HUAWEI CHM-U01 Smartphone FAQs

Issue 01

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HUAWEI TECHNOLOGIES CO., LTD.

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1 Basics

1.1 Can I use 4G networks with my phone?

No. Your phone is a WCDMA 3G phone.

1.2 Color schemes

Phone colors: black, white, and gold

Standard version: black, white, and gold

External model	**HUAWEI CHC-U01/U03/U23** **CHM-U01**
Version name	European dual SIM card version/Australian and Zelanian version/Asia Pacific version/Latin American version/Latin American dual SIM card version
Version classification	Standard
Phone color	Black/White/Gold
RAM/ROM	2 GB/8 GB
Single SIM card or Dual SIM cards	Single SIM card for the CHC-U03 and dual SIM cards for other models

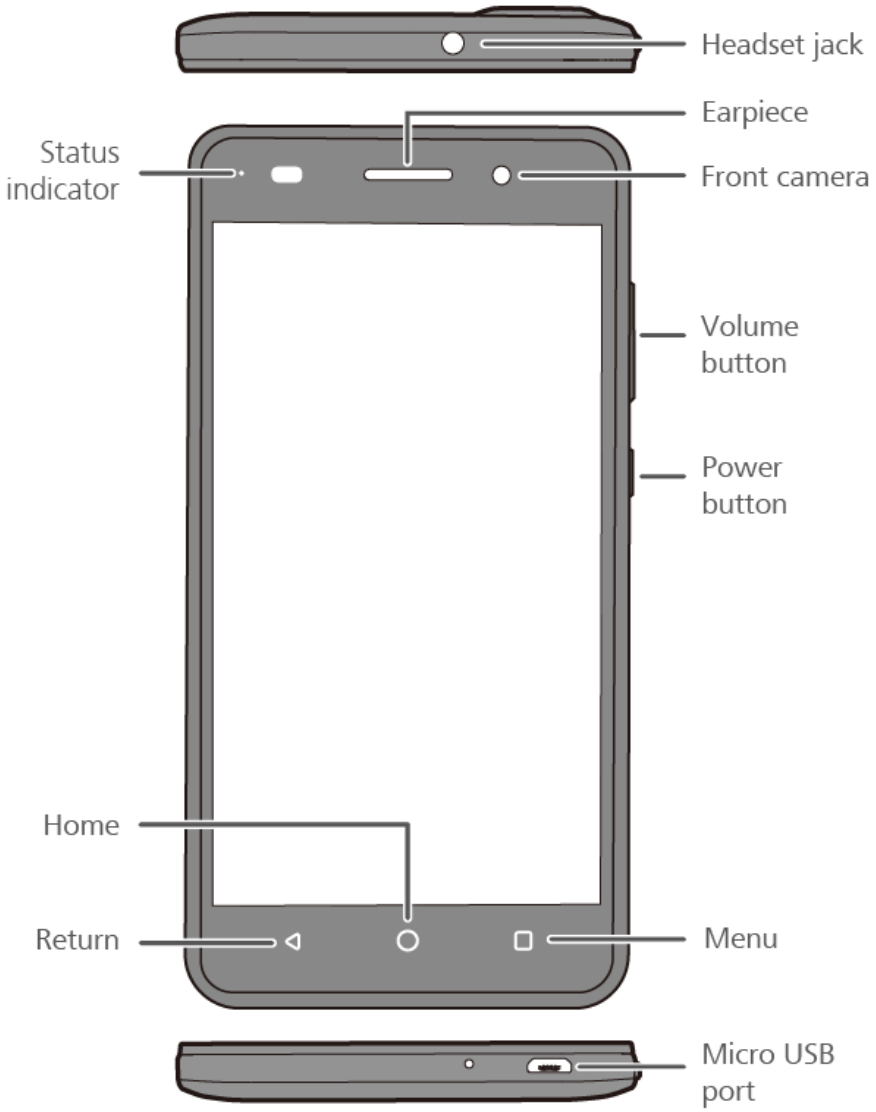
1.3 Selling points

- Huawei EMUI 3.0 (on Android 4.4)
- 5-inch HD touchscreen
- 1.2 GHz octa-core processor
- 5 MP front camera and 13 MP rear camera that supports autofocus and flash
- 2 GB RAM+8 GB ROM

- GPS and GLONASS
- Bluetooth 4.0

The CHC-U03 supports single SIM card while other models support dual SIM card.

1.4 Your phone at a glance



Menu:

Touch to display an option menu.

Touch and hold to display the list of recently used applications.

Home:

Touch to return to the home screen.

Return:

Touch to return to the previous screen or exit the current application.

When you are entering text, touch to hide the onscreen keyboard.

1.5 Installation

1.5.1 How do I open the battery cover?

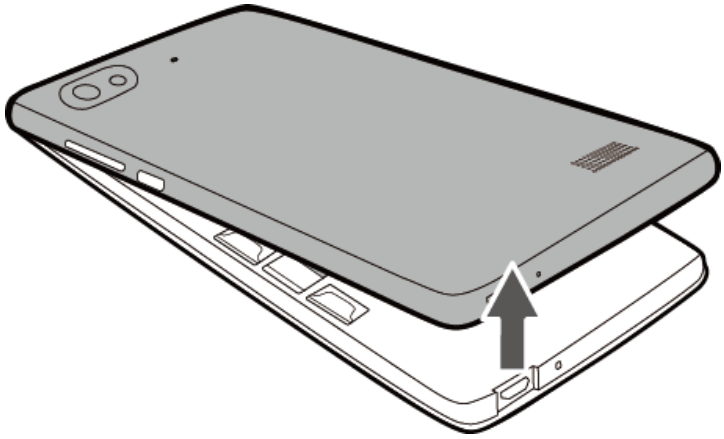
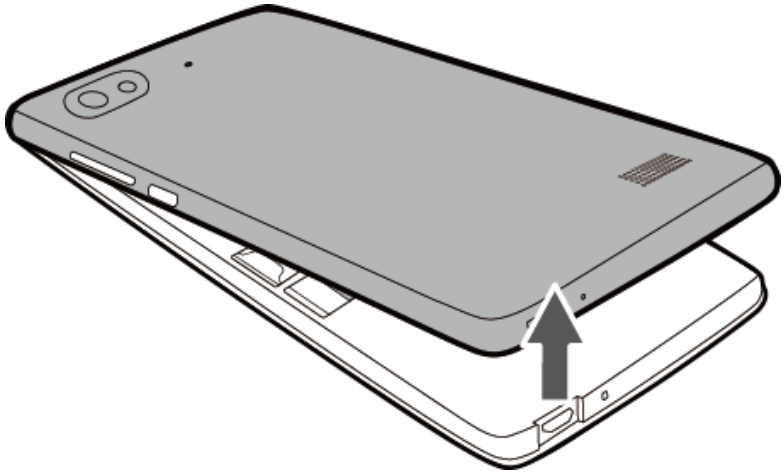


Figure 1-1 Removing the battery cover of the CHC-U03



1.5.2 How do I install a SIM/UIM card?

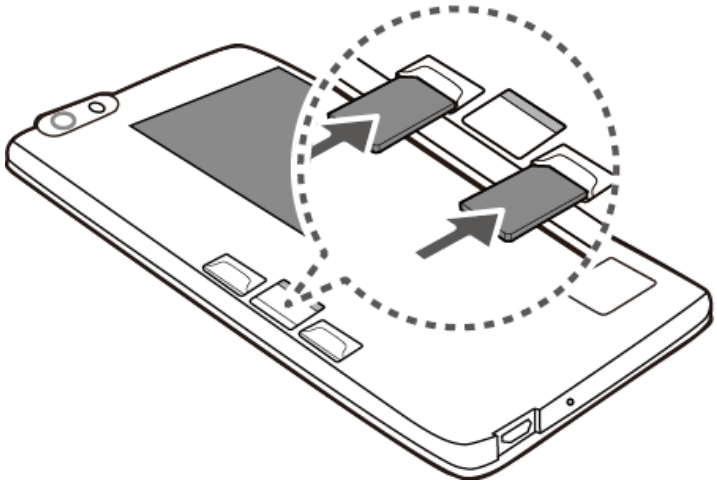
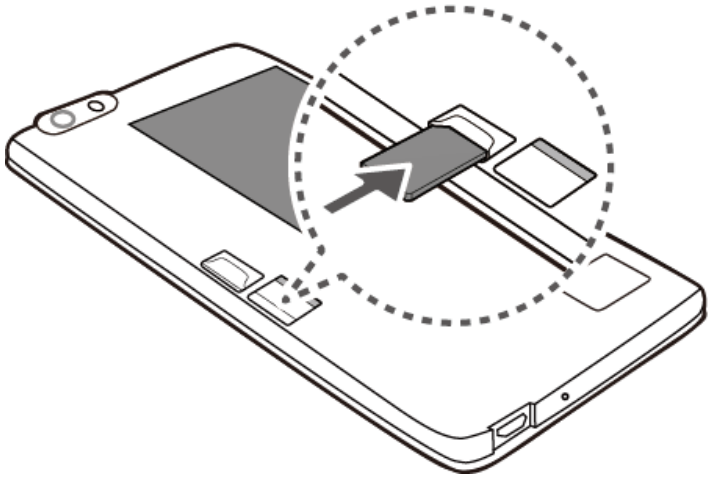


Figure 1-2 Installing a SIM/UIM card to the CHC-U03



NOTE

Before you insert a micro-SIM card, power off the phone.

When you are inserting a micro-SIM card, make sure the gold contact and beveled edge are facing the correct directions.

1.5.3 How do I install a microSD card?

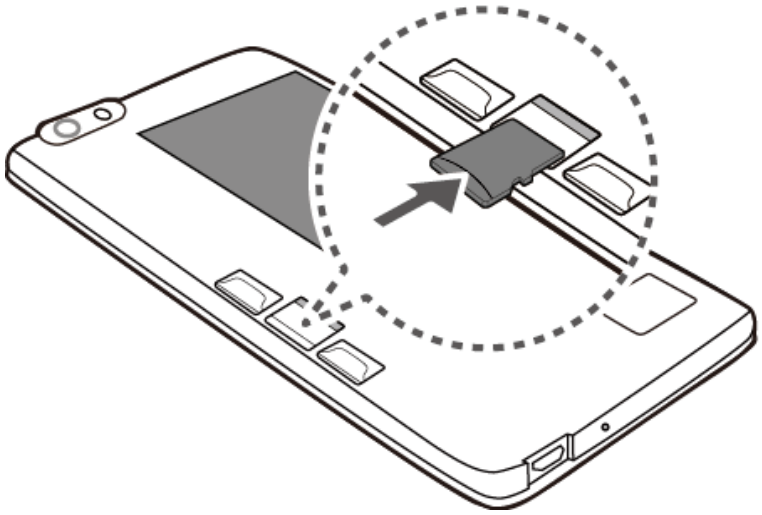
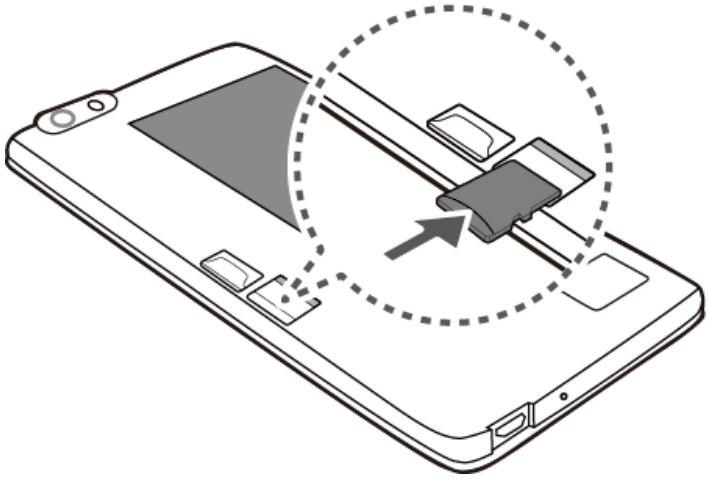


Figure 1-3 Installing a microSD card to the CHC-U03



1.5.4 How do I install the battery?

Your phone comes with a built-in battery, which is non-removable.

1.5.5 How do I close the battery cover?

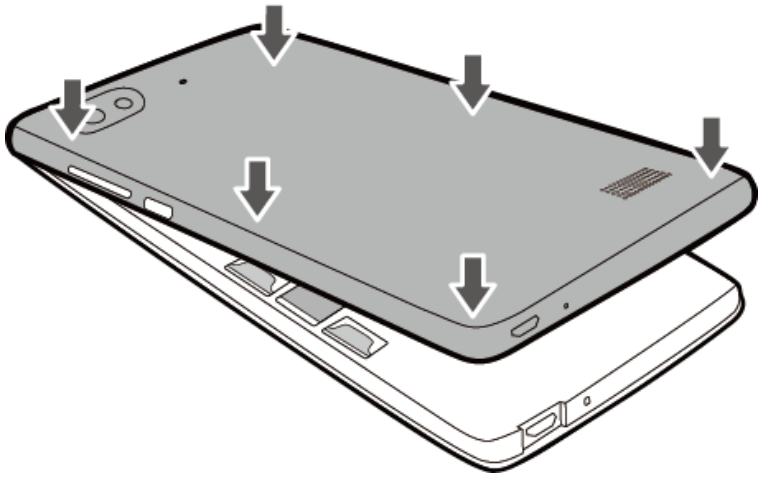
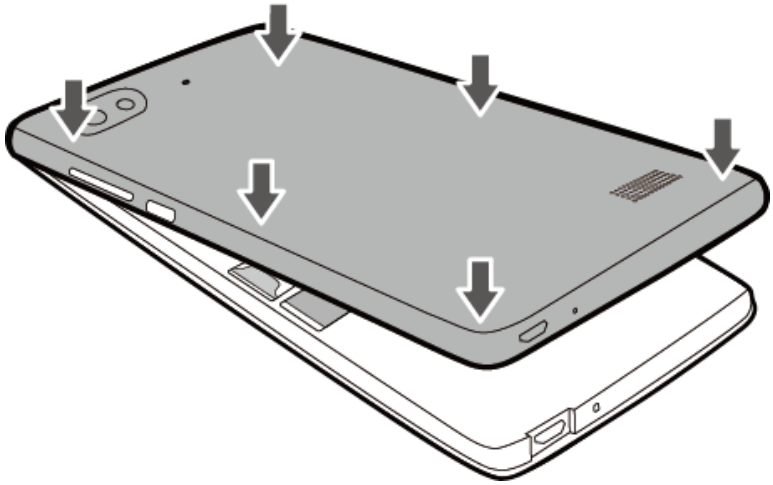


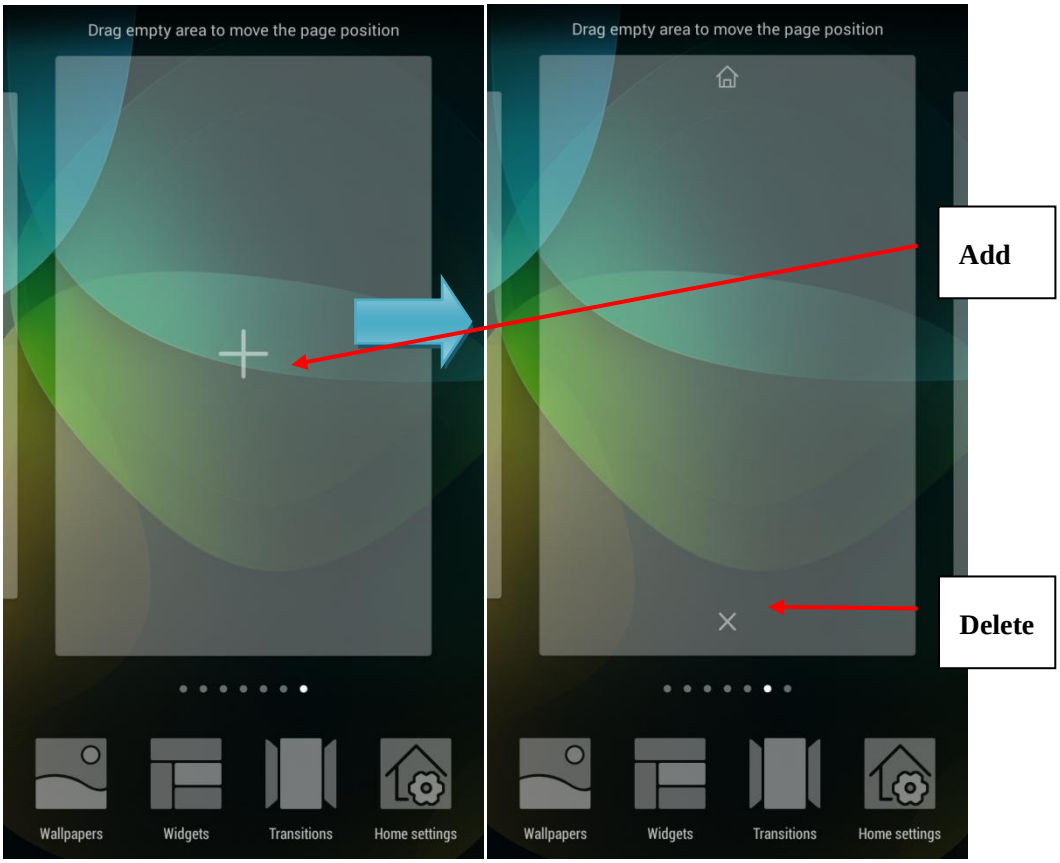
Figure 1-4 Closing the battery cover of the CHC-U03



1.6 Home screens

1.6.1 How do I add or delete a home screen?

To add or delete a home screen, pinch two fingers together on the home screen.



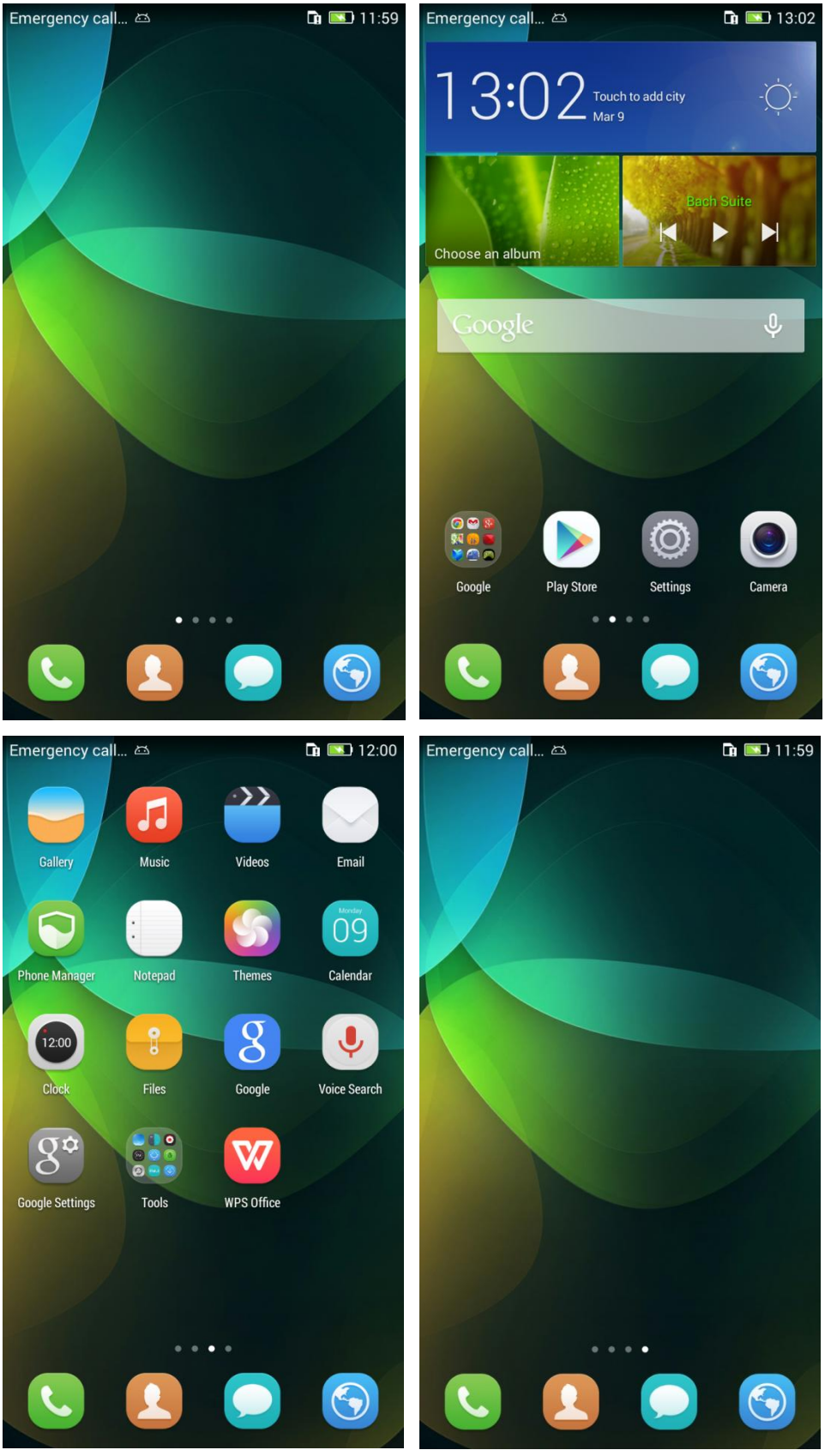
NOTE

You can have nine home screens at most.

