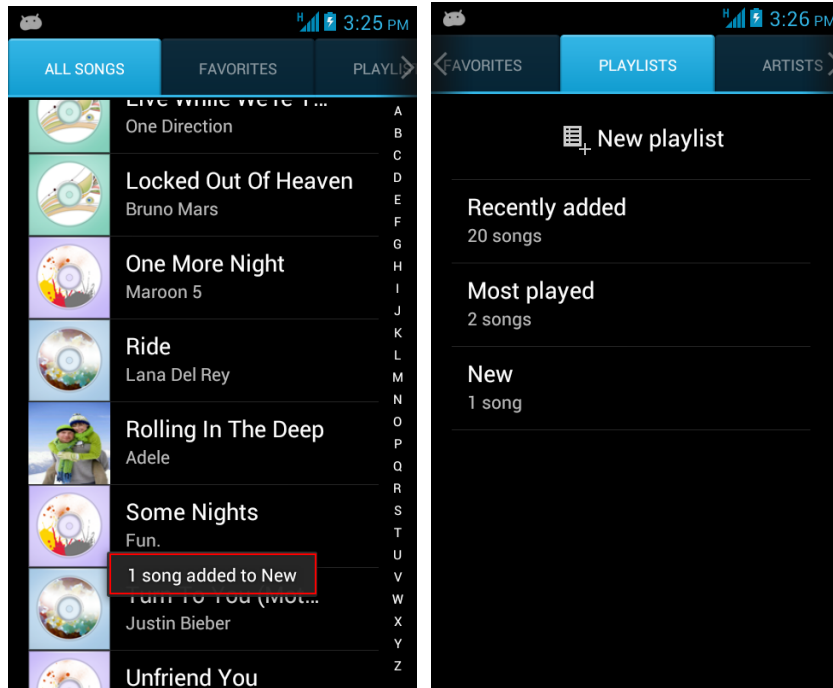
### **1.8.3 If an audio file on my microSD Card is set as my ringtone, does the phone use the file as my ringtone after I remove the microSD Card?**

No. When the microSD card is removed, the phone uses the default ringtone.

## 1.8.4 How do I create a playlist?

Open **Music**. Touch and hold the audio file to be added to a playlist, and touch **Add to playlist** > **New playlist**. Then enter a name in **Playlist name**, and touch **Save**.

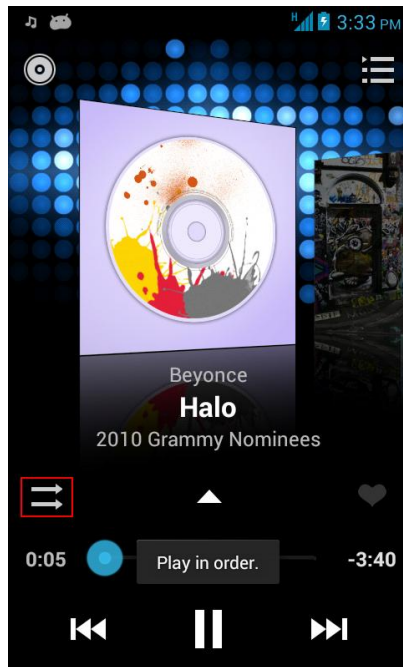




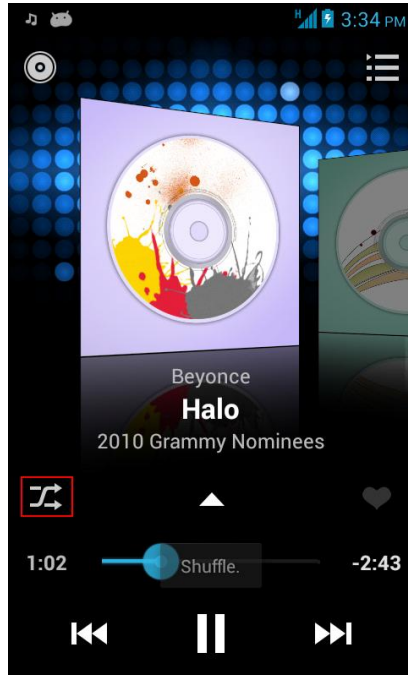
## 1.8.5 How many playing modes does music support?

Music supports four playing modes:

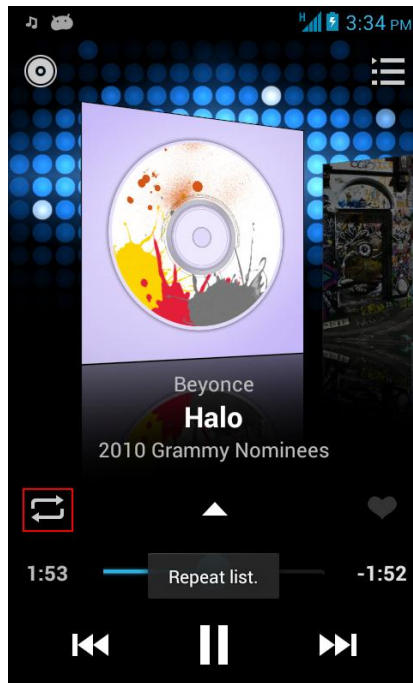
- **Shuffle is off** (by default): play all audio files in a playlist in order and stop when all the files have been played.



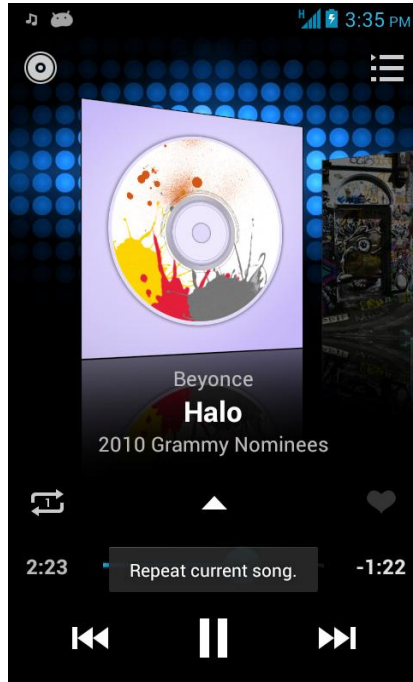
- **Shuffle is on:** play all audio files in a playlist in a random order and stop when all the files have been played.






- **Repeating all songs:** play all audio files in a playlist in order, and repeat the playlist in order after the last file is played.



- **Repeating current song:** play the current audio file repeatedly.



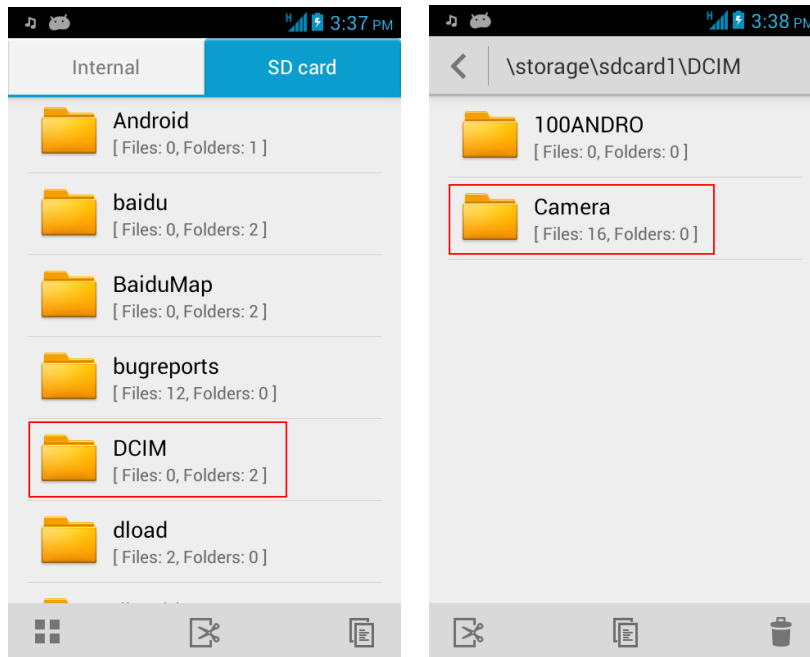
## 1.8.6 How Do I Play Audio Files in the Background and Exit Music?

- To play audio files in the background, touch  or  when playing an audio file using **Music**.
- To exit **Music**, pause the currently played audio file, and touch .

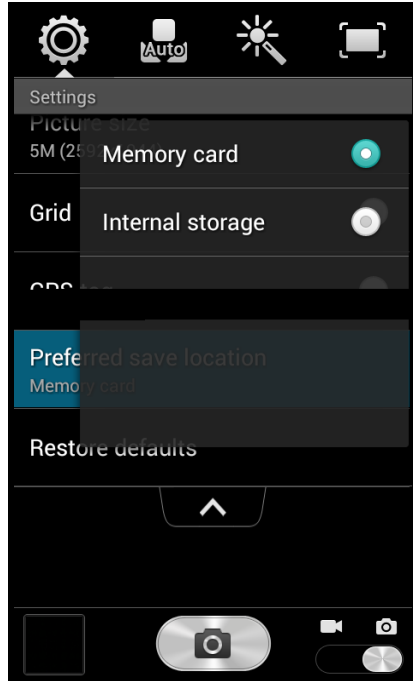
## 1.9 Camera

### 1.9.1 What Are the Default Paths for Saving Pictures and Videos? Can I Change the Paths?

1. When the preferred saving location is set to the phone's internal memory, the photos and videos are saved in the **Camera** folder under **File Manager > Internal > DCIM**. When the preferred saving location is the microSD card, the photos and videos are saved in the **Camera** folder under **File Manager > SD card > DCIM**.

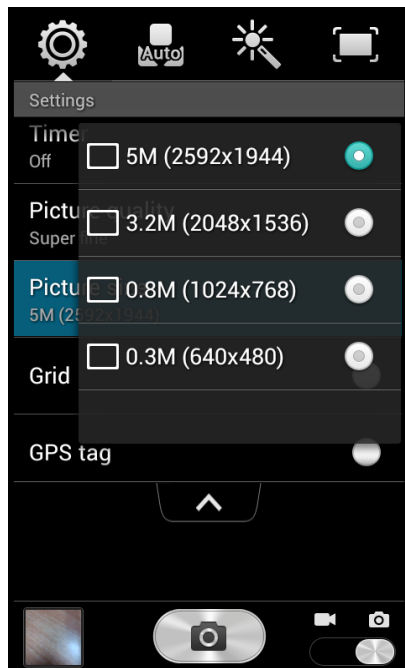


2. The preferred saving locations for photos and videos are both the phone memory. To set the preferred saving location, open Camera, touch **Settings** > **Preferred save location**, and select **Memory card** or **Internal storage**. If there is no available storage space in the default saving location, photos and videos will be saved under the non-default path, as shown in the following figure.



## 1.9.2 What Picture Formats and Resolutions Does Camera Support?

1. Camera supports the JPG format
2. and the picture resolutions of 5 M, 3.2 M, 0.8 M and 0.3 M.





### **1.9.3 How Many Cameras Does the Phone Come with? What Are the Specifications for the Cameras? Do They Support Autofocus?**

1. Your mobile phone comes with two cameras: an 5 MP rear camera and a 0.3 MP front camera.
2. The rear camera supports autofocus.

### **1.9.4 How Many White Balance Modes Does Camera Provide?**

Camera provides four white balance modes: **Auto, Incandescent, Daylight, Fluorescent,** and **Cloudy.**

### **1.9.5 What Video Formats and Resolutions Does Camera Support?**

Camera supports the video format of MP4 and the video resolutions of 640 x 480 pixels (VGA) and 176 x 144 pixels (MMS).

### **1.9.6 Does Camera Support Video Playback in Full-Screen Mode?**

Yes.

### **1.9.7 If the mobile phone does not have a microSD card installed, can I use it to take photos or record videos?**

Yes. If a microSD card is not installed, photos and video clips will be saved in the phone's internal memory.

### **1.9.8 Can I disable the shutter sound?**

No.

### **1.9.9 How do I set the mobile phone to save photos and video clips to the microSD card after they are captured?**

Go to Camera's settings menu and set the preferred saving location to microSD card. Photos and video clips you capture will then be saved to the microSD card.

### **1.9.10 How Do I Add a Frame to a Picture?**

The phone is not preinstalled with any application that allows you to add a frame to picture. Download one if you want to add a frame to a picture.

### **1.9.11 I Cannot Open Some Pictures or Videos, Why?**

- The phone does not support the picture or video formats.
- The pictures or videos are damaged.
- The pictures or videos are copyright-protected.
- The phone's random-access memory (RAM) is insufficient. Close some running third-party applications.

- An unknown error occurred in **Camera** or the phone's OS. This is a rare case. Restart the phone and try again.

## 1.10 Streaming Media

### 1.10.1 Does the Phone Stop Playing Streaming Media When I Receive an Incoming call? If Yes, Will It Continue to Play the Streaming Media After the Call?

The phone stops playing the streaming media when you have an incoming call.

After the call, the phone continues to play the streaming media.

### 1.10.2 Why Does the Phone Fail to Play Some Streaming Media?

- The phone does not support the steaming media format.
- The network performance is unstable.
- The phone's RAM is insufficient.

### 1.10.3 What Causes Poor Quality of Online Streaming Media Played by the Phone?

- The source streaming media is of poor quality.
- The network connection is poor.
- The phone's hardware is faulty, for example, the phone display is damaged. In this case, use another device to play the online streaming media for contrast purposes.
- The phone's RAM is insufficient.
- The central processing unit (CPU) usage is high.
- Too many applications are running.

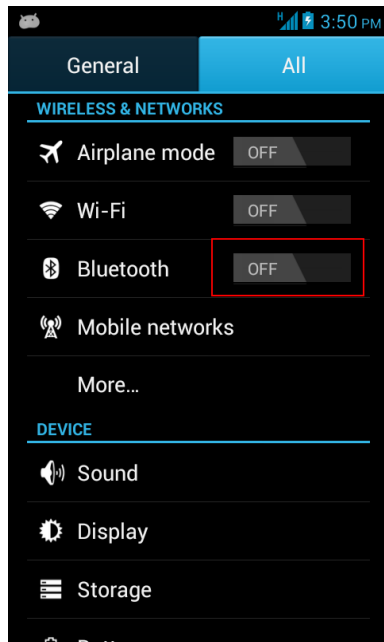
### 1.10.4 Will the Phone's Internal Storage Become Insufficient When Online Streaming Media Is Playing?

No. When playing, the online streaming media occupies the phone's RAM rather than its internal storage.

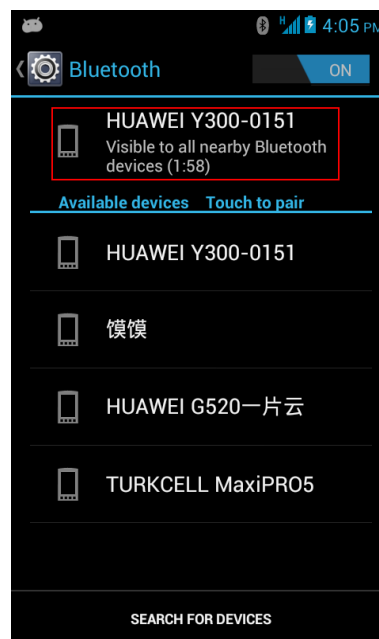
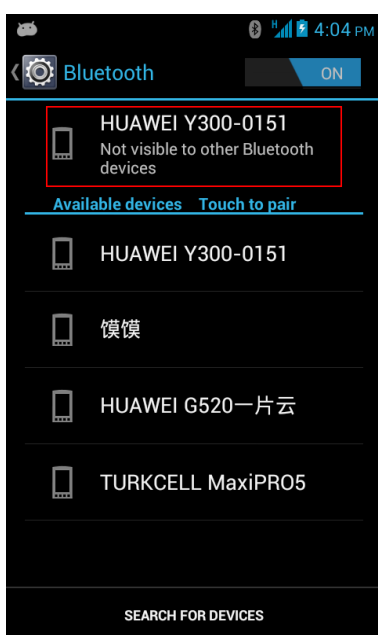
## 1.11 Bluetooth

### 1.11.1 My Phone Cannot Be Discovered by Other Devices, Why? How Can I Solve the Problem?

- Bluetooth is turned off.  
To solve the problem, touch **Settings**, and turn on Bluetooth.



