

Why can't I use Bluetooth to transfer files to another device?

Applicable products :

Problem:

1. The user is unable to send files using Bluetooth.
2. The user is unable to receive files using Bluetooth.

Solution:

1. The distance between your phone and the other Bluetooth device may have exceeded the maximum operational range of Bluetooth devices (10 meters). In this case, move your phone closer to the Bluetooth device, and try again.
2. The other Bluetooth device may not have responded to your file transfer request in time. You can try sending the request again and then remind the other party to confirm the transfer more quickly.
3. Your phone is not paired with the Bluetooth device. In this case, first make sure that Bluetooth is enabled on both devices, and that both devices are visible to nearby Bluetooth devices (for laptops, check that the file receiving screen is displayed). Then send the file.
4. Pair the two devices first, and then send the file.
5. Check whether the other Bluetooth device supports the file format you are trying to send.
6. If the other Bluetooth device supports the given file format, try sending the file again.

Note:

1. iPhones can be paired with Huawei phones using Bluetooth, but do not support file transfer.
2. The music app preinstalled in your Huawei phone does not support Bluetooth sharing. Therefore, you cannot share music downloaded within the app with other Bluetooth devices. Open the Files app, touch Local > Internal storage > Music, find the name of the song you want to share, and touch to share it with other Bluetooth devices.

3. Transfer Files Using Huawei Share

4. Applicable products :

5. HUAWEI MediaPad T5, Huawei MediaPad M5 8.4inch

6. You can use Huawei Share to quickly transfer photos, videos and other files between Huawei devices. Huawei Share uses Bluetooth to detect nearby Huawei devices and Wi-Fi to quickly transfer files without using mobile data.



7.


8. Huawei Share uses Wi-Fi and Bluetooth to transfer data. When Huawei Share is enabled, Wi-Fi and Bluetooth are automatically enabled.

9.

10.

11.

12. **Use Huawei Share to send files:** Select the file you want to share and touch Share. Select the receiving device from the list of nearby devices to send the file.

13. **Use Huawei Share to receive files:** Swipe down from the status bar, open the shortcuts panel, and then touch  to enable **Huawei Share**. Touch Accept when a file transfer notification is displayed. Received files are saved to the Huawei Share folder in Files by default.

Why is the sound quality poor when I make a call using a Bluetooth headset?

Applicable products :

HUAWEI MediaPad T5, Huawei MediaPad M5 8.4inch

Prerequisites:

- Read the instructions for your Bluetooth headset and pair it with your Tablet. Ensure that there is sufficient battery power remaining and set the volume to an appropriate level.
- If possible, prepare another Tablet that supports Bluetooth for later use.

Solution:

- Check that there are no obstacles between your Tablet and the Bluetooth headset. Buildings significantly reduce the signal strength, which affects the call quality.
- Check that your Tablet and Bluetooth headset are within range (10 m or 33 ft) to ensure a stable connection.
- Try connecting the headset to another Tablet that supports Bluetooth to check whether there is a problem with your device.
- If the issue persists, back up your data and take your device and purchase invoice to an authorized Huawei Customer Service Center for assistance.

Why is the call quality poor when I use a Bluetooth headset or car kit?

Applicable products :

HUAWEI MediaPad T5, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, MediaPad M5 Pro 10.8inch

- Check that Wi-Fi is disabled on your Tablet. Bluetooth and Wi-Fi use the same frequency, which can cause interference.
- Check that your Tablet and Bluetooth headset are within range (10 m or 33 ft) to ensure a stable connection.
- Check that there are no obstacles or sources of interference between your Tablet and the Bluetooth device. In addition, check that you are in an area with good network reception.
- Try connecting another Tablet to your Bluetooth headset or car kit:
 - If call quality is still poor, your Bluetooth headset or car kit may be faulty. Contact the device manufacturer for assistance.
 - If call quality improves, your device may be faulty. Back up your data and take your device and purchase invoice to an authorized Huawei Customer Service Center for assistance.

. What can I do if my Tablet finds my Huawei Sport Heart Rate Bluetooth headset, but won't connect?

- Applicable products :
- HUAWEI MediaPad T5, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, MediaPad M5 Pro 10.8inch
- Prerequisites: Make sure your Bluetooth headset is fully charged, it is powered on, and it is not paired with another device.
- In addition to playing music and making calls, the Huawei Sport Heart Rate Bluetooth Headset (AM- R1) also supports heart rate monitoring. For this reason, connecting to your headset from Huawei Wear is recommended. Press and hold the power button on the headset until the red and blue lights alternately flash. Open the Huawei Wear app on your Tablet and go to Huawei Wear > Smart Headphones > HUAWEI AM-R1 to connect.