Only blank home screens can be deleted.

1.6.2 How does my phone's main menu look like?

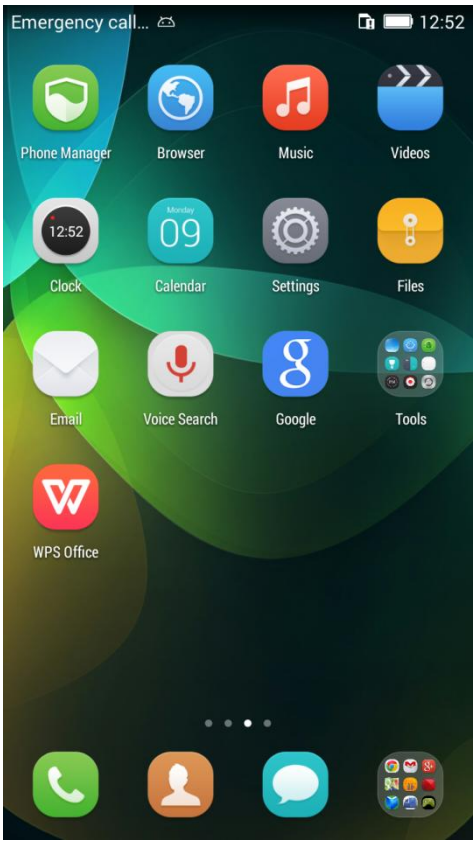
CHC:


Emergency call... 11:59
Emergency call... 13:02
13:02
Touch to add city
Mar 9
Choose an album
Bach Suite
Google
Google
Play Store
Settings
Camera
Emergency call... 12:00
Gallery
Music
Videos
Email
Phone Manager
Notepad
Themes
Calendar
Clock
Files
Google
Voice Search
Google Settings
Tools
WPS Office
Emergency call... 11:59

CHM:

Emergency call...
12:51

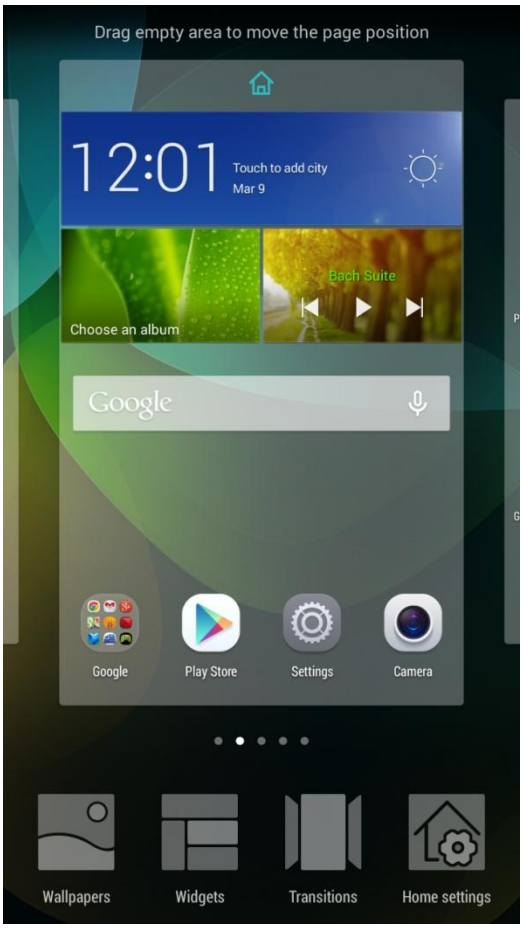
Emergency call...
12:51
12:51
Google
Play Store
Themes
Gallery
Camera


Emergency call...
12:52
Phone Manager
Browser
Music
Videos
12:52
Clock
Monday
09
Calendar
Settings
Files
Email
Voice Search
Google
Tools
WPS Office

Emergency call...
12:52

1.6.3 How do I edit the main menu?

CHC:



CHM:

1.6.4 How do I switch between 2D and 3D home screens?

Your phone does not support 3D home screens.

1.6.5 How do I add a shortcut for an application to a home screen?

On the home screen, touch and hold an empty spot. From the displayed four options at the bottom, touch **Widgets** and drag a desired widget from the displayed list to the target screen. Then touch the home button to return to the home screen.

NOTE

If the home screen doesn't have enough space, your phone will automatically create a home screen to the original's right and place the widget on the new home screen.

1.7 Contacts

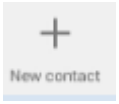
1.7.1 How do I create a contact or assign a photo to a contact?

1. Creating a contact

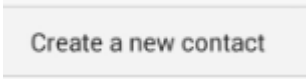
   On the home screen, touch .

   Touch Create a new contact or New contact to display the contact editing screen, touch Phone contact to select a save mode, enter the contact details, and touch to save the contact.

   Note:

Touch 

when the contact is already in your contacts list.

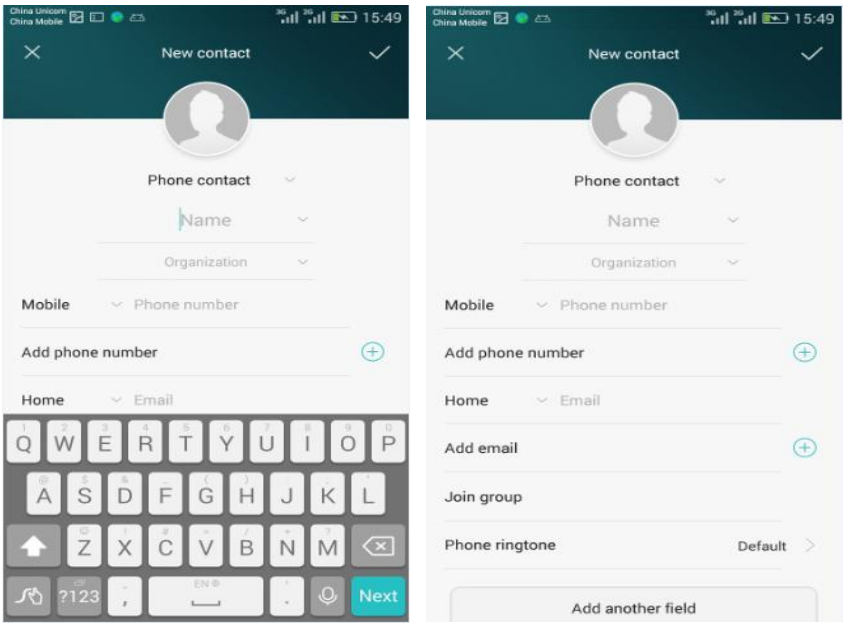
Touch 

when the contact is not in your contacts list.

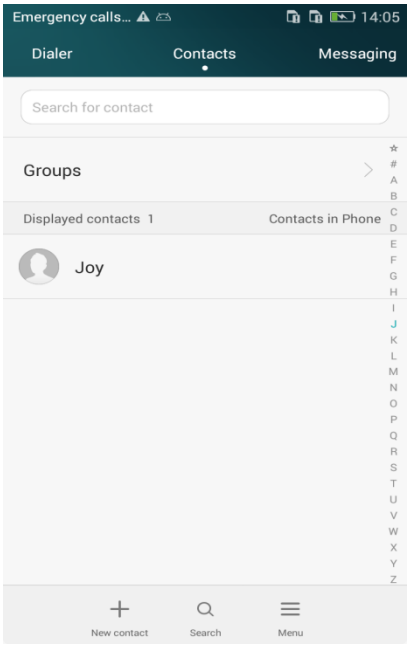
2. Assigning a photo to a contact

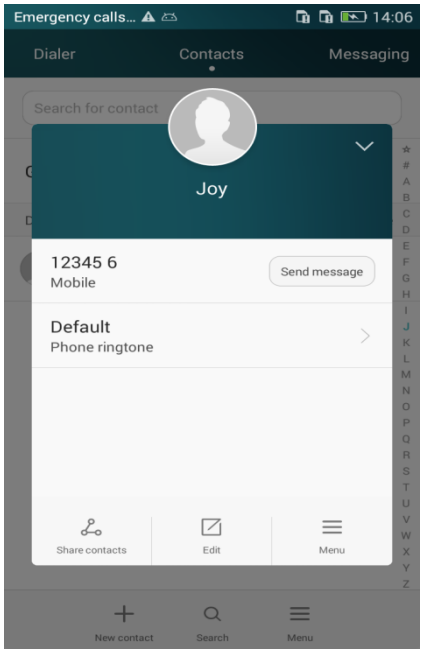
Note: You cannot assign photos to contacts saved to the SIM card.

Method 1: Go to **Contacts** and touch a contact. On the contact details screen, touch to take a photo or choose a photo from the gallery.



Method 2: Go to **Contacts** and touch next to a contact. On the contact details screen, touch to take a photo or choose a photo from the gallery.

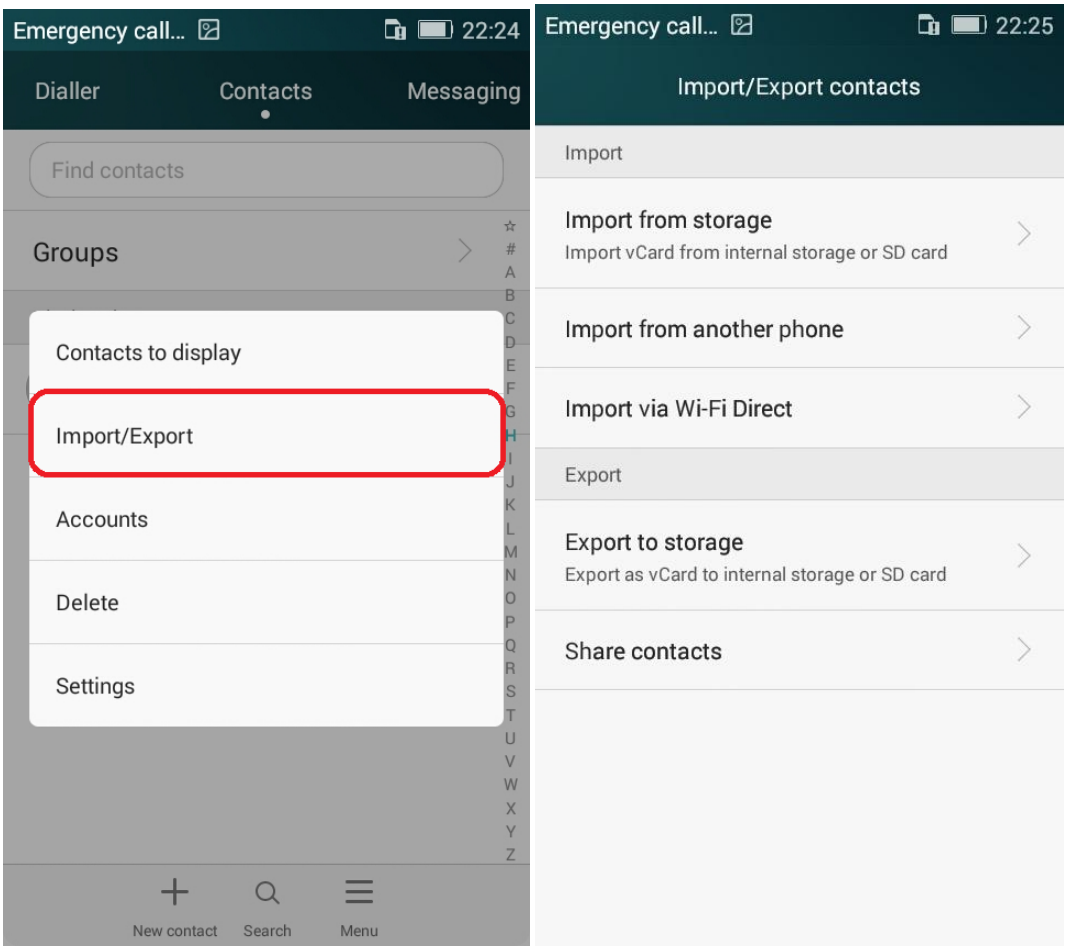




1.7.2 How do I import or export contacts?

On the home screen, touch .

Touch then **Import/Export** and choose an import or export mode.



1.7.3 How many contacts can my phone save?

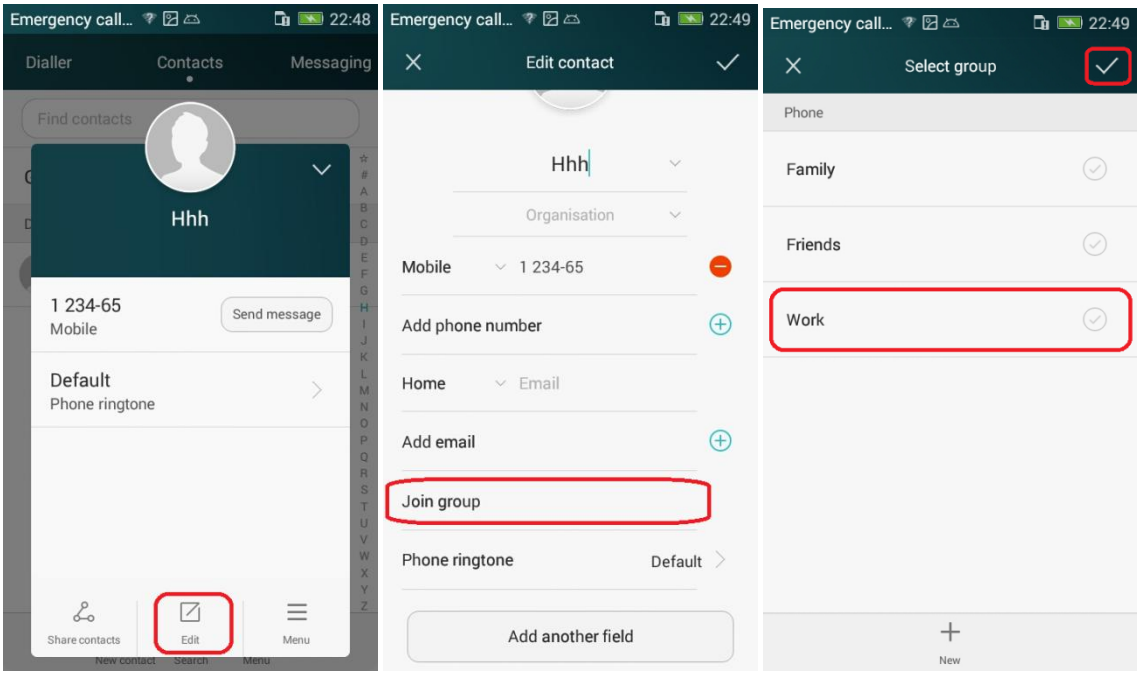
You can save 2000 or more contacts in your phone's internal storage. How many contacts can the SIM card save depends on the SIM card.

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

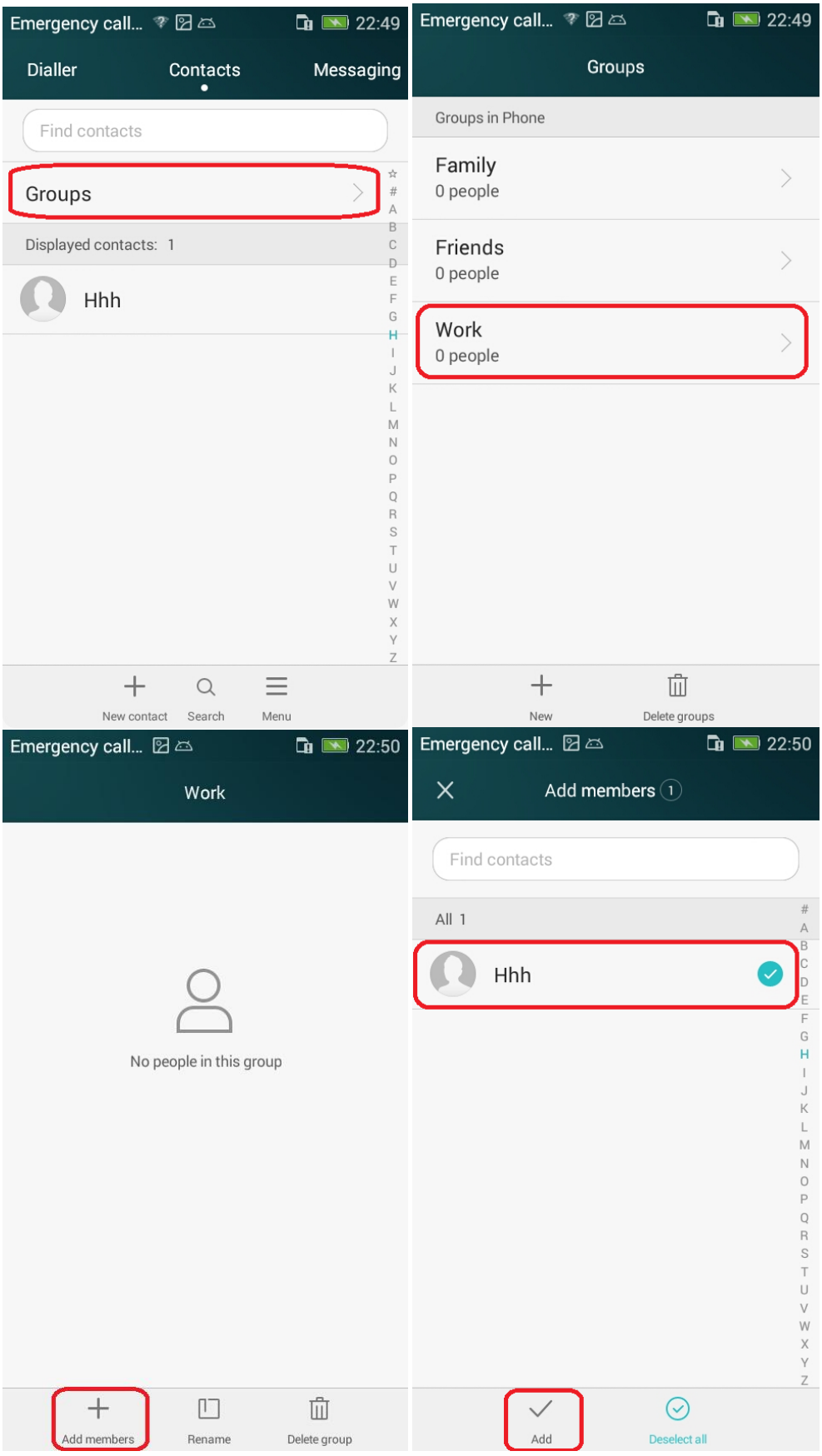
On the home screen, touch .

And then use either of the following methods:

Method 1: On the contact editing screen, touch **Join group** and select a group.



Method 2: In **Contacts**, touch **Groups**, choose a group, and touch **Add members** at the bottom of the screen to add the contact.


Emergency call...
22:49
Dialler
Contacts
Messaging
Find contacts
Groups
Displayed contacts: 1
Hhh
New contact
Search
Menu
Groups
Groups in Phone
Family
0 people
Friends
0 people
Work
0 people
New
Delete groups
Work
No people in this group
Add members
Rename
Delete group
Add members
All 1
Hhh
Add
Deselect all

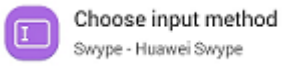
NOTE

You can only add contacts saved to your phone to contact groups.