- The phone is not set to **Discoverable** after Bluetooth is turned on.  
To solve the problem, touch Settings > Bluetooth, and touch not visible to other Bluetooth devices.



### 1.11.2 What Files Can Be Transmitted Using Bluetooth?

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

### 1.11.3 Can I Use Bluetooth to Synchronize Data with a Computer?

Yes. Need to install Bluetooth adapter on the PC, turn on the Bluetooth adapter, double-click the search remote equipment, search equipment, PC and mobile phone paired, you can transfer files.

### 1.11.4 How Do I Make Calls or Listen to Music Using a Bluetooth Headset?

Turn on the Bluetooth headset, and set it to discoverable. Turn on Bluetooth on your phone, and search for the headset. After the headset is found, pair your phone with the headset. Then you can use the headset to make calls or listen to music.

 **NOTE**

To listen to music, you must use a stereo Bluetooth headset.

### 1.11.5 What Is the Bluetooth Range?

The valid range is approximately 10 meters.

### 1.11.6 I Cannot Pair My Phone with Other Bluetooth Devices, Why?

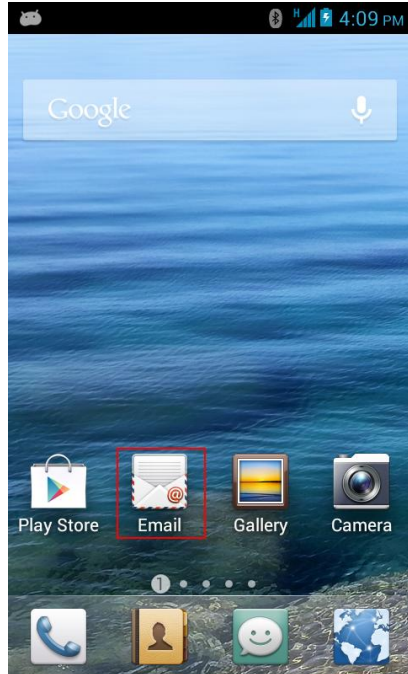
- The phone cannot find other Bluetooth devices.  
To solve the problem, check that Bluetooth on other devices is turned on and the devices are set to discoverable.
- The phone cannot detect a Bluetooth headset.  
To solve the problem, check that the headset is set to discoverable. For details about how to set the headset, see the headset user guide.
- The phone cannot connect to other phones when sending files.  
To solve the problem, check that the phones to be connected are paired with your phone and are able to receive files.

### 1.11.7 Can I Connect My Phone to a Computer and Access the Internet Using Bluetooth?

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

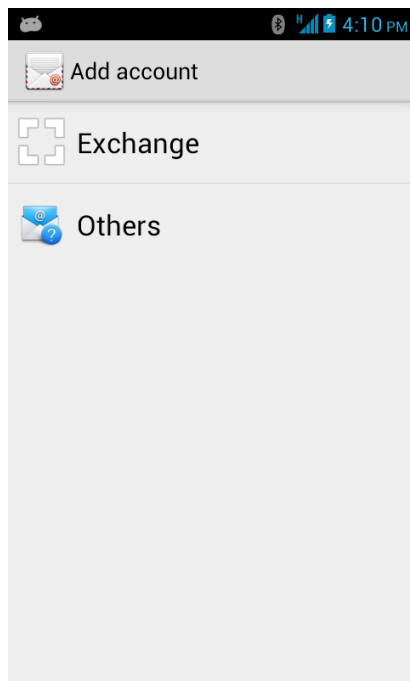
## 1.12 How Do I Add or Remove an Email Account?Email

To add an email account, touch **Email**, and then set up your email account manually or automatically.

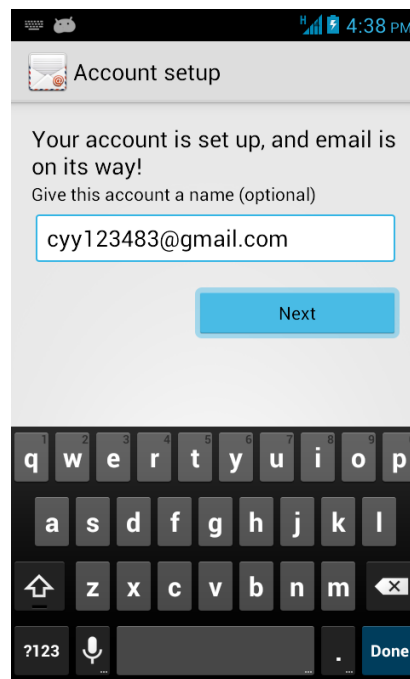
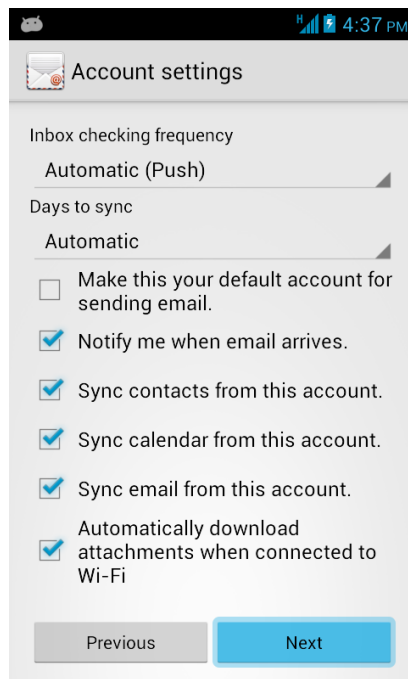
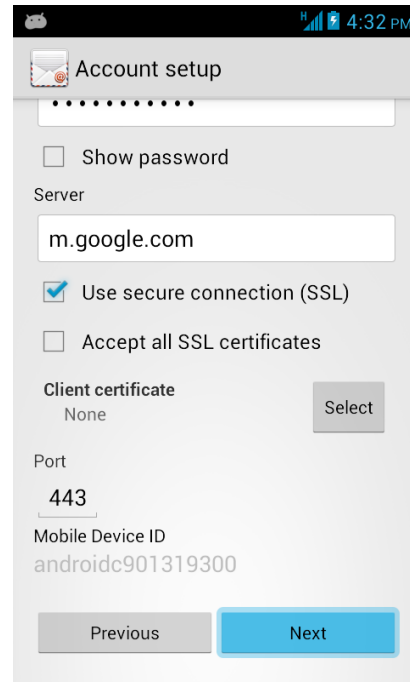
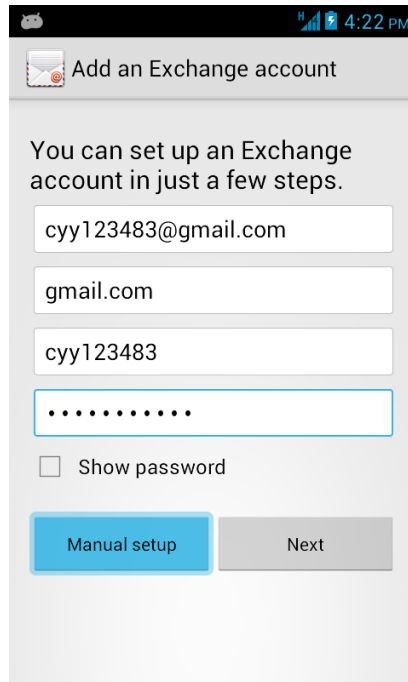


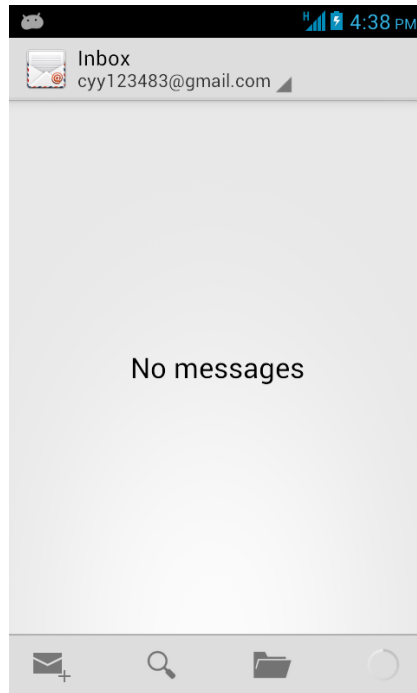
- Manual setup

1. On the **Add account** screen, touch your email service provider. Choose to add an Exchange account or an account of other types, as shown in the following figure.

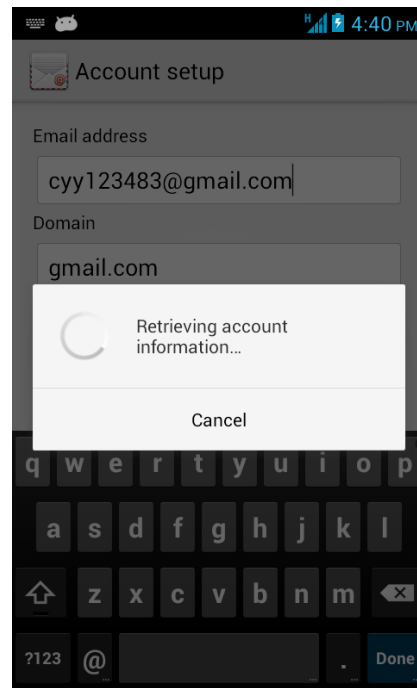
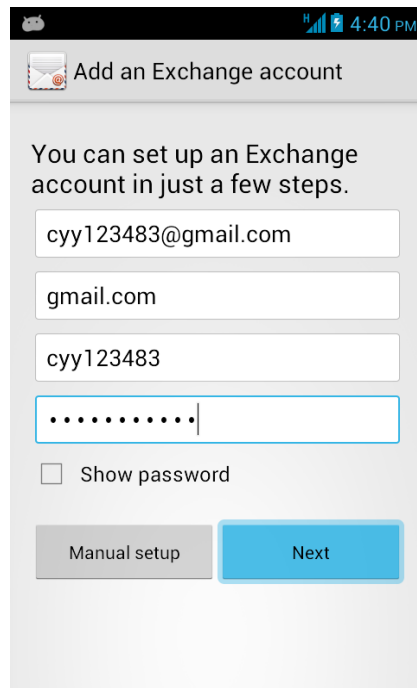


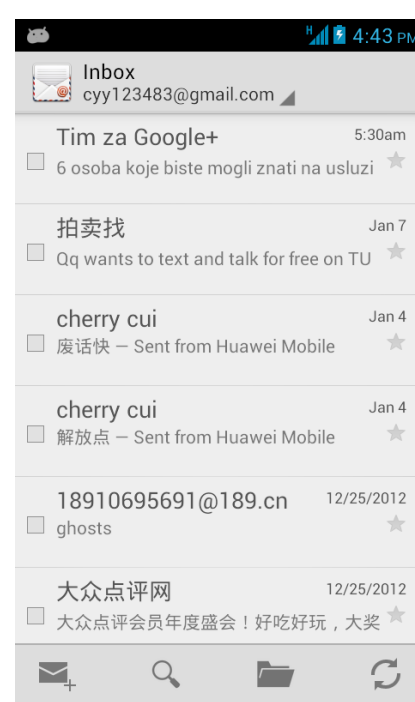
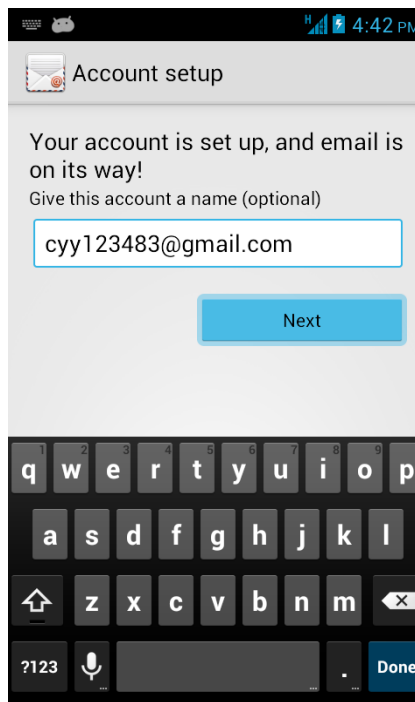
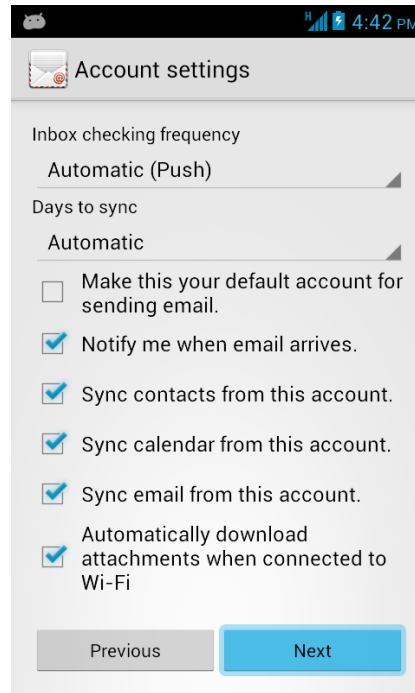
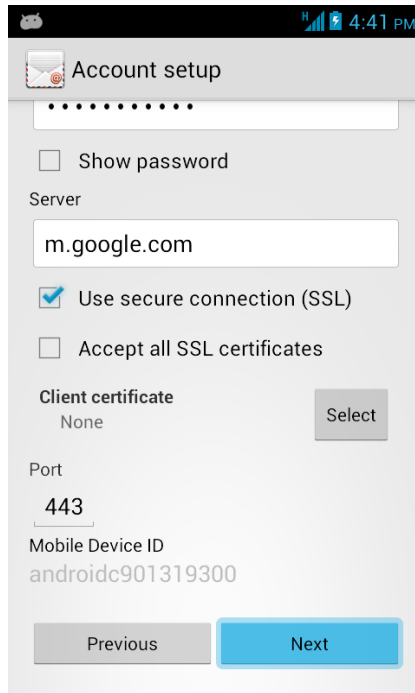
1. To set up an Exchange account, enter your email address, domain name, user name, and password.
2. Manual setup: Fill the fields, and touch **Manual setup**. The incoming server checking screen is then displayed. After the domain name, user name, password, and server are properly set, touch **Next**. The inbox is displayed and your emails are synchronized, as shown in the following figure.





