

HUAWEI G525-U00 Smartphone FAQs



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Issue 01
Date 2013-6-14

Huawei Device Co., Ltd.



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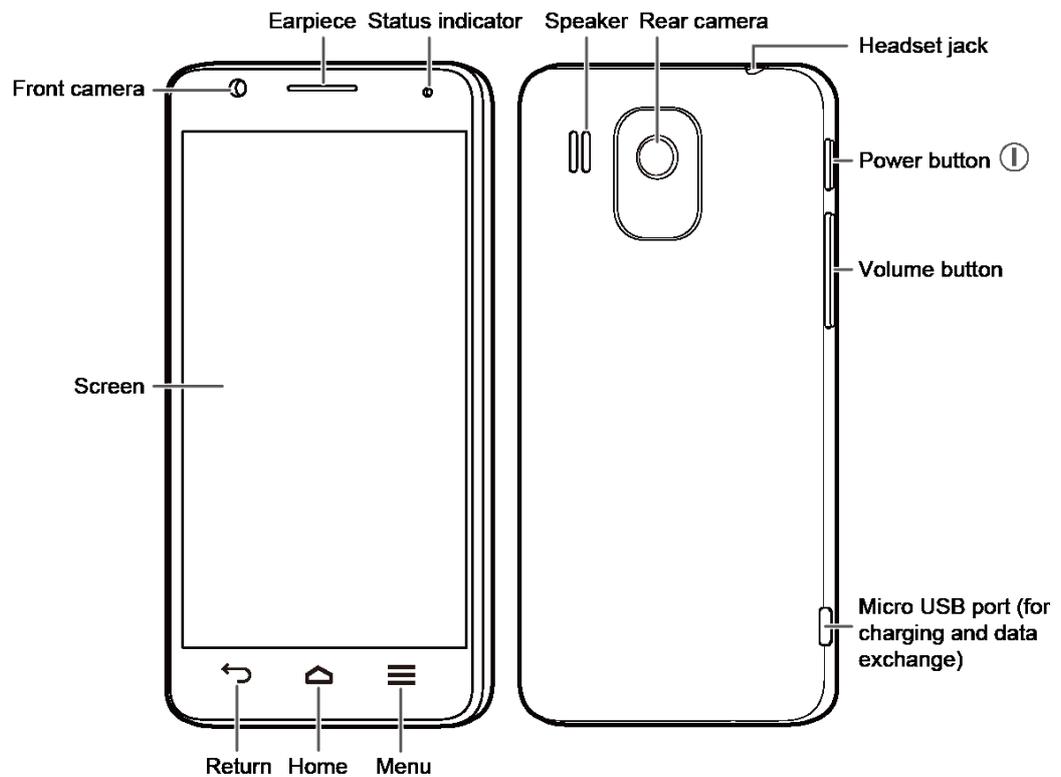
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1 Basics

1.1 Your phone at a glance



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|  | <ul style="list-style-type: none"> • Press and hold to power on your phone. • When your phone is powered on, press and hold to display an option menu. • When your phone is powered on, press to turn off the screen. |
|  | <ul style="list-style-type: none"> • Touch to return to the previous screen or exit the current application. • Touch to hide the onscreen keyboard. |
|  | <ul style="list-style-type: none"> • Touch to return to the home screen. |

| | |
|---|--|
| | <ul style="list-style-type: none">• Touch and hold then swipe up to open Google Search. |
|  | <ul style="list-style-type: none">• Touch to display an option menu where available.• Touch and hold to display the list of recently used applications. |

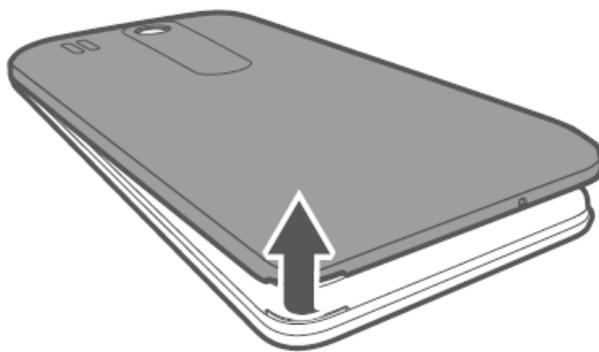
1.2 In what colors is the G525-U00 available?

The G525-U00 is available in black, blue, and white.

1.3 Installation

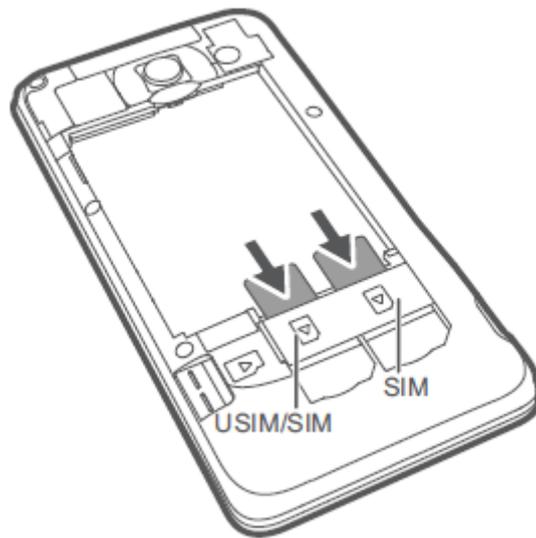
1.3.1 How do I open the battery cover?

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

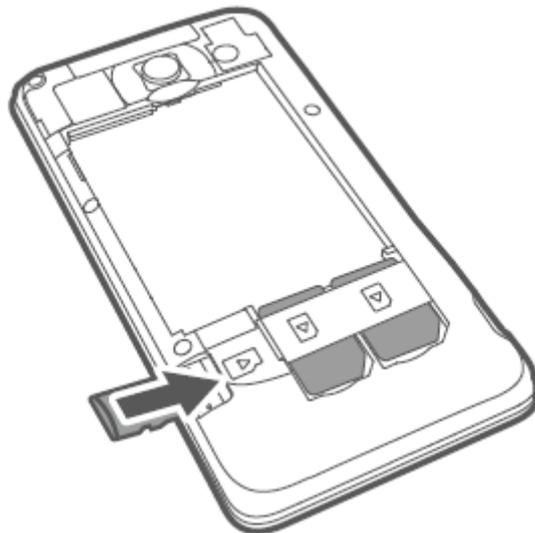


1.3.2 How do I install a USIM or SIM card, microSD card, and the battery?

To install a USIM or SIM card:

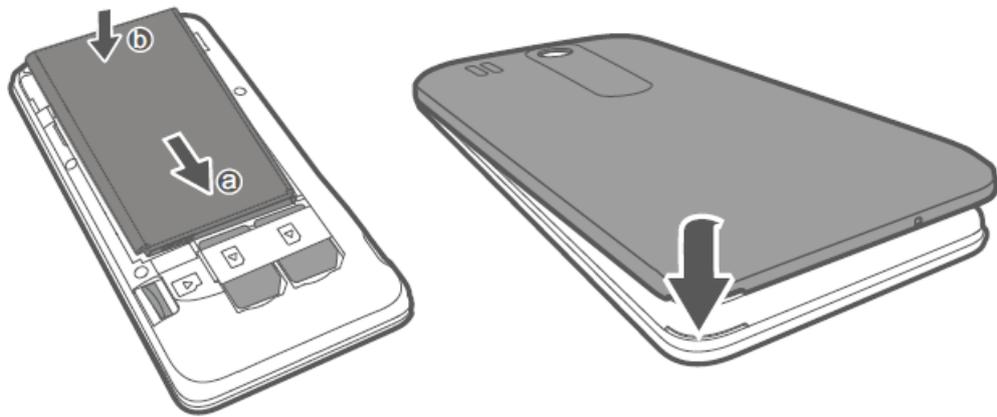


To install a microSD card:



To install the battery:

- Step 1** Align the battery's metal contacts with those at the bottom of the battery compartment (refer to position a in the following figure).
- Step 2** Press the other end of the battery (position b in the following figure) to secure it within the battery compartment.

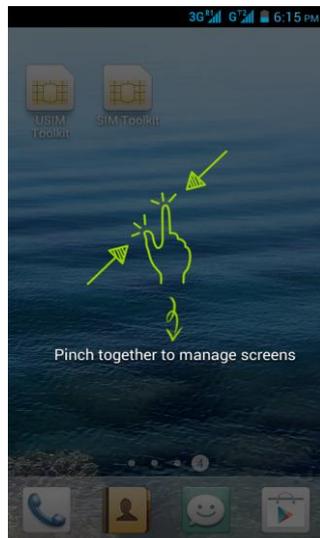


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1.4 Home screen

1.4.1 How do I add or delete a home screen?

Step 1 On the home screen, pinch two fingers together to display the home screen thumbnails.



Step 2 Touch the plus sign (+) to add a home screen and touch the cross sign (x) in the upper left corner of a home screen to delete it. Only blank home screens can be deleted.



 **NOTE**

The G525-U00 does not support 3D home screen.

----End

1.4.2 What's on my home screen?



- The status bar is on the top, and you can drag it down to open the notification panel.
- The dock at the bottom contains four applications that do not change as you swipe between home screens.
- The center section of the home screen displays all applications and widgets. You can swipe left or right to switch between home screens.

1.4.3 How do I manage the home screen items?

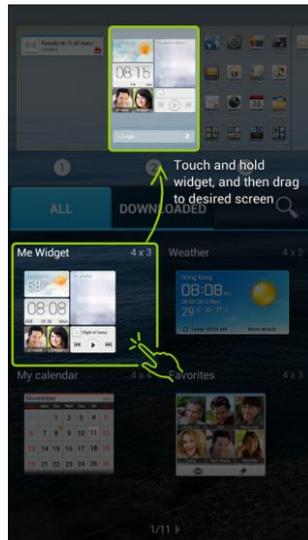
- To delete or move an application or widget, touch and hold it. Then drag the application or widget to the trash can icon to delete it or to a new position.



- To manage folders:
 - On the home screen, drag an application onto another to create a folder containing both of them.
 - To remove an application from a folder, drag the application out.
 - To remove a folder, drag all applications out of it.



- To add a widget to the home screen, on the home screen, touch  or touch and hold a blank area, and touch **Widgets**. Then choose a widget from the widget list at the bottom of the screen and drag it to a home screen thumbnail.