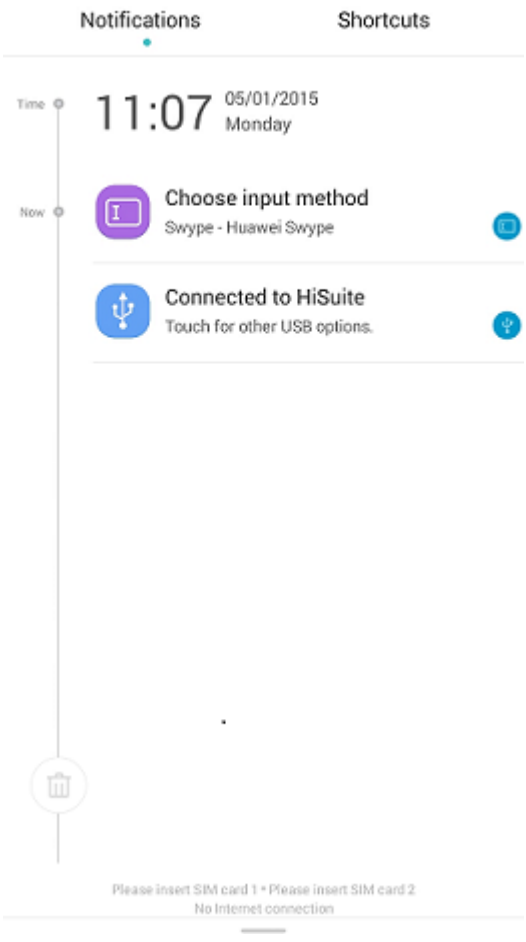
1.8 Text messaging

1.8.1 How do I change the input method when editing a text message?

Create a text message and touch the text field to bring up the onscreen keyboard. The default input method is Huawei Swype. Swipe down on the screen to open the status bar, touch



, and select an input method.



1.8.2 How do I lock a text message in a conversation? How do I delete one or more conversions and text messages?

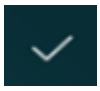
In **Messaging**, touch a conversation to display all messages in the conversation. Touch and hold the message you want to lock. Choose **Menu**. From the displayed options menu, choose **Lock**.

To delete one or more conversations: In **Messaging**, touch and hold the conversation you want to delete. Select more conversations to delete and touch **Delete**.
To delete one or more text messages from a conversation: In **Messaging**, touch a conversation to display all the text messages in that conversation. Touch and hold the text message you want to delete, select more text messages to delete, and touch **Delete**.

1.8.3 How do I forward a message or send a message to multiple recipients?

To forward a text message:
Touch and hold the text message, choose **Forward**, enter a recipient, and send the message.

To send a text message to multiple recipients:

Create a text message, touch , select the desired recipients, and touch  in the upper right corner. You can send a text message to up to 100 recipients at a time.

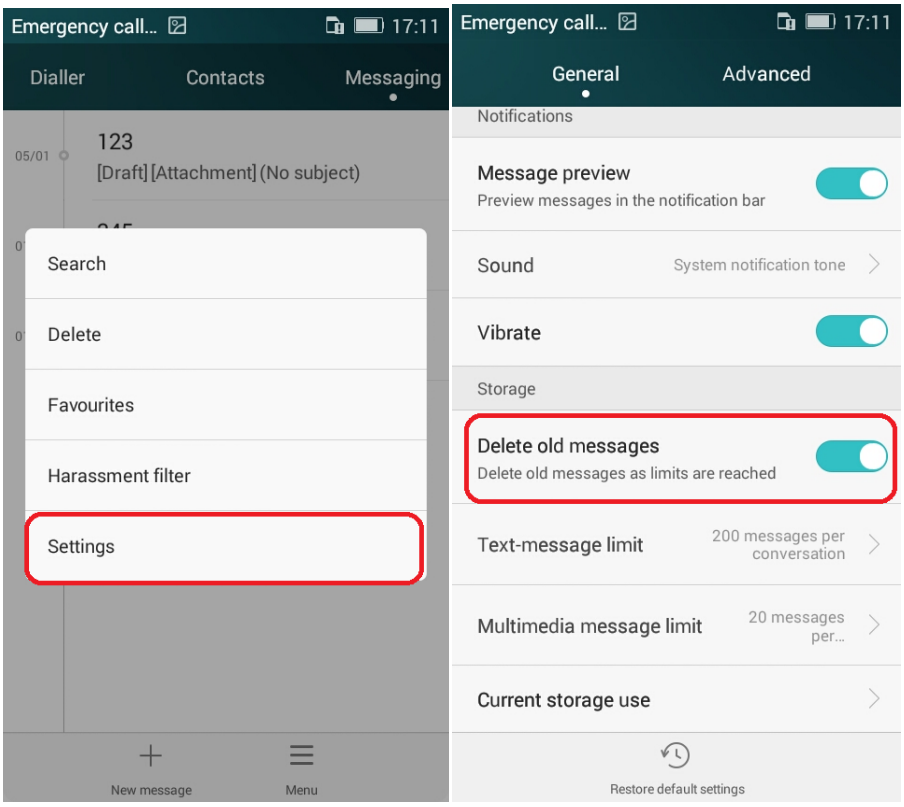
1.8.4 How many Chinese and English characters can be contained in a text message?

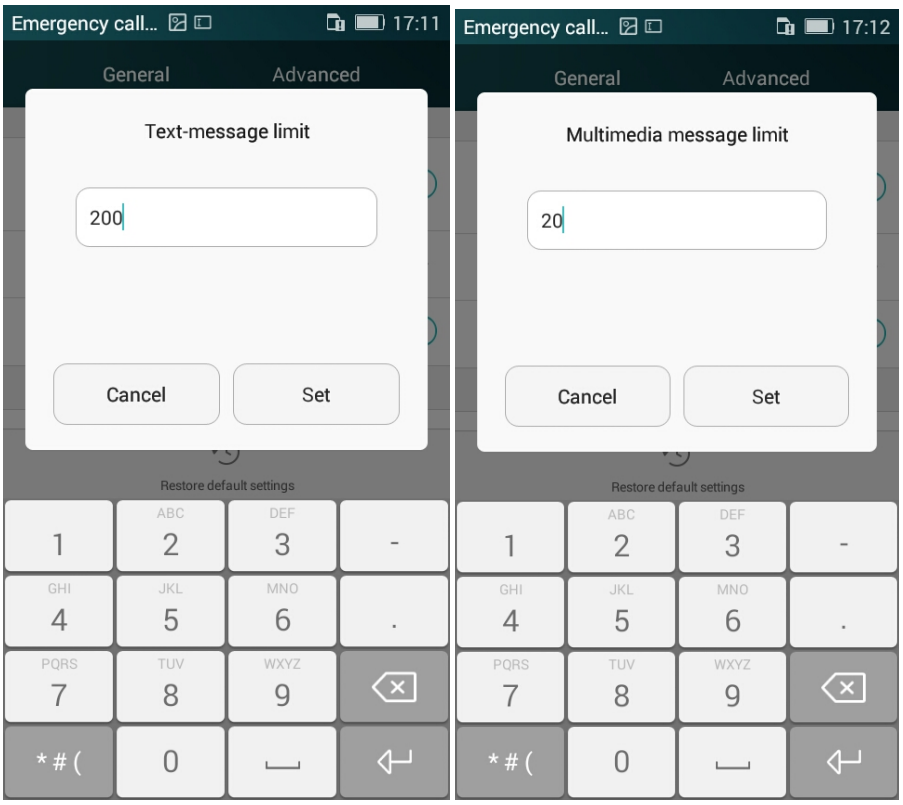
A long message can contain up to 10 pages with a maximum of 670 Chinese characters or 1530 English characters.

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

If **Delete old messages** is turned on, your phone stores a maximum of 200 text messages or 20 multimedia messages per conversation by default. You can change these upper limits, whose values range from 10 to 5,000.

On the **Messaging** screen, touch then **Settings**, select **Delete old messages**. Then you can set the upper limits for text messages and multimedia messages.





NOTE

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

1.8.6 How do I set the SMS center number?

On the **Messaging** screen, touch and choose **Settings** from the displayed option menu.

Choose **Advanced** > **SMS center number,** enter the SMS center number, and touch in the upper right corner.

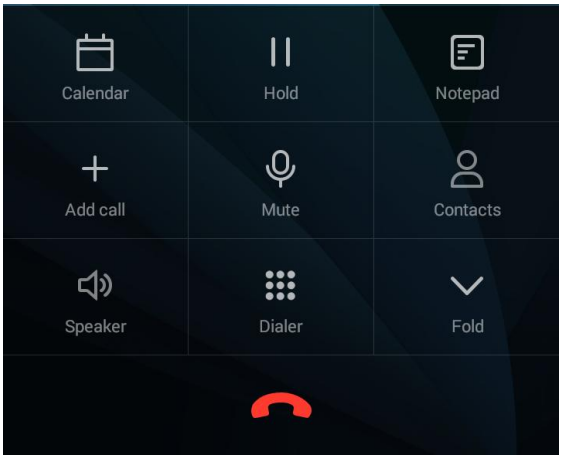
1.9 Calls

1.9.1 Can I record a call? Where is the recording saved?

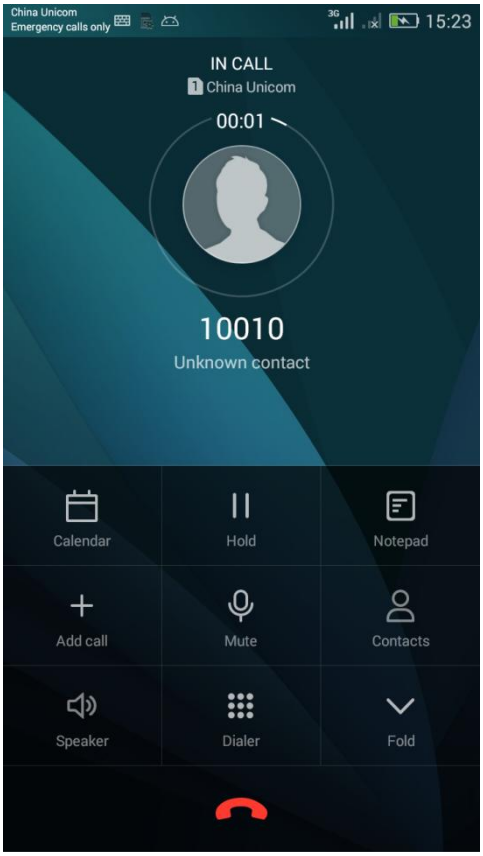
You phone does not support call recording.

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

If you are taking two calls simultaneously on your phone, you have the options shown in the following figure.



To switch between the two calls, touch . To merge the two calls, touch .



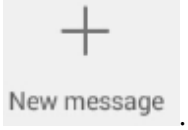
1.9.3 What will my phone display when one card is being used for a call and the other receives a call?

The CHM-U01/CHC-U01/CHC-U23 is a dual card single pass mobile phone. So when one card is being used for a call and the other receives a call, a voice notification will be displayed telling the calling party that your phone cannot be reached for the moment.

This question is not applicable to the CHC-U03, which is a single SIM card phone.

1.10 Multimedia messaging

1.10.1 How do I send a multimedia message?

1. On the home screen, touch .
2. In **Messaging**, touch 

.
3. Enter the recipient and write the message.
4. Touch on the left of the text field, then **Subject**. The message is then converted into a multimedia message.

5. Touch and attach images, audio clips, or videos to the message.
6. Touch **Send**.

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

- Scenario: You may not be able to send a multimedia message when the network is experiencing difficulties or the signal reception is poor.

  Solution: You can try sending it again later.
- Scenario: The message is denied by the network (MMS center).

  Cause: You may not be able to send a multimedia message when the network is busy.

  Solution: You can try sending it again later.
- Scenario: The message is denied by the network (MMS center).

  Cause 1: The recipient number is invalid.

  Solution 1: Check that the recipient number is correct and try again.

  Cause2: The multimedia message exceeds the maximum size (300 KB) allowed by your service provider.

  Solution 2: Delete some content from the multimedia message to make sure it does not exceed 300 KB, and try again.
- Scenario: Your account balance is insufficient.

  Cause: You may not be able to send a multimedia message when your account balance is insufficient.

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

  Cause: You may not be able to send a multimedia message when your phone is running out of available storage space.

  Solution: Free up your phone's storage space and make sure the available storage space is at least 300 KB.

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

If an audio or video file exceeds the maximum size (generally 300 KB) allowed by your service provider, it cannot be attached to a multimedia message. If an image is too large, it will be automatically compressed before being attached to the message. As a result, the resolution of the image attached to the message decreases.

1.10.4 Where are the multimedia message attachments saved?

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

You can save the attachment to the following locations.

- When the default storage location is your phone's internal storage, the attachment is saved to the **Download** folder under **Files** > **Local** > **Internal storage**.
- When the default storage location is the microSD card, the attachment is saved to the **Download** folder under **Files** > **Local** > **SD card**.

1.11 Music

1.11.1 How are my songs sorted?

Albums: Songs are sorted by album.

Artists: Songs are sorted by artist.

All songs: Songs are sorted by name.

Playlists: You can add songs to the playlists you have created.

1.11.2 How do I create a playlist?

1. In **Music**, touch **Playlists** then **Create new playlist**.
2. Name the playlist and touch **Save**.
3. In the displayed dialog box, touch **Add**. Select the desired songs and touch the check icon in the upper right corner.

1.11.3 What playback modes does my phone support?

- **Play in order (by default)**: All audio files in a playlist are played in sequence and stopped after all the files have been played.
- **Shuffle**: All audio files in a playlist are played in a random order and stopped when all the files have been played.
- **Repeat list**: All audio files in a playlist are played in sequence and played in sequence again when all the files have been played.
- **Repeat current song**: The current audio file is played repeatedly.

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

1. To play songs in the background, touch the return or home button when playing a song.
2. To view the lyrics when a song is playing: If the lyrics of a song are saved in the same folder as the song, your phone automatically displays the lyrics while the song is playing. If the lyrics of a song are not saved in the same folder as the song, on the playback screen, slide your finger to display the lyrics.

1.12 Camera

1.12.1 If my phone has no microSD card installed, can I shoot photos or videos?

Yes.

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

1. The file format is not supported.
2. Your phone memory is insufficient.

3. The file is corrupted.
4. The file is copyright-protected (for example, a .dcf file).
5. Your phone does not have sufficient resources. Close some third-party applications, and try again.
6. In some rare cases, unknown errors may occur in your phone's operating system or applications. Restart your phone and try again.

1.12.3 Where are my photos and videos saved by default? Can I change the save location?

- On the viewfinder, touch in the upper right corner of the screen, then

to display the settings menu, touch **Preferred save location**, and then select the microSD card or phone's internal storage as the preferred save location.
- When the save location is the microSD card, you can touch **Files** > **Local** > **SD card** > **DCIM** > **Camera** to view your photos and videos.
- When the save location is your phone's internal storage, you can touch **Files** > **Local** > **Internal storage** > **DCIM** > **Camera** to view your photos and videos.

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

- To edit a photo: In gallery, touch a photo to view it, touch the edit icon below the photo, and then you can rotate or cut the photo.
- You cannot edit videos.
- You cannot add photo frames.

1.12.5 Does my phone support HD videos?

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

1.12.6 Can I disable the shutter sound?

Yes.

On the viewfinder, touch to open the **Settings** menu, and select **Mute**.

1.12.7 How do I toggle between the front and rear cameras?

On the viewfinder, touch on the top of the screen to toggle between the front and rear cameras.

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

Your phone supports the MPEG-4 format. The size of a recorded video depends on the available storage space in your phone.

1.12.9 What photo formats and sizes does my phone support?

The photo format of your phone is JPG by default. The size of a photo depends on the current image resolution and shooting mode.

1.13 Streaming media

1.13.1 Does the phone support flashlight?

Yes.

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

- Your phone stops playing streaming media when you have an incoming call.
- Your phone resumes playing the streaming media after the call ends.
- If the call last for less than 3 minutes, the streaming media automatically resumes playing. Otherwise, manual operation is required.

1.13.3 Why can't my phone play some streaming media?

- The file format is not supported.

  Your phone supports the following audiovisual encoding formats and file formats:
  - Video encoding: MPEG-4, H.263, and H.264
  - Audio encoding: AAC, AMR-NB, AAC+, and MIDI
  - File formats: 3GP and MPEG-4
- The network connection is unstable.
- Your phone does not have sufficient storage.

1.13.4 What might cause poor quality of online streaming media played on my phone?

- The source streaming media is of poor quality.
- The network connection is poor.
- Your phone's hardware may be faulty, for example, the display is damaged. To check whether your phone's hardware is faulty, play a local video for comparison.
- Your phone's available memory is insufficient.
- The CPU usage is high.
- Too many applications are running.
- The power saving mode is not set to normal.

1.13.5 Will simultaneously playing and downloading online streaming media take up my phone's storage space?

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

1.14 Bluetooth

1.14.1 Does my phone support Bluetooth headsets?

Yes.

1.14.2 Can I connect my phone to a Bluetooth USB keyboard or mouse?

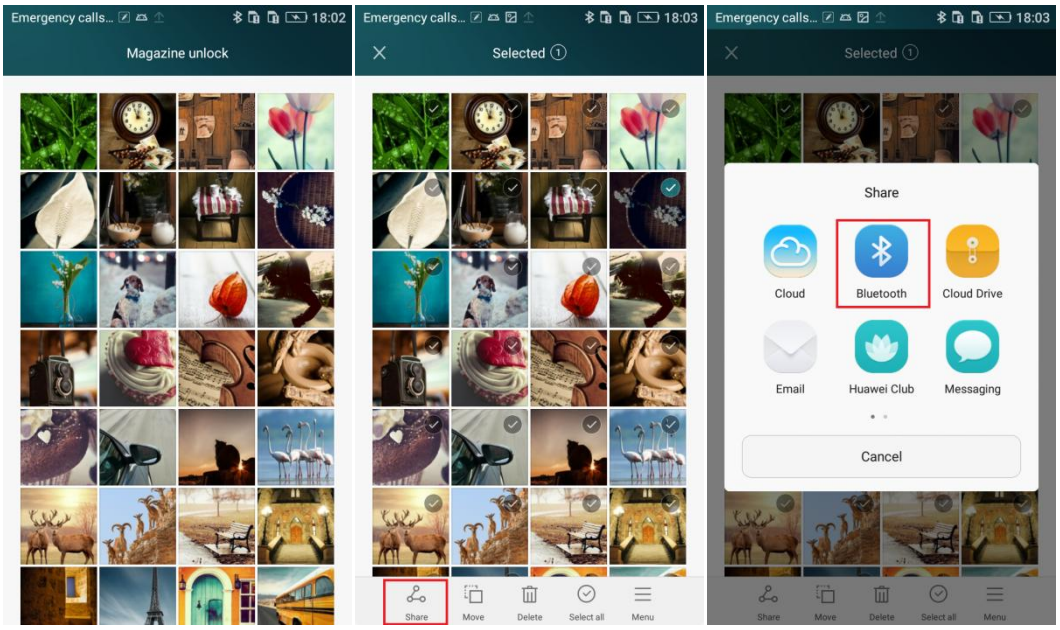
No.

1.14.3 What files can be transmitted using Bluetooth?

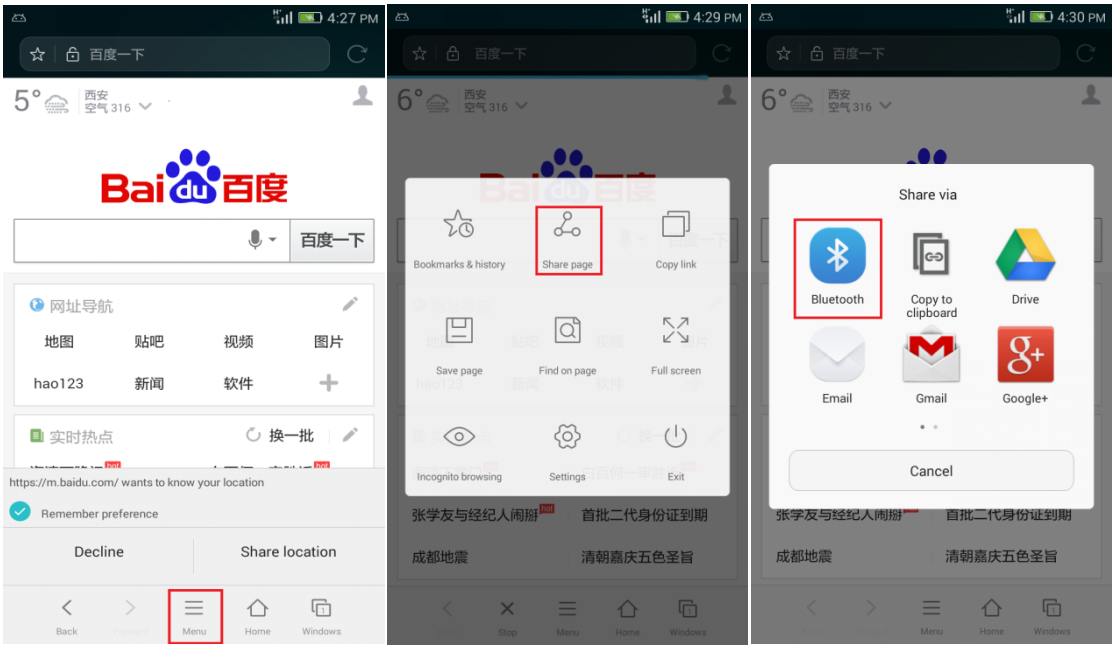
Photos, audio clips, videos, web pages, and contacts can be transmitted using Bluetooth.