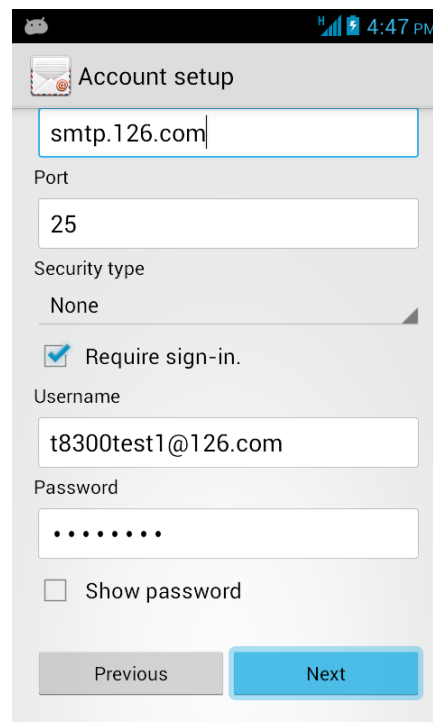
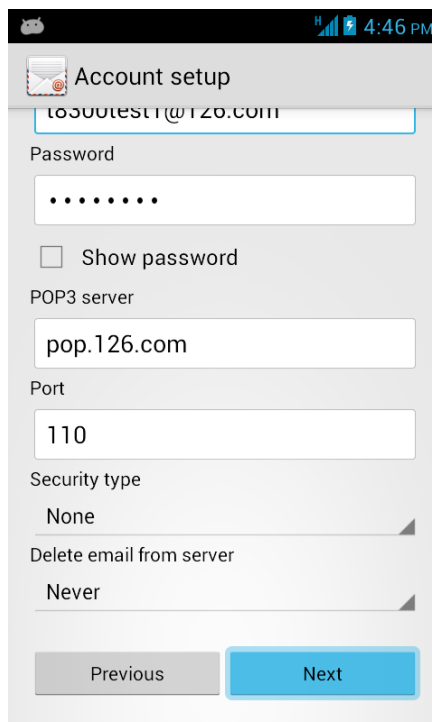
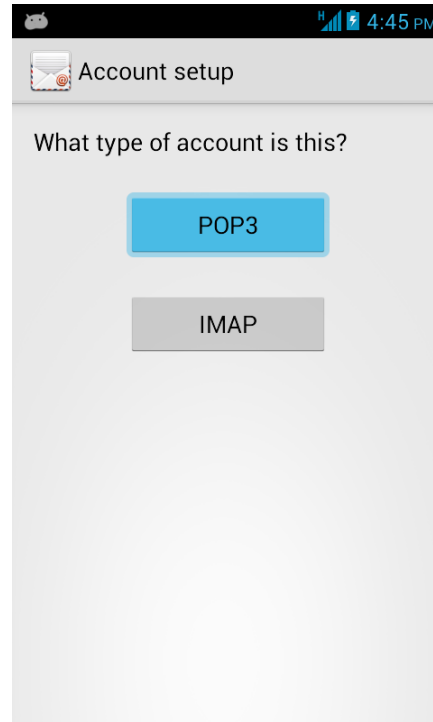
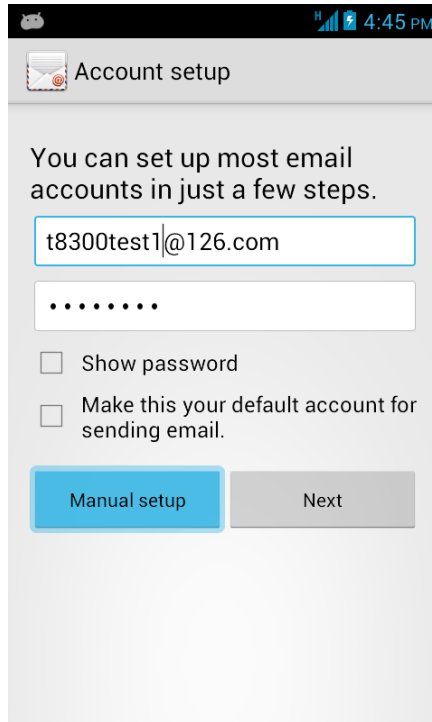
Automatic setup: Fill the fields, and touch **Next**. The account information retrieving screen is then displayed. After retrieving account information, touch **Next**, and configure the account settings. The inbox is displayed and your emails are synchronized, as shown in the following figure.

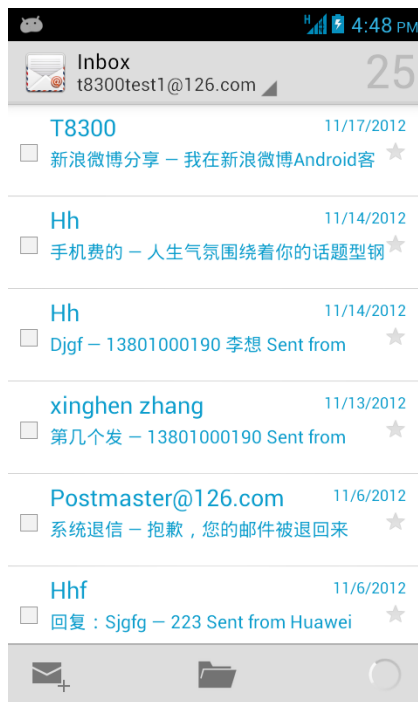
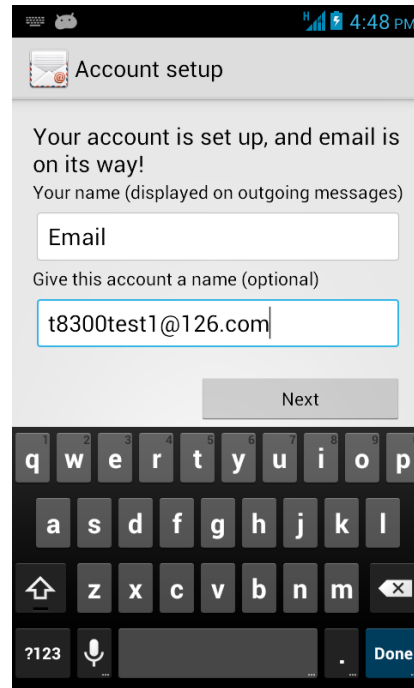
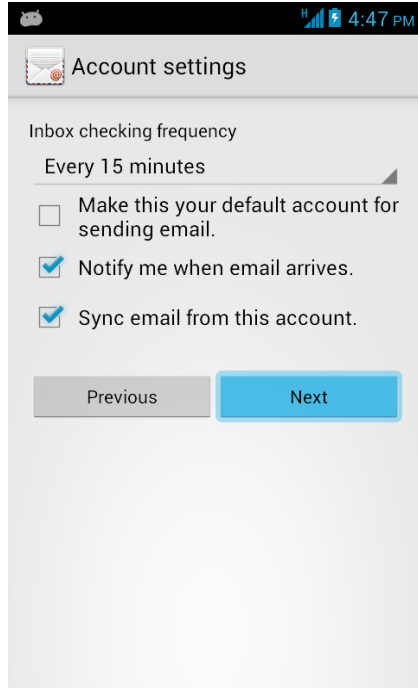




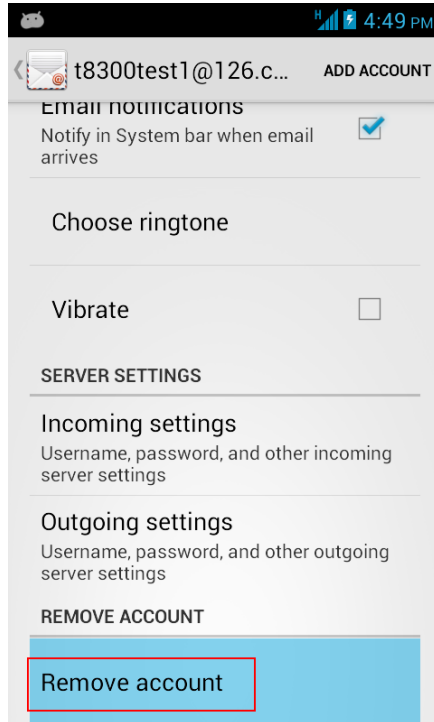


- To set up an email account of other types, enter your email address and password, touch **Manual setup** or **Next**, then **POP3** or **IMAP**. The **Account setup** screen is then displayed. Touch **Next** until the inbox is displayed and your emails are synchronized.





- To remove an email account, open Email, touch Email **Settings**, touch the account you want to remove, and touch **Remove account** in the options menu.



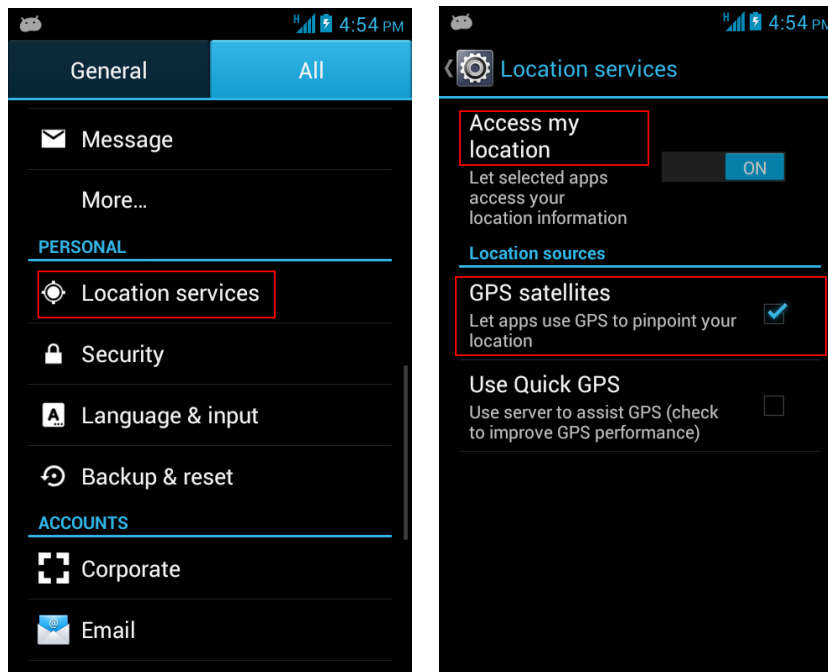
## 1.13 GPS Navigation

### 1.13.1 Does My Phone Support GPS Navigation?

Yes.

### 1.13.2 How Can I Use Wireless Networks or GPS Satellites for Maps to Implement Location and Navigation Functions?

- To use wireless networks for **Maps** to implement location and navigation functions, touch **Settings** > **Location services**, and select **Access my location**.
- To use Global Positioning System (GPS) satellites for **Maps** to implement location and navigation functions, touch **Settings** > **Location services**, and select **GPS satellites**.



### 1.13.3 What Can I Do If the Navigation Application on My Phone Cannot Receive Signals from GPS Satellites?

- Move to an area with better signal strength.
- This problem may occur when you are in a built-up area. To solve the problem, move to an open area.

### **1.13.4 When Indoor, My Phone Usually Fails to Locate My Position; When It Finally Locates My Position, the Displayed Position Is Far from the Actual Position, Why? Does My Phone Support Voice Navigation?**

GPS signals received indoor are weak. If you attempt to use GPS location indoor, your phone may fail to receive signals from GPS satellites.

The accuracy of location is dependent on the accuracy of GPS satellites and the map used by your phone.

You can use voice navigation if your navigation application supports it.

### **1.14 What Are Smartphones?**

Smartphones run OSs and provide advanced functions such as emails, Wireless Fidelity (Wi-Fi), GPS functions, and personal information management. They adopt application architecture similar to computers', use touchscreens, and allow you to download and install third-party applications.

### **1.15 What OS Does My Phone Run?**

Your phone runs Android Jelly Bean.

### **1.16 How Do I Install the USB Driver for My Phone? Does My Phone Come with HiSuite?**

You do not need to install the universal serial bus (USB) driver for your phone manually. The driver is installed automatically when you connect your phone to a computer.

Your phone does not come with HiSuite.

### **1.17 What Is My Phone's CPU Frequency? I Use a Third-Party Application to Check the Frequency But the Result Is Different from the Nominal Value, Why?**

Your phone's CPU frequency is 1.0 GHz.

To reduce power consumption, your phone's CPU may not run at a full frequency, or it may work with its frequency changing automatically. In those cases, the result is different from the nominal value.

## 1.18 Does My Phone Support the Canvas?

Yes. Your phone supports a maximum of nine screens (including the Home screen and its extensions).

## 1.19 Does My Phone Come with a Full Touchscreen?

Yes. Your phone comes with a capacitive full touchscreen.

## 1.20 Does My Phone Come with an Accelerometer? How Do I Use It?

Yes, your phone comes with an accelerometer for entertainment purposes. If the accelerometer is enabled, your phone automatically changes its screen orientation when you turn the phone sideways. This enables you to watch videos on your phone in landscape mode or install accelerometer-based games. To enable the accelerometer, touch **Settings > Display**, and select **Auto-rotate screen**.

## 1.21 Does My Phone Come with an FM Radio? How Do I Use It?

Yes, your phone comes with an FM radio. To use the FM radio, touch **FM Radio**.

 **NOTE**

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

## 1.22 Does My Phone Support a Digital Compass?

No.

## 1.23 How Much Available Space Does My Phone Provide?

In the standard configuration, your phone provides 512 MB of RAM, 0.97GB internal storage.

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

The available space is as follows:

- RAM: about 512 MB, depending on the software installed on your phone.
- Internal storage: 0.97 GB, used to store data such as pictures, audio files, and videos.

## 1.24 Is My Phone's Antenna Embedded?

Yes.

## 1.25 Can I Download Themes to My Phone?

Yes.

## 1.26 Is My Phone's SIM Card Removable or Integrated?

Your phone's SIM card is removable.

## 1.27 Does My Phone Support Video Chat?


Yes, but your phone is not preinstalled with any video chat applications. Download one if you want to start a video chat.

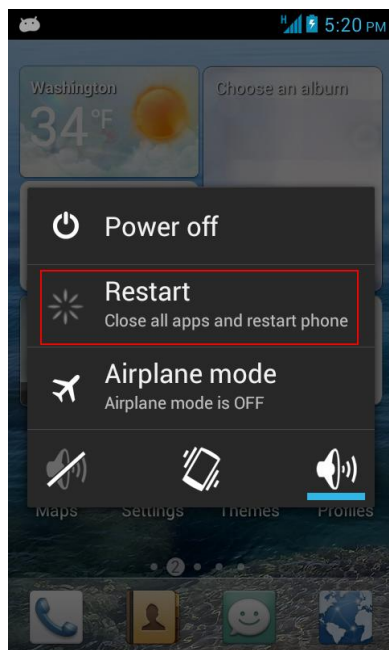
## 1.28 How Do I Enter and Exit Safe Mode?

 **NOTE**

Whether safe mode is supported depends on your phone's software version. If you attempt to enter safe mode according to the following instructions three times and still fail, your phone does not support safe mode.

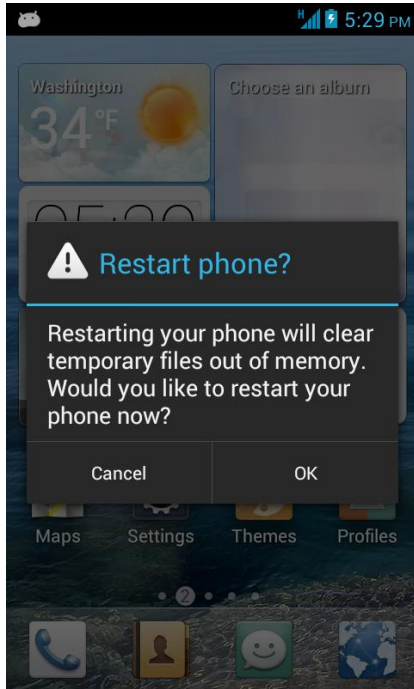
To enter safe mode:


1. When your phone is active, press and hold  .
2. In the **Phone options** menu, touch **Restart**.

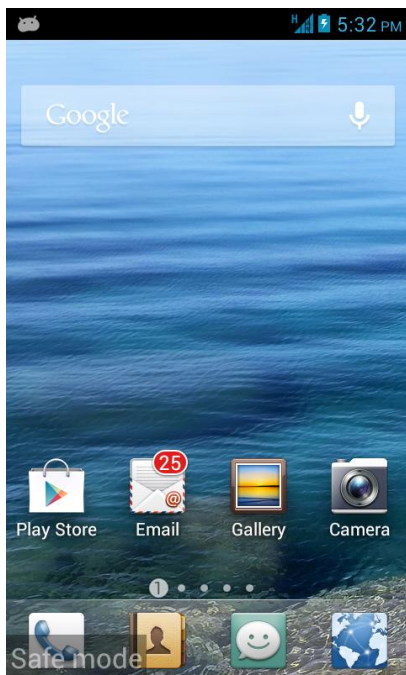




3. In the **Restart phone** dialog box, touch **OK**.




4. Touch  repeatedly until the screen shown in the following figure is displayed.

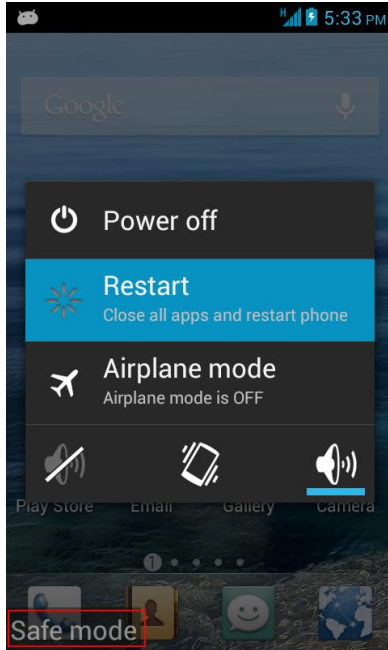


When restarting your phone, perform the same step.