Why can't my Bluetooth headset make calls?

Applicable products :

HUAWEI MediaPad T5, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, MediaPad M5 Pro 10.8inch

Cause:

- Your Bluetooth headset may not support the callback function.
- Your Bluetooth headset is not connected to your Tablet or the signal for your carrier network is weak, resulting in failure to make calls using Bluetooth.
- Your Bluetooth headset is damaged.

Solution:

1. Check the Bluetooth headset manual to make sure your Bluetooth headset supports the callback function.



If the function is not support, switch to a Bluetooth headset that supports the callback function.

2. Make sure your Tablet is connected to your Bluetooth headset and that the signal for your Tablet"s carrier network is strong.



If your Bluetooth headset is not connected to your tablet or phone, reestablish the connection before continuing. If your carrier network"s signal is weak, try moving to a location with a stronger signal.

3. Try connecting your Bluetooth headset to another tablet or phone model and using the callback function.



If you are still unable to use the callback function, your Bluetooth headset"s calling function may be damaged. Try repairing it or switching to another headset.

Why is Mini mode unavailable for screen recordings?

Applicable products :

HUAWEI Mate 10 lite, HUAWEI Mate 20, HUAWEI Mate 20 Pro, HUAWEI Mate 20 RS PORSCHE DESIGN, HUAWEI Mate 20 X, HUAWEI P10 lite, HUAWEI Y9 2018, HUAWEI nova 2 Plus, HUAWEI nova 2i, Honor 9 lite, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, Mate 10, Mate 10 P

ro, Mate 9, MediaPad M5 Pro 10.8inch, P8 lite 2017, PORSCHE DESIGN HUAWEI Mate 10, Picasso-L21, Porsche Design Huawei Mate RS

By default, screen recordings are made in HD mode. We apologize for any inconvenience this may cause.

Why does the notification panel appear when I use the navigation dock in landscape mode?

Applicable products :

HUAWEI Mate 20, HUAWEI Mate 20 Pro, HUAWEI Mate 20 RS PORSCHE DESIGN, HUAWEI Mate 20 X, Honor 9 lite, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, Mate 10, Mate 10 Pro, Mate 9, MediaPad M5 Pro 10.8inch, PORSCHE DESIGN HUAWEI Mate 10

Problem:

The navigation panel appears when the user swipes down on the screen.

Cause:

You may have accidentally swiped down from the top of the screen, causing the notification panel to be displayed.

Why isn't the navigation dock displayed on some screens?

Applicable products :

HUAWEI Mate 20, HUAWEI Mate 20 Pro, HUAWEI Mate 20 RS PORSCHE DESIGN, HUAWEI Mate 20 X, HUAWEI Y9 2018, HUAWEI nova 2 Plus, Honor 9 lite, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, Mate

10, Mate 10 Pro, Mate 9, MediaPad M5 Pro 10.8inch, P7, PORSCHE DESIGN HUAWEI Mate 10, Porsche Design Huawei Mate RS

This is a design feature and does not indicate an issue with your phone.

To return to the previous screen or perform other operations, use the virtual navigation bar or front navigation button. The navigation dock will be displayed when you exit the current screen.

Why doesn't Navigation dock disappear when I am taking photos?

Applicable products :

HUAWEI Mate 20, HUAWEI Mate 20 Pro, HUAWEI Mate 20 RS PORSCHE DESIGN, HUAWEI Mate 20 X, Honor 9 lite, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, Mate 10, Mate 10 Pro, Mate 9, MediaPad M5 Pro 10.8inch, PORSCHE DESIGN HUAWEI Mate 10

Problem:

Navigation dock is still displayed while the camera is in use.

Cause:

When you use your phone in full screen mode (for example, when watching a video), **Navigation dock** disappears. Since the phone camera does not enable full screen display, **Navigation dock** is still displayed.

Why can't I return to the previous screen when I swipe left on the navigation dock?