1.14.4 How do I send a file using Bluetooth?

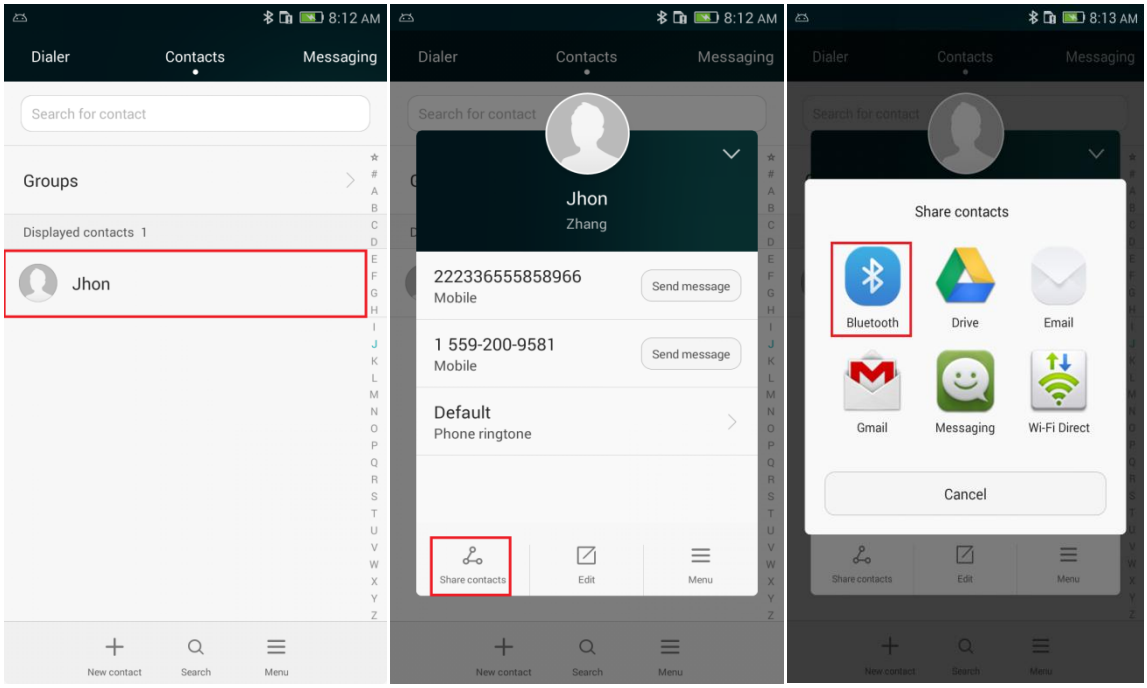
To share a file, go to **Gallery**, touch and hold the file. On the displayed option menu, touch **Share** then **Bluetooth** to send the file.



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

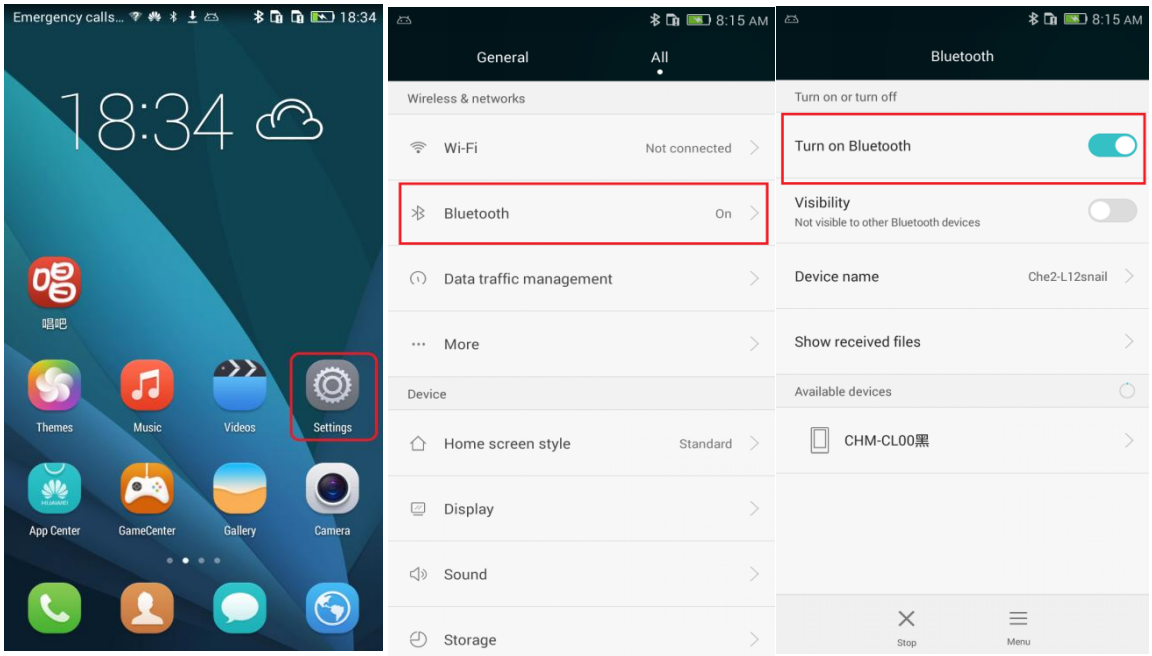


To share a contact, go to **Contacts**, and touch ☰. From the displayed option menu, choose **Import/Export**. Then touch **Share contacts** > **Bluetooth**.

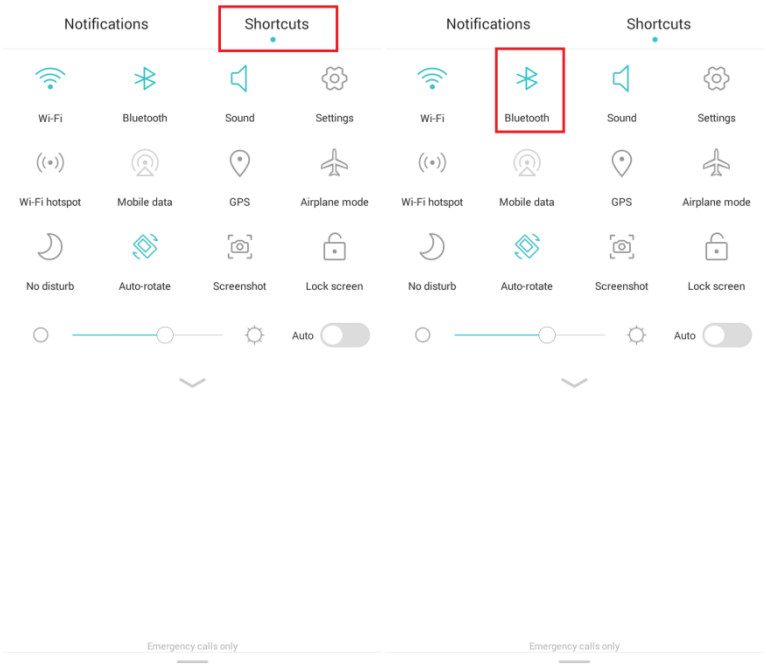


1.14.5 Why can't my phone be discovered by other Bluetooth devices?

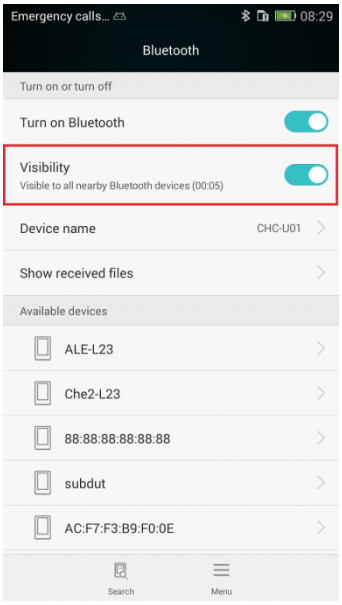
- Bluetooth has been turned off on your phone.
  Solution 1: Go to **Settings** and turn on Bluetooth.



Solution 2: Turn on Bluetooth from the notification panel.



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



- The Bluetooth detection has timed out.

  Solution 1: Touch **Settings** > **Bluetooth**, turn off **Visibility** and turn it back on to recount the detection time. (Refer to the preceding figure.)

  Touch ☰ > **Visibility timeout** and set a longer timeout period.

1.14.6 What is Bluetooth's working range?

The working range is 10 meters.

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

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

- Your phone cannot detect other phones.

  Solution: Check that your phone has Bluetooth turned on and is set to be visible.

- Your phone cannot detect a Bluetooth headset.

  Solution: Check that the headset is set to be visible. For details about how to configure the headset, see the headset's user guide.

- Your phone cannot send files to another phone.

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

1.14.8 Can my computer use my phone's data connection through Bluetooth?

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

Your phone supports Bluetooth games. The method for using this function varies depending on third-party games. The following is for general reference:

1. Open the game and search for other Bluetooth-capable devices.
2. Pair your phone with another device.
3. Start the game.

1.15 GPS navigation

1.15.1 Does my phone support offline navigation? If yes, do I need to install an offline navigation application to the phone?

Yes. Your phone supports offline navigation and you need to install an offline navigation application to your phone.

1.15.2 Does my phone support Google Maps?

Yes.

1.15.3 What navigation application does my phone come with?

Your phone comes with Google Maps.

1.15.4 What can I do if the navigation application experiences data loss?

If the navigation data is lost, enable mobile data or connect your phone to a Wi-Fi network to redownload it.

If the authorization file or activation code is lost, call the customer service hotline of the navigation application.

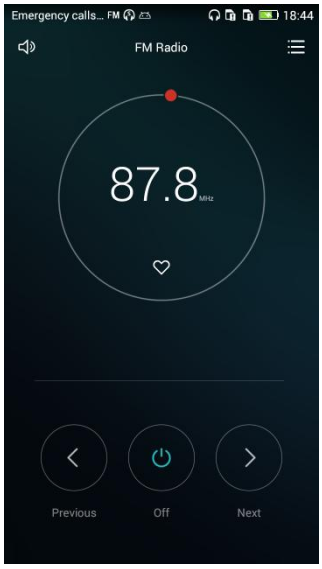
1.15.5 What can I do if the navigation application on my phone cannot receive signals from GPS satellites?

- If you are using the phone indoors, bring the phone outdoors.
- If you are using the phone outdoors, make sure you are not in a built-up area as high buildings may be blocking the satellite signals.

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

Yes, your phone supports FM radio.

To save a manually found channel, turn it on, touch below the current frequency.



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

You cannot download themes to your phone, but your phone supports live wallpapers.

1.18 Does my phone support video calls or video chats?

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

1.19 How do I take a screenshot?

When the screen is not locked, simultaneously press the power and volume down buttons for 2 seconds to take a screenshot.

1.20 Does my phone support flash playback? If no, can I install a third-party flash player for flash playback?

Your phone is not preinstalled with any flash players.

To download a flash player, go to App Center or any video websites that require support from flash players.

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

Your phone's headset adopts the American line order, which is the mainstream line order in the industry.

The headset comes with the hook button for you to answer or end a call as well as to start or stop playing music. It cannot be used to adjust the volume.

1.22 Preinstalled applications and versions

CHC-U01/U03/U23:

CHC-U01 B063.xlsx

CHM-U01:

CHM-U01 B063.xlsx

1.23 microSD card compatibility test

CHC-U01产品TF卡兼容性测试策略_2015

1.24 Basic functions

HUAWEI CHM CHC FAQs.xlsx

1.25 Communication FAQs

Communication FAQs Template.xls

2 Common settings

2.1 Email

2.1.1 How do I configure email settings?

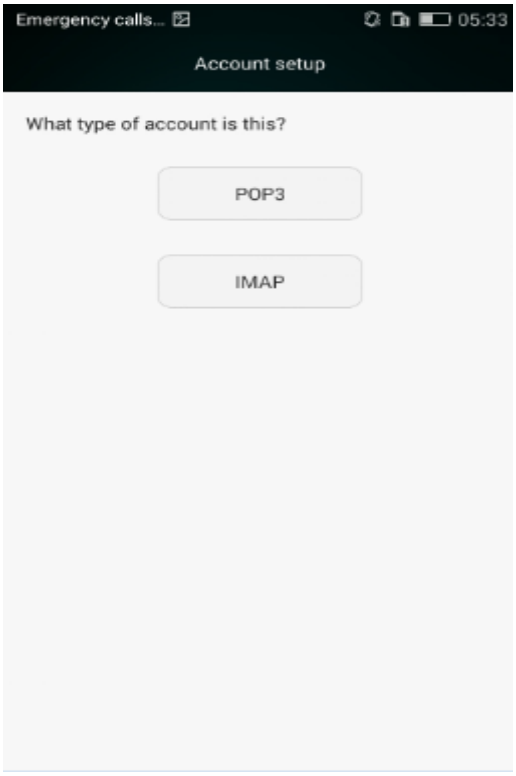
- Adding an email account

  On the home screen, touch **Email** > **Account setup**. An email account can be configured automatically or manually.
  Manual setup

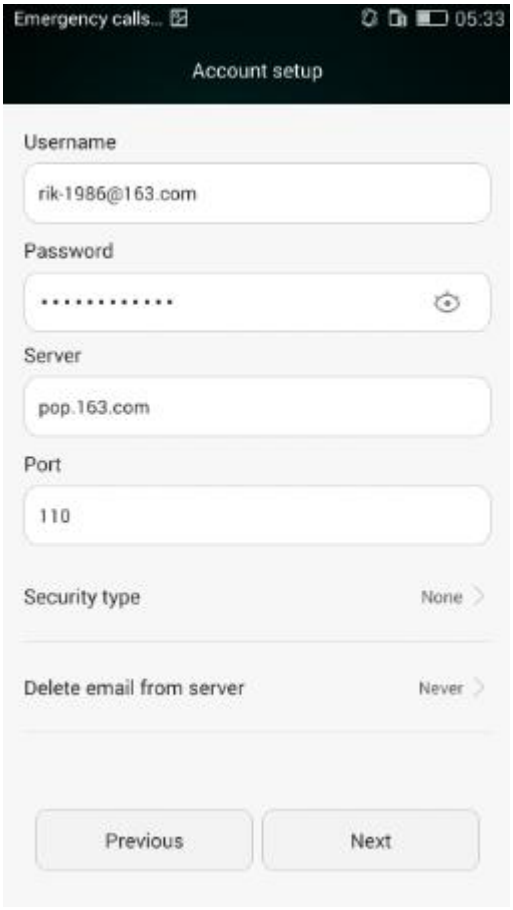
  1 On the **Account setup** screen, enter your email account name and password.

  2 Touch **Manual setup**.

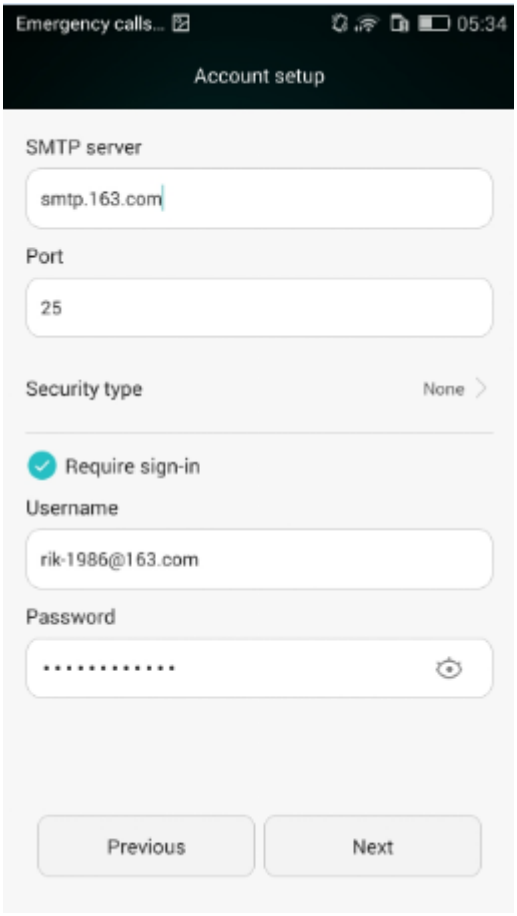
  3 Touch **POP3** to configure the incoming server settings.



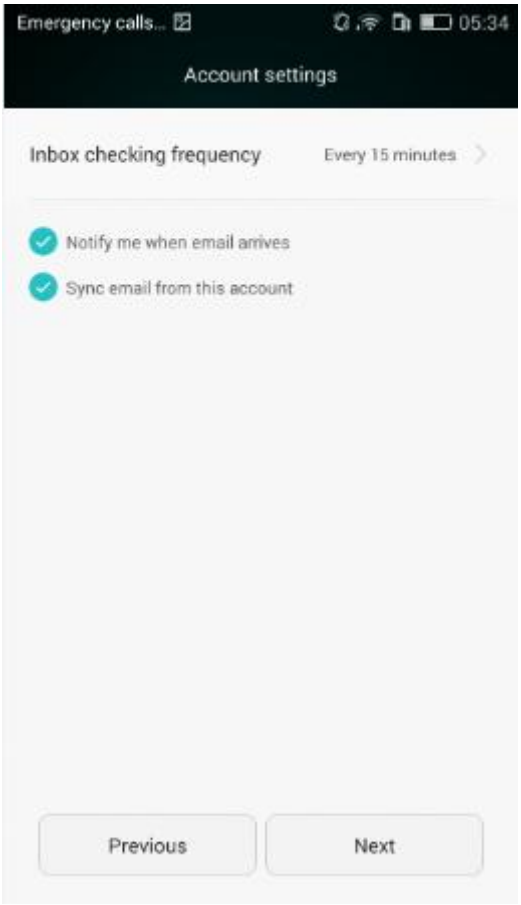
  4 Touch **Next** to configure the outgoing server settings.



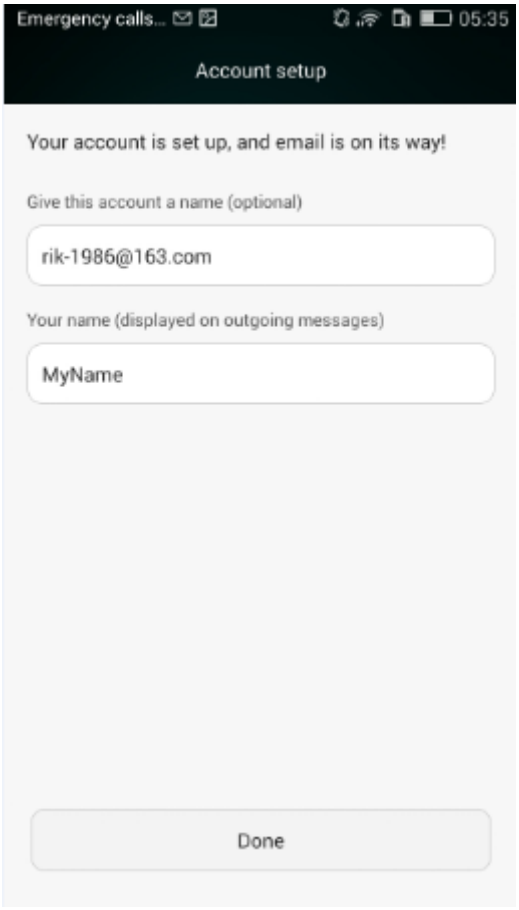
5 Touch **Next** and enter the account name and password to log in to the email.



6 Touch **Next** to configure the email receiving settings, such as the inbox checking frequency.



7 Touch **Next** to name the account and enter your name. Touch **Done** to log in to your email and then access the inbox of the email account.



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

1 On the **Account setup** screen, enter your email account name and password.

2 Touch **Next** to configure the email receiving settings, such as the inbox checking frequency.

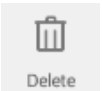
3 Touch **Next** to name the account and enter your name.