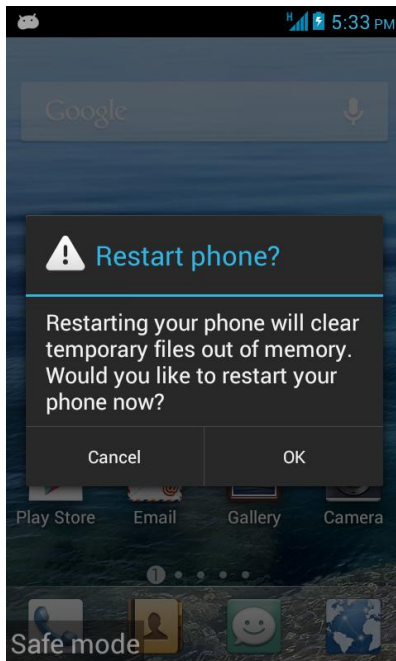
----End

To exit safe mode:

1. When your phone is active, press and hold  .
2. In the **Phone options** menu, touch **Restart**.



3. In the **Restart phone** dialog box, touch **OK**.



After restart, your phone enters normal mode.

----End

## **1.29 Does My Phone Support Multi-Touch?**

Yes.

## **1.30 Does My Phone Support Scheduled Power-On and Power-Off?**

No. But enabled alarms will ring when your phone is powered off.

## **1.31 Can I Use My Phone as a Portable Wi-Fi Hotspot?**

Yes.

## **1.32 Is My Phone's Touchscreen Capacitive or Resistive?**

It is capacitive.

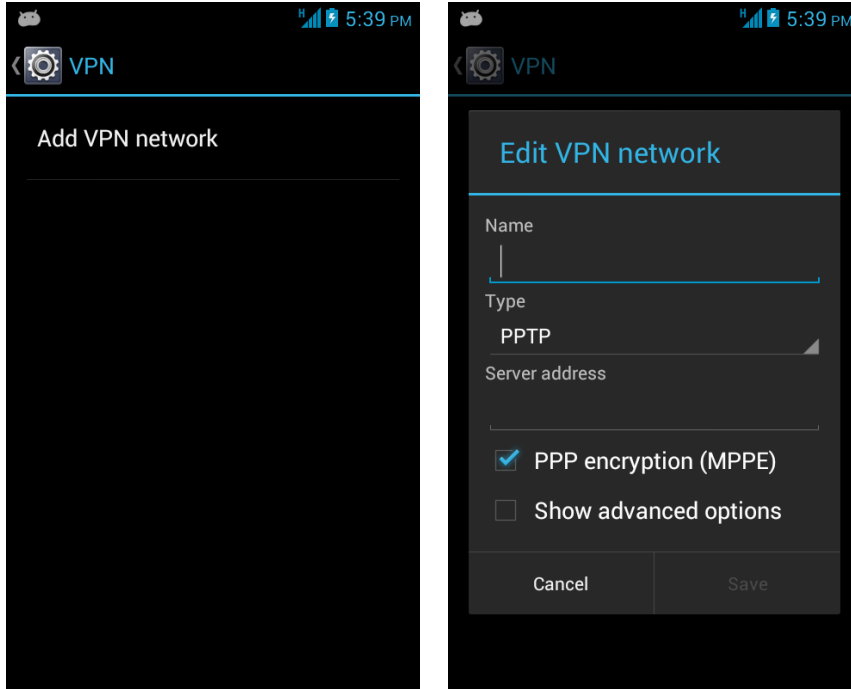
## **1.33 What OSs Does My Phone Support If I Use It as a Modem?**

The mobile phone supports Windows XP or WIN 7 system to dial-up.

## 1.34 Does My Phone Support VPNs?

Yes, your phone supports virtual private networks (VPNs).

To configure VPN settings, touch **Settings** > **More...** > **VPN**. When using VPN, you will be prompted to set a lock screen PIN or password.



# 2 Common Settings

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## 2.1 How Do I Upgrade My Phone's Software?

 **NOTE**

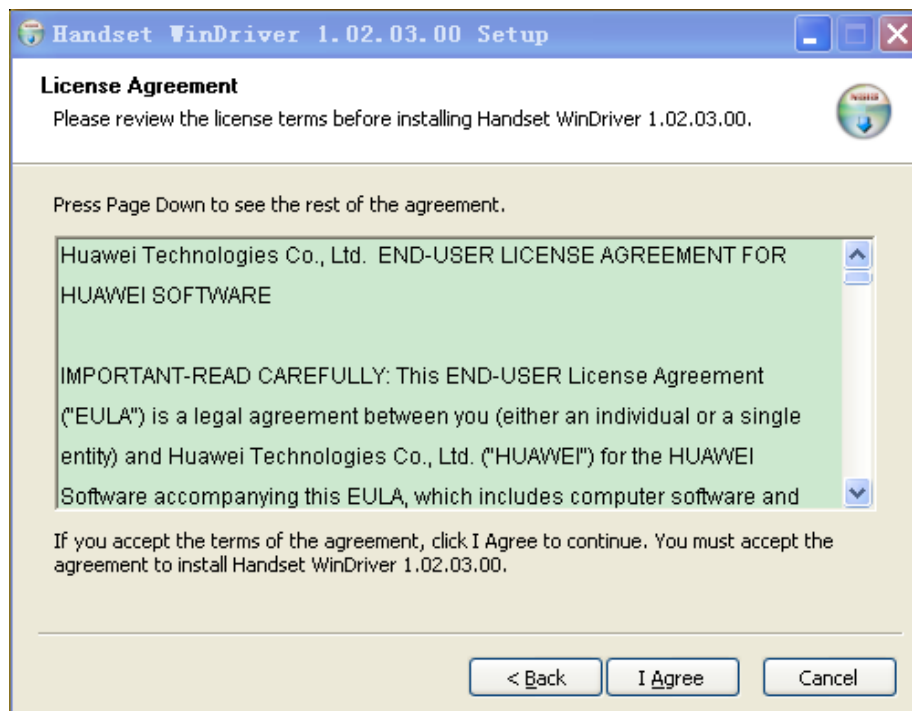
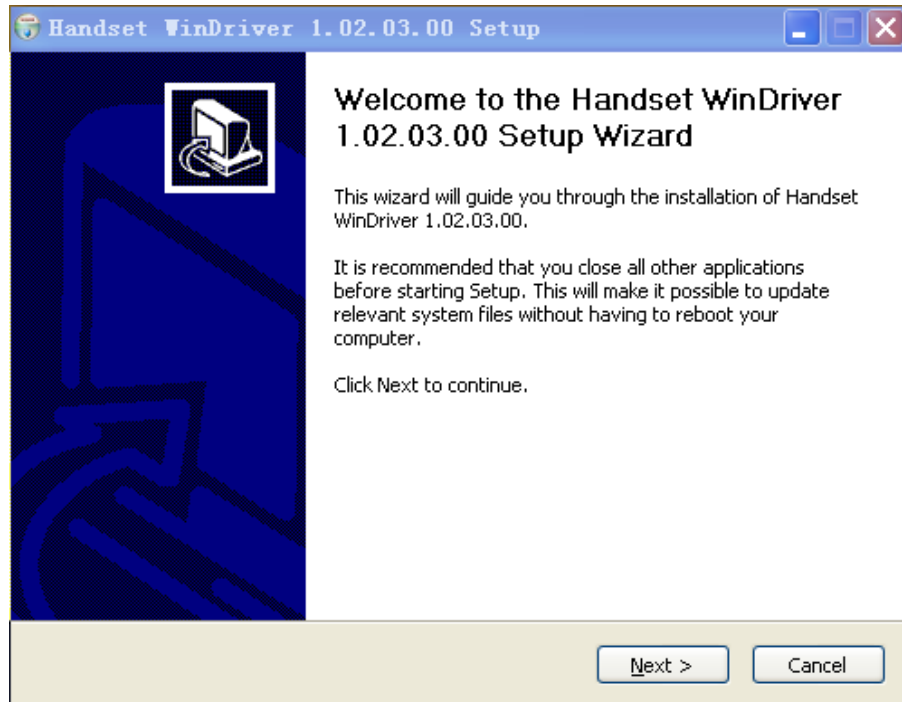
After an upgrade, all user data such as contact information, text messages, and multimedia messages on your phone will be erased. Therefore, back up important data before upgrading your phone's software.

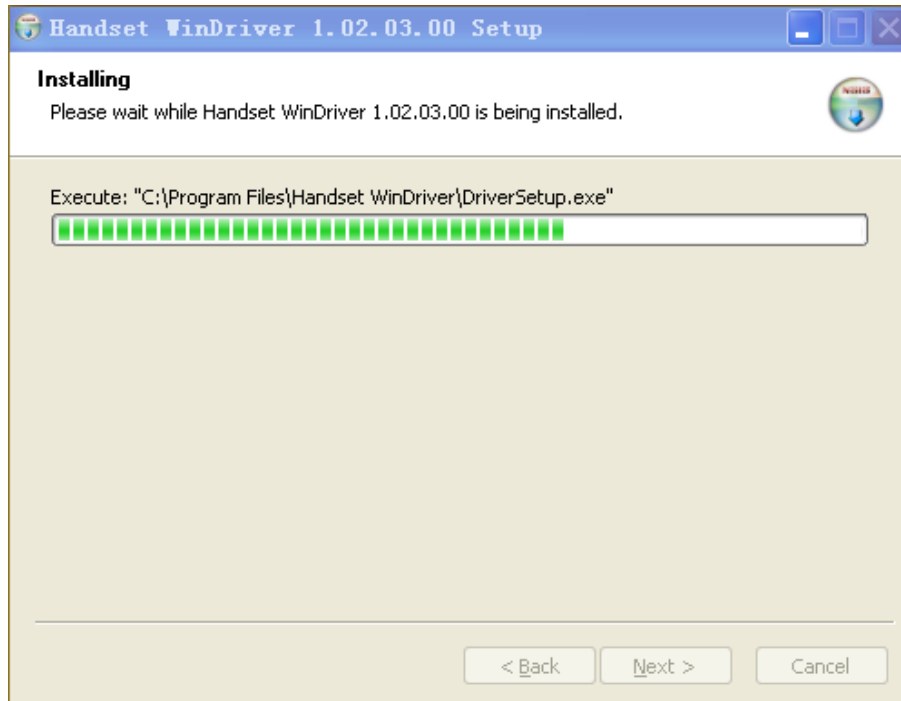
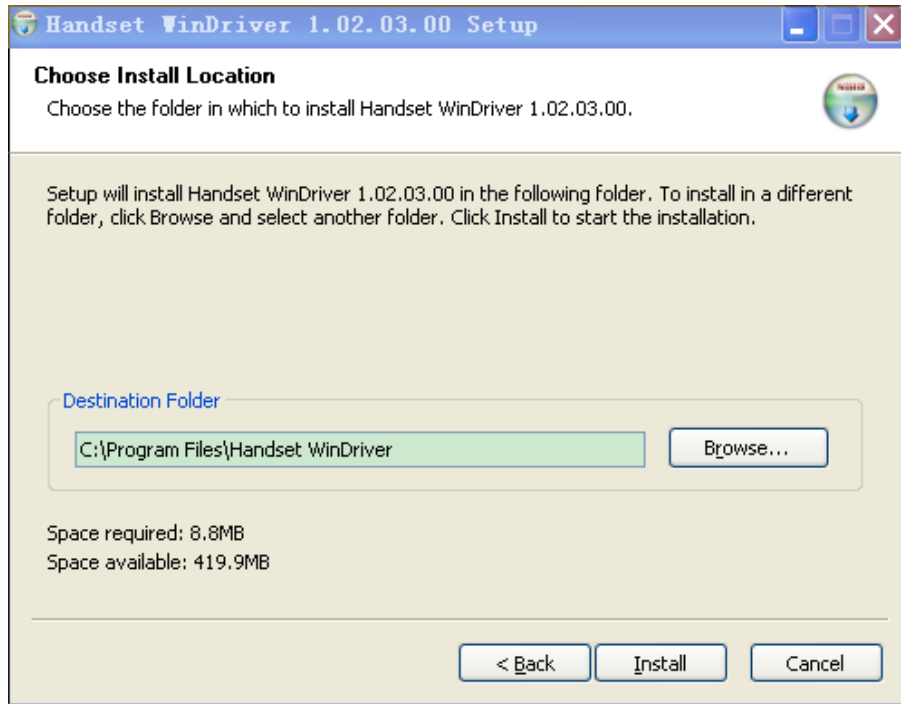
To upgrade online, touch **Settings > About phone > System updates**, and select **Online update**.

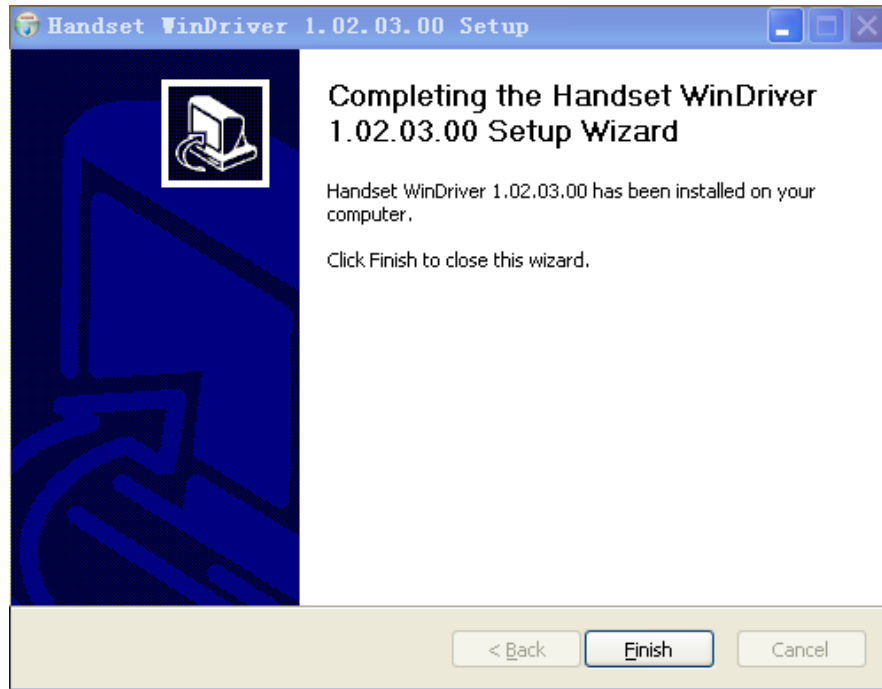
To upgrade using a microSD card, download the upgrade package from a Huawei server to the microSD card, and then touch **Settings > About phone > System updates > Update via SD card**.

## 2.2 How Do I Install the ADB Driver?

Use a USB cable to connect your mobile phone to a computer, and an installation wizard runs automatically. Follow the instructions to install the Android Debug Bridge (ADB) driver, as shown in the following figures.







 **NOTE**

If the installation wizard does not run automatically after the mobile phone is connected to the computer, upgrade the driver to start the installation.