Applicable products :

HUAWEI Mate 10 lite, HUAWEI Mate 20, HUAWEI Mate 20 Pro, HUAWEI Mate 20 RS PORSCHE DESIGN, HUAWEI Mate 20 X, HUAWEI P20, HUAWEI nova 2 Plus, HUAWEI nova 2i, Honor 9 lite, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, Mate 10, Mate 10 Pro, Mate 9, MediaPad M5 Pro 10.8inch, P8 lite 2017, PORSCHE DESIGN HUAWEI Mate 10, Picasso-L21, Porsche Design Huawei Mate RS

You can return to the previous screen by touching the navigation dock.

Can I use the Navigation dock to lock the screen?

Applicable products :

HUAWEI Mate 20, HUAWEI Mate 20 Pro, HUAWEI Mate 20 RS PORSCHE DESIGN, HUAWEI Mate 20 X, HUAWEI P20, Honor 9 lite, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, Mate 10, Mate 10 Pro, Mate 9, MediaPad M5 Pro 10.8inch, P20 Pro, PORSCHE DESIGN HUAWEI Mate 10, Porsche Design Huawei Mate RS

No, the navigation dock cannot be used to lock the screen.

Why is the navigation bar hidden when I use some third-party apps?

Applicable products :

HUAWEI Mate 20, HUAWEI Mate 20 Pro, HUAWEI Mate 20 RS PORSCHE DESIGN, HUAWEI Mate 20 X, Honor 9 lite, Huawei MediaPad M5 10.8inch, Huawei MediaPad M5 8.4inch, Mate 10, Mate 10 Pro, Mate 9, MediaPad M5 Pro 10.8inch, PORSCHE DESIGN HUAWEI Mate 10

Cause:

This is normal. Your phone mistakenly detected a full screen, where the navigation bar is hidden automatically.

Solution:

Follow the onscreen instructions to swipe down from the top of the screen and display the Navigation dock.

Errors occur after a rollback from the pre-installed version to an earlier version

Applicable products :

Problem:

Errors occur after a phone is rolled back from the pre-installed version to an earlier version.

For example, if the PCBA is replaced for a phone running EMUI 4.1 and this new PCBA is for EMUI 5.0, errors occur after the phone is rolled back to EMUI 4.1.

Solution:

New system versions offer new and enhanced features that optimize known bugs and defects, and therefore are bound to deliver a better user experience compared to earlier versions. System rollbacks are generally not allowed when a phone has its PCBA replaced with a new one for a higher version. If a system rollback has been performed, promptly update your phone to the latest system version.

Android is being updated during phone power-on

Applicable products :

If a message appears indicating that Android is being updated, your phone is being optimized during the system startup. This is normal and does not indicate an issue with your phone.

The download of an update package does not complete

Applicable products :

Solution:

Perform the following:

1. Ensure that your phone has mobile data enabled or is connected to a Wi-Fi network. Otherwise, the download cannot be completed.
2. Ensure that your phone is not in Airplane mode.
3. Check whether you have inadvertently paused the download. If so, touch to continue the download.
4. Restart your phone, or optimize it using Phone Manager.
5. Clear cache for System update by performing the following:

EMUI 5.X: Go to Settings > Apps > More > Show system processes > System update > Storage.

EMUI 8.X: Go to Settings > Apps & notifications > Apps > More > Show system processes > System update > Storage.

Touch CLEAR DATA and CLEAR CACHE.

EMUI 4.X and 5.X: Go to Settings > System update.

EMUI 8.X: Go to Settings > System > System update.

Try updating your phone again.

Why doesn't the official website provide the memory card update package any more?



Applicable products :

Cause:

For security reasons, Huawei no longer provides memory-card-based system update packages on its official website, as they are prone to malicious attacks. To deliver consistent, convenient update experience for users, mobile system updates are now performed online.

Solution:

You can perform online system updates on your phone or through HiSuite on your PC.

- To perform an online system update on your phone, perform the following:
EMUI 4.X and 5.X: Go to Settings > System update > Check for updates, and follow the onscreen instructions if an update is available.
EMUI 8.X: Go to Settings > System > System update > Check for updates, and follow the onscreen instructions if an update is available.
 It is recommended that you update your phone while connected to a Wi-Fi network.
- To perform a system update through HiSuite, back up your data and connect your phone to a PC installed with HiSuite, then open HiSuite and click **System Update** to perform a system update. In this case, system update will start if a newer version is detected. After the update process is complete, your phone will automatically restart.
 Do not disconnect your phone from the PC, or power it off, restart it, or remove the memory card during the update process.

If the update fails, back up your data and take your device and the proof of purchase to an authorized Huawei Customer Service Center for assistance.