4 Touch **Done** to log in to your email and then access the inbox of the email account.

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

- Sending an email

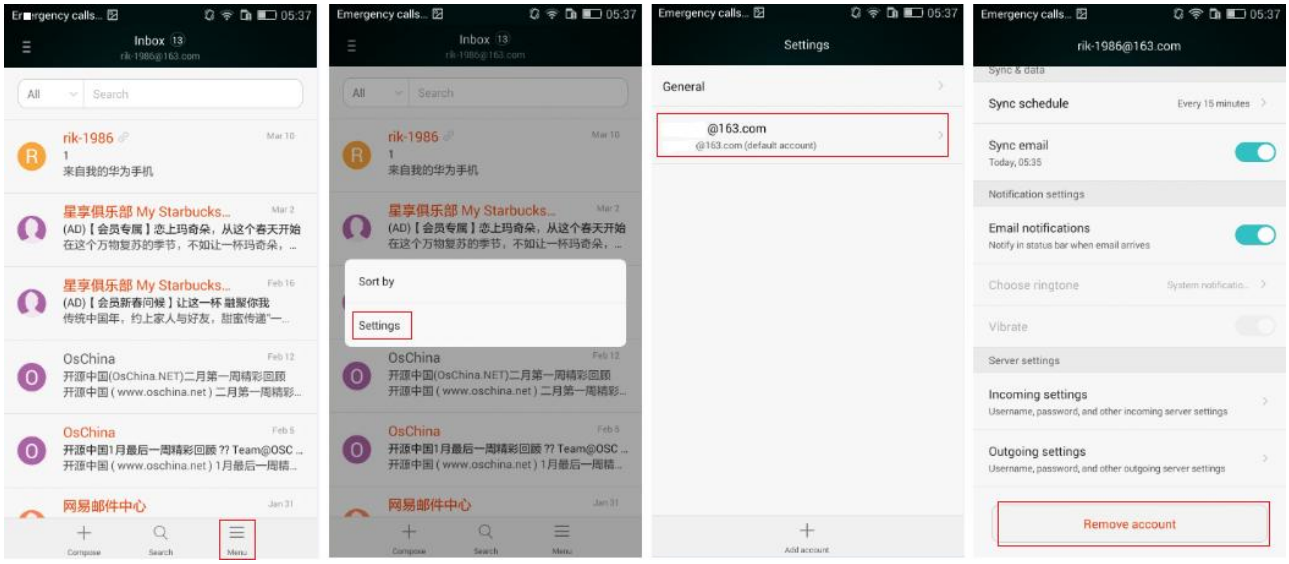
  On the **Inbox** screen, touch the write email icon in the lower left corner, enter the recipient, subject, and email content, and touch the icon in the upper right corner to send the email.

- On the **Inbox** screen, touch an email to view it, or touch 

to delete it.

- Removing an email account

  On the **Inbox** screen, touch the menu button. From the displayed option menu, choose **Settings**. Touch the email account you want to delete. Flick down to the bottom and touch **Remove account**.



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

Yes but only if the emails have been downloaded to your phone.

2.1.3 How do I log in to my Gmail account?

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

2.1.4 How do I synchronize contacts and calendar events?

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

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

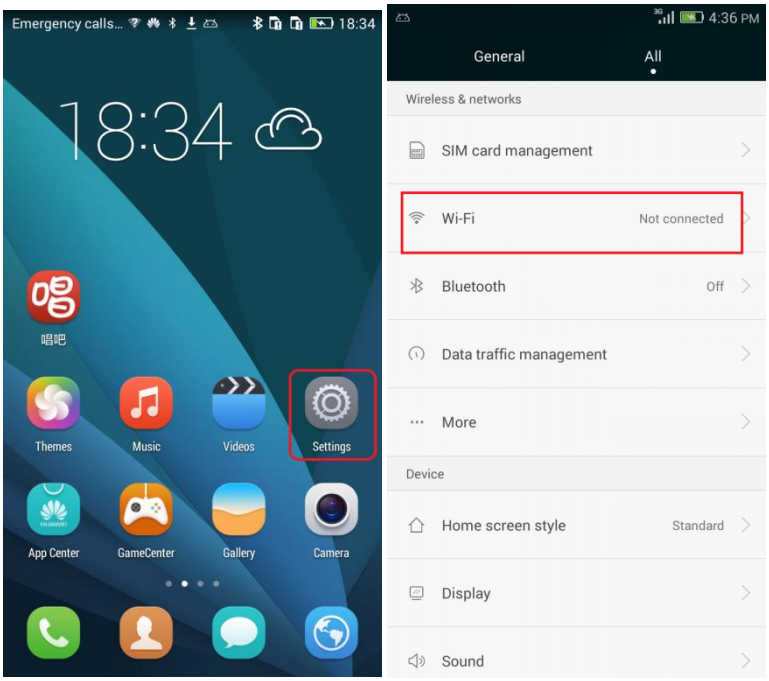
Go to **Settings** and select the account that you want to synchronize. Set the synchronization cycle to **Automatic (push)**.

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

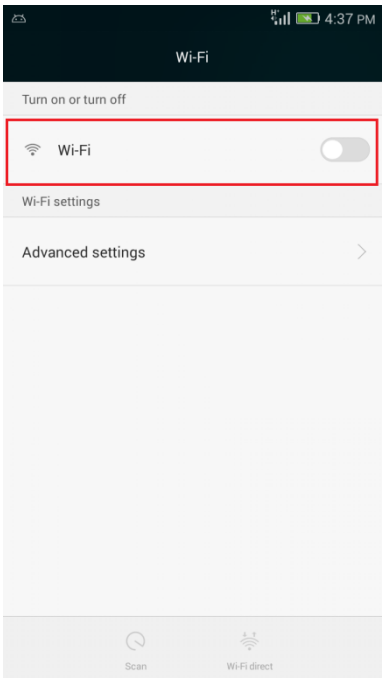
2.2 Wi-Fi settings

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

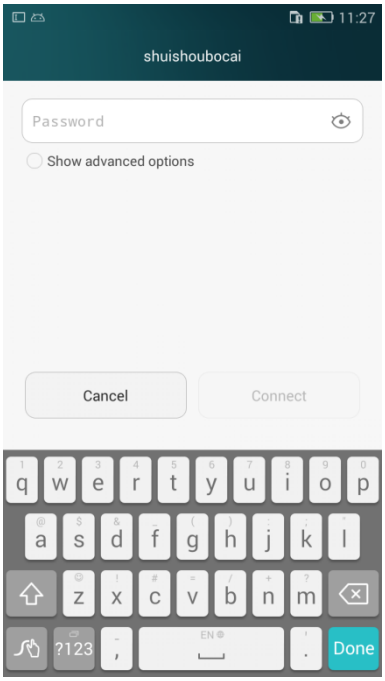
1. Go to **Settings**. Under **Wireless & networks**, touch **Wi-Fi**.



2. Turn on **Wi-Fi** to search for Wi-Fi networks in range.



3. If Wi-Fi is turned on, your phone automatically searches for available Wi-Fi networks. Touch the desired network. In the displayed dialog box, enter the password for the Wi-Fi network and touch **Connect**. After the connection is set up, you will be able to use the Wi-Fi network to access the Internet.



2.2.2 What Wi-Fi protocols does my phone support?

Your phone supports 802.11b/g/n.

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

Possible causes are as follows:

- The x digital subscriber line (xDSL) connection failed. If the hotspot (such as a wireless router) your phone connects to accesses the Internet through xDSL and the xDSL connection fails, the Internet connection is unavailable. Check that the xDSL connection is working properly and try again.
- A domain name service (DNS) problem occurred. For example, if you cannot open web pages but can access App Center, the DNS is not working properly. In this case, on the screen where a static IP address can be set, modify DNS settings.
- The websites that the Wi-Fi hotspot can access are restricted. In this case, your phone cannot be used to browse web pages at those websites.

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

On a device other than your phone, turn on Wi-Fi. If the device also cannot detect any Wi-Fi signals, verify that your router is functioning correctly. If the device can detect Wi-Fi signals, do as follows:

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

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

The Wi-Fi connection is always used first whenever it is successfully set up. If is displayed in the upper right corner of the screen, that means you are using a Wi-Fi connection to access the Internet.

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

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

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

Change the Wi-Fi sleep policy as follows:

Touch **Settings** > **Wireless & networks** > **Wi-Fi**. Then touch **Advanced settings** > **Keep Wi-Fi on during sleep**, and select **Always**.

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

Always: Never disconnect a Wi-Fi connection.

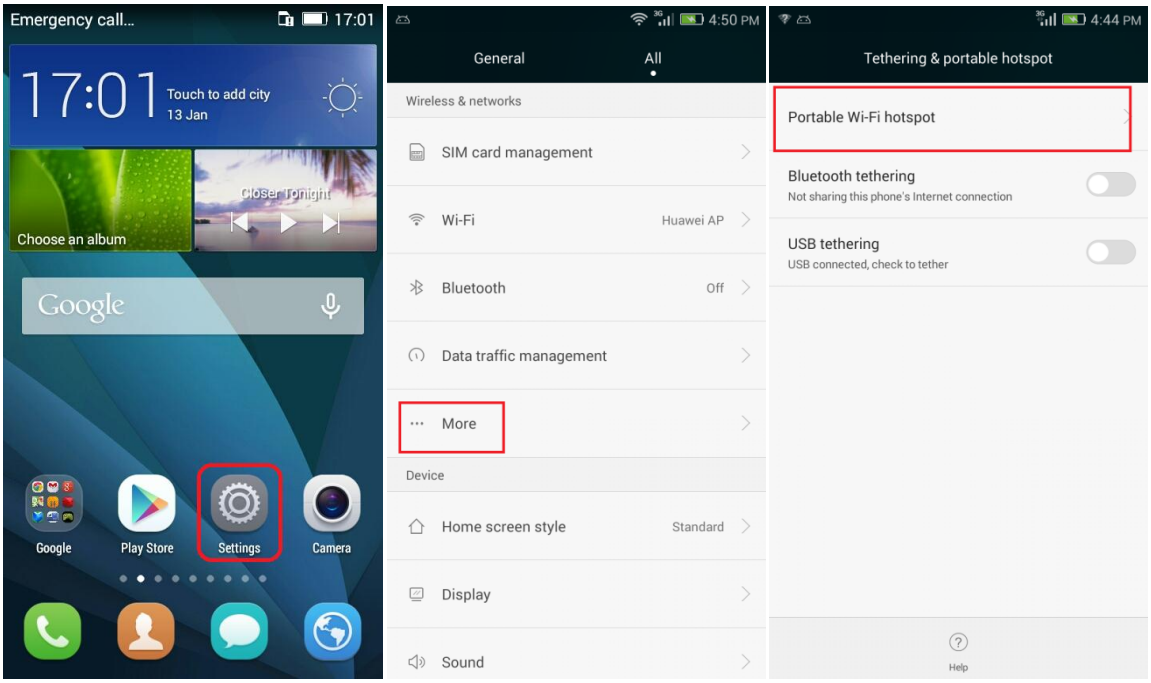
Only when plugged in: The Wi-Fi connection never disconnects when the phone is charging. If the phone is not charging, it disconnects a Wi-Fi connection when it has been idle for 3 minutes.

Never (increase data usage): The Wi-Fi connection disconnects when the phone has been idle for 3 minutes.

2.3 Can I use my phone as a mobile Wi-Fi hotspot and access the Internet from another device using my phone's data connection?

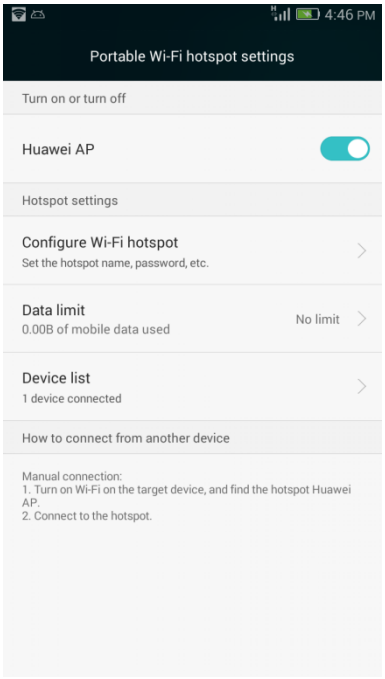
Yes. To activate this, turn on the Wi-Fi hotspot on your phone as follows:

Choose **Settings** > **Wireless & networks** > **More** > **Tethering & portable hotspot** > **Portable Wi-Fi hotspot**.



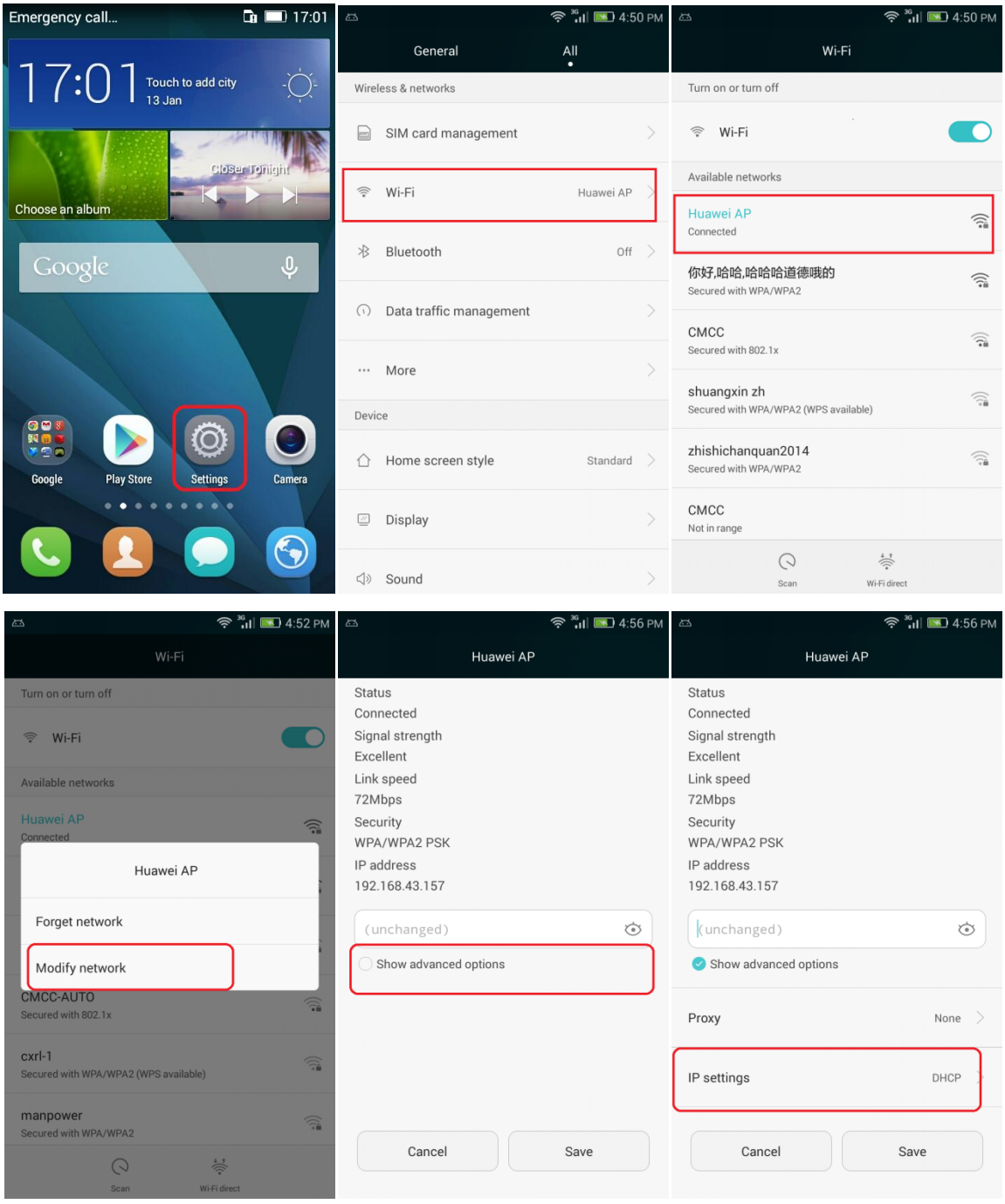
After a device connects to your phone over Wi-Fi, you can access the Internet from that device using your phone's mobile data connection.

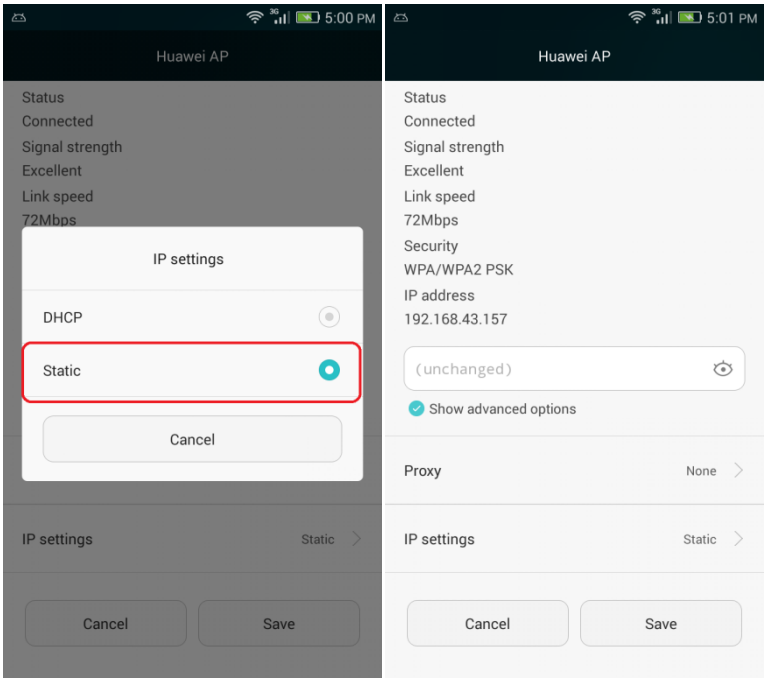
To set the hotspot name and encryption mode, choose **Settings** > **Wireless & networks** > **More** > **Tethering & portable hotspot** > **Portable Wi-Fi hotspot settings**.



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

Touch **Settings** > **Wireless & networks** > **Wi-Fi**. On the **Wi-Fi** screen, touch a hotspot. In the displayed dialog box, select **Modify network** then **Show advanced options**. Touch **IP settings** and select **Static**. Enter the IP address (mostly 192.168.1.*xxx*), gateway address (mostly 192.168.1.1), network prefix length (24), and domain name (DNS address).





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

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

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

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

If a computer provides a wireless network adapter, you can turn on **Portable Wi-Fi hotspot** as follows: Go to **Settings**. Under **Wireless & networks**, touch **More** > **Tethering & portable hotspot** > **Portable Wi-Fi hotspot**. The computer can then connect to your phone over Wi-Fi to access the Internet. Currently, this function is available to computers running Windows.

2.6 Tone settings

2.6.1 How do I set the phone ringtone?

- For the CHC-U03 (support for single SIM card):

Go to **Settings**. Touch **Sound** > **Phone ringtone**. Select the desired ringtone and touch the check icon in the upper right corner.

- For the CHM-U01/CHC-U01/CHC-U23 (support for dual SIM cards):

  Go to **Settings**. Touch **Sound** > **Card 1 phone ringtone**/**Card 2 phone ringtone**. Select the desired ringtone and touch the check icon in the upper right corner.

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

To set vibration for incoming calls: Go to **Settings**. Touch **Sound** then **Vibrate when ringing** or **Vibrate in silent mode**.

To set vibration for messages: Go to **Messaging** and touch **Menu**. From the displayed option menu, choose **Settings**. On the displayed **General** screen, touch **Vibrate**.

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

- For the CHM-U01/CHC-U01/CHC-U23 (support for dual SIM cards):

  Go to **Files**. Touch and hold an audio file and touch **Set as** > **Card 1 phone ringtone**, **Card 2 phone ringtone**, or **Notification ringtone**.

- For the CHC-U03 (support for single SIM card):

  Go to **Files**. Touch and hold an audio file and touch **Set as** > **Phone ringtone** or **Notification ringtone**.

2.6.4 Can I set a ringtone for a contact group?

No.

2.6.5 How do I disable touch sounds?

Go to **Settings**. Touch **Sound** and turn off **Touch sounds**.

2.7 Languages and keyboards

2.7.1 How do I change the system language?

Your phone supports 47 languages, such as simplified Chinese, traditional Chinese (Taiwan), traditional Chinese (Hong Kong), Japanese, and English.

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

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

After installing an input method, you must select the input method as follows: On the home screen, touch **Settings**. On the **All** screen, touch **Language & input**. Select the input method and touch **Default keyboard**, and select the newly installed input method.

2.7.3 How do I change the system font size?

Go to **Settings**, touch **Display** > **Font size**, and then select a font size.

2.7.4 Can I change the system font style? Does WeChat support font style changing?

No.

2.7.5 What text input methods does my phone come with?

Your phone supports **Google keyboard** and **Huawei Swype**.

2.7.6 How do I switch to the stroke input method?

On the message editing screen, touch the text field to bring up the onscreen keyboard. Select **Huawei Swype**. Touch and select a desired handwriting mode.

2.7.7 How do I disable key press vibration?

You can turn off key press vibration only if your phone's **Vibrate on touch** has been turned on. To turn off key press vibration, do as follows:

On the home screen, touch **Settings**. Touch **Sound** > **Vibrate on touch**.

Go back to **Settings**. Touch **Language & input**, then on the right of **Huawei Swype**. From the displayed option menu, choose **Settings** and turn off **Vibrate on keypress**.

