

HUAWEI U8185 Smart Phone FAQs



HUAWEI U8185 Smart Phone FAQs V100R001

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1 Basics

1.1 Status Icons



Call in progress



Missed call



Problem with sign-in or synchronization



Preparing SD card



Signal strength



No signal



Synchronizing data



Bluetooth is on



Wi-Fi router



Vibrate mode



Battery is full



Battery is charging



Music is playing



New email



Silence mode



Call in progress using a Bluetooth device



Connected to a PC



Memory full



Roaming



Airplane mode



Connected to a Wi-Fi network



Synchronization failed



Connected to another Bluetooth device



Speaker on



Microphone muted



Battery is very low



Alarm is set



New calendar reminder



New message



USB debug mode

1.2 SMS

1.2.1 What is the difference between the text message (SMS) in an Android OS and that in a traditional system? What is the advantage of the text message in the Android OS?

Difference:

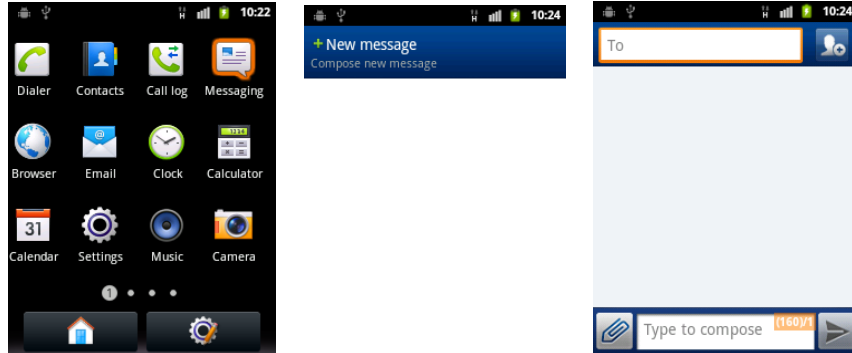
In a traditional system, text messages are saved in **Inbox** and **Sent**; In an Android system, text messages with the same contact are saved in the same thread, which does not differentiate inbox and sent.

Advantage:

Messaging in an Android phone is similar to the instant messaging services such as MSN or QQ. Therefore, it helps you browse your chat records more quickly and conveniently.

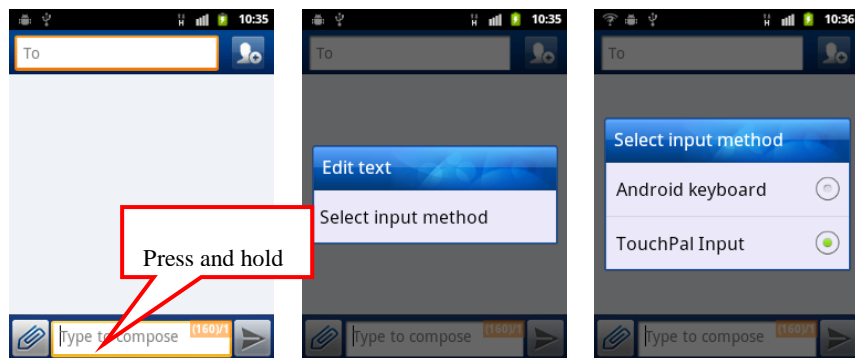
1.2.2 How do I send a text message?

1. Touch **Messaging** and then touch **New message**.
2. Enter a mobile phone number in the **To** field, touch the composition text box to start entering your message, and then touch .




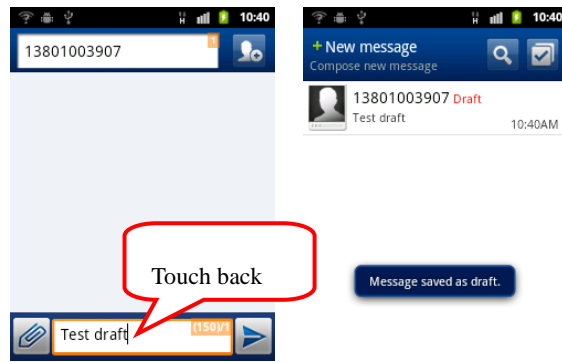
1.2.3 How do I change the input method?

Touch and hold the composition text box and touch **Select Input method** in the **Edit text** menu. Then, touch **Android keyboard** or **TouchPal Input** in the **Select input method** menu.