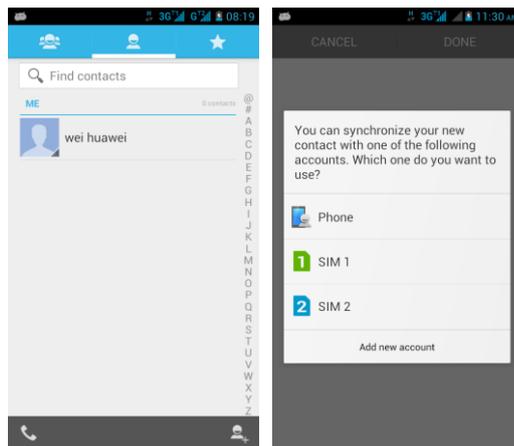
1.5 People

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

Creating a contact



Touch , choose where you want to save the contact, enter the contact details, and touch **DONE**.

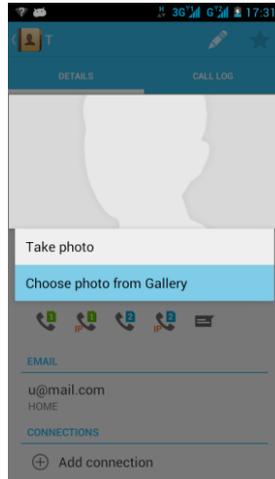


Assigning a photo to a contact

NOTE

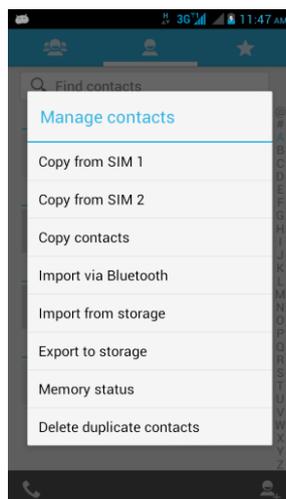
You can only assign photos to contacts saved in the phone memory.

- Go to **People** and touch a contact to display the contact details. Touch the contact photo area then **Take photo** or **Choose photo from Gallery**. Then choose a photo and touch **DONE**.
- On the contact details screen, touch  to edit the contact, and touch the contact photo area then **Take photo** or **Choose photo from Gallery**. Then choose a photo and touch **DONE**.



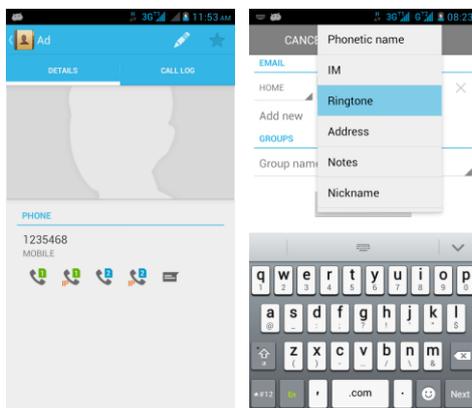
1.5.2 How do I import contacts to and export contacts from a SIM card?

- To import contacts from a SIM card to your phone memory: Touch **People** >  > **Manage contacts** > **Copy from SIM 1** or **Copy from SIM 2**. Select contacts you want, and touch **COPY** > **Phone**.
- To export contacts to a SIM card from your phone memory: Touch **People** >  > **Manage contacts** > **Copy contacts** > **Phone**. Select contacts you want, and touch **COPY** > **SIM 1/SIM 2**.



1.5.3 Can I set a ringtone for a particular contact? Can I set a ringtone for a contact group?

- To set a ringtone for a particular contact, open the contact details, and touch  to edit the contact. Then touch **Add another field > Ringtone**.



- You cannot set a ringtone for a contact group.

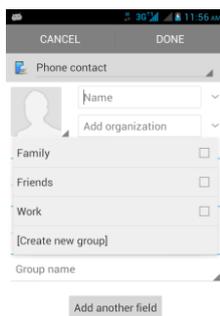
1.5.4 How many contacts can be saved to my phone?

It depends on your phone's available space and your SIM card's storage capacity. There are no specific limits.

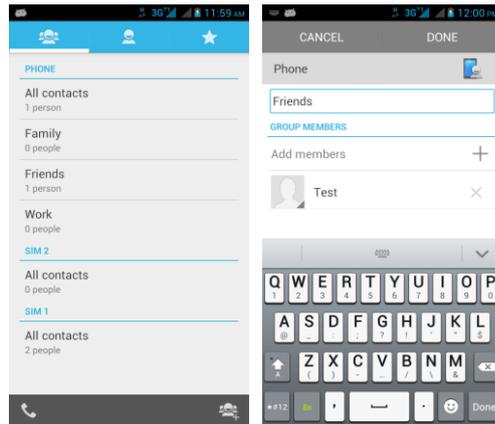
1.5.5 How do I add a contact to a contact group?

Only contacts saved in your phone memory can be added to a contact group. Choose either of the following ways:

- On the editing screen of a contact, touch **Group name** to choose a contact group or touch **Create new group** to create a new one for the contact.



- Go to **People** and touch the  tab. Touch a group then  > **Edit**. On the contact group editing screen, touch  to add members.



1.6 Messaging

1.6.1 How do I switch the input method when composing a text message?

The default input method is Huawei input method. To switch to a different one, open the notification panel, touch , and choose an input method.

1.6.2 How do I delete or lock a message? How do I delete multiple messages simultaneously?

- To delete or lock a message, touch and hold the message. From the displayed option menu, touch **Delete** or **Lock**. Locked messages will be not deleted when you delete the thread.
- To delete all messages, on the **Messaging** screen, touch  > **Delete all threads** > **Delete**.
- To delete multiple messages, on the **Messaging** screen, touch and hold a thread until the trash can icon appears. Select the unwanted threads, touch the trash can icon, and touch **Delete**.

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

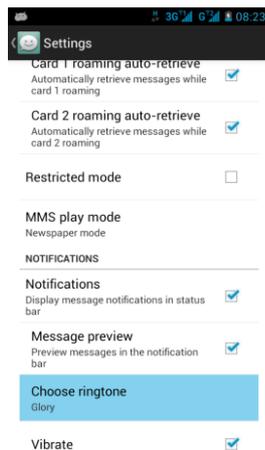
- To forward a message, in a message thread, touch and hold the message. From the displayed option menu, choose **Forward**.
- To send a message to multiple recipients, create a message, and touch  to add recipients.
- To save a message as a draft, create a message, enter the recipient, compose the message, and touch the Return key. The message is then saved as a draft.

NOTE

To save a message as a draft, make sure the recipient and message content are not left blank.

1.6.4 How do I set my phone to ring or vibrate when it receives new messages?

- Step 1** In the message list, touch  > **Settings**.
- Step 2** In the **NOTIFICATIONS** area, touch **Choose ringtone**. From the displayed ringtone list, choose a ringtone.
- Step 3** To set your phone to vibrate when it receives new messages, go to the settings menu and touch **Vibrate**.



----End

1.6.5 How many characters can be contained in a text message? How about a long text message?

A text message can contain a maximum of 160 English characters or 70 Chinese characters. A long text message can contain up to 7 pages. If a message is longer than 10 pages, the message will be converted into a multimedia message.

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

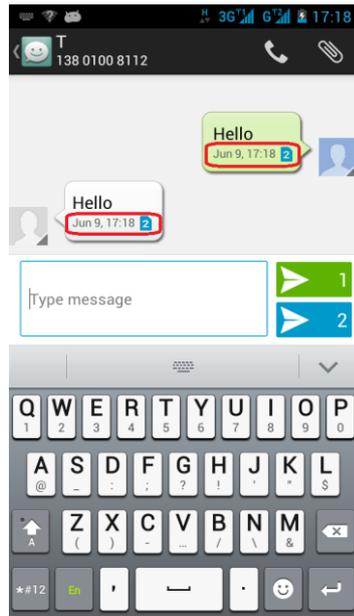
The number of messages that can be stored on your phone is dependent on your phone's storage capacity.

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

1.6.7 How do I identify received and sent messages?

Received and sent messages are identified by their positions, background colors and status:

- Sent messages and a contact photo are displayed on the right with the sending time and read receipt.
- Received messages and a contact photo are displayed on the left with the receiving time.



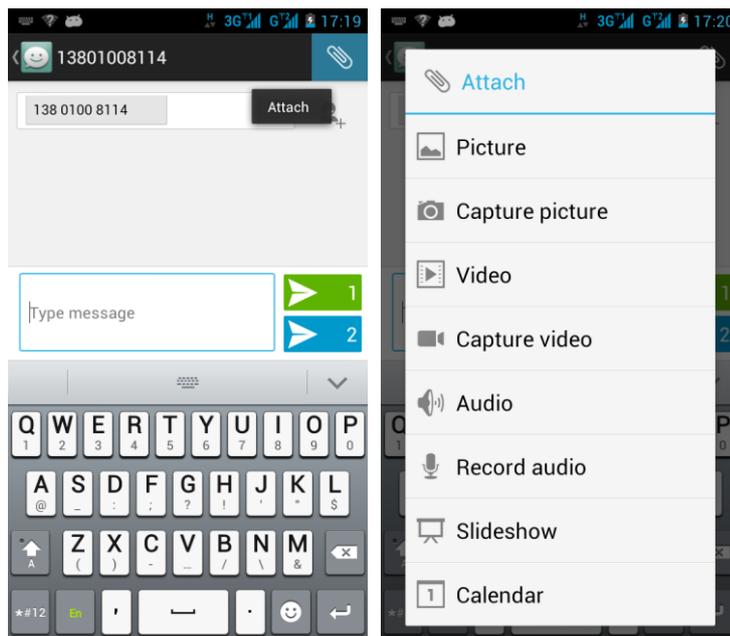
1.7 How do I send a multimedia message?

Before you send a multimedia message, turn on your phone's mobile data.

- Step 1** On the home screen, touch .
- Step 2** In the list of message threads, touch .
- Step 3** Touch  > **Add subject** to enter the message subject.
- Step 4** Touch the recipient text box and enter the contact name or phone number.
-  **NOTE**
- Touch  to select more contacts and send the message to them simultaneously.
- Step 5** Write your message.
- Step 6** Touch , select the attachment type, and attach a file.
-  **NOTE**
- To attach more than one files to the message, touch **Slideshow**.
- Step 7** When you are done, touch  **1** or  **2**.

 **NOTE**

Your phone can send a multimedia message up to 300 KB. A file larger than that cannot be sent using the Multimedia Messaging Service (MMS).