2.8 Internet access

2.8.1 How do I set a SIM card as the primary SIM card and the other as the secondary one?

CHM-U01/CHC-U01/CHC-U23: SIM card 1 is the primary card and SIM card 2 is the secondary card. You cannot set the primary and secondary cards yourself.

This question is not applicable to the CHC-U03, which supports single SIM card.

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

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

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

To view a web page in full screen, on the browser screen, touch **Menu** then **Full screen**.

To save a web page to bookmarks, on the browser screen, touch on the left of the address box, and touch .

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

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

2.8.5 Can I log in to my online bank account from my phone?

Yes. It is recommended that you install the online bank client on your phone Logging in to your online bank account using the browser on your phone may fail as some banks' login plug-in can only run in Microsoft Internet Explorer.

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

Touch and hold the image and choose **Save image** from the displayed option menu.

2.8.7 How do I set the home page?

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

2.8.8 How do I save a web page?

Open a web page and touch **Menu**. From the displayed option menu, choose **Save page**.

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

Insert a SIM card into your phone. Your phone will automatically configure the APN settings.

To view the APN settings, go to **Settings** > **Wireless & networks** > **More** > **Mobile networks** > **Access Point Names**.

If the parameter settings are incorrect, touch ≡. From the displayed option menu, choose **Reset to default**.

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

Use either of the following methods:

- Go to **Settings** > **Wireless & networks** > **More** > **Mobile networks**, and select or deselect **Data enabled.**

- In the notification panel, touch to turn on the mobile network. When the mobile network is turned on, changes to . To turn off the mobile network, touch .

2.8.11 How do I view my phone's data service status or disable the data service?

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

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

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

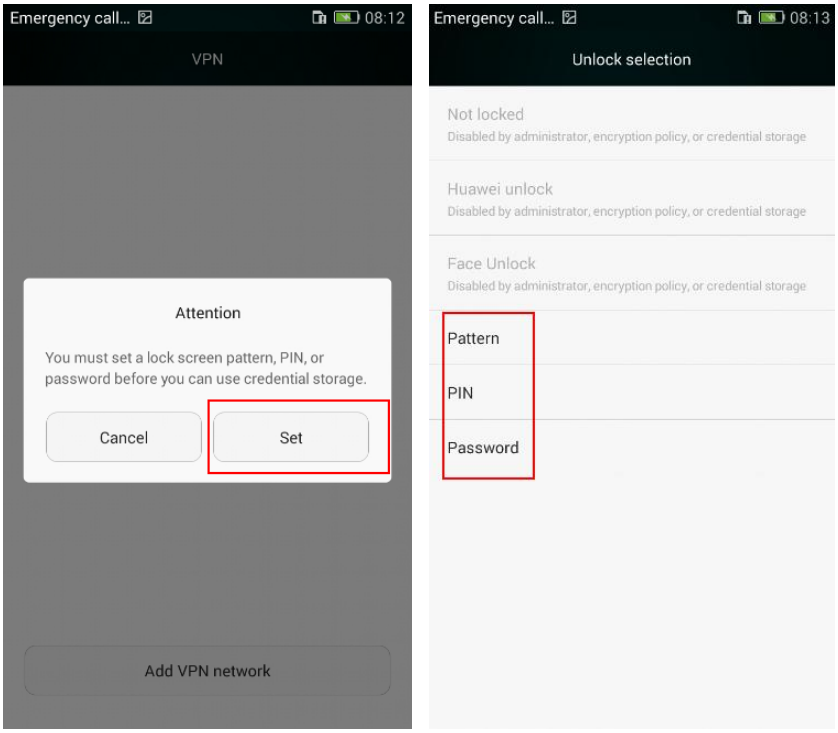
2.8.12 Are there any restrictions on data services?

The CHM-U01/CHC-U01/CHC-U23 supports dual SIM cards. When SIM card 1 is inserted, you can only use the data services on SIM card 1. When SIM card 1 is not inserted or is deactivated, you can use the data services on SIM card 2. Go to **Settings** > **SIM management** > **Default data**. In the displayed dialog box, you can choose to use the data services on SIM card 1 or 2.

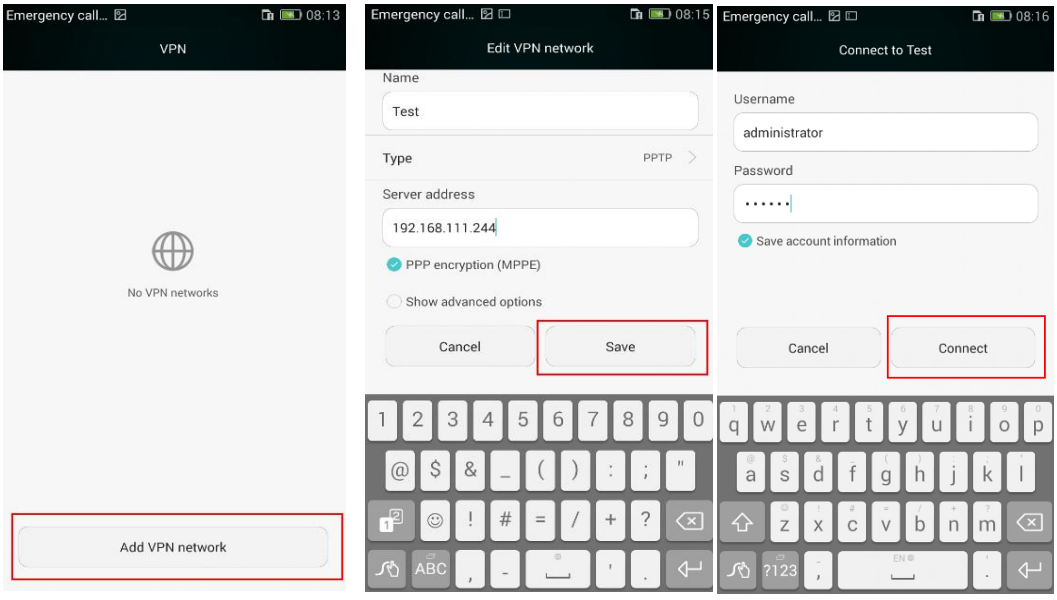
This question is not applicable to the CHC-U03, which is a single SIM card phone.

2.8.13 How do I configure the VPN parameters?

Go to **Settings** > **Wireless & networks** > **More…** > **VPN**. If the "You must set a lock screen, PIN, or password before you can use credential storage." message is displayed, set a lock screen pattern, PIN, or password before adding a VPN network.



Touch **Add VPN network**. On the displayed **Edit VPN network** screen, set the required parameters and touch **Save**. On the displayed screen, enter your user name and password and touch **Connect**.



2.9 Screen lock

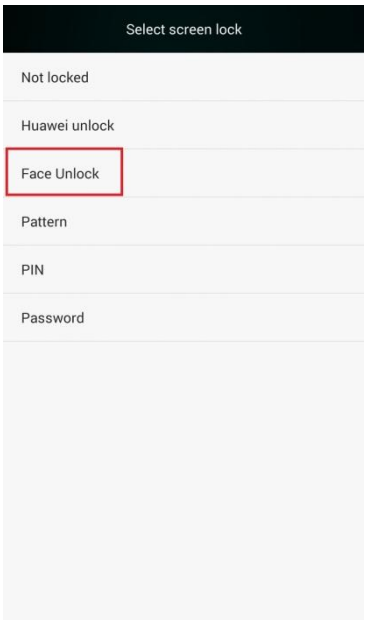
2.9.1 How do I set a screen unlock PIN?

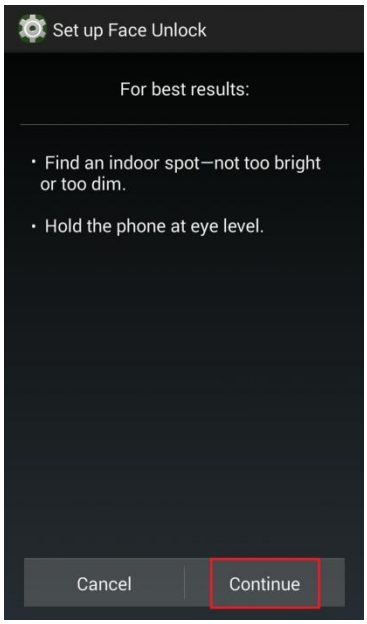
1. Choose **Settings** > **Privacy & security** > **Security** > **Screen security** > **Screen lock** and touch **PIN**.
2. Under **Input your PIN**, enter a PIN.
3. Enter the PIN again and touch **OK**.

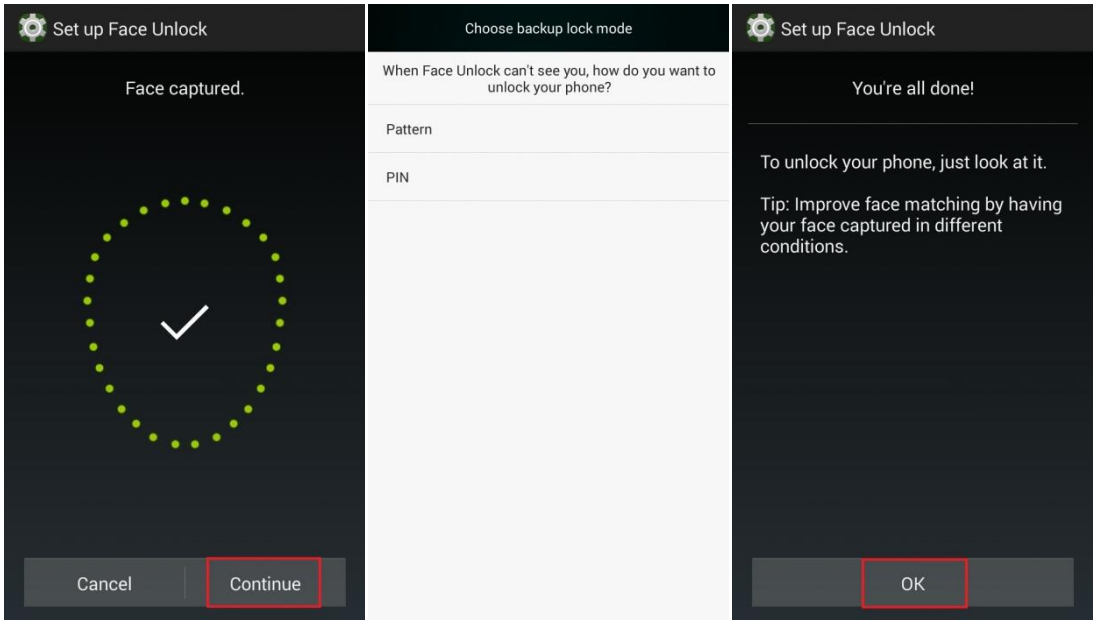
When you power on your phone or press the power button to turn on the screen, the unlock screen is displayed by default. You can then enter the PIN to unlock the screen.

2.9.2 How do I set the face unlock function?

1. Go to **Settings** and touch **Privacy & security** > **Security** > **Screen security** > **Screen lock** > **Face Unlock**.
2. Follow the onscreen instructions, touch **Set it up** then **Continue**. Wait for your phone to identify your face and touch **Continue**.
3. On the displayed **Choose backup lock mode** screen, touch another screen unlock method and set the method. When you are done, touch **OK**.







2.9.3 How do I set a screen unlock pattern?

1. Go to **Settings** and touch **Privacy & security** > **Security** > **Screen security** > **Screen lock** > **Pattern**.
2. On the **Draw an unlock pattern** screen, swipe your finger across the screen to connect four or more dots together in a pattern and touch **Continue**.
3. Draw the pattern again and touch **Confirm**.
4. Enter your backup PIN and touch **Continue**.
5. Enter your backup PIN again and touch **OK**.
6. When you power on your phone or press the power button to turn on the screen, the unlock screen is displayed by default. You can then draw the pattern to unlock the screen.

2.9.4 How many times can I try the screen unlock pattern before my phone becomes permanently locked? Can I unlock the phone by sending an email from my Gmail?

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

If you forget your unlock pattern, touch the backup password button on the screen and enter your backup password to unlock the screen.

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

2.9.5 How do I lock and unlock the screen?

To lock the screen, press the power button.

To unlock the screen, press the power button to turn on the screen and follow the onscreen instructions to unlock the screen, such as entering the PIN or drawing the unlock pattern.

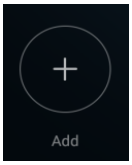
2.9.6 Why doesn't my phone screen turn off after I cover my palm on it?

N/A.

2.10 Alarm

2.10.1 How do I add or remove an alarm?

On the home screen, go to **Clock**.

Touch 

in the lower left corner.

To set the alarm time, touch **Time**.

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

To set a ringtone for the alarm, touch **Ringtone** and select a tone.

To set your phone to vibrate when the alarm goes off, turn on **Vibrate**.

To name the alarm, touch **Label**.

Touch the check icon in the upper right corner.

On the alarm screen, you can find the list of all alarms. Use the slider to turn on or off an alarm.

Touch and hold an alarm. In the displayed option menu, touch the delete icon (red) to delete the alarm.

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

Yes.

2.11 Applications

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

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

2.11.2 How do I download third-party applications?

You can download third-party applications using Google's Play Store or the browser.

2.11.3 Can I change the default installation location for applications?

Yes. On the home screen, go to **Settings**. Touch **All** > **Storage** > **Default location**. Then select a default storage location. The installation location for Android applications is determined by android:installLocation attribute of the application. It does not change with the default installation location.

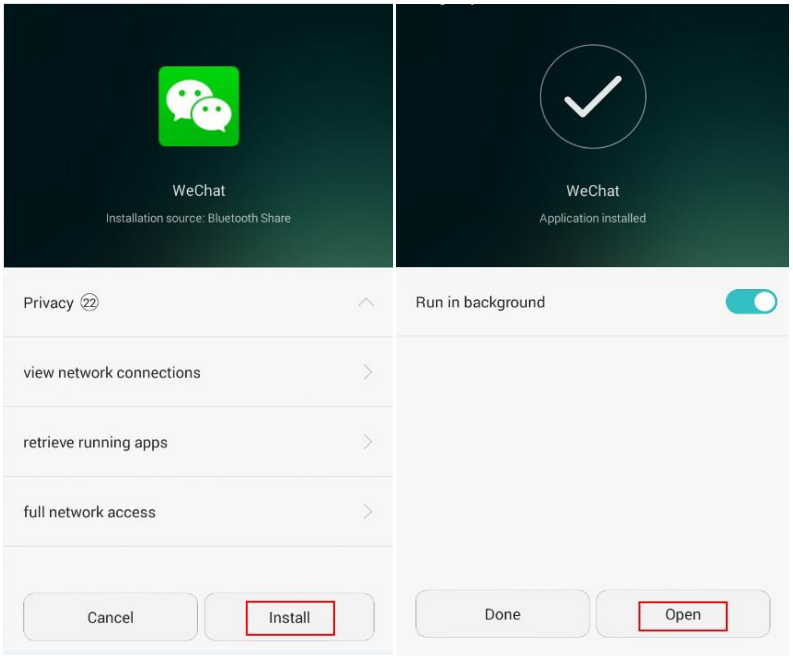
2.11.4 How do I install, manage, and uninstall applications?

- Installing applications

  Before installing, managing, or uninstalling applications: Go to **Settings** and touch **Security**. On the displayed screen, select **Unknown sources**.

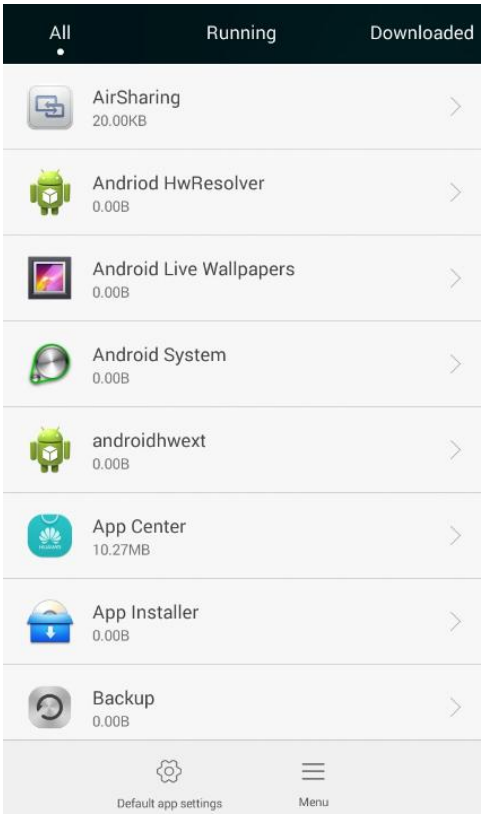
  Method 1: Go to App Center, download the application you want to install, and follow the onscreen instructions to install it.

  Method 2: Copy the .apk file corresponding to the application you want to install to your phone's internal storage or the microSD card. Go to **Files**, find the .apk file and touch it to install the application.



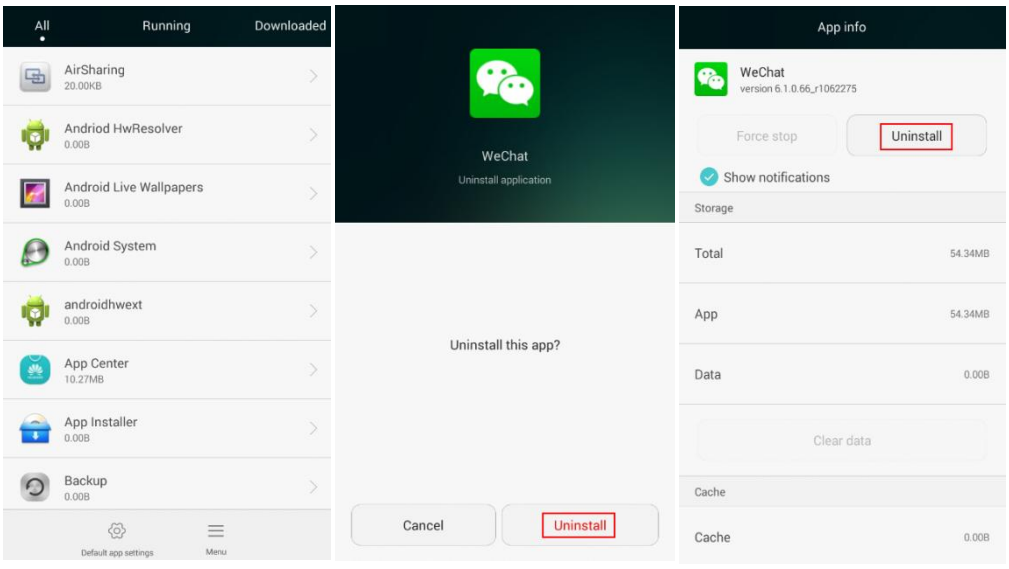
- Managing applications

  On the home screen, go to **Settings**. Touch **Manage apps** > **ALL**. On the **ALL** tab where all applications installed on your phone are listed, touch an application to perform desired operations.



- Uninstalling applications

  On the home screen, go to **Settings**. Touch **Manage apps**, select the application you want to uninstall, and touch **Uninstall**.



2.11.5 What can I do if I can't install an application?

Cause 1: Your phone's storage space is insufficient. If this happens, uninstall some applications that you no longer use or delete some files from **Files**.

Cause 2: The application may not be compatible with your phone system version. Your phone is running Android 4.4.

2.11.6 Does my phone support photo shooting using remote control? If yes, how do I download and install the application that supports such a function?

No. your phone does not support photo shooting using remote control.

2.11.7 Does my phone support AirSharing? If yes, how do I download and install the application that supports such a function?

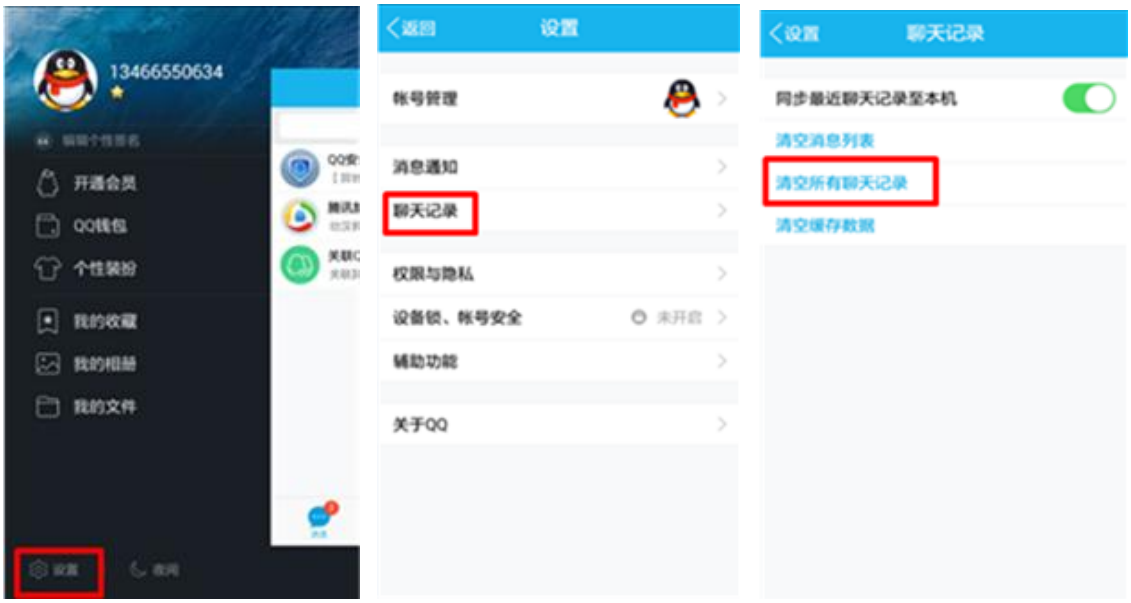
No. your phone does not support AirSharing.