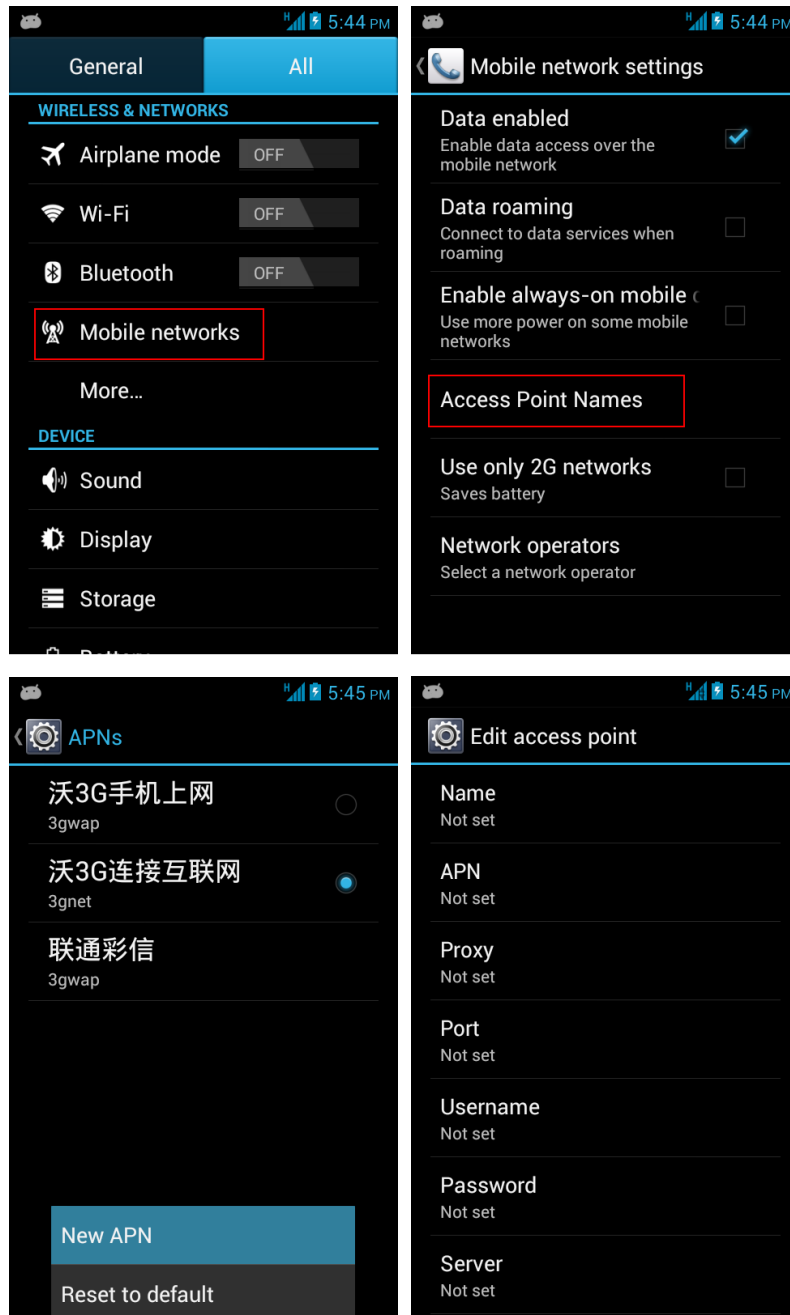


## 2.3 How Do I Configure Network Settings?

1. Insert the SIM card into your phone.

The phone automatically configures Access Point Name (APN) settings.

2. To view the APNs, touch **Settings** > **Mobile networks** > **Access Point Names**.



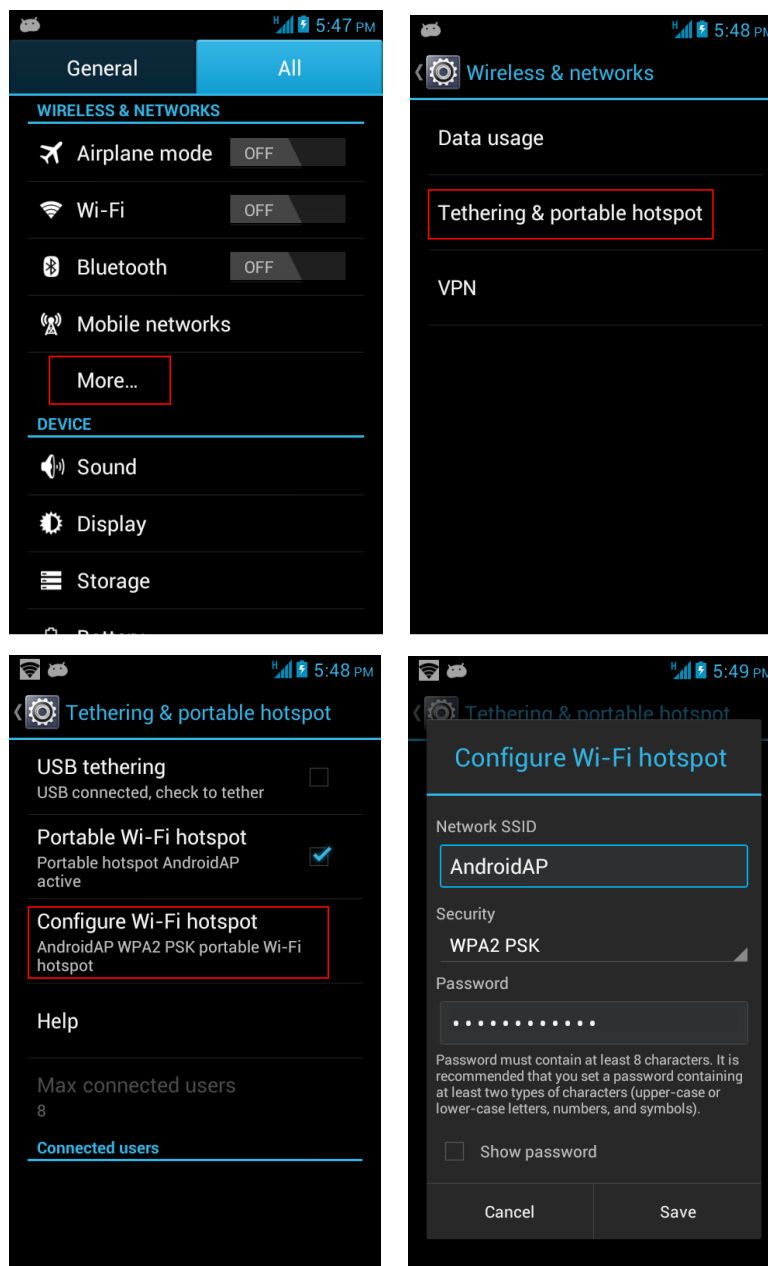
## 2.4 Wi-Fi

### 2.4.1 How Do I Use My Phone as a Wi-Fi Hotspot and Access the Internet from Another Device Using My Phone's Mobile Data Connection?

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

Touch **Settings > More...> Tethering & portable hotspot > Portable Wi-Fi hotspot**.

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



## 2.4.2 Does My Phone Support Wi-Fi?

Yes. Your phone supports 802.11b/g/n.

## 2.4.3 My Phone Is Connected to a Wi-Fi Network But Cannot Open Web Pages, Why?

This problem may occur if:


- The Wi-Fi network is not connected to the Internet.
- The digital subscriber line (DSL) connection failed.
- A domain name system (DNS) problem occurred. In this case, web pages cannot be opened, but you may still log in to QQ. Attempt to log in to QQ to verify the problem.
- The websites that the Wi-Fi network can access are restricted.
- Your phone is faulty.

## 2.4.4 What Can I Do If My Phone Can Detect Wi-Fi Signals from Devices Other Than a Wireless Router After the Phone's Wi-Fi Is Turned On?

- Check that the wireless router's service set identifier (SSID) is not hidden.
- Turn on your phone's Wi-Fi again.
- Restart your phone.

## 2.4.5 How Can I Judge Whether My Phone Is Using Its Mobile Data Connection or a Wi-Fi Connection to Access the Internet?

Once connected to a Wi-Fi network, your phone uses the Wi-Fi network to access the Internet.

The icon  in the notification bar indicates that your phone is connected to a Wi-Fi network.



## 2.4.6 I Am Connected to a Wi-Fi Hotspot But Cannot Access the Internet, Why?

- The network SSID and password are changed.
- Your balance is insufficient.
- You are out of the Wi-Fi hotspot's coverage.
- There is a restriction on the access to the Wi-Fi hotspot.

## 2.4.7 What Can I Do If the Wi-Fi Option Is Unavailable or If My Phone Automatically Turns Off Wi-Fi After I Turn It On?

- Restart your phone.
- Check that your phone's hardware is working correctly.
- Upgrade your phone's software.

## 2.4.8 What Can I Do If My Phone's Wi-Fi Connection Often Disconnects?

Check your phone's Wi-Fi sleep policy.



Your phone provides three Wi-Fi sleep policies:

- **When screen turns off:** disconnect a Wi-Fi connection 15 minutes after your phone's screen turns off.
- **Never when plugged in:** never disconnect a Wi-Fi connection in charging state.
- **Never:** never disconnect a Wi-Fi connection.

If you do not want your Wi-Fi connection to be disconnected, select **Never**.

## 2.4.9 How Can I Judge Which Network I Am Using for Data Services When My Phone Is Connected to Both a Wi-Fi Network and a 3G Network?

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

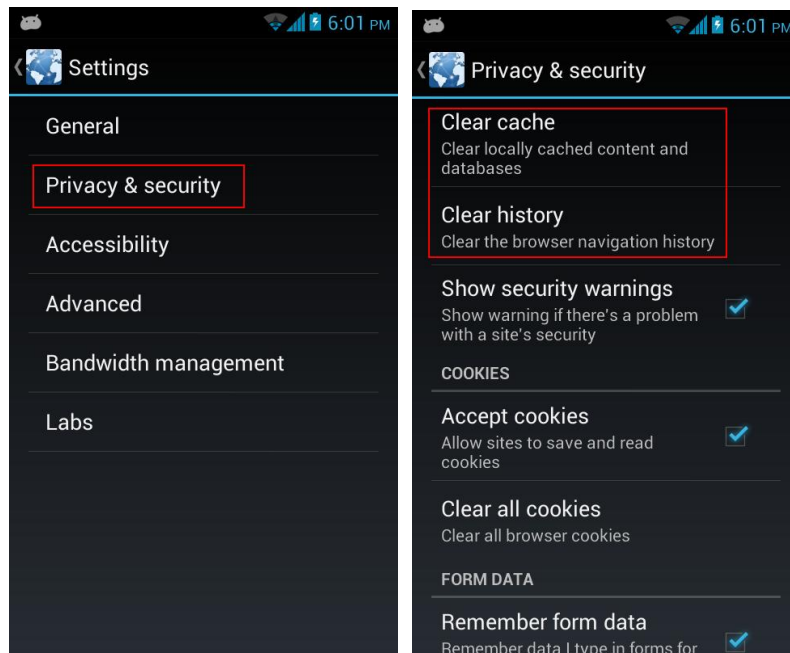
The icon  indicates a 3G network and the icon  indicates a Wi-Fi network.



## 2.5 Internet Access

### 2.5.1 How Do I Clear My Browser's Cache and Web History?


Open your browser, then a web page, and touch **Settings** > **Privacy & security** > **Clear cache** and **Clear history**.



### 2.5.2 Does My Browser Support Full-Screen Mode and Bookmarks? If Yes, How Do I Set Them?

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

To view the bookmark list, touch **Browser** >  > **Bookmarks**.

To add a bookmark, touch **Browser**, open a web page, touch  > **Save to Bookmarks**, and then edit the bookmark.

### 2.5.3 Can I Log In to My Email Account from a Web Page?

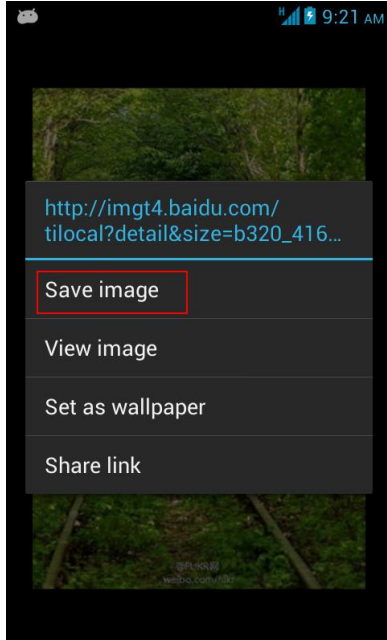
Yes.

### 2.5.4 Can I Log In to My Online Banking Account Using the Browser or an Online Banking Client Installed on My Phone?


Yes.

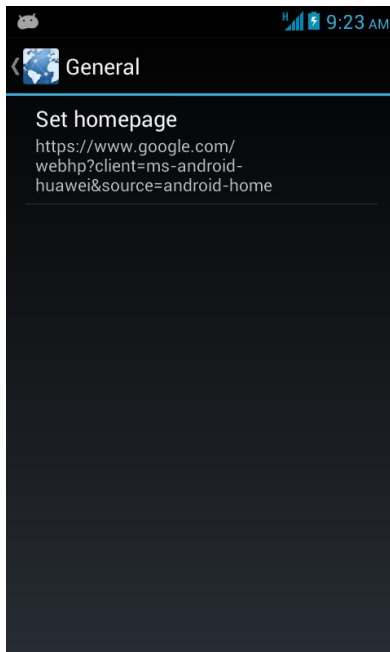
## 2.5.5 How Do I Save an Image on a Web Page?

Touch and hold the image you want to save, and then touch **Save image** in the displayed menu. The image is stored in **Gallery**.



## 2.5.6 How Do I Set My Browser's Home Page?

Launch your browser, and open a web page. Touch  > **Settings** > **General** > **Set homepage**.



## 2.5.7 How Do I Save a Favorite Web Page?

Launch your browser, open the web page, and touch **☰** > **Save to Bookmarks**

## 2.5.8 How Do I Enable or Disable My Phone's Mobile Data Connection?

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

## 2.5.9 Can I Use My Phone to Access the Internet During a Call?

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

## 2.6 Language and Keyboard

### 2.6.1 Does My Phone Support Text Input Using Handwriting or an Onscreen Keyboard?

Yes. You can enter text using handwriting or an onscreen keyboard.

### 2.6.2 What Text Input Methods Does My Phone Support?

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

### 2.6.3 I Have Successfully Installed a New Text Input Method But Cannot Use It, Why?

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

### 2.6.4 How Do I Change the Font Size on My Phone's Screen?

Launch your browser, touch **Settings** > **Accessibility**, and select or clear Minimum font size to change the font size.

### 2.6.5 Does the Huawei Input Method Support Handwriting in Full-Screen Mode?

Yes.



## 2.7 Screen Lock

### 2.7.1 How Do I Enable a Screen Lock That Must Be Unlocked Using the PIN?

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


### 2.7.2 How Do I Enable a Screen Lock That Must Be Unlocked Using a Pattern?


Touch **Settings > Security > Screen lock > Pattern**, and then follow the onscreen instructions.

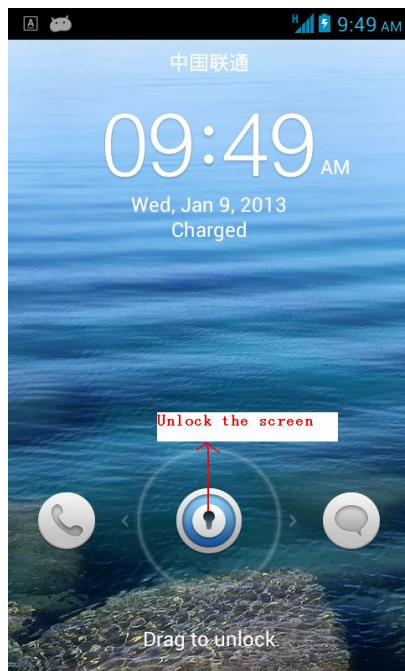
### 2.7.3 How Many Times Can I Incorrectly Draw the Screen Unlock Pattern Before My Phone Is Locked?