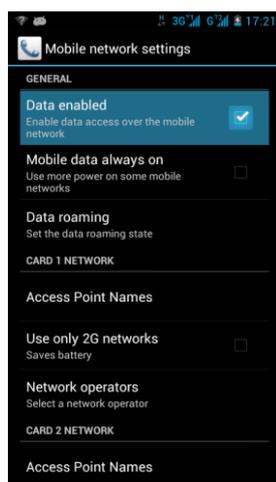


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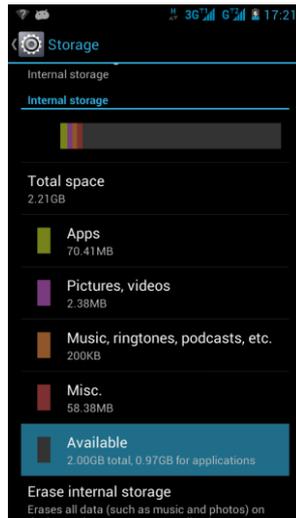
1.8 My phone failed to send or receive a multimedia message. Why? What can I do?

Possible reasons and solutions are:

- Multimedia messages cannot be sent or received if data service is disabled. Before you send or download a multimedia message, touch **Settings > All > Mobile networks > Data enabled** to enable your data service.



- If the problem persists, check whether your phone has sufficient storage available. Go to **Settings**. In the **DEVICE** area, touch **Storage** to view the storage details. If your phone does not have sufficient storage, delete unwanted files to free up some space.



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

If an audio or video file exceeds the size limit (generally 300 KB), it cannot be attached to a message.

If a picture is too large, it will be automatically compressed before being attached to the message. As a result, the resolution of the picture attached to the message decreases.

1.10 Music

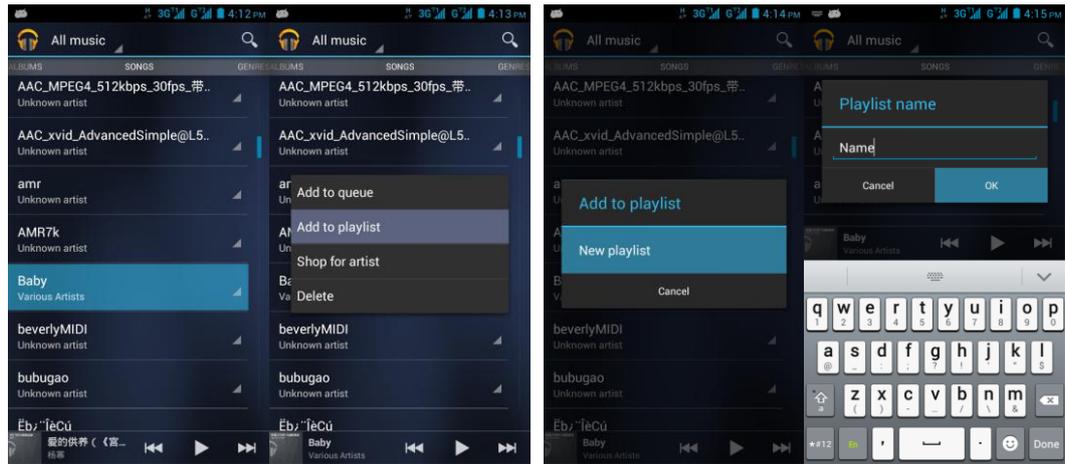
1.10.1 How are my songs sorted?

- Albums: Lists songs by album.
- Artists: Lists songs by artist.
- Songs: Lists all songs by name.
- Playlists: Contains the playlists you have created.

1.10.2 How do I create a playlist?

Step 1 Open **Play Music**, touch and hold the audio file you want to add to a playlist.

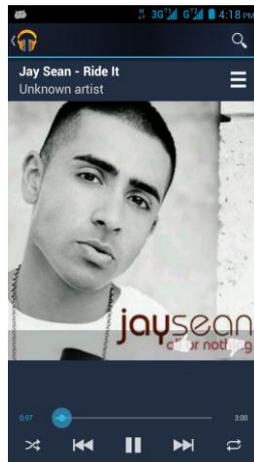
Step 2 From the displayed option menu, choose **Add to playlist** > **New playlist**. Name the playlist and touch **OK**



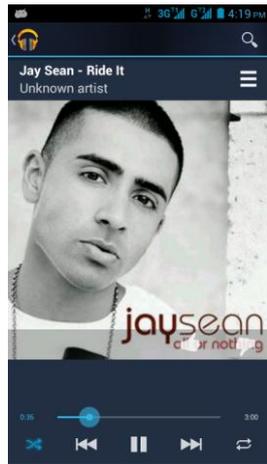
----End

1.10.3 How many playing modes does Music support? What are they?

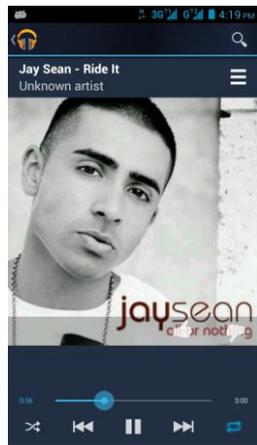
- **Play in order** (by default): Play all audio files in a playlist in sequence and stop playing after all the files have been played.



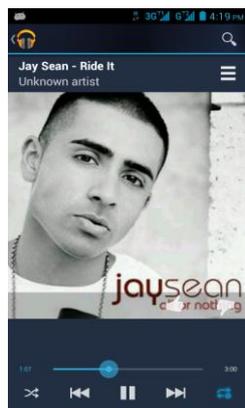
- **Shuffle**: Play all audio files in the playlist in a random order and stop playing after all the files have been played.



- **Repeat list:** Play all audio files in a playlist in sequence and repeat the playlist in sequence after all the files have been played.



- **Repeat current song:** Play the current audio file repeatedly.



1.10.4 How do I play audio files in the background and exit Music?

To play audio files in the background, touch **Play Music**, play an audio file, and touch the Back or Home key.

To exit **Play Music**, pause the currently playing audio file and touch the Back or Home key.

1.10.5 How do I view the lyrics of a song when the song is playing?

Obtain the lyrics file in .lrc format. Place the lyrics file and song under the same directory and make sure their names are matching.

When you play the song using the native music player, drag up the triangle icon to view the lyrics.

1.10.6 I set an audio file on my microSD card as my ringtone and I removed the microSD card. Does the phone still use the file as my ringtone?

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

1.11 Camera

1.11.1 Can I take pictures or videos when no microSD card is available?

Yes. If no microSD card is available, pictures and videos will be stored on the phone's internal storage.

1.11.2 I cannot open some pictures or video clips. Why?

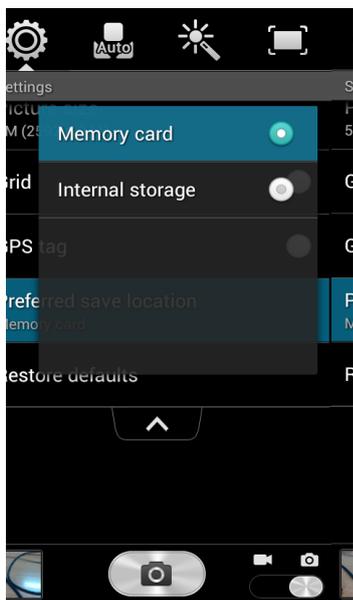
- Your phone does not support the file format.
Supported image formats include PNG, GIF, JPG, and BMP. Supported video and audio formats include MP3, WAV, OGG, MID, AMR, MP4, and 3GP.
For files in other formats, you may need to use other third-party applications.
- The file is corrupted.
Download another copy of the file and try opening it again.
- The file is copyright-protected.
Obtain a non copyright-protected version of the file.
- The battery level is low.
Connect your phone to a charger and try again.
- Your phone does not have sufficient storage.
Go to **Settings**. In the **DEVICE** area, touch **Storage** to view the storage details. If your phone does not have sufficient storage, delete unwanted files to free up some space.

- An unknown error has occurred.
Restart the applications in question or your phone and try again.

1.11.3 Where are my photos and video clips saved? Can I change the path?

- If a microSD card is available, touch **File Manager** > **SD card** > **DCIM** > **Camera** to find your photos and videos.
- If no microSD card is available, touch **File Manager** > **Internal** > **DCIM** > **Camera** to find your photos and videos.

To change the default saving path, touch **Camera**, drag  down, touch  then **Preferred save location**.



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

When viewing a photo, touch  then **Rotate Left**, **Rotate Right**, **Crop**, or **Edit**.

You cannot edit videos.

You cannot add frames to photos.

1.11.5 Can I disable the shutter sound?

No.

1.12 Streaming media

1.12.1 Will the music or video playback stop when I receive a call?

Yes.

If the call last for less than 3 minutes, the song or video automatically resumes playing. Otherwise, manual operation is required.

1.12.2 My phone cannot play some streaming media. Why?

- Your phone does not support the file format.
- The network connection is unstable.
- Your phone memory is insufficient.

1.12.3 What causes poor quality of online streaming media played on the phone?

- The source streaming media is of poor quality.
- The network connection is poor.
- The phone hardware may be faulty, for example, the display is damaged. To check this, use another device to play the online streaming media for comparison.
- The phone memory is insufficient.
- The CPU usage is high.
- Too many applications are running concurrently.

1.12.4 Does playing online streaming media use the phone's internal storage?

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

1.13 Bluetooth

1.13.1 What files can be transmitted using Bluetooth?

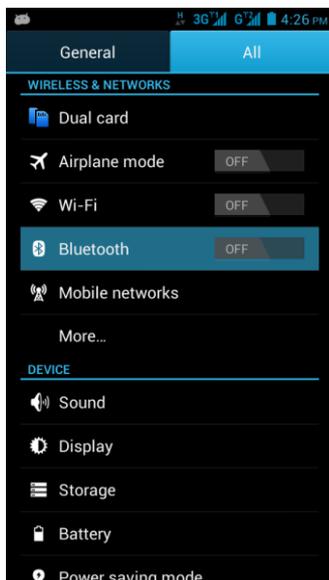
Pictures, audio files, videos, compressed files, contacts, and .apk files can be transmitted using Bluetooth.

1.13.2 How do I send data through Bluetooth?

- To share a file, go to **File Manager**, and touch and hold the file you want to send. In the displayed option menu, touch **Share** > **Bluetooth**.
- To share a web page, open your browser, open the web page you want to share, and touch  > **Share page** > **Bluetooth**.
- To share a contact, go to **People**, touch and hold the contact, and touch **Share** > **Bluetooth**.