2.12 Third-party applications

2.12.1 Does my phone support background QQ and QQ videos? Can I send images and download chat records? How can I clear the chat records of a certain QQ account?

- Your phone supports background QQ and QQ videos.
- The latest QQ version supports sending images and downloading chat records.

For example, in QQ 5.0, to clear the chat records, on the chat screen, swipe right and touch **Settings** > **Chat records** > **Clear all records**.



2.12.2 Can I install third-party applications to a microSD card? If so, will running these third-party applications take up my phone's storage?

Yes, you can install third-party applications to a microSD card. Some temporary data will be saved to your phone's memory when these applications run, which is normal.

2.12.3 Does my phone support online banking transactions?

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

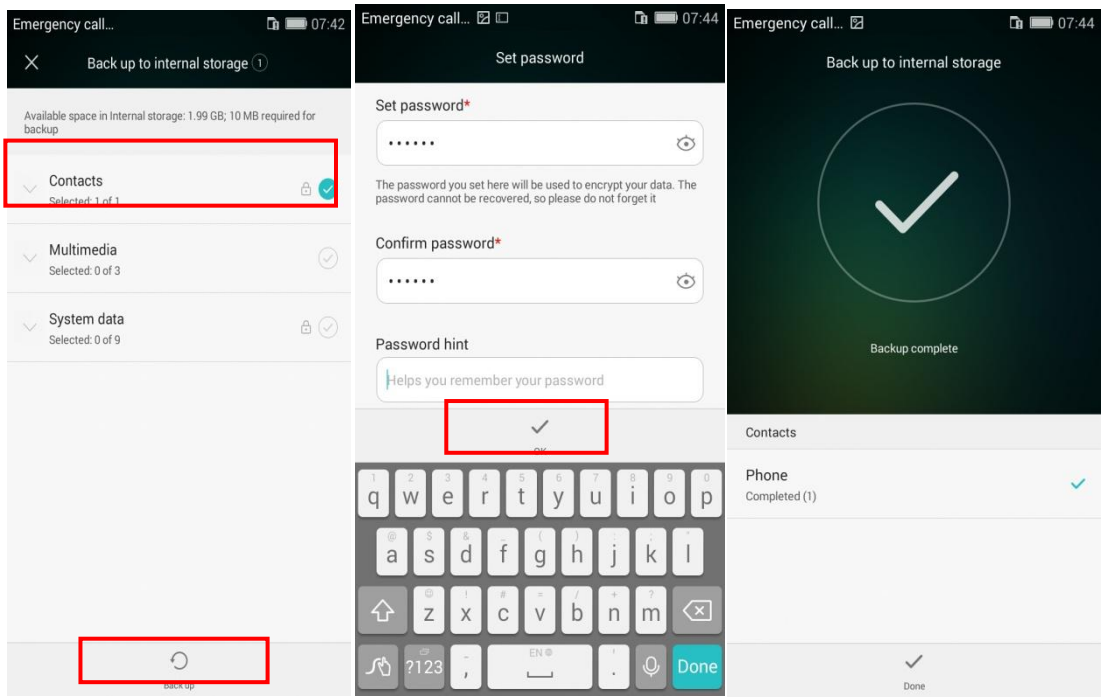
2.13 Backup and restoration

2.13.1 How do I back up and restore contacts?

- Backup

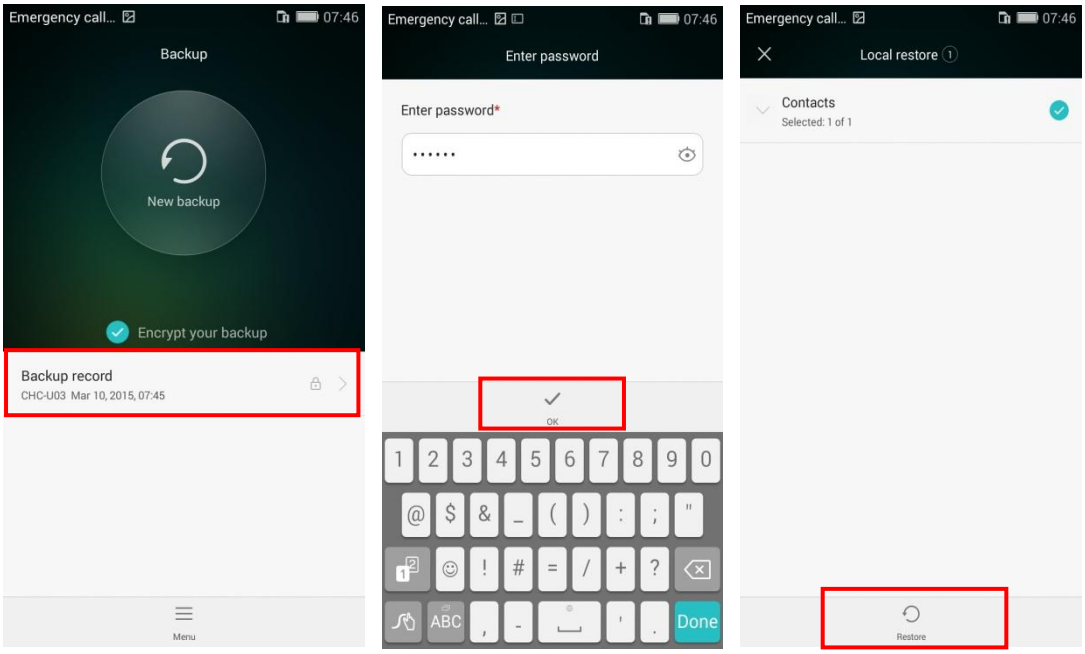
  On the home screen, touch **Tools** > **Backup**. In the upper section of the screen, touch **New backup**. Select **Contacts** and touch **Back up**.

  If your phone has an external microSD card, the backup data is stored in the **Huaweibackup** folder in the microSD card's root directory. If your phone has no external microSD card installed, the backup data is stored in the **Huaweibackup** folder in the root directory of your phone's internal storage.



- Restoration

  Select a backup file, enter the password, and touch **OK**. Then select **Contacts** and touch **Restore**.



2.13.2 Can I back up my contact groups?

Yes.

2.13.3 What data can be backed up on my phone?

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

2.13.4 What data can be restored on my phone?

You can restore your contacts, messages, calendar events, and applications.

2.13.5 Does my phone support cloud services?

No.

2.13.6 Does my phone support cloud backup and restoration?

No.

2.14 Manage apps

2.14.1 What can Manage apps do?

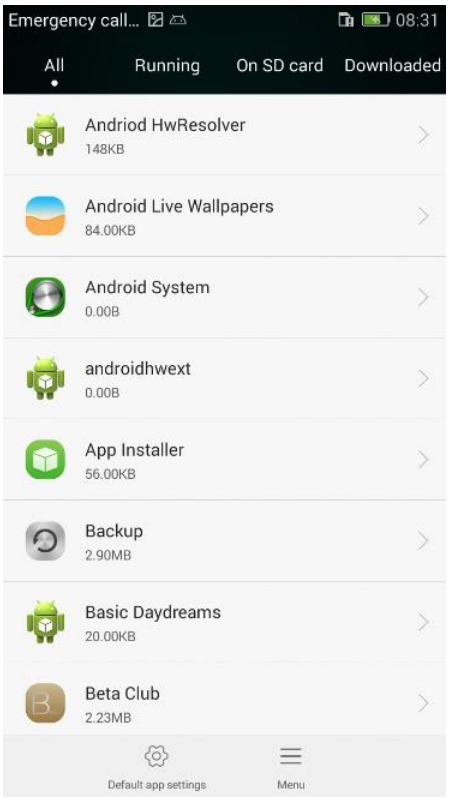
Manage apps enables you to view and manage downloaded, running, or all applications, as well as clear cache.

2.14.2 How do I access Manage apps?

On the home screen, touch **Settings** then **Manage apps**.

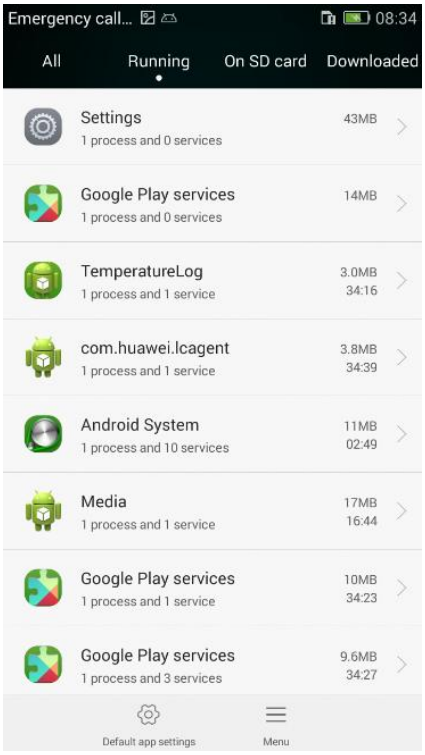
2.14.3 What does the Manage apps screen look like?

- In the upper part, you can switch between the following four tabs: **All**, **Running**, **On SD card**, **and Downloaded**.
- In the middle part, you can see a list of applications.
- In the lower part, you can see **Default app settings** and **Menu**.

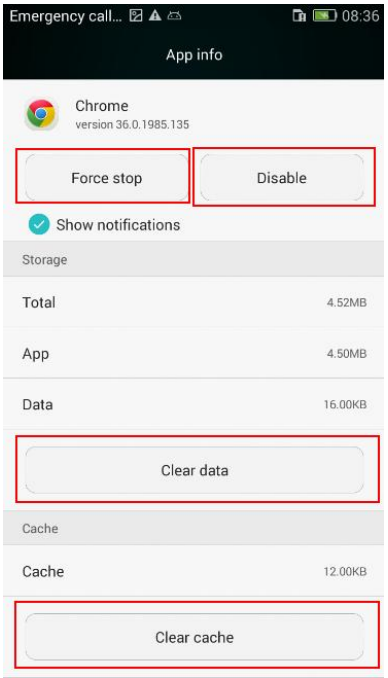


2.14.4 How do I manage a specific application using Manage apps?

- In the upper part, you can switch to the desired tab (application list): **All**, **Running**, **On SD card**, and **Downloaded**.



- Touch an application, on the displayed screen, you can perform operations on the application, including **Force stop**, **Disable**, **Clear data**, and **Clear cache**.



2.15 Does my phone come with Security Guard?

No.

2.16 Does my phone support the blacklist function of Security Guard?

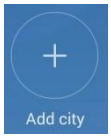
No.

2.17 How do I configure the weather settings?

On the home screen, go to **Widget**. Touch **Weather** to access it.

On the displayed screen, flick your finger left or right to view the weather of different cities.

To refresh the weather information, drag down on the screen.

To manage cities, touch in the upper right corner. You can then touch and hold a city to delete it or touch 

to add a city.

To configure other weather settings, touch **Settings** at the bottom of the same screen. You can then set the temperature unit, whether tones are displayed, auto update, and update interval.

To set the current location and resident city, touch the home screen weather button at the bottom of the same screen.

2.18 What are the developer options?

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

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

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

Yes.

To do so: On the home screen, go to **Settings**. Touch **All** > **Date & time**. Turn on **Automatic date & time** and **Automatic time zone**.

2.20 How do I use my phone as a USB flash drive?

You can connect your phone to a computer using a USB cable to view content in the microSD card but not the internal storage.

Media device (MTP): MTP stands for Media Transfer Protocol. In this mode, you can synchronize media files between your phone and a computer that supports MTP.

USB flash drive mode: If a microSD card is inserted into your phone, you can use your phone as a USB flash drive and transfer files between your microSD card and computer.

PC Suite (HiSuite): In this mode, you can use HiSuite on your computer to manage photos, songs, messages, contacts, and applications on your phone.

Charge only: In this mode, you can use a computer to charge your phone.

Note: When your phone is connected to a Mac in MTP mode, you can manage files on your phone, but the dial-up connection function on the Mac is currently unavailable.

2.21 How do I free up internal storage space?

Delete unwanted files as follows:
On the home screen, go to **Files**. Touch and hold the file or folder you want to delete and choose **Delete** from the displayed option menu.

2.22 How do I adjust the screen brightness?

On the home screen, go to **Settings**. Touch **All**. Under **Device**, touch **Display**. Under **Screen**, touch **Brightness**. Select **Automatic brightness** or manually drag the brightness slider.

In the notification panel, drag the brightness slider or turn on or off **Automatic brightness**.

2.23 Does my phone have key backlight?

No.

2.24 How do I turn on or off airplane mode?

1. On the home screen, go to **Settings**. Under **Wireless & networks**, touch **More**. Then turn on or off **Airplane mode**. In airplane mode, your mobile network will be unavailable.
2. Go to the notification panel and turn on or off **Airplane mode**.
3. Press and hold the power button and choose **Airplane mode** from the displayed option menu.

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

1. On the home screen, go to **Settings**. Under **Privacy & security**, touch **Backup & reset**. On the displayed screen, touch **Factory data reset** under **Personal data**.
2. Touch **Reset phone**.

2.26 How does my phone enter or exit safe mode?

Enabling safe mode:

When your phone is powered on and the screen in turned on, press and hold the power button until the option menu is displayed. Touch and hold **Power off** until the **Reboot to safe mode** dialog box is displayed. Touch **OK**.

Exiting safe mode:

Restart your phone.

2.27 Does my phone support HiSuite?

Yes. To use HiSuite, download it online.

2.28 Does my phone support HDMI?

No.

2.29 Does my phone support TV-out?

No.

2.30 Does my phone support OTG?

No.

2.31 Is my phone provided with a status indicator?

Yes.

2.32 Can I use other power adapters than the provided one to charge my phone?

Yes. Your phone has a charging protection circuit. Nevertheless, it is recommended that you use the power adapter provided with your phone, because non-standard power adapters may generate excessive current that shortens your battery's life span or insufficient current that prolongs the charging time.

2.33 What are the features of my phone?

- **Simple but delicate design**

  76% screen-to-body ratio and silky rear cover

  8.8 mm thin
- **64-bit octa-core high-speed processor**

  A53 architecture and 28 nm manufacture process
- **13 MP BSI HD rear camera**

  F2.0 wide aperture and 5P lens

  Burst mode, audio control, audio photos, all-focus mode, and watermarks
- **Honor DNA**

  Ultra long battery life, ultra strong signal reception, and ultra high quality
- **Easy to use**

  Huawei EMUI 3.0 (on Android 4.4)

  Standard and simple UI switch at the touch of a button
  Comprehensively improved multi-task processing capabilities

3 Others

3.1 Does my phone support the quick calling function when the screen is turned off?

No.

3.2 Does my phone support multi-screen interaction?

Yes.

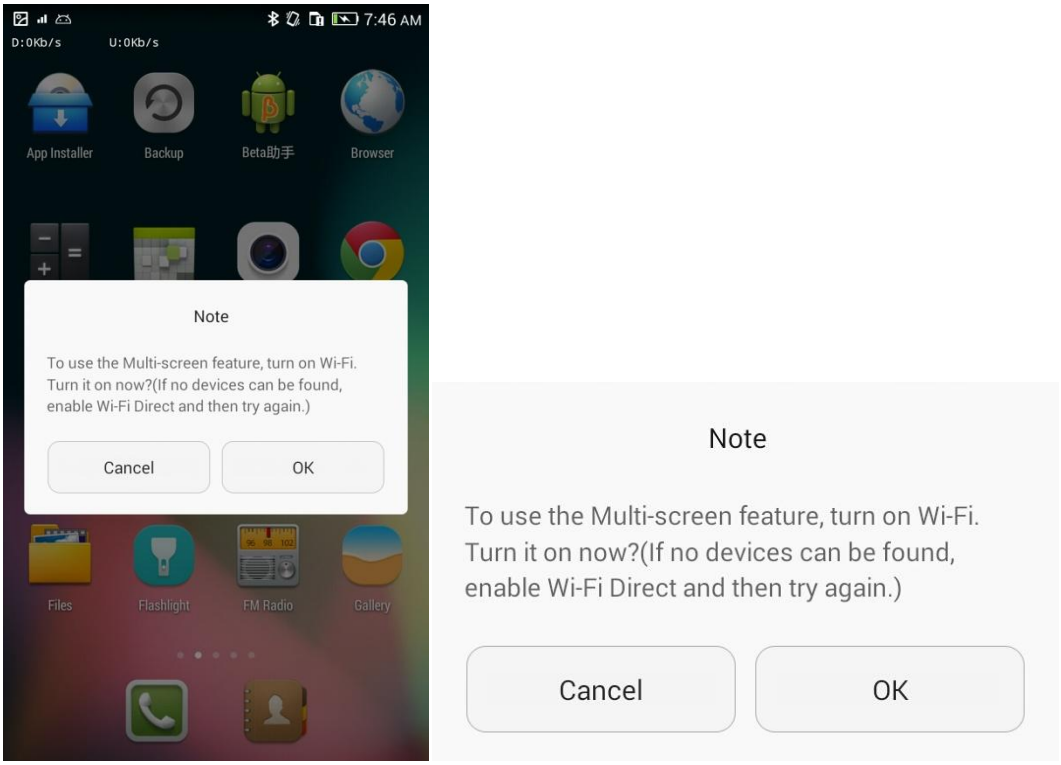
3.2.1 How do I enable multi-screen interaction?

Unlock your phone, flick down from the top of the screen to open the shortcuts menu, and then touch **Multi-screen**.

3.2.1.1 How do I enable multi-screen interaction when Wi-Fi is turned off on my phone?

A note will be displayed to ask you to turn on Wi-Fi. Touch **OK** and the **Settings** screen will be displayed where you can turn on Wi-Fi and connect your phone to a Wi-Fi network.

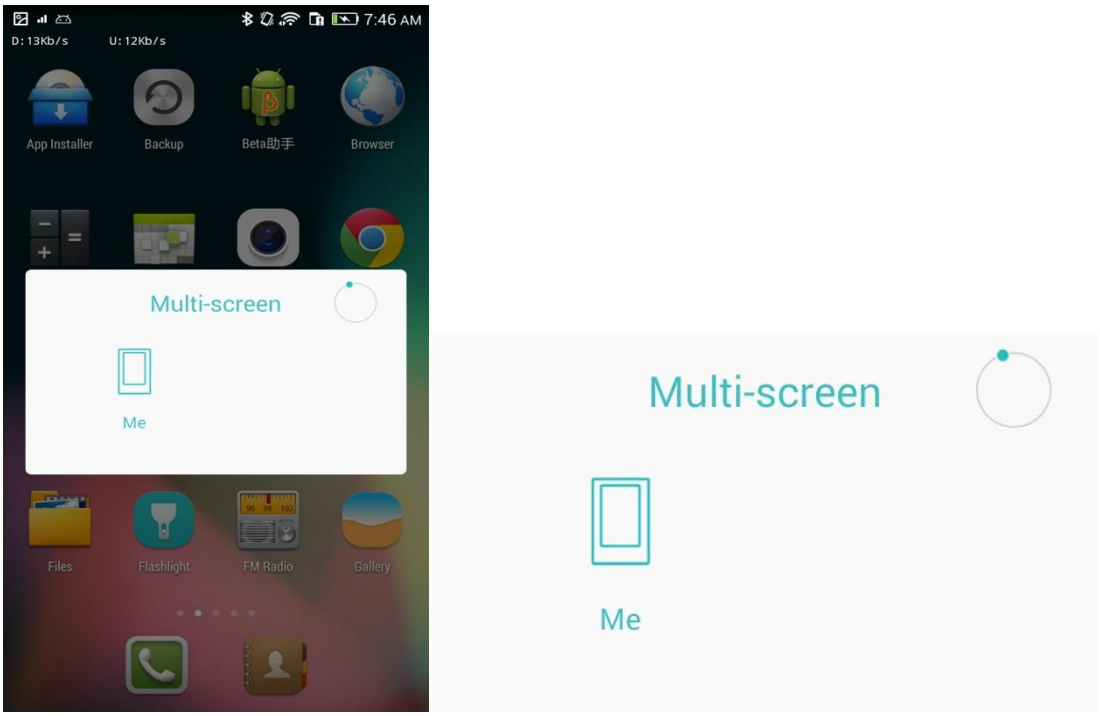
Figure 3-1 Note displayed to ask you to turn on Wi-Fi



After your phone connects to a Wi-Fi network, flick down from the top of the screen to open the shortcuts menu, and then touch **Multi-screen**.