1.2.4 How do I save a text message as a draft?

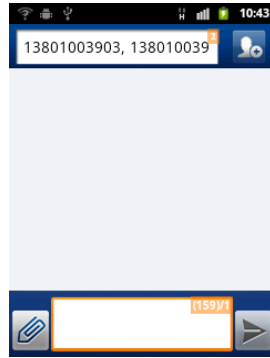
Touch **New message**, enter a mobile phone number in the **To** field and enter your text message in the composition text box, and then touch . The text message is automatically saved as a draft.




Note: If you enter the text message but do not enter the mobile phone number, you cannot save the text message as a draft.

1.2.5 How do I send a text message to multiple recipients?

1. Enter multiple phone numbers and separate them with commas.



1.2.6 How do I delete a text message in a message thread?

1. Touch and hold the message to be deleted, and then select **Delete message** in the **Message options** menu.
2. Touch  > **Delete threads**, all the message(s) to be deleted.

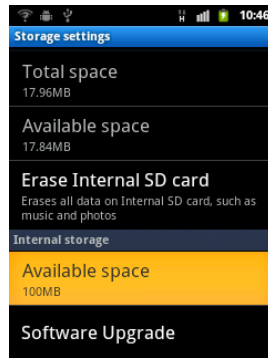
1.2.7 What is the function of locking a message?

When deleting messages in batches, you are unable to delete a locked message without selecting **Delete locked messages**.

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

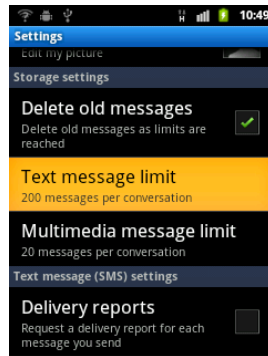
1. The total number of messages saved on your phone is related to the phone storage.

Touch  > **Settings** > **Storage** > **Internal storage**.



2. A thread can contain up to 999 text messages. By default, a thread contains 200 text messages on your phone.

To set the text messages in a thread: Touch **Messaging** >  > **Settings** > **Text message limit**, and then set the text message limit.

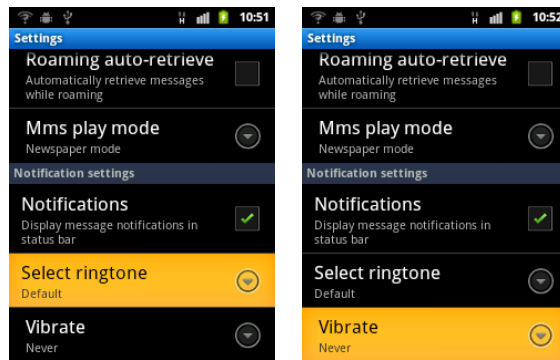


1.2.9 While forwarding a message, can I forward all messages in a thread or forward only the latest message?




You can forward any one message. Touch and hold the message and touch **Forward** in the **Message options** menu.

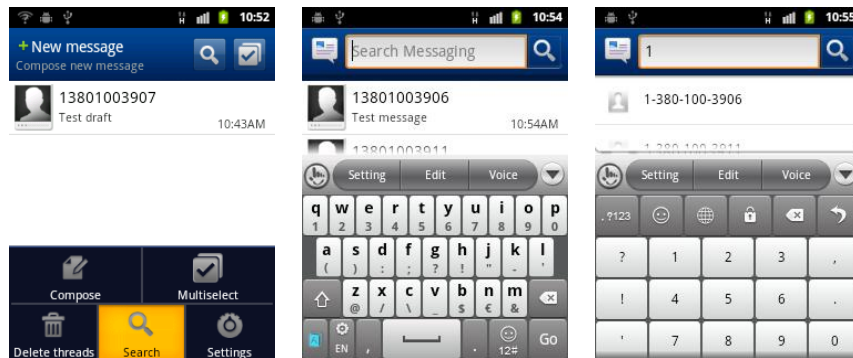
1.2.10 How do I set message ringtone and vibrate?

1. To set message ringtone, touch **Messaging** >  > **Settings** > **Select ringtone**.
2. To set message vibrate, touch **Messaging** >  > **Settings** > **Vibrate**.



1.2.11 How do I search for a message?

Touch  (or  > **Search**), enter the search key words, and then touch  . All messages related to the search key words are displayed.



1.2.12 How do I disable the key press sound?

1. The key press sound is related to the input method. In the specific input method menu, you can disable the key press sound.




Touch  > **Settings** > **Language & keyboard**. Select to set a text input method.