1.13.3 My phone cannot be detected by other Bluetooth devices. What can I do?

- Your phone is not set to visible.
Solution: After you enable Bluetooth, touch **Bluetooth** to enter the Bluetooth settings screen. Touch your phone's Bluetooth name to set it to visible.



- The Bluetooth visibility has timed out.
Solution: Re-enable the Bluetooth visibility or change the timeout period. On the **Bluetooth** screen, touch  > **Visibility timeout** to select a period and enable Bluetooth visibility.



- Bluetooth devices must be within 10 meters of each other.

1.13.4 How close do Bluetooth devices need to be to each other to pair and share content?

Bluetooth devices must be within 10 meters of each other.

1.13.5 My phone fails to pair with other Bluetooth devices. Why?

- The phone fails to find other Bluetooth devices.
To solve this problem, check that the Bluetooth on other devices is turned on and the devices are set to visible.
- The phone cannot detect a Bluetooth headset.
To solve this problem, check that the headset is set to be visible. 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 this problem, check that the phone to be connected is able to receive files and is able to receive files of the sending formats.

1.13.6 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 phone after the connection is set up.

1.14 Email

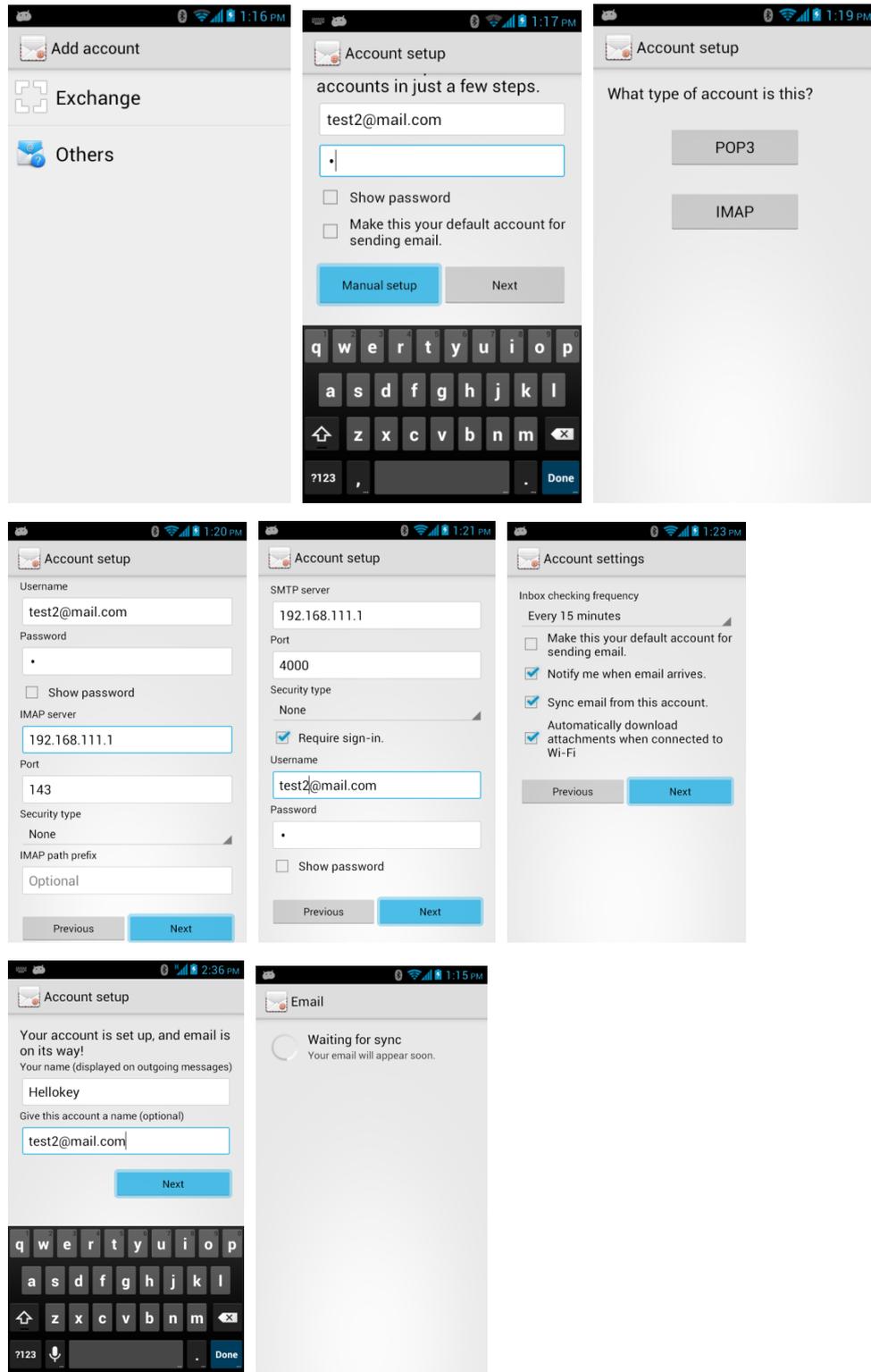
1.14.1 How do I add an email account?

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

Manual setup:

To set up your account manually:

- Step 1** On the **Account setup** screen, enter your email address and password and touch **Manual setup**.
- Step 2** Select an account type.
- Step 3** Configure the incoming and outgoing server settings and touch **Next**.
- Step 4** On the Account settings screen, set Inbox checking frequency and touch **Next**.
- Step 5** Enter the name you want people see when they receive your emails, set your account name, and then touch **Next**.



----End

Automatic setup:

 **NOTE**

You can only set up your email account automatically for certain email service providers for which settings are preconfigured on your phone.

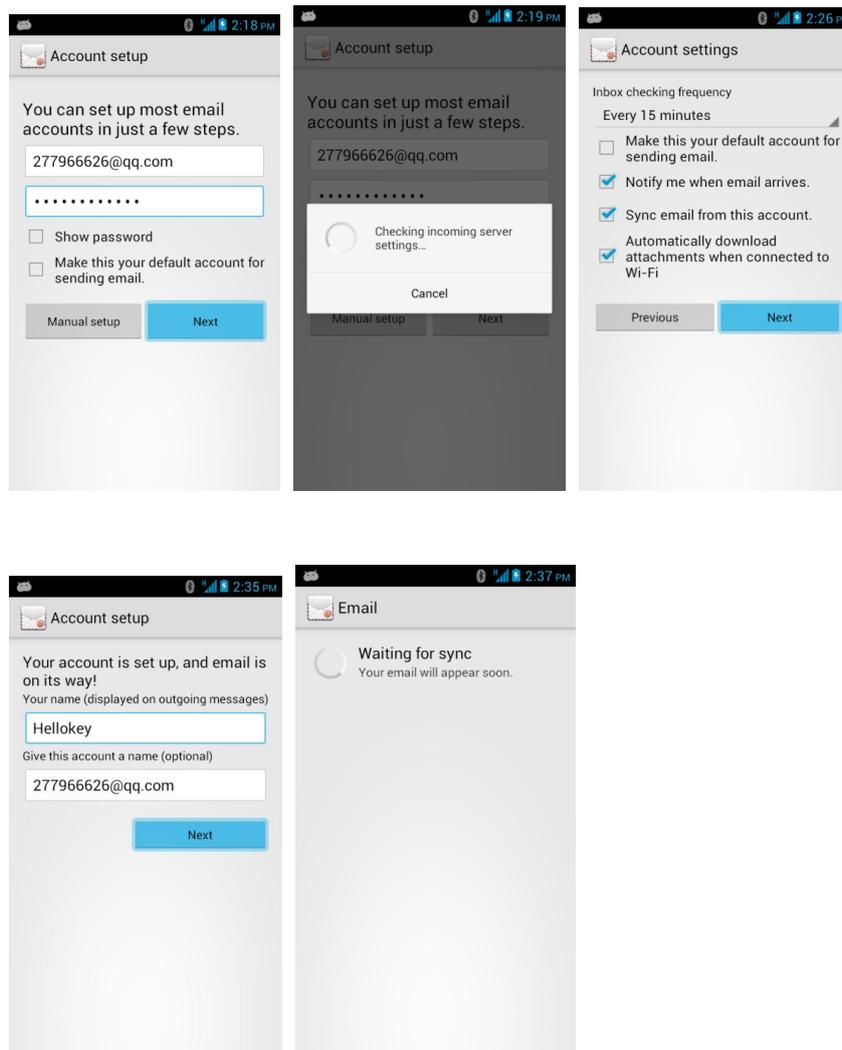
To set up your account automatically:

Step 1 On the **Account setup** screen, enter your email address and password and touch **Next**.

Step 2 Your phone automatically configures incoming and outgoing server settings.

Step 3 On the Account settings screen, set Inbox checking frequency and touch Next.

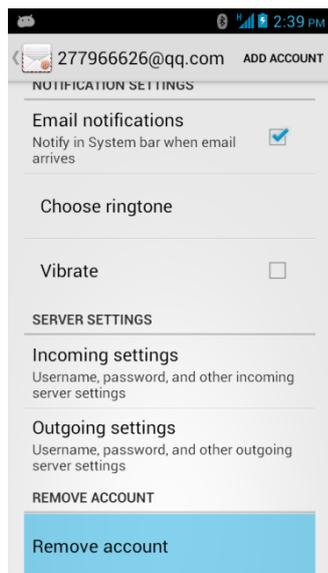
Step 4 Enter the name you want people see when they receive your emails, set your account name, and then touch **Next**.



----End

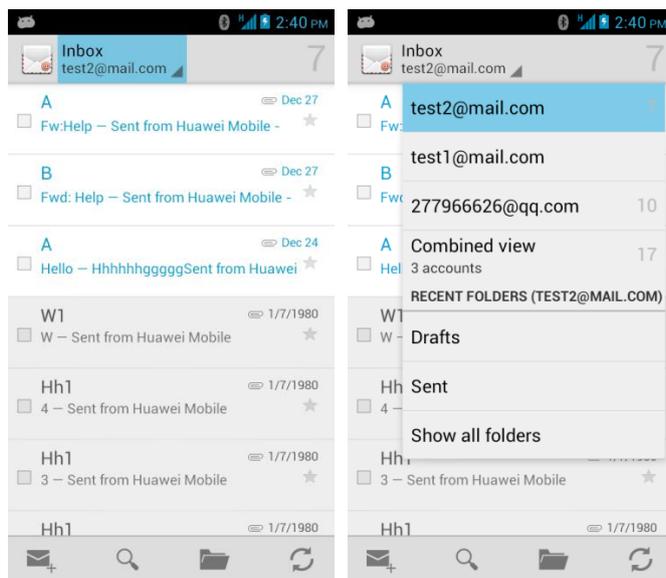
1.14.2 How do I remove an email account?