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

### 2.7.4 How Do I Lock and Unlock the Screen?

If the phone is active, press  to lock the screen. If idle for a specified period, the phone automatically locks the screen.

If the screen is off, press  to turn it on. Tap and hold to the unlock icon drag up to complete the unlock.



## 2.8 Ebooks

### 2.8.1 What Ebook Formats Does My Phone Support? What Is the Maximum Size for an Ebook to Be Read on My Phone?

Your mobile phone supports ebooks in txt. If you want to use word, excel , powerpoint, pdf format, you can install a Third-party application.

## 2.9 Clock

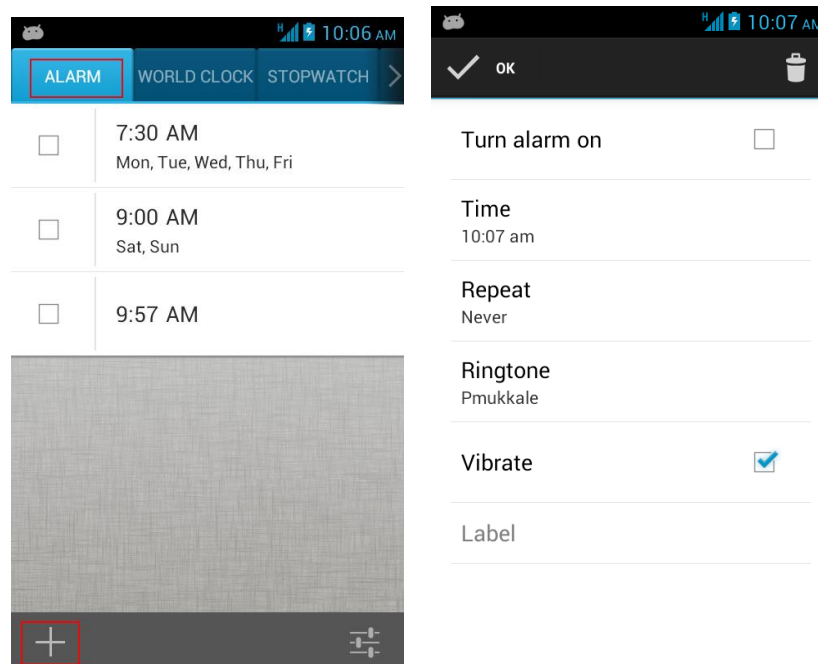
### 2.9.1 Does My Phone Support Alarms When It Is Powered Off?

Yes.

### 2.9.2 How Do I Add or Delete an Alarm?

To add an alarm, touch **Clock**. On the **Alarm** screen, touch the add icon, then **Add alarm**.

To delete an alarm, touch and hold it in the alarm list, and then in the displayed menu, touch **Delete**.



## 2.10 USB Tethering

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

### 2.10.1 How Do I Use USB Tethering If I Connect My Phone to a Computer Running Windows XP?

#### NOTE

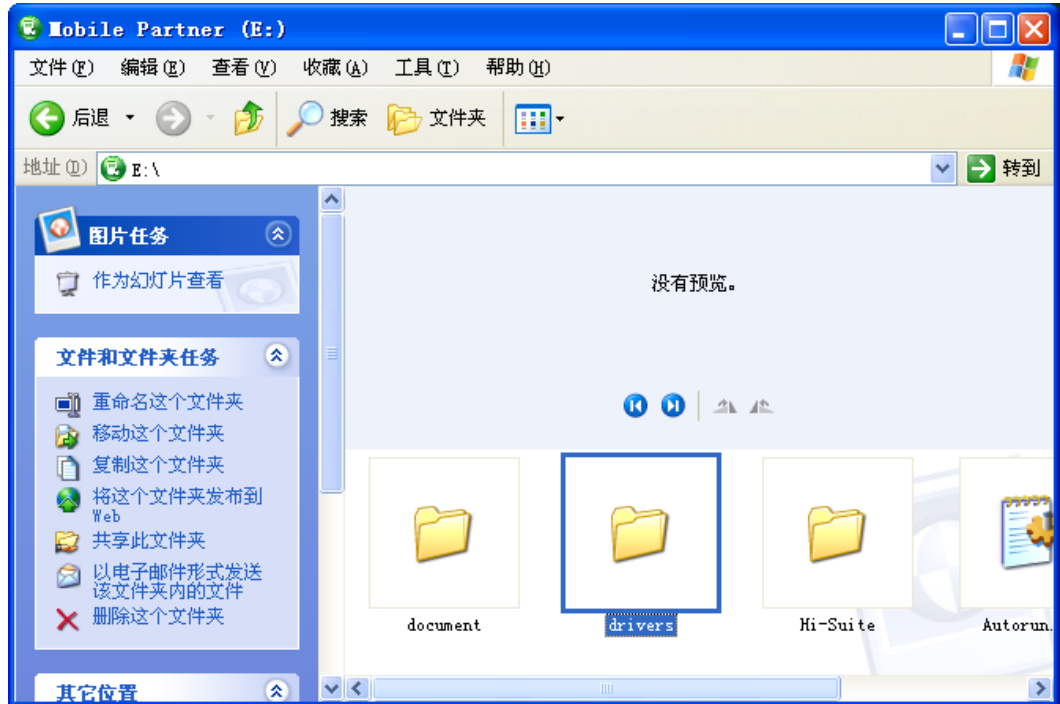
Before using tethering, insert your SIM card in the phone.

You can use the following methods to connect your phone to a computer running Windows XP:

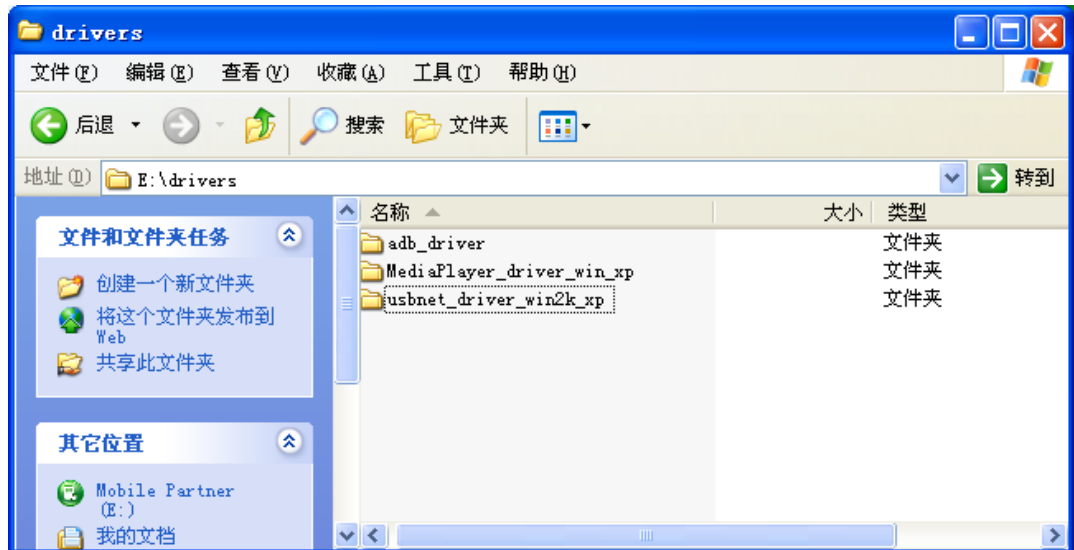
- Method 1
1. Use a USB cable to connect your phone to the computer.
  2. On the computer, open **My Computer**, and open **Mobile Partner**.



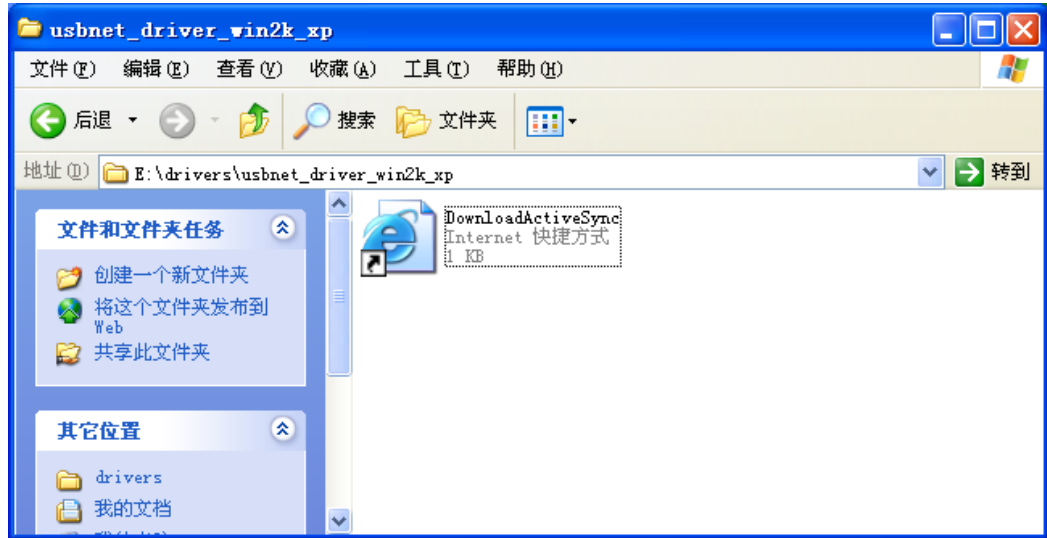
3. In the **Mobile Partner** window, open **drivers**.



4. In the **drivers** window, open **usbnet\_driver\_win2k\_xp**.

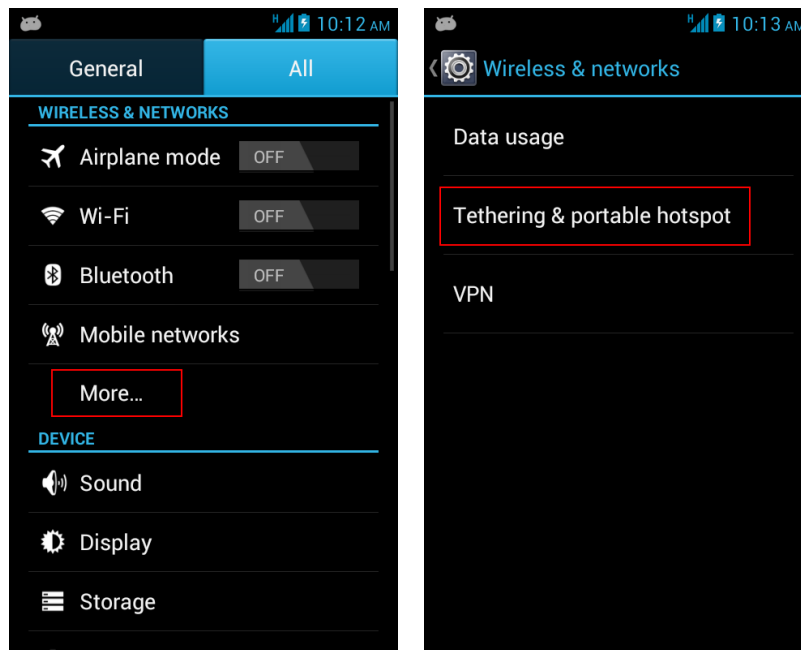


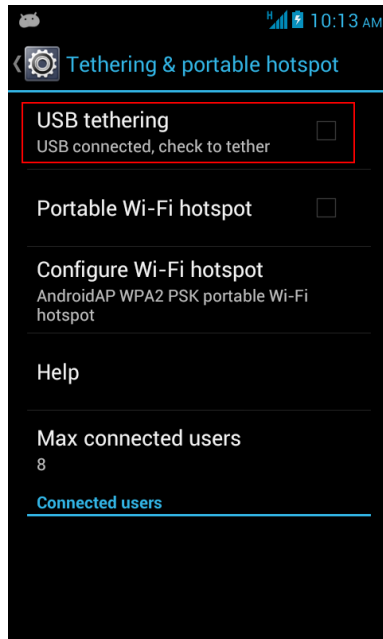
5. In the **usbnet\_driver\_win2k\_xp** window, open **DownloadActiveSync**. After you have connected to the website, follow the instructions to download and install ActiveSync.



6. On your phone, touch **Settings > More... > Tethering & portable hotspot**, and then select **USB tethering**.

You can access the Internet and browse web pages on the computer using your phone's mobile data connection.





- Method 2

1. On the computer, visit <http://www.android.com/tether>, and then follow the instructions to download and install ActiveSync.
2. On your phone, touch **Settings** > **More...** > **Tethering & portable hotspot**, and then select **USB tethering**.

You can access the Internet and browse web pages on the computer using your phone's mobile data connection.

## 2.10.2 How Do I Use USB Tethering If I Connect My Phone to a Computer Running Windows Vista or Windows 7?

1. Use a USB cable to connect your phone to the computer.  
The computer automatically installs the driver for your phone.
2. On your phone, touch **Settings** > **More...** > **Tethering & portable hotspot**, and then select **USB tethering**.

You can access the Internet and browser web pages on the computer using your phone's mobile data connection.

# 3 Applications

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## 3.1 What Third-Party Applications Does My Phone Support?

Like other Android phones, your phone supports all third-party applications based on an Android OS. Your phone does not support Java applications.

## 3.2 How Do I Obtain Third-Party Applications?

Log in to android market and download third-party applications from it.

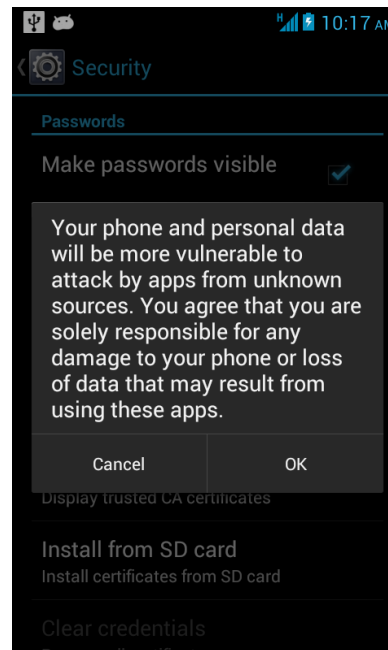
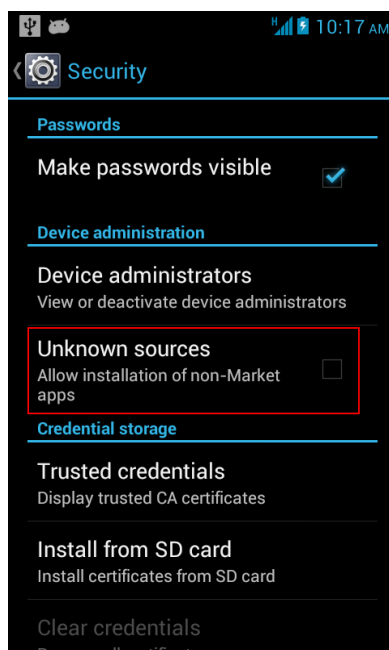
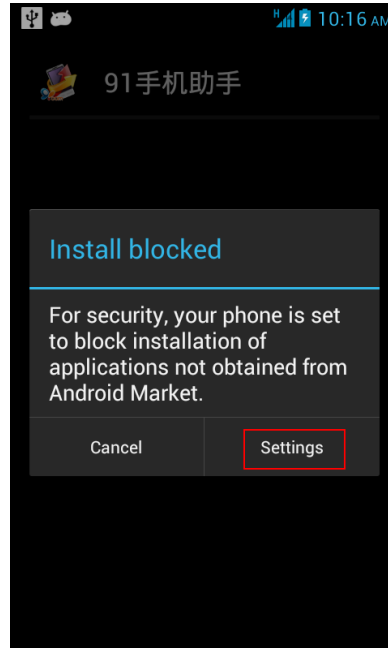
 **NOTE**

Clients preinstalled on your phone vary according to your phone's software.