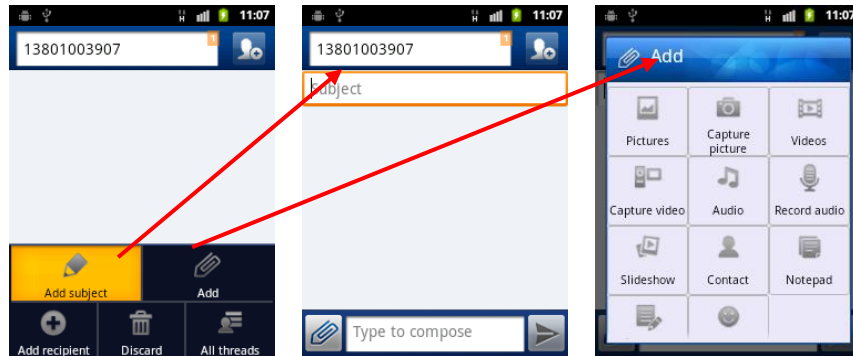
2. Disabling the key press sound does not affect the incoming call ringtone and text message ringtone.

1.3 MMS

1.3.1 How do I send a multimedia message?

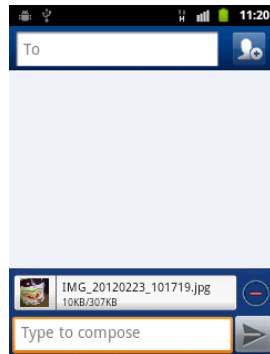
1. Touch **Messaging** and then touch **New message**.
2. Enter a mobile phone number in the **To** field and touch the composition text box to start entering your message. If you enter more than three pages in a text message, the text message is automatically changed to a multimedia message.

3. Touch  > **Add subject**. If you add a subject to a text message, the text message is automatically changed to a multimedia message.
4. Touch  > **Add** to attach pictures, audio files, or videos. If you attach a multimedia file to a text message, the text message is automatically changed to a multimedia message.
5. Touch .



1.3.2 Is a multimedia message affected by the file size, video format, or resolution?

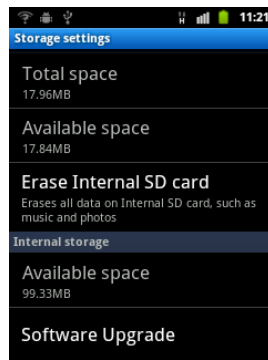
1. If an audio file or video exceeds 307 KB, it cannot be attached to the message.
2. If a picture size exceeds the limit, it is automatically compressed. Then, it can be attached to the multimedia message and the received picture will be in low-resolution.




1.3.3 What are the failure causes of sending or receiving a multimedia message? How to solve such problems?

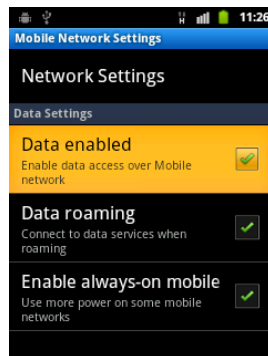
1. If your phone memory is insufficient (smaller than 10%), you cannot receive a multimedia message.

Solution: Delete unnecessary files to release your phone memory. The available memory should be larger than 10%.



2. If data service is disabled, you are unable to send or receive multimedia messages.

Solution: Touch  > **Settings** > **Wireless & networks** > **Mobile networks**. Touch to select **Data enabled**.