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



1.14.3 How do I check my emails?

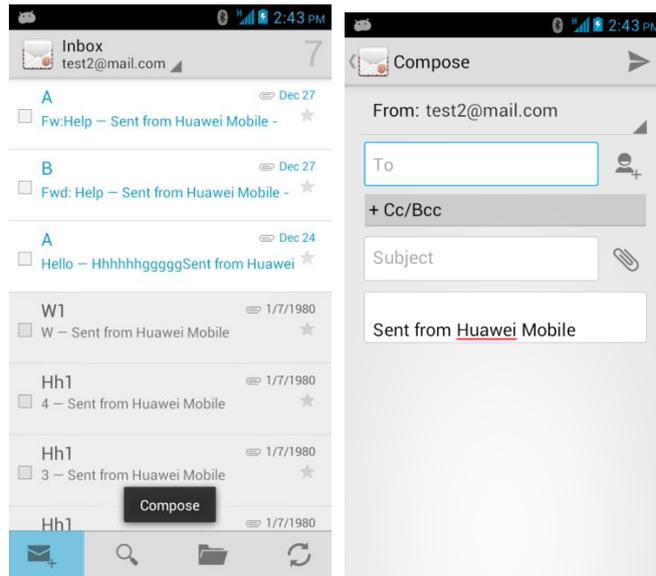
Open **Email**. From the spinner in the action bar, select the account from where you want to check you emails.



1.14.4 How do I send an email?

To send an email:

- Step 1** Touch **Email** then .
- Step 2** Set **To**, **+Cc/Bcc**, and **Subject**, touch  to attach a file, and compose your email.
- Step 3** Touch  in the upper right corner to send the email.



----End

1.14.5 Can I view emails when I do not have Internet connection?

You can view downloaded emails offline.

1.15 How do I synchronize my contacts and calendar events?

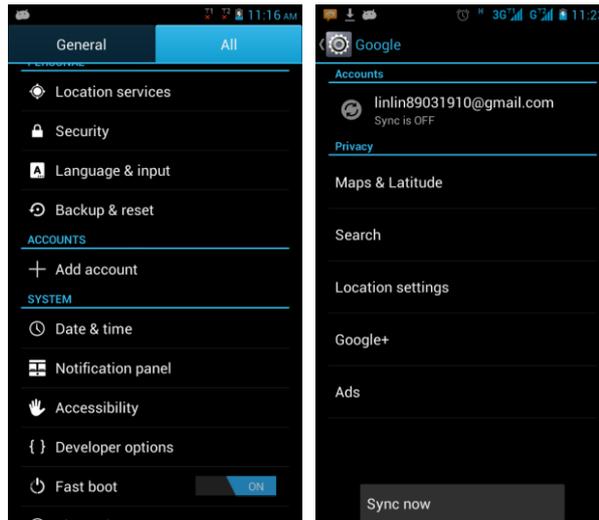
An Exchange account is used as an example.

Step 1 Log in to your Exchange account:

Touch **Email** > **Exchange**. Obtain the email box server's configuration requirements from your email service provider's website, and log in to your Exchange account.

Step 2 Touch **Settings** > **All** > **Account**, touch your Exchange account, and select the data you want

to synchronize. Then touch  > **Sync now** to synchronize the selected content to your phone.

**NOTE**

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

----End

1.16 What can I do if I fail to locate my phone using GPS?

If you are using the phone indoors, bring the phone to an outdoor area.

If you are using your phone outdoors, make sure you are not in a built-up area because high buildings block the satellite signals.

1.17 Basic specifications



HUAWEI Ascend
G525 Mobile Phone

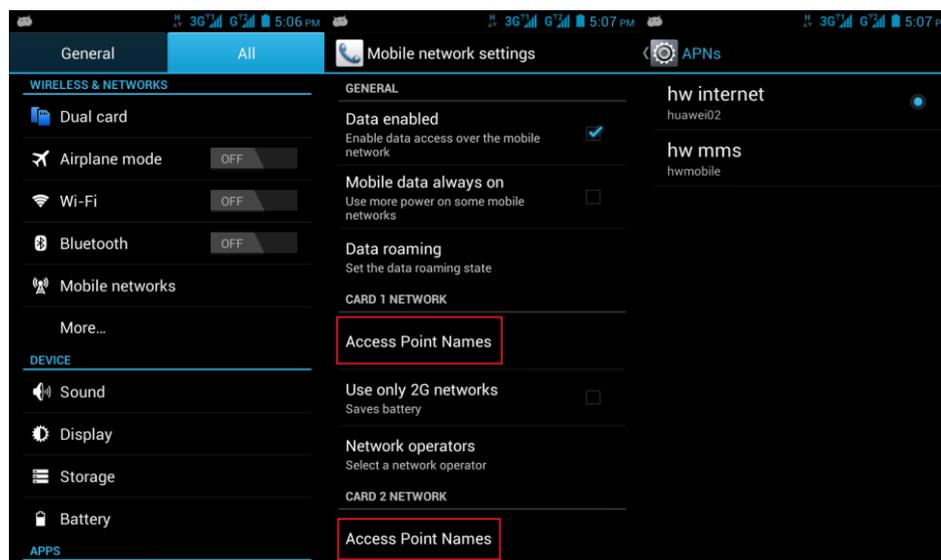
2 Common settings

2.1 How do I configure network settings?

Insert a SIM card to your phone. The phone automatically configures Access Point Name (APN) settings.

To restore the APN settings to their default values:

Go to **Settings**. In the **WIRELESS & NETWORKS** area, touch **More...** > **Mobile networks** > **Access Point Names**. Touch  > **Reset to default**



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

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

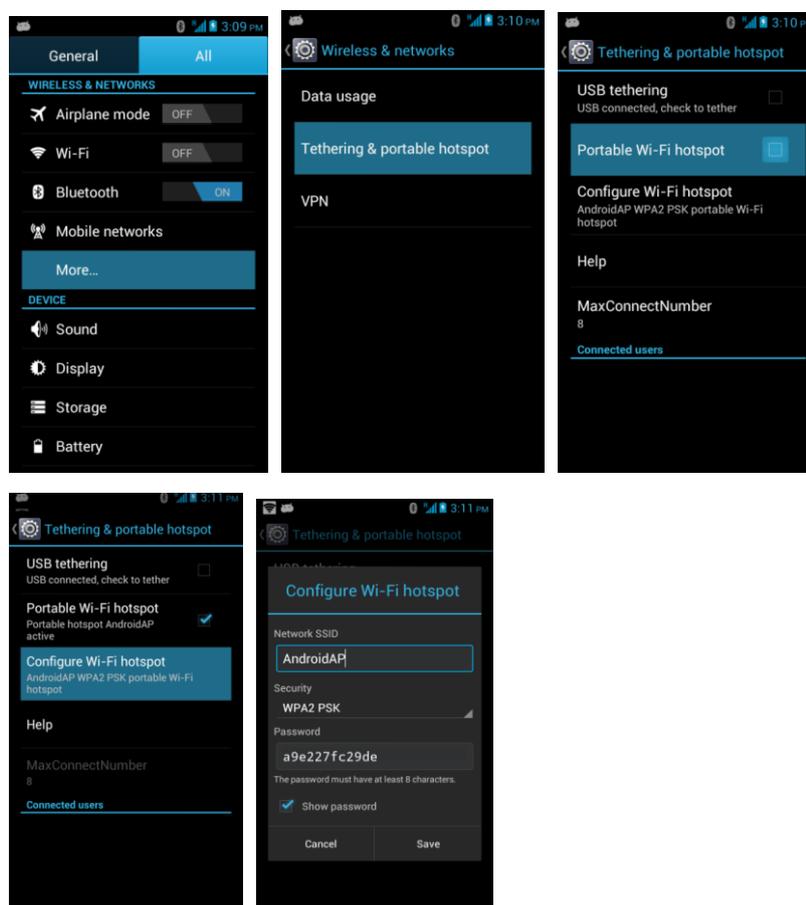
2.3 Wi-Fi

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

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

To use your phone as a hotspot, touch **Settings > All > More... > Tethering & portable hotspot > Portable Wi-Fi hotspot**. Touch **Configure Wi-Fi hotspot** to name the Wi-Fi hotspot, set a password, and select an authentication mode.

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



2.3.2 Does my phone support Wi-Fi?

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

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

Possible causes are as follows:

- The Wi-Fi network is not connected to the Internet.
- The digital subscriber line (DSL) connection failed.
- A domain name service (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 that this may be the problem.
- The websites that the Wi-Fi hotspot can access are restricted.
- Your phone is faulty.

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

- Check that the wireless router's service set identifier (SSID) is not hidden.
- Move your phone to the coverage area of the wireless router.
- Turn Wi-Fi off, and then turn it on again.
- Restart your phone.

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

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



2.3.6 My phone is connected to a hotspot but cannot access the Internet. Why?

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

2.3.7 The Wi-Fi option is unavailable or my phone automatically turns off Wi-Fi after I turn it on. What can I do?

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

2.3.8 My phone's Wi-Fi connection constantly disconnects. What can I do?

Check your phone's Wi-Fi sleep policy. If you do not want your Wi-Fi connection to be disconnected, select **Always**.

- **Never (increases data usage):** Disconnect a Wi-Fi connection 15 minutes after your phone's screen turns off.
- **Only when plugged in:** Never disconnect a Wi-Fi connection in charging state.
- **Always:** Never disconnect a Wi-Fi connection.

2.3.9 My phone is connected to both a Wi-Fi network and a 3G network. How do I know which network I am using for data services?

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



indicates that a 3G network is connected and



indicates a Wi-Fi network is connected.



2.4 How do I set a static IP address for my phone to connect to a Wi-Fi network?

Step 1 Touch **Settings** > **All** > **Wi-Fi** and choose a Wi-Fi hotspot.

Step 2 In the displayed dialog box, select **Show advanced options**.

Step 3 In IP settings, choose Static, and enter **IP address** (192.168.1.128 by default), **Gateway** (192.168.1.1 by default), **Network prefix length** (24 by default), and more.