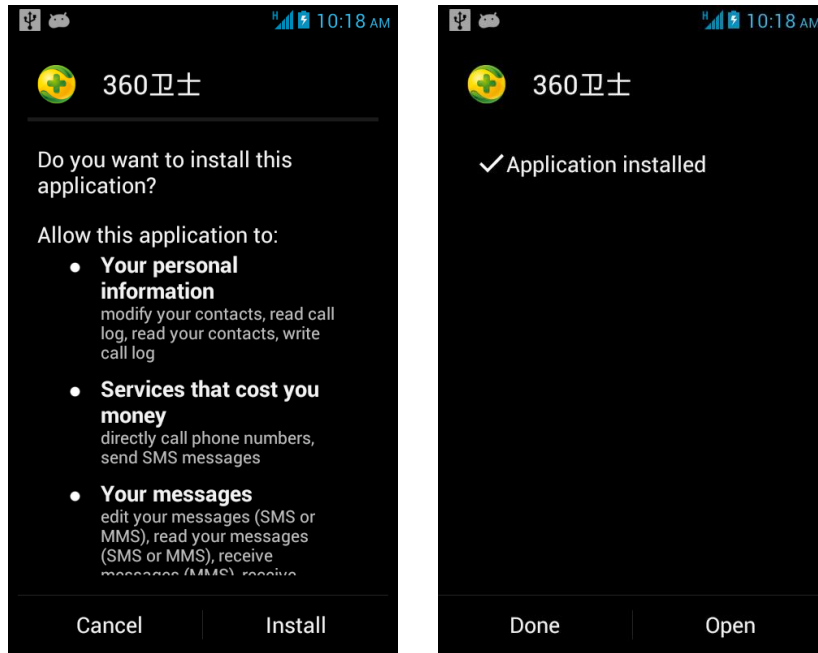
## 3.3 How Do I Install, Manage, and Uninstall Applications?

### 3.3.1 How Do I Install Applications?

1. Touch **Settings** > **Security**, and select **Unknown sources**.
2. Download applications from android market and touch **Install**, or touch **File Manager** to view and install downloaded applications.

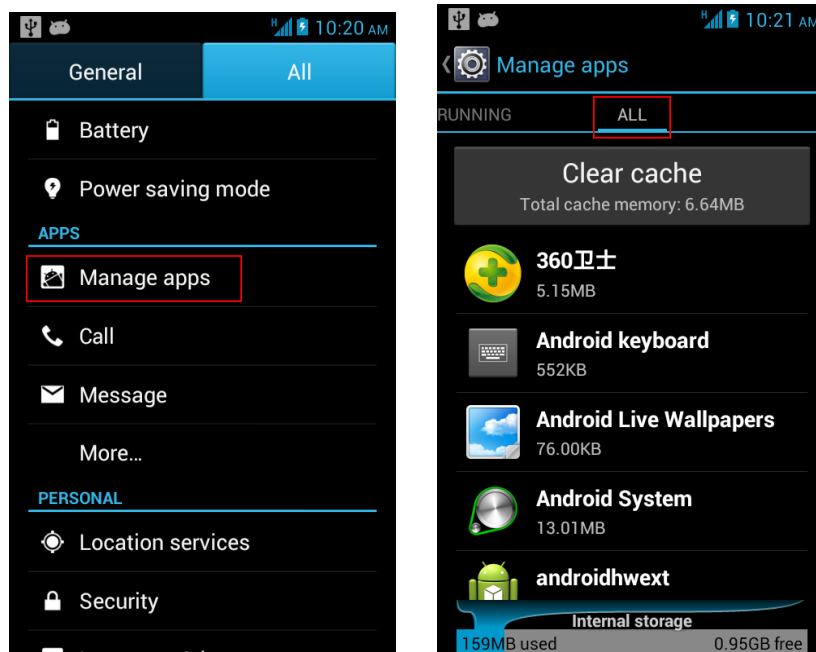






### 3.3.2 How Do I Manage Applications?

1. Touch **Settings > Manage Apps > ALL**

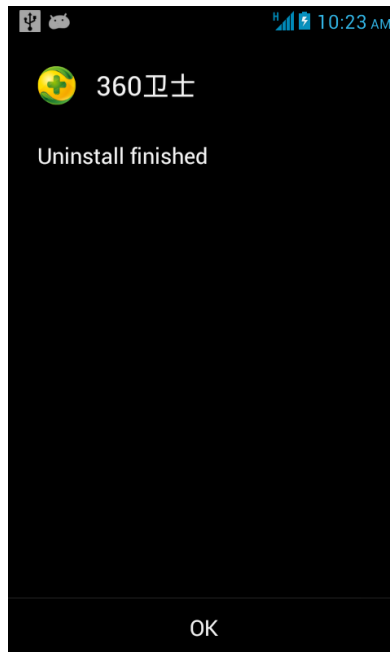
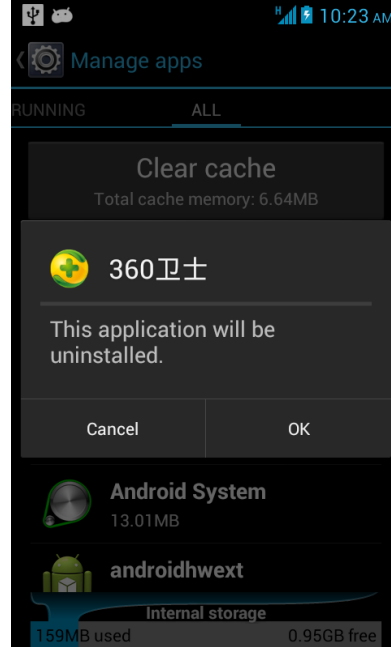
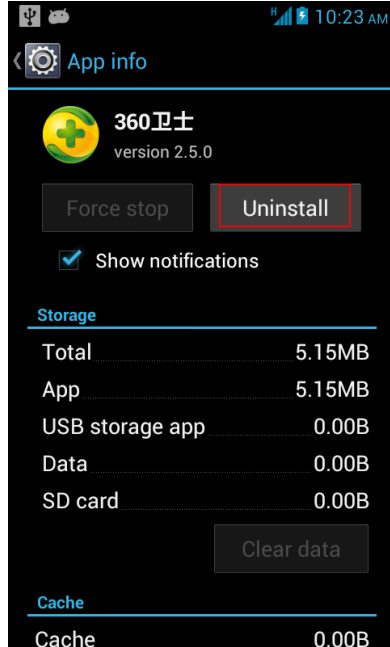


All applications on your phone are listed.

2. Touch the application you want to manage.

### 3.3.3 How Do I Uninstall Applications?

1. Touch **Settings >Manage Apps**
2. Touch the application your want to uninstall, then **Uninstall**.




### 3.4 I Cannot Install an Application, Why? How Can I Solve the Problem?

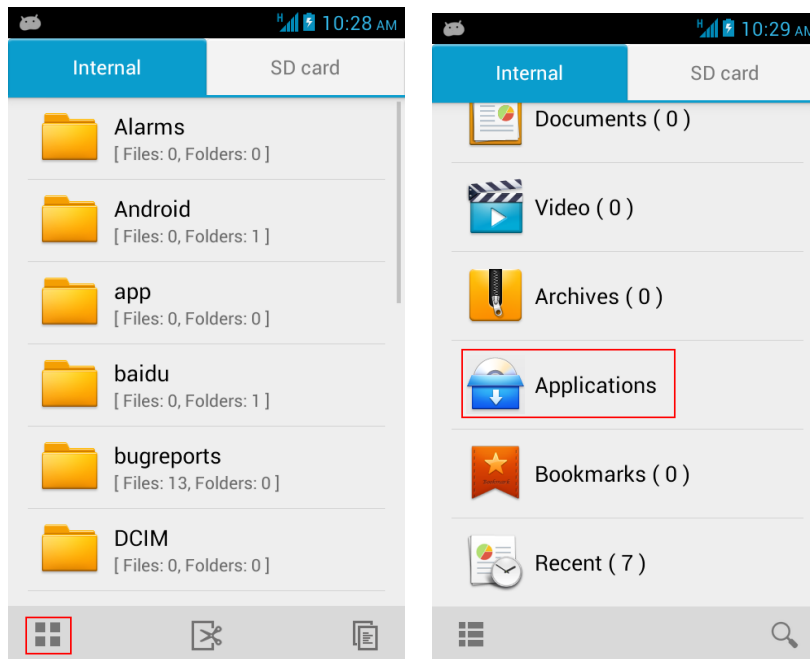
- The APK is corrupted.  
To solve the problem, contact the APK provider.
- The application has already been installed.  
To solve the problem, uninstall the application, and then reinstall it.
- The phone's available storage space is insufficient.  
To solve the problem, delete unnecessary files or uninstall some applications.

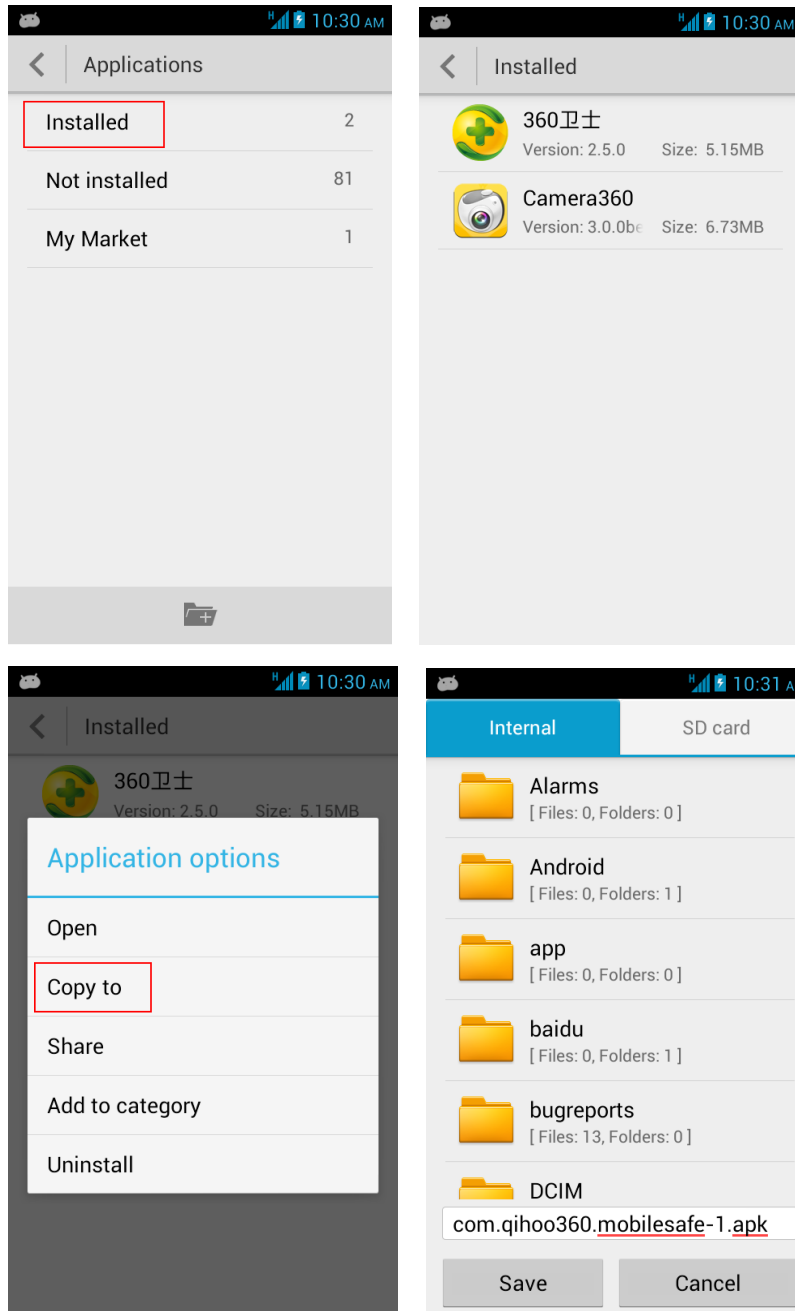
### 3.5 Are Third-Party APKs Installed on the Phone's Internal Storage or a microSD Card?

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

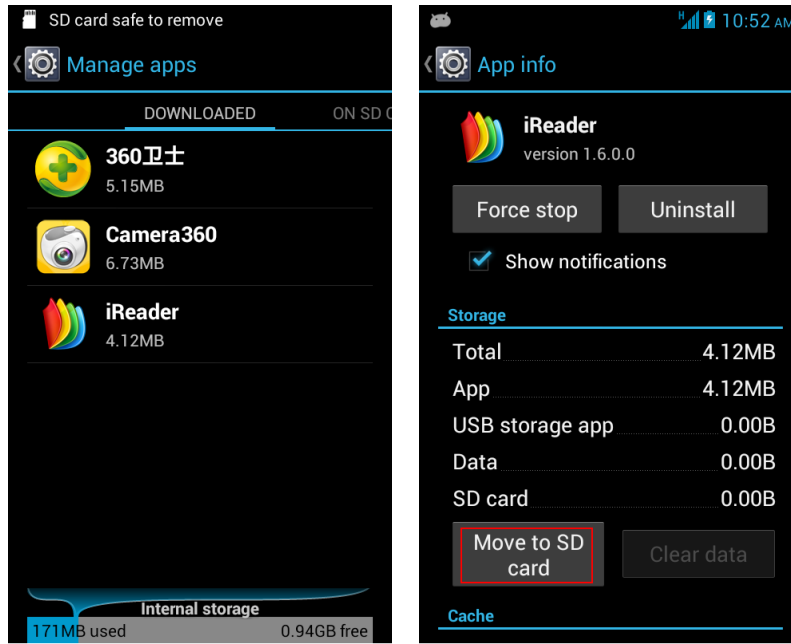
To move an APK to a microSD card:


- Download the APK from android market, and then install the APK. After the installation, touch **File Manager** >  > **Applications**. In the **Installed** list, touch and hold the application you want to move. In the **Application options** menu, touch **Copy to**. On the **Copy to** screen, touch **sdcard**. Then touch **Save**.



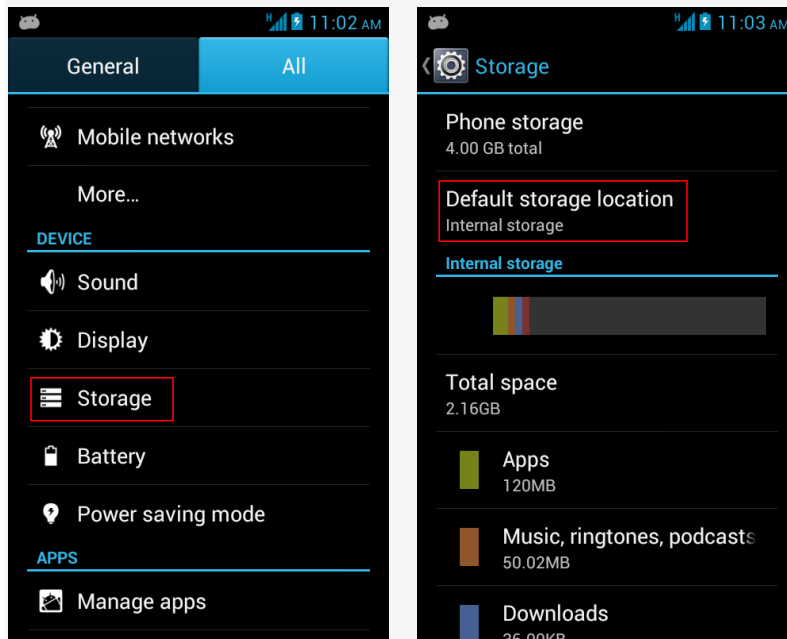


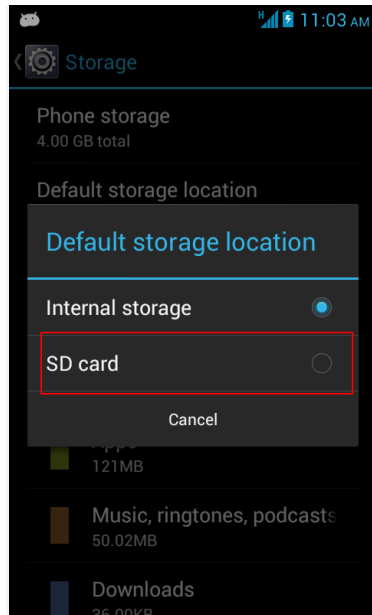
Download the APK from **Market**, and then install it. After the installation, touch **Settings > Manage apps> Downloaded > Move to SD card**.