1.4 Music

1.4.1 What are the meanings of Artists, Albums, Songs and Playlists?

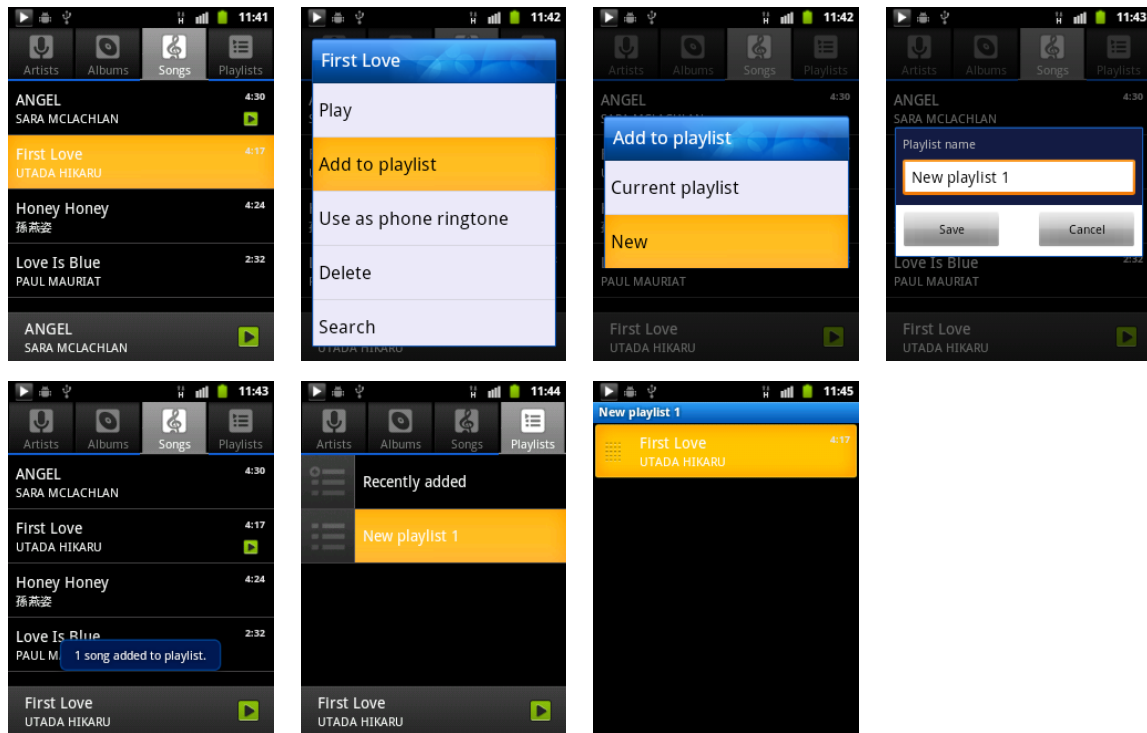
1. **Artists:** Songs of the same artist(s) are placed in the same directory.
2. **Albums:** Songs of the same album are placed in the same directory.
3. **Songs:** All songs are placed in one directory by naming schemas.
4. **Playlists:** Favorite songs can be added to the playlists.

1.4.2 How do I manage my favorite songs?

You can create different playlists and add songs to the playlists. For details about how to add songs to a playlist, see the next question.

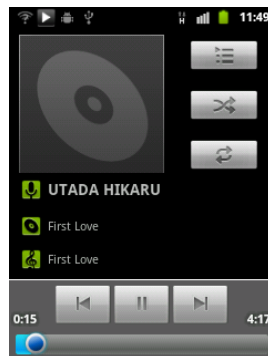
1.4.3 How do I create playlists?

1. Touch **Music** and select any song to be added to the playlist.
2. Touch and hold the song and then touch **Add to playlist** > **New**. Enter a name to the **Playlist name** text box and touch **Save**.

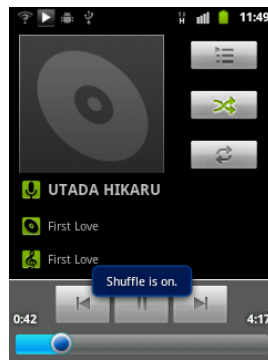


1.4.4 What are the play modes?

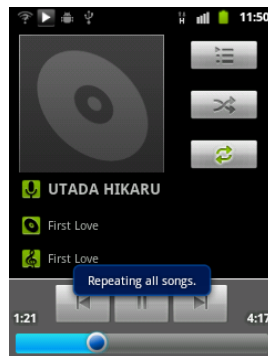
1. **Shuffle is off** (by default): Set the phone to play all songs in the playlist in order and stop the play after all songs have been played.



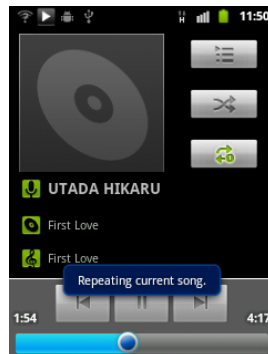
2. **Shuffle is on**: Set the phone to play all songs in the playlist in random order and stop the play after all songs have been played.



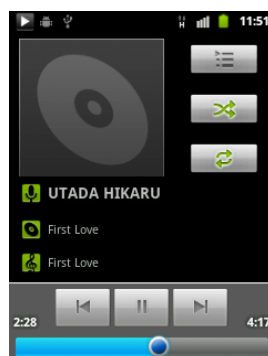
3. **Repeating all songs:** Set the phone to play all songs in the playlist in order and repeat to play the songs in the playlist.