 **NOTE**

Using a dynamic IP address for a Wi-Fi connection is time consuming, while a static IP address lets your phone connect to a Wi-Fi network quickly.

----End

2.5 Tone settings

2.5.1 How do I set the ringtone and message tone? What is the difference between the notification tone and message tone?

Setting the ringtone

Touch **Settings** > **All** > **Sound** > **SIM 1 ringtone** or **SIM 2 ringtone** and choose a ringtone.

Setting the message tone

To set the message tone, touch **Settings** > **All** > **Sound** > **Notification tone**.

Messaging tone is a type of notification tones. Other types of notifications tones are email tone, calendar event notification tone, and more. You can set different tones for different types of notifications.



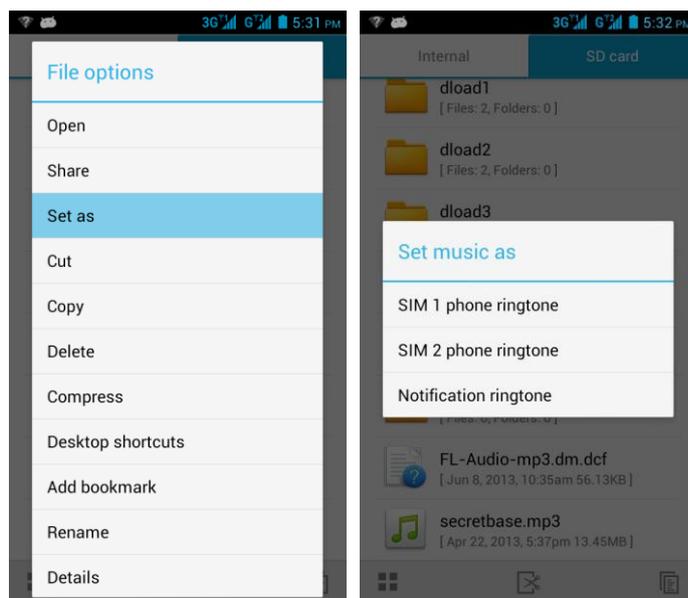
2.5.2 How do I set my phone to vibrate when receiving a call or message?

To enter vibration mode, press and hold the power key and touch .

To set your phone to vibrate when receiving a message, go to **Messaging**, touch  > **Settings** > **Vibrate**.

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

Go to **File Manager**, touch and hold the audio file. In the displayed option menu, choose **Set as** > **SIM 1 ringtone**, **SIM 2 ringtone**, or **Notification ringtone**.



2.6 Languages and input methods

2.6.1 How do I change the system language?

Go to **Settings**. Under **PERSONAL**, touch **Language & input** > **Language** to select a language.

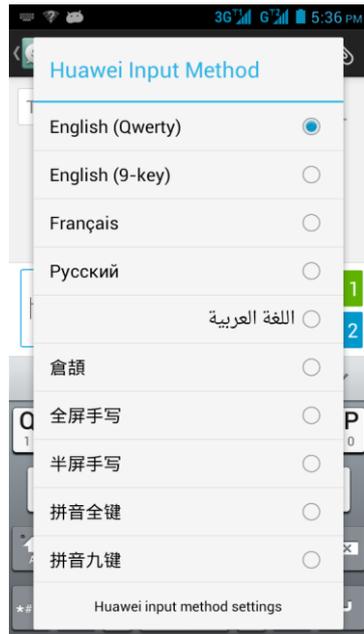
If the language of your choice is not in the list, try other language support third-party applications.

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

After installing an input method, you must select the input method: Touch the Menu key then **Settings** > **All** > **Language & input**. Select the newly installed input method.

2.6.3 How do I turn on handwriting or stroke input mode? How do I set my phone not to vibrate when I'm writing text?

When you write text, touch . You can then touch to turn on the handwriting or stroke input mode.



To disable the Vibrate on keypress function, touch **Settings** > **All** > **Language & input**.

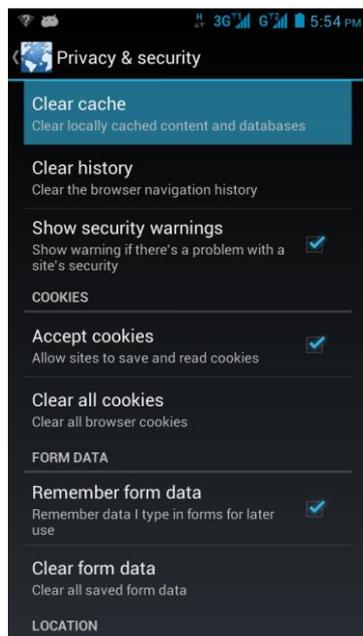
Touch  next to an input method, and clear **Vibrate on keypress**.



2.7 Internet access

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

Launch your browser, open a web page, touch the Menu key then **Settings** > **Privacy & security**, and touch **Clear cache** or **Clear history**.



2.7.2 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, launch your browser and touch the Menu key then **Bookmarks**.

To add a bookmark, on the desired web page, touch the Menu key then **Save to bookmark**, edit the bookmark information, and touch **OK**.

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

Yes.

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

Yes.

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

Touch and hold the image you want to save. From the displayed menu, choose **Save image**. The image is stored in the **Download** folder of your microSD card.

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

Launch your browser, open a web page, and touch the Menu key then **Settings > General > Set homepage**. You can then set the home page to **Current page**, **Blank page**, **Default page**, **Most visited sites**, or **Other**.

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

Launch your browser, open the web page you want to save for offline reading, and touch the Menu key then **Save for offline reading**.

2.7.8 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.

2.8 What network standards do my phone support?

Your phone supports GSM and WCDMA.

2.9 Screen lock

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

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

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

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

2.9.3 I forget the screen unlock pattern. What can I do?

If you have a Google account:

- If you draw incorrect patterns five consecutive times, **Forgot pattern?** is displayed. Touch it to log in to your Google account and reset the screen unlock pattern.
- If you draw incorrect patterns 20 consecutive times, the Google account login screen will be directly displayed. Log in to your Google account to reset the screen unlock pattern.

If you do not have a Google account:

- Download the software update package for your phone from <http://www.huaweidevice.com>. Save the update package to a microSD card's root directory and insert the microSD card into your phone. Power on your phone, and press and hold the power, volume up, and volume down keys simultaneously until the Android robot icon appears. Your phone will be updated and restored to its factory settings.
- If the update fails, contact an authorized service center.

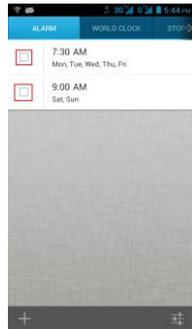
2.9.4 How do I lock and unlock the screen?

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

To unlock the screen, press the Power button to light up the screen and drag  down.

2.10 How do I add or remove an alarm?

To add or remove an alarm, touch **Clock**. On the **ALARM** tab, you can select or clear an alarm to enable or disable it or set up a new alarm.



2.11 How do I set my phone's default storage location?

By fault, the phone's storage location is the phone memory. To change the default storage location, touch **Settings > All > Storage > Default storage location**. If you set the microSD card as the default storage location, you will be prompted to change the default storage location to phone memory.



3 Applications

3.1 What third-party applications does my phone support?

Your phone supports all third-party applications based on the Android OS but does not support Java applications.

3.2 How do I obtain third-party applications?

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

3.3 When I install a third-party application, "Install blocked" is displayed. What can I do?

When you install an application that is not downloaded from the Google Play Store, "Install blocked" will be displayed.

If you want to install the application anyway, go to **Settings**. In the **PERSONAL** area, touch **Security**, and select **Unknown sources**.

You can then re-install the application.

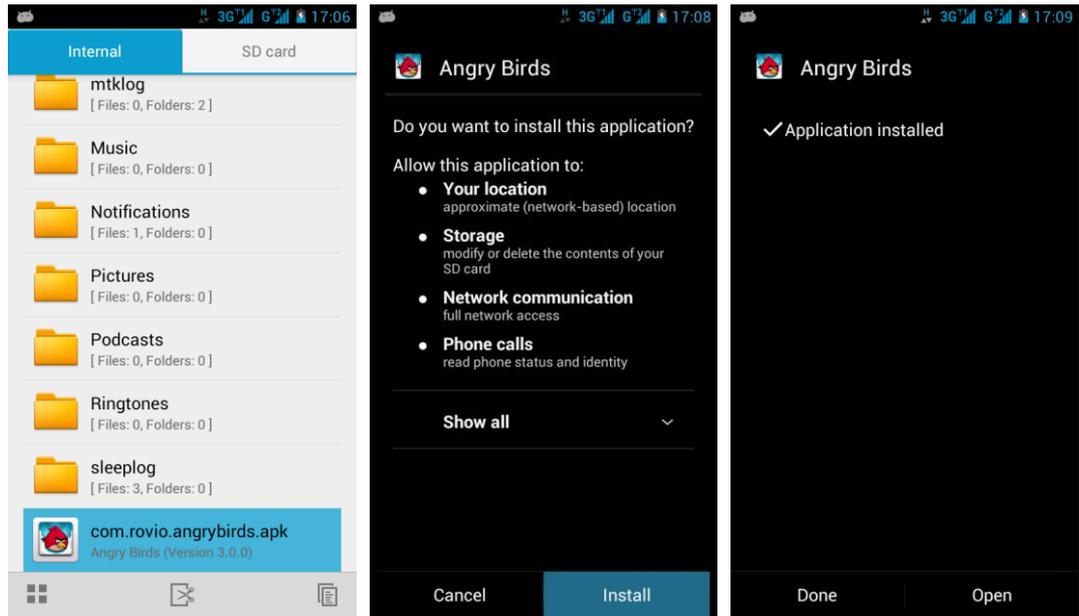
3.4 How do I install, manage, and uninstall applications?