 **NOTE :**


1. Not all apk support this feature;
2. Switch the SD card as the default storage location before doing this, touch **Settings >Storage >Default storage location> SD card.**





### 3.6 How Do I Exit a Running Application?

To exit preinstalled applications, touch .

To exit third-party applications, follow their instructions. Some third-party applications may run in the background after you touch .

To kill the applications running in the background, open **Task Manager**.

### 3.7 How Can I Solve the Power Consumption Problem Caused by Third-Party Applications?

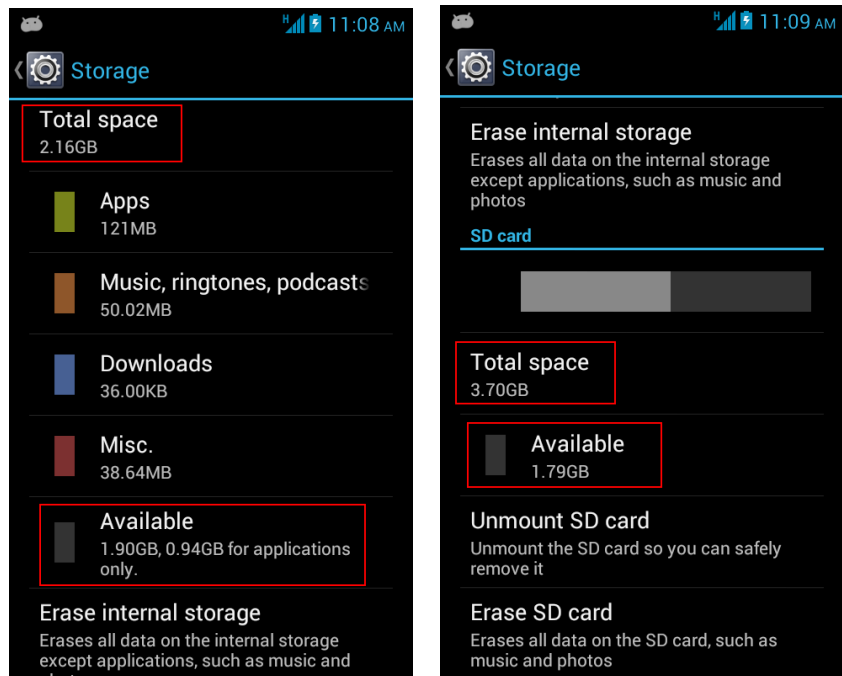
Third-party applications downloaded from application stores other than **android market** may not be well compatible with your phone. Once installed, they may consume more power and shorten your phone's standby time.

To solve the problem, use the third-party task management applications to close the applications not in use.

# 4 Others

## 4.1 How Do I Check the Available Space on the Internal and External microSD Cards?

- Touch **Settings** > **Storage**, and check the available space on the internal and external microSD cards.



### 4.1.1 How Do I Check My Phone's Available RAM Space?

Your phone's maximum RAM space is 512 MB. The available RAM space varies according to the applications running on your phone. To check your phone's available RAM space, install a dedicated APK. Your phone is not preinstalled with such applications.

### 4.1.2 What Is the Maximum Capacity of the External microSD Card Supported by My Phone?

32 GB.

### 4.1.3 Running Android 4.1.1, Does My Phone Support Application Installation on an External microSD Card?

You can only install applications on your phone's internal storage. You cannot install them on an external microSD card.

If an external microSD card is inserted, you can move the applications installed on your phone's internal storage to the external microSD card.

If an external microSD card is not inserted, you can move the applications installed on your phone's internal storage to your phone's internal microSD card.

## 4.2 What Data Can Be Backed Up on My Phone?

You can back up the following data on your phone:

- Contacts (Use **Contacts**.)
- Calendar (Use third-party applications.)
- Commonly used data (Use third-party applications.)

Before restoring factory settings, you can back up the following data:

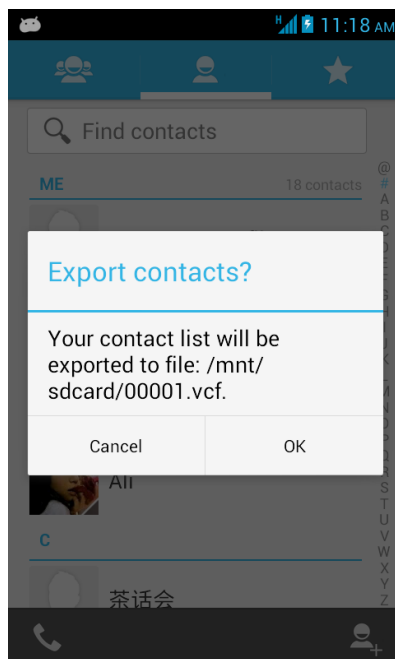
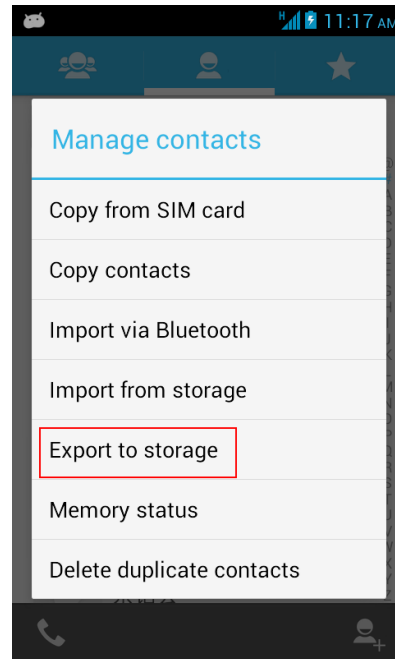
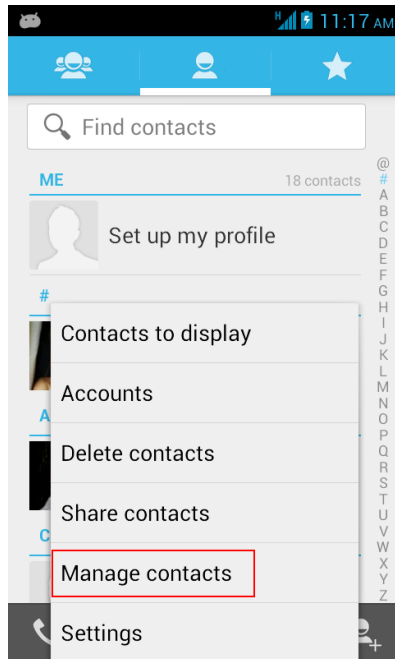
- Contacts
- SMS
- Call logs
- System settings
- Alarms
- Browser bookmarks
- Email accounts
- Calendar
- Notepad
- Weather Clock
- Music playlists



## 4.3 How Do I Use Contacts to Back Up and Recover My Contacts?

### 4.3.1 How Do I Back Up Contacts to a microSD Card?

Touch **People** > **☰** > **Manage contacts** > **Export to storage** > **OK**. All contacts in your phone's **Contacts** are saved to your microSD card's **Contact** folder in .vcf format.



### 4.3.2 How Do I Recover Contacts from a microSD Card?

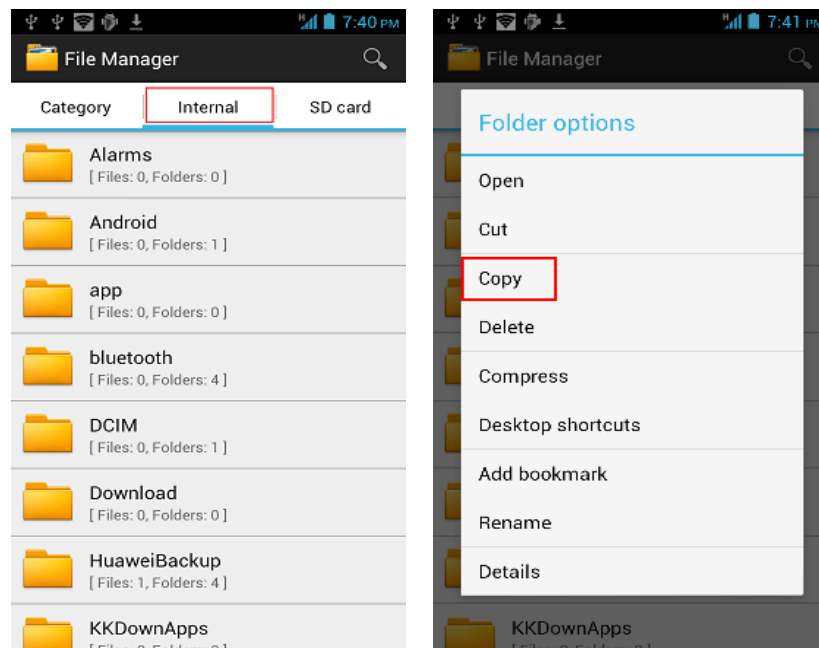
Touch **File Manager**. In the microSD card's root directory, touch the .vcf file that is backed up. Touch **OK**, and then open **People**, your phone refreshes the contact list.

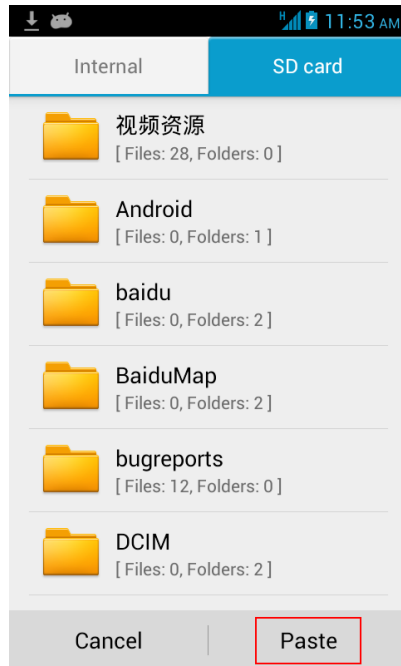
### 4.3.3 How Do I Use Backup to Back Up Data?

Your phone is preinstalled with **Backup**. To use **Backup** to back up your data, touch **Backup**, then select the option you want to use.

## 4.4 How Do I Cut or Copy Files or Folders from the Phone's Internal Storage to Its Internal microSD Card or an External microSD Card?


- To copy or cut a single file or folder:  
Touch **File Manager**. In the displayed list, touch and hold the file or folder you want to cut or copy. In the **Folder options** menu, touch **Cut** or **Copy**. Touch **SD card**, then **≡** > **Paste**.
- To copy or cut multiple files or folders:  
Touch **File Manager** > **≡** > **Select item(s)**, select the files or folders you want to cut or copy, and touch **Cut** or **Copy**. Touch **SD card**, then **≡** > **Paste**.






## 4.5 Common Skills

### 4.5.1 How Do I Customize the Home Screen or Its Extensions?

1. To add a widget to the Home screen, touch the home screen open the **Widgets**, and touch and hold to pick up the widget.
2. To move an item on the Home screen, touch and hold the item, and drag it to the desired area.
3. To remove an item from the Home screen, touch and hold the item, and drag it to the trash can on the screen.
4. To customize your theme, touch **Themes**.
5. To set your wallpaper, touch  > **Wallpapers**, then **Wallpapers**, **Live wallpapers**, **Gallery** or **Themes**. You can also touch and hold a blank area on the screen to display the **Choose wallpaper from** menu.

### 4.5.2 How Do I Save Battery Power?

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

- Press  to lock the screen when you are not using your phone.
- Touch **Settings** > **Display** > **Sleep** to set **Screen timeout** to a small value.
- Touch **Settings** > **Display** > **Brightness** to set **Brightness** to a small value.
- Touch **Settings** > **Wireless & networks**, and clear **Wi-Fi** and **Bluetooth** to turn off Wi-Fi and Bluetooth.

- Touch **Settings** > **Mobile networks** and clear **Data enabled** to disable data services, or set **Data Switch** to **Off** in the notification bar.
- Touch **Settings** > **Location services**, and clear **Use GPS satellites** to disable GPS functions.
- Touch **Settings** > **Wireless & networks** > **Mobile networks**, and select **Use only 2G networks** to use only 2G networks.

### 4.5.3 How Do I Save Data Traffic?

- Disable data services if you are not using them.
- Disable data services if your phone is connected to a Wi-Fi network.
- Access Wireless Access Protocol (WAP) websites instead of World Wide Web (WWW) websites.
- Touch **Settings** > **Mobile networks**, and clear **Data enabled** to disable data services.

### 4.5.4 What Can I Do If My Phone Runs Slowly?

- Close some running third-party applications.
- Uninstall some applications.
- Restart your phone.
- Restore your phone to factory settings.

### 4.5.5 Can I Uninstall Applications Customized by My Operator?

No.

### 4.5.6 Why Does My Customized Wallpaper Stretch Automatically?

If set as your wallpaper, a picture will stretch to cover the Home screen and its extensions. No option is available for you to stretch the picture.

### 4.5.7 What Data Will Be Lost If I Restore My Phone to Its Factory Settings?

If you restore your phone to factory settings, all data on your phone's internal storage and microSD card will be lost, such as your customized settings, call logs, and messages.

### 4.5.8 How Do I Increase My Phone's Internal Storage Space?

Delete unnecessary files or uninstall some applications.

### 4.5.9 How Do I Disable Audible Touch Tones?

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

## 4.5.10 How Do I Turn the Screen On After It Turns Off Automatically?

Press .


## 4.5.11 How Do I Adjust the Screen Brightness?

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

## 4.5.12 How Does My Phone's Key Backlight Save Battery Power?

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



## 4.5.13 How Do I Enable or Disable Airplane Mode?

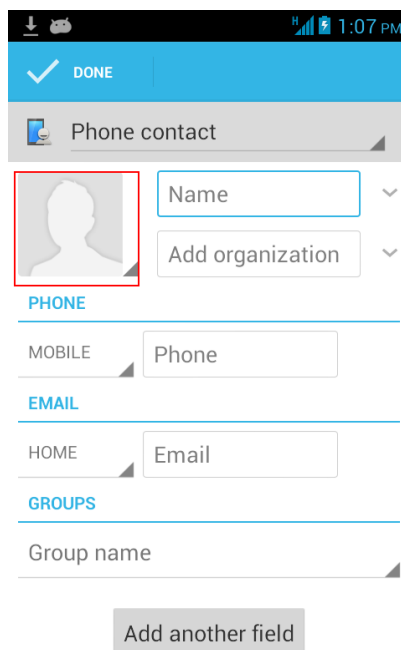
- Touch **Settings** select or clear **Airplane mode**.
- Press and hold  until the **Phone options** menu is displayed, and touch **Airplane mode**.

## 4.5.14 How Do I Restore My Phone to Factory Settings?

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

## 4.5.15 How Do I Set a Picture as a Contact's Photo Caller ID?

- Touch **People** >  > **Phone**, and in the **New contact** screen, touch 



- Touch **Gallery**, open a picture, touch **≡** > **Set picture as**, and in the **Set picture as** menu, touch **Contact photo**.

## 4.5.16 How Do I Use My Phone as a USB Mass Storage Device?

Connect your phone to a computer, flick down the notification bar, and touch **Connected as an installer** > **USB mass storage**