3.2.1.2 How do I enable multi-screen interaction when Wi-Fi is turned on on my phone?

Figure 3-2 Device list screen



3.2.2 How do I connect my phone to a multi-screen interaction device (DLNA device)?

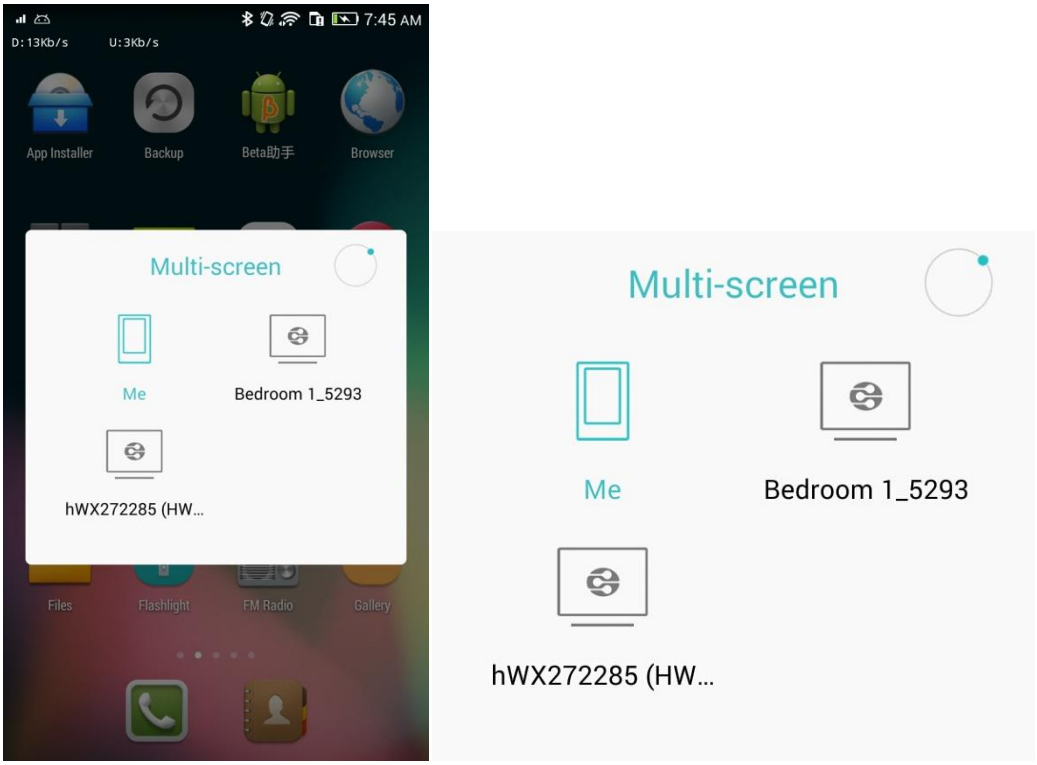
After you enable multi-screen interaction, your phone will display a list of multi-screen interaction devices, which are waiting to be discovered and presented.

Note: The DLNA device and your phone must be in the same Wi-Fi network.

3.2.2.1 How do I connect to a discovered device?

After the DLNA device is discovered, touch it to connect to it.

Figure 3-3 Connecting to a discovered device

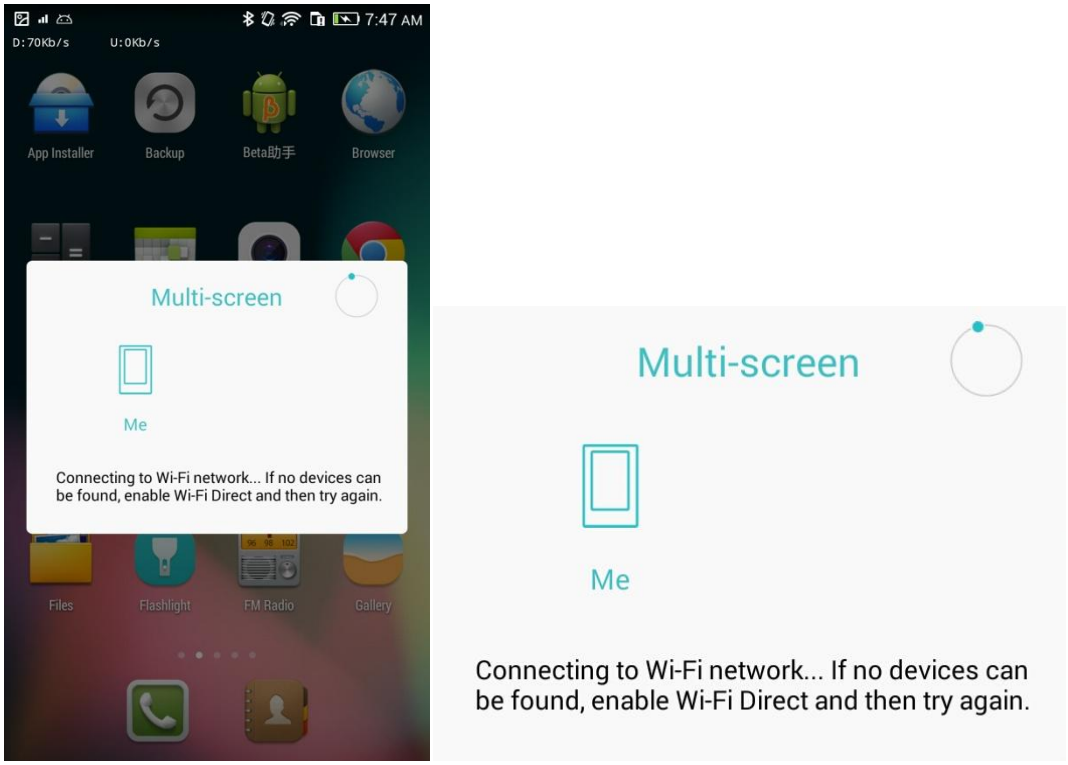


3.2.2.2 How do I connect to a device if no devices are discovered?

If no devices are discovered, no other DLNA devices are available in the Wi-Fi network or other DLNA devices have not been discovered yet.

You can also follow the instruction shown in Figure 3-4 to enable Wi-Fi Direct and search for a Miracast device.

Figure 3-4 Message displayed when no DLNA devices are discovered



3.2.3 How do I push media files to a DLNA device?

3.2.3.1 How do I push an image to a DLNA device?

Go to Gallery and play an image. Then the image will be automatically pushed to the DLNA device connected to your phone.

3.2.3.2 How do I push a video to a DLNA device?

Go to Video and play a video. Then the video will be automatically pushed to the DLNA device connected to your phone.

3.2.3.3 How do I push a song to a DLNA device?

Go to Music and play a song. Then the song will be automatically pushed to the DLNA device connected to your phone.

3.2.4 How do I connect my phone to a multi-screen interaction device (Miracast device)?

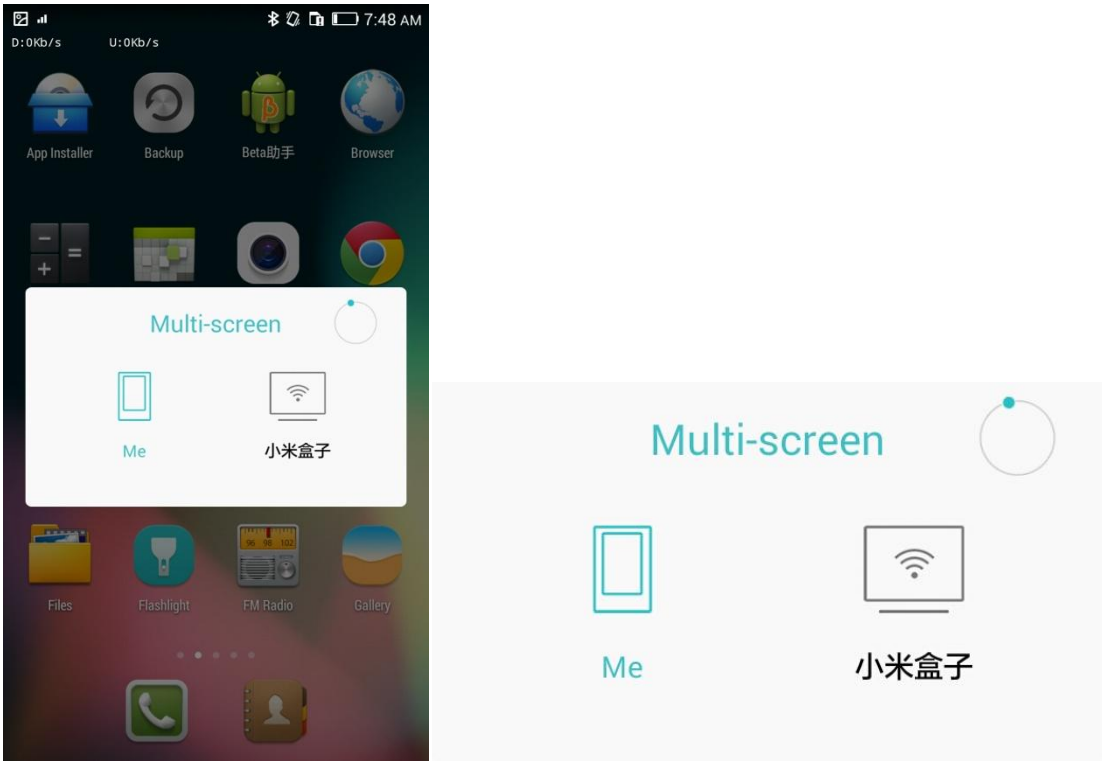
1. Enable Wi-Fi Direct.

   Go to **Settings** and enable **Wi-Fi Direct**.

2. Search for a Miracast device and connect to it.

   Flick down from the top of the screen to open the shortcuts menu and touch **Multi-screen**. Your phone will then automatically search for Miracast devices. Touch a discovered Miracast device to connect to it.

Figure 3-5 Discovered Miracast device list



3.3 Does the phone support scheduled power-on and power-off?

No.

3.4 Does the GPU support mainstream games?

Yes.

3.5 How do I save battery power?

- When you are not using the phone, press the power button to turn off the screen.
- Set the screen timeout period to a small value under **Settings** > **Display** > **Sleep**.
- Lower the screen brightness under **Settings** > **Display** > **Brightness**.
- Turn off Wi-Fi and Bluetooth when you do not need to use them under **Settings** > **Wireless & networks** > **Wi-Fi** or **Bluetooth**.
- Turn off data synchronization by turning off **Accounts & sync** for your account under **Settings** > **Accounts**.

- Turn off the mobile network by disabling **Mobile data always on** under **Settings** > **More** > **Mobile networks**.
- Turn off GPS by disabling **Access my location** under **Settings > Location access**.

3.6 How long does the battery stand if I keep using a certain function?

The time length that your battery can stand if you use your phone for only one function is related to the actual network conditions and the operations. Based on the lab tests, the battery can stand for 10 hours for video playback, 48 hours for music playback, and 6.4 hours for Internet surfing.

3.7 Can I use the USB cable and computer to charge my phone?

Yes.

3.8 How do I reduce my mobile data usage?

- Turn off the mobile network when you do not need it.
- Turn off the mobile network if you have a Wi-Fi connection.
- Access Wireless Access Protocol (WAP) sites instead of World Wide Web (WWW) websites.
- Turn off the mobile network by disabling **Mobile data always on** under **Settings** > **More** > **Mobile networks**.
- Drag the status bar down to display the notification panel. Turn off data synchronization.

3.9 What can I do if my phone runs slowly?

- Close background applications you do not need. On the home screen, go to **Settings**. Under **Apps**, touch **Manage apps**. On the **Running** tab, touch the application you want to close, and touch **Force stop**.
- Uninstall unwanted applications to free up your phone's storage space. When available storage is insufficient, the phone runs slowly.
- If the CPU usage is high and multiple background processes are running, restart your phone to close unwanted processes and applications.

3.10 Can I set my customized wallpaper not to stretch?

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

3.11 How do I enter recovery mode and restore my phone to its factory settings?

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

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

3.12 Can I scan a QR code using my phone?

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

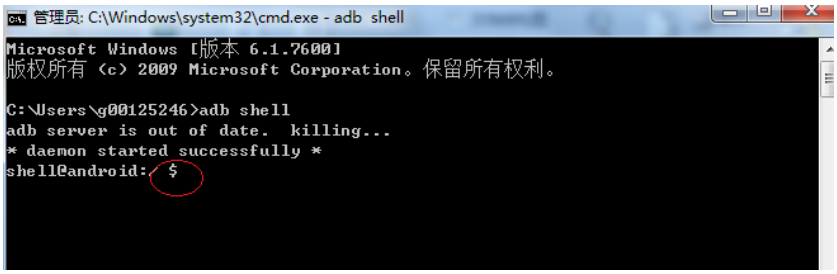
3.13 Does my phone support 3D acceleration?

Yes.

3.14 How do I know whether my phone has been rooted?

To check whether your phone has been rooted, it is recommended that you take your phone to a Huawei's service center where professional tools are provided.

Connect your phone to a computer. On the computer, run **adb shell**. If **$** is displayed, the phone has not been rooted. If **#** is displayed, the phone has been rooted.



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

If your phone obtains the date and time from your operator's network when it powers on and registers with the network, it does not use an Internet connection to synchronize date and time, and no data traffic will be generated.

If your phone fails to obtain the date and time from your service provider's network when it powers on and if you have enabled the automatic time update function, your phone synchronizes the date and time with the network, which will generate minor data traffic.

3.16 Can I use my phone for recording?

Yes.

3.17 Does my phone come with a protective film?

Whether your phone comes with a protective film depends on the market where you purchase your phone.

3.18 Does my phone support mobile TV?

No.

3.19 Can I browse or edit Word, Excel, PowerPoint, and PDF files on my phone?

Yes, but you need to download a third-party application first.

3.20 What is the default installation location for applications? Can I change this location?

The default installation location for applications is your phone's internal storage space, and that location cannot be changed.

3.21 Does my phone support App2SD? How do I move an installed application to the microSD card?

No, your phone does not support App2SD.

3.22 How are my phone ROM and RAM allocated?

The ROM and RAM sizes displayed on your phone may be smaller than the values in the phone specifications, because the system occupies a part. Your phone has an 8 GB ROM and 2 GB RAM. Except for the part that is occupied by the system, you have an available RAM of at least 1.2 GB.

8 GB ROM

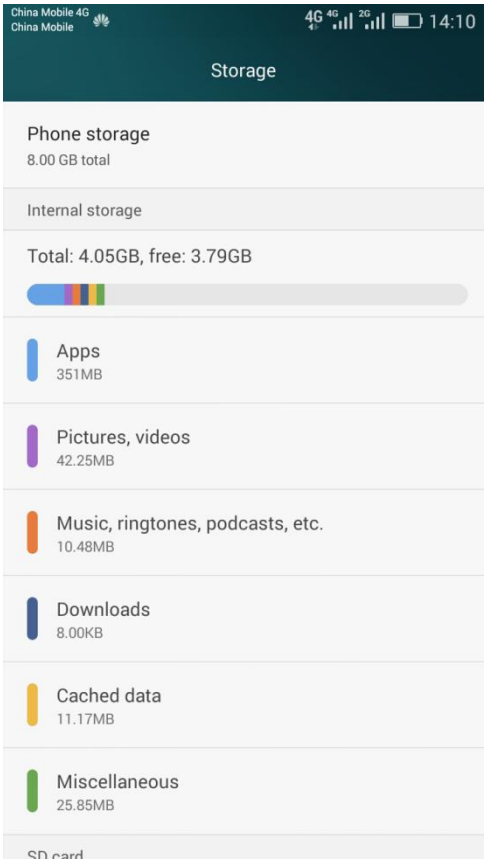
The ROM contains system applications, files, and databases, which takes up about 5 GB and is hidden from users. The ROM space available to users is 2.95 GB. You can use this 2.95 GB space to store any types of files.

ROM partitions (a phone ROM is similar to a hard disk on a computer)				**8 GB**
	Partition	**Size**	**Description**	**Query method**
	Boot and operating system data backup partition	About 500 MB	This partition stores the boot and operating system backup data. The data in this partition is used when you restore your phone to its factory settings.	Cannot be queried
	Partition reserved for HOTA updates	About 256 MB	This partition is reserved for HOTA updates. The device provider or the carrier pushes update patches using this partition.	Cannot be queried
	System partition	About 2.8 GB	This partition is used for the Android operating system.	Cannot be queried
	Cust partition	About 800 MB	This partition stores customization information.	Cannot be queried
	Data partition	About 2.95 GB	This partition is used for running the operating system or applications. This partition also stores the files for applications you install.	Can be queried using a third-party application
	Others	About 800 MB	This partition includes: Space occupied by file partition tables	Cannot be queried

ROM partitions (a phone ROM is similar to a hard disk on a computer)				8 GB
	Partition	**Size**	**Description**	**Query method**
			Space occupied by log partition Space occupied by flag tables of flash material bad blocks Space occupied by firmware Space lost due to formatting	
	Total	8 GB		
			These partitions are for your reference only. Partition sizes vary according to the product customized version.	
RAM partitions (a phone RAM is similar to the RAM of a computer)				
	Partition	**Size**	**Description**	**Query method**
	Bottom partition	About 250 MB	This partition saves the display cache and bottom wireless protocol stacks.	Cannot be queried
	Operating system and user partition	About 450 MB	This partition is used by the Android operating system and applications.	Can be queried using a third-party application but the value may differ by application
	Total	2 GB		
			These partitions are for your reference only. Partition sizes vary according to the product customized version.	

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

Go to **Settings** and touch **Storage**. Touch **Phone storage** to check the total and available space in the phone storage. Touch **SD card** to check the total and available space in your microSD card.



3.24 My phone can stand by normally, but the screen cannot be turned on. What can I do?

Press and hold the power button (for less than 30s) until your phone vibrates or displays a low battery level icon. If you press and hold the power button for more than 30s and your phone has no response, connect your phone to a charger and try again.

3.25 Why isn't the backlight on?

Your phone does not come with the backlight.

3.26 "Trial use" is found on my phone's network access license. Does this mean that my phone does not have the national network access?

This issue is not applicable to versions outside China.

3.27 Why does my phone receive no signal after I activated the function of enabling only 4G data service?

This issue is not applicable to versions outside China. This issue is found in the China Telecom version only.

3.28 When I am playing music using the player that comes with my phone, my phone's signal status changes to no service. What can I do?

Update your phone to the latest version. This is a network compatibility issue caused by the Qualcomm software baseline.

3.29 My phone's speaker, receiver, and headset cannot function properly. What can I do?

Update your phone to the latest version. This is a compatibility issue on the Qualcomm 8916 platform of the Qualcomm software baseline.

3.30 I can't use my phone's data service to access the Internet. What can I do?

Update your phone to the latest version. This is a compatibility issue on the Qualcomm 8916 platform of the Qualcomm software baseline.

3.31 My screen does not respond to touches when I am using the camera? What can I do?

Update your phone to the latest version. This is a compatibility issue on the Qualcomm 8916 platform of the Qualcomm software baseline.

3.32 The photos are blue or green if I take them with flash turned on? What can I do?

Update your phone to the latest version. This is a compatibility issue on the Qualcomm 8916 platform of the Qualcomm software baseline.

3.33 After I insert and remove the headset, my phone's screen will freeze (cannot be unlocked when I swipe on the screen or cannot be turned on when I press the power button) for 2 to 3 minutes until my phone detects the headset's status. What can I do?

Update your phone to the latest version. This is a compatibility issue on the Qualcomm 8916 platform of the Qualcomm software baseline.

3.34 After I turn off 4G, my phone cannot send or receive multimedia messages or send or receive multimedia messages slowly. What can I do?

Update your phone to the latest version. This is a compatibility issue on the Qualcomm 8916 platform of the Qualcomm software baseline.

3.35 After I inserted a 4G card into my phone, enabled data service, and took my phone from an area with no signal to an area with strong signal, my phone's network connection falls from 4G to 3G and I can't make phone calls. What can I do?

Update your phone to the latest version. This is a compatibility issue on the Qualcomm 8916 platform of the Qualcomm software baseline.