3.4.1 How do I install applications?

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

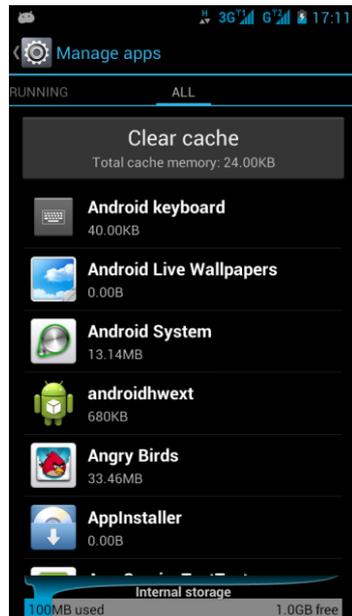
You can then install applications in either of the following ways:

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



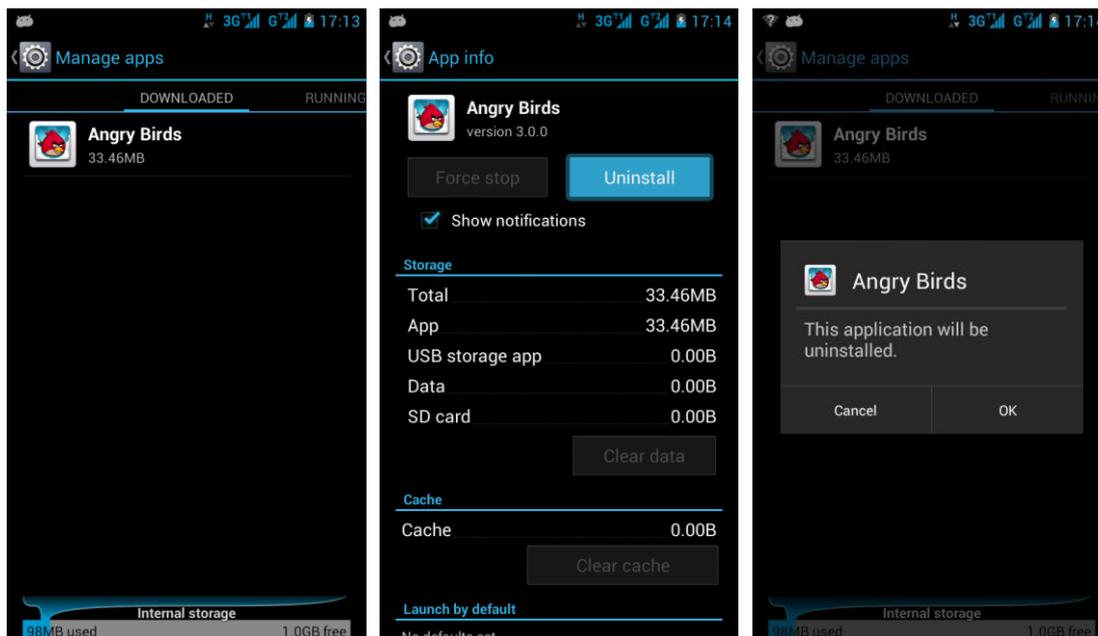
3.4.2 How do I manage applications?

Touch **Settings** > **All** > **Manage apps** > **ALL**. Touch an application to manage it.



3.4.3 How do I uninstall applications?

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



3.4.4 I cannot install an application. Why? What can I do?

Possible causes and solutions are as follow:

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

3.5 Third-party applications

3.5.1 Common errors and possible reasons

Third-party applications may sometimes respond slowly, report error information, or unexpected end. Possible reasons are:

- Your phone does not have sufficient storage space. If so, applications may fail to run properly or your phone may fail to power on. Delete some applications or files when prompted to free up some space.
- The third-party applications are saved to the microSD card. Because the microSD card is an external storage device, it takes much more time for your phone to read data from a microSD card.
- The CPU is highly occupied. For example, your phone may run slowly when your phone is synchronizing contacts.
- The third-party applications have design flaws.

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

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

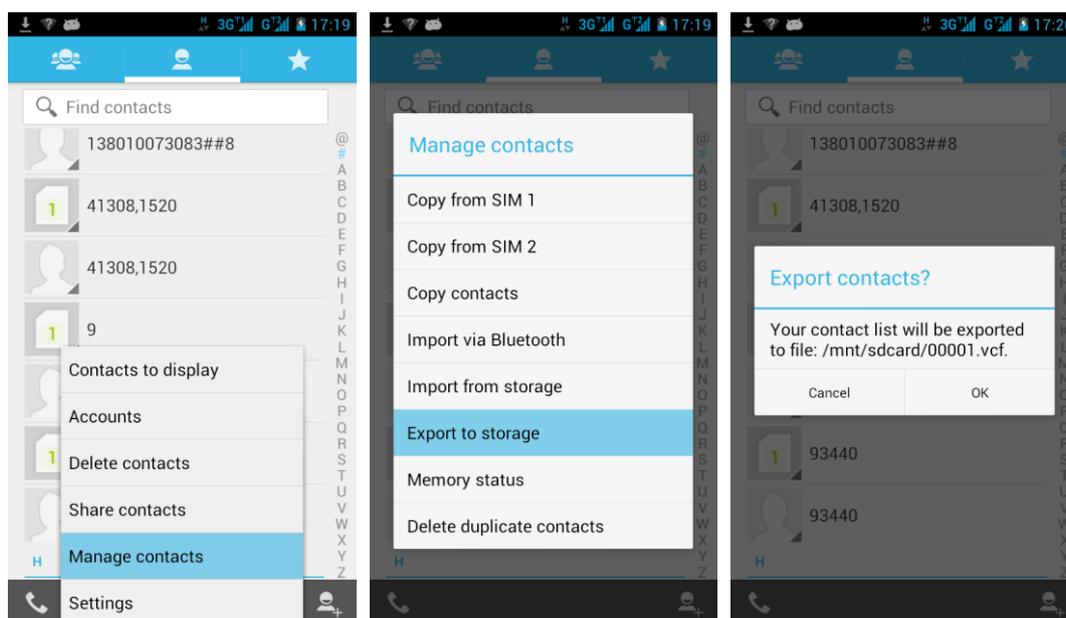
3.6 Backup and recovery

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

Your phone is preinstalled with the Backup application. To use Backup, touch **Backup** > **Back up to SD card**.

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

Touch **Settings** > **All** > **Storage** > **Default storage location** and select the microSD card. Touch **People**. Touch the Menu key then **Manage contacts** > **Export to storage**. In the displayed dialog box, touch **OK**. All contacts in your phone are then saved to the microSD card's root directory as a .vcf file.



3.6.3 How do I restore contacts from a microSD card?

Touch **File Manager**. In the microSD card's root directory, touch the backup file in .vcf format. Touch **OK**. Your phone then automatically refreshes the contact list.

3.6.4 Can I back up my contact groups?

No.

3.7 How do I back up my applications? Can I copy or move the backup applications to another phone?

To back up or restore applications, touch **Management > Backup > Back up to SD card** or **Restore from SD card**, select the applications you want, and touch **Backup** or **Restore**.

You can copy or move the backup applications to another phone and use **Backup** to restore them.

NOTE

Using different tools to back up and restore applications may result in restoration failures because of compatibility issues.

3.8 Does my phone support cloud backup?

No.

3.9 What data can be backed up on my phone?

You can back up your contacts, messages, calendar, call log, system settings, alarms, bookmarks, notes, HiSpace, weather clock, music playlists, email accounts, and applications.

Before restoring your phone to its factory settings, you can back up your contacts, messages, calendar, call log, system settings, alarms, bookmarks, notes, HiSpace, weather clock, music playlists, and email accounts.

3.10 Me Widget

3.10.1 How do I use the Weather Clock?

Step 1 On the home screen, touch **Tools > Weather**.

Step 2 Touch  in the lower left corner of the screen to update the weather information.

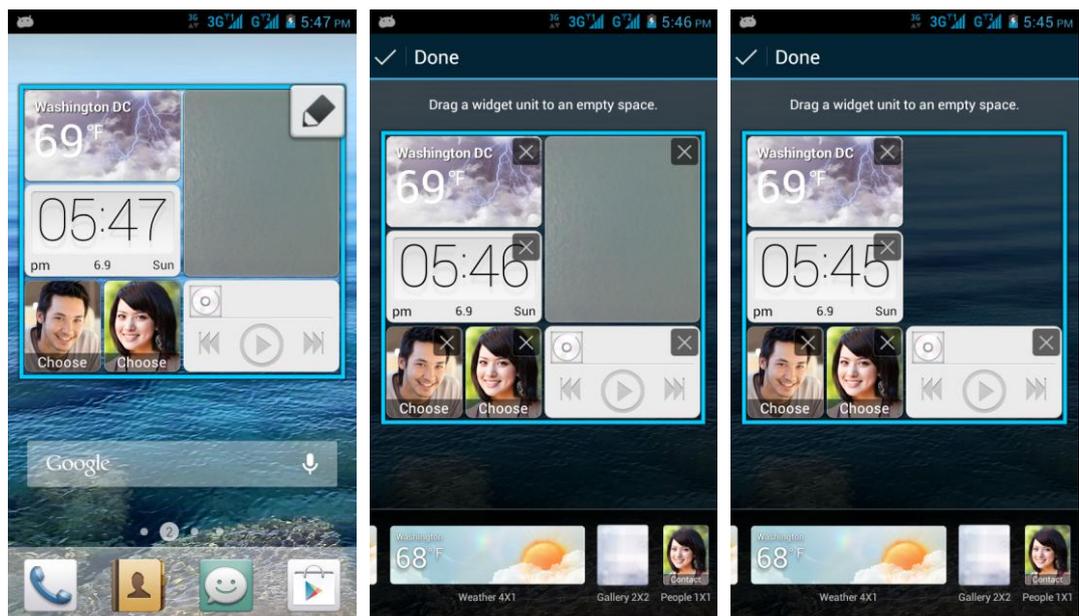
Step 3 On the weather clock screen, touch  in the lower right corner of the screen to change the cities of your concern and the primary city.



----End

3.10.2 How do I change the album displayed in Me Widget?

- Touch and hold Me Widget and drag it to the trash can. Then add Me Widget to a home screen again and change the album or contacts.
- Touch and hold Me Widget until your phone vibrates, release your finger, and touch  in the upper right corner. You can then delete the existing album and add a new album (**Gallery 2 x 2**) to the empty space.



4 Hardware

4.1 How do I use the front camera?

On the home screen, touch **Camera** to display the view finder. Touch  to switch between front and rear cameras. You can use the front camera for self-portraits and online video chats.

Your phone does not support video calls.

4.2 What line order does the provided headset use? Does it support wire control?

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

The provided headset comes with a hook key. Press this key to answer or reject call or pause or resume the music playback. It cannot be used to adjust the volume. Your phone supports headsets that let you adjust the volume using the keys.

4.3 Does my phone support HDMI, TV-OUT, and OTG?

No.

(OTG is a USB transmission technology. An OTG cable allows you to access a USB storage device from phone directly or connect your phone to a keyboard or mouse.)