4. **Repeating current song:** Set the phone to play the current song repeatedly.



5. **Shuffle is on + Repeating all songs:** Set the phone to play all songs in the playlist in a random order and repeat to play all songs after all songs have been played.



1.4.5 How do I play songs in background and exit Music?

1. Play in background: Touch **Music** and play any audio file. Press . The song is playing in background.
2. Exit **Music**: Touch **Music** and pause the song. Press  to exit **Music**.

1.5 Camera

1.5.1 Am I able to take pictures or videos when the SD card is unavailable?

Yes. When there is no SD card inserted into the phone, you can use the phone storage to store these pictures and video which be taken.



1.5.2 What is the default saving path of pictures or videos? How do I change the path?


1. When the SD card is available:
The default saving path for pictures is sdcard/DCIM/Camera.
The default saving path for videos is sdcard/DCIM/Camera.
2. When the SD card is not available:
The default saving path for pictures is HWUserData/DCIM/Camera
The default saving path for videos is HWUserData/DCIM/Camera
3. The path can't be changed.

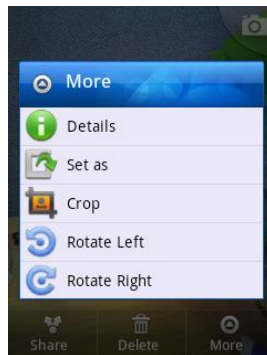
1.5.3 Why am I unable to open certain pictures or start certain videos?

1. The phone does not support the file format.
2. The phone memory is insufficient. Please close some running third-party applications.

3. The file is damaged.
4. The file is copy-right protected.
5. Unknown error occurs to the application or phone system. This is very rare case and you can restart the phone to try them again.

1.5.4 How do I edit a picture or video?

1. Touch  >**More**> **Rotate** or **Crop**.
2. You are unable to edit a video clip.



1.6 Streaming Media

1.6.1 Will the phone stop playing streaming media when I receive an incoming call? After the call, does it continue to play?

1. The phone stops playing the streaming media when you have an incoming call.
2. After the call, the phone continues to play the streaming media.

1.6.2 Why does the phone not play certain streaming media?

1. The phone does not support the file format.
2. The network is unstable.
3. The phone memory is insufficient.

1.6.3 What are the possible reasons of poor quality of playing a streaming media online?

1. The source streaming media has poor quality.
2. The network is poor.
3. Phone hardware may be faulty, for example, the phone display is damaged. In such case, compare the streaming media with another device.
4. Phone memory may be insufficient.
5. CPU usage is high.

6. Too much applications are running.

1.6.4 During an online streaming media play, will the phone memory be insufficient?



No. The download occupies RAM rather than the phone memory during an online streaming media play.

1.7 Bluetooth

1.7.1 What files can be transmitted via Bluetooth?

Pictures, audio files, videos, texts, web pages, or contacts are able to be transmitted via Bluetooth.

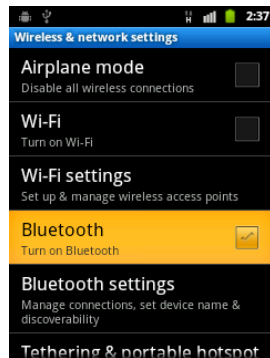
1.7.2 How do I transmit a file via Bluetooth?

1. Touch **File Manger** or **Gallery** and select any file to be sent. Touch and hold the file and touch **Share** > **Bluetooth**.
2. Open the web browser and access any page. Press  and touch **More** > **Share page** > **Bluetooth**.
3. In **Contacts**, press  and touch **Multi-select** > **Send** > **Bluetooth**.


1.7.3 Why is my phone unable to be searched by other devices? How do I solve this problem?

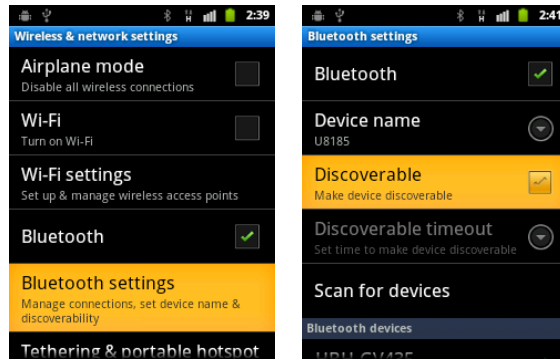
1. Bluetooth may be turned off.

Solution: Touch  > **Settings** > **Wireless & networks** and start **Bluetooth**.



2. The phone may be