4.4 Is the SIM card associated with my phone? Does my phone support hot swapping of a SIM card?

No.

4.5 What does the status indicator tell?

- Red blinking: The battery is low.
Green blinking: There are unread messages or new incoming calls.
- When your phone is charging:
 - Steady red: The battery level is low.
 - Steady yellow: The battery level is medium.
 - Steady green: The battery level is higher than 90%.

4.6 Developer option

Touch **Developer options** to turn on or off the developer options for the following functions:

- **USB debugging:** Enable USB debug mode that allows the operator to use the adb command to debug the phone.
- **Stay awake:** The screen will never sleep when your phone is charging.
- **Allow mock locations:** Allow the phone to use mock locations.
- **Pointer location:** Display the information about the currently touched item.
- **Show touches:** Show visual feedback for touches.
- **Show CPU usage:** Show the current CPU usage.
- **Disable HW overlays:** Always use GPU for screen compositing.
- **Animation scale:** Control the animation scale.
- **Background process limit:** Limit the number of background processes.
- **Show all ANRs:** Show the "App Not Responding" dialog box for background applications.

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

Yes. On the home screen, touch **Settings > Date & time**, select **Automatic date & time** and **Automatic time zone**.

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

Yes. Your phone has a charging protection circuit.

It is recommended that you use the original power adapter because if you constantly charge your phone using a power adapter with excessive current, your phone and battery's life span may be shortened, while using a power adapter with insufficient current will prolong the charging time of your phone.

4.9 Does my phone support data roaming? If so, how do I enable it?

Yes, but your phone only supports GSM networks while roaming.

To enable data roaming, touch **Settings** > **ALL** > **Mobile networks** > **Data roaming**, and select **Data roaming**.

5 Special features

5.1 What are the special features of my phone?

Your phone is a quad core smartphone. It runs the Huawei Emotion 1.0 and is compatible with Android 4.1 at the same time. It supports OTA update, fast boot, power-off alarms, and DTS surround sound effect.

6 Others

6.1 Does my phone support hot swapping of a microSD card?

No.

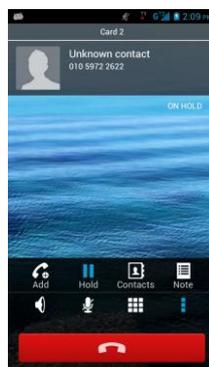
Power off your phone before inserting or removing a microSD card.

6.2 How do I view content in the microSD card?

- To view it from your phone, go to **File Manager**, and touch the **SD card** tab.
- To view it from your computer, connect your phone to the computer using a USB cable. On the displayed **USB computer connection** dialog box, touch **USB storage device**.

6.3 What can I do during a call?

- Touch the buttons shown in the call screen to perform corresponding operations. For example, touch **Hold** to place the current call on hold.



- During a call, touch the Home key to go back to the home screen. To return to the call screen, drag down the status bar to open the notification panel, and touch the ongoing call.

6.4 How do I view the available storage space in my internal storage and microSD card?

Go to **Settings**. In the **DEVICE** area, touch **Storage** to view the storage details.

6.5 How do I check my phone's available RAM?

Step 1 On the home screen, touch **Settings** > **All** > **Manage apps**.

Step 2 Flick to **RUNNING**. The available RAM on your phone is displayed in the lower right corner of the screen.

----End

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

To view content in the microSD card and phone memory, connect your phone to a computer using a USB cable and choose either of the following connection modes:

- Media device (MTP): Transfer multimedia files, such as photos, songs, and videos, between your phone and a computer that supports MTP.
- Camera (PTP): Transfer files between your phone and computer that does not support MTP.



NOTE

If you connect your phone to a Mac, you can manage files on your phone using MTP.

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

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**.

Multiple Files or Folders

Touch **File Manager** then  or , select the files or folders you want to cut or copy, and touch **Cut** or **Copy**. Touch **SD card** then **Paste**.

6.8 How do I save battery power?

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

- When you are not using the phone, press the Power key to turn off the screen.
- Touch **Settings** > **All** > **Display** > **Sleep** to set the timeout period to a small value.

- Touch **Settings** > **All** > **Display** > **Brightness** to set the brightness to a small value.
- Touch **Settings** > **All** and turn off **Wi-Fi** and **Bluetooth**. You can also turn off Wi-Fi and Bluetooth from the notification panel.
- Drag the status bar down to display the notification panel. Turn off data synchronization.
- Touch **Settings** > **All** > **Mobile networks** and clear **Data enabled** to disable the data service. You can also turn off the data service from the notification panel.
- Touch **Settings** > **All** > **Location services** and clear **GPS satellites** to disable the GPS function. You can also turn off the GPS function from the notification panel.

6.9 How do I save data traffic?

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

6.10 My phone runs slowly. What can I do?

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

6.11 How do I uninstall an application?

Method 1

Step 1 On the home screen, touch and hold an application until a trash can icon is displayed at the top of the screen.

Step 2 Drag the application to the trash can icon to uninstall it.

----End

Method 2

Step 3 On the home screen, touch **Settings** > **All** > **Manage apps**, and choose an application.

Step 4 Touch **Uninstall**.

----End

**NOTE**

System applications cannot be uninstalled. Therefore, no trash can icon or **Uninstall** button will be displayed.

6.12 My customized wallpaper automatically stretches. Why?

If set as your wallpaper, a picture will stretch to cover all the home screens. For example, if you have five home screens, the picture will be displayed as the wallpaper for all of them. No stretch button is available.

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

If you forget your phone unlock password or your phone fails to power on, press and hold the power and volume up keys to enter recovery mode. You can then press the volume up and down keys to scroll between the following options and press the power key to confirm your selection:

**NOTE**

If you choose **wipe data/factory reset**, your user data will be erased.

- **reboot system now**
- **apply update from sdcard**
- **wipe data/factory reset**
- **wipe cache partition**
- **touchscreen firmware update**
- **apply update from ADB**

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

Delete unnecessary files or uninstall some applications.

6.15 How do I disable touch sounds?

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

6.16 How do I adjust the screen brightness?

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

6.17 Does my phone support the key backlight power saver?

No.

6.18 How do I enable or disable airplane mode?

- Method 1: Touch **Settings** > **All**, and select or clear **Airplane mode**.
- Method 2: Press and hold the Power button and choose **Airplane mode** from the displayed option menu.

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

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

6.20 HiSuite

Your phone supports HiSuite. You can download it from the App Center.

6.21 What is my phone's CPU frequency?

Your phone's CPU frequency is 1.2 GHz. The value may not be accurate when you are checking the CPU using a third-party assessment tool.

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

Yes. Your phone comes with an FM radio displayed on a home screen.

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

6.23 Are my phone's antennas embedded?

Yes.

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

You cannot download themes to your phone. Your phone supports live wallpapers.

6.25 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.

6.26 How do I enter and exit safe mode?

To enter safe mode, when your phone is powering on, press and hold the power and volume down keys until **Safe mode** is displayed in the lower left corner of the screen.

To exit safe mode, restart your phone.

6.27 Does my phone support Adobe Flash Player?

No.

6.28 Can I calibrate the screen?

No.

6.29 How do I share my phone's data connection with a computer via USB?

Step 1 On the home screen, touch **Settings**.

Step 2 In the **WIRELESS & NETWORKS** area, touch **More... > Tethering & portable hotspot**.

Step 3 Select **USB tethering**.

Step 4 On a computer, install a USB driver, which can be obtained from HiSuite. Right-click **My Computer** and choose **Manage**.

Your phone is displayed as a network adapter.



NOTE

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

----End

If a computer has a wireless network adapter, you can go to **Settings**. In the **WIRELESS & NETWORKS** area, touch **More... > Tethering & portable hotspot**, and select **Portable Wi-Fi hotspot**. Then the computer can wirelessly connect to your phone for Internet access. Currently, this function is available to computers running Windows.

6.30 How do I take a screenshot?

Press the power and volume down keys simultaneously. A screenshot is then saved to **Gallery**.

6.31 Does my phone support Face Unlock?

Yes.

6.32 Can I scan a 2-dimensional barcode with my phone?

Yes, but first you need to download an application that supports this function.

6.33 Does my phone support 3D acceleration?

No.

6.34 Are there any difference between the same model sold by channel sellers and online stores?

No. The phone specifications are the same. Note that some channel sellers or online stores may provide fewer accessories at a lower price, which is not under the control of Huawei.

6.35 If I remove the battery, do the date and time on my phone be synchronized after I re-install the battery? Will configuring my phone to automatically set the date and time generate data traffic?

If the battery is removed 20 seconds or more from your phone, the date and time will not be automatically synchronized.

If your phone obtains the date and time from your service provider's network when it powers on and registers with the network, it does not synchronize the date and time through your data connection and does not generate data traffic. If your phone cannot obtain the date and time from your service provider's network, and **Automatic date & time** is turned on, minor data traffic will be generated.

6.36 Can I connect my phone to a charger or use it as a USB storage device without installing the battery?

No.

6.37 Why doesn't my phone display the home locations of some phone numbers?

The home location information for phone numbers is saved in your phone and do not update automatically, but the operators constantly update their phone numbers, therefore your phone may not display the home locations of certain phone numbers.

6.38 Does my phone support cloud services?

Not supported.

7 Additional questions

7.1 Can I record ongoing calls?

No.

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

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

7.3 Can I use my phone for recording?

Yes.

7.4 Does my phone come with a protective film?

No.

7.5 Does my phone support mobile TV?

No.

7.6 Can I edit Word, Excel, PPT, and PDF files?

Yes.

7.7 Where are my multimedia messages' attachments saved?

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

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

7.8 How are the phone ROM and RAM allocated?

Just the same as computers and tablets, your phone's ROM and RAM are partially taken up by the system. Your phone has a 4 GB ROM and 1 GB RAM.

For the ROM, system applications, files, and data base take up about 2 GB, which is invisible to users. The ROM space available to users is 2 GB. You can save different files to the phone memory.

Comparison of the ROM with other phones:

| Model | Total | Available |
|-------------|-------|-----------|
| Galaxy III | 16 GB | 11.35 GB |
| Galaxy Note | 4 GB | 1.51 GB |
| G525 | 4 GB | 2 GB |

For the RAM, because the Android system takes up some space to run Kernel, the actual space differs from the nominal. The available RAM of your phone is 500 MB.

Comparison with other phones with a 1 GB RAM:

Galaxy III: 763 MB available

Galaxy Note: 713 MB available

C8950: 627 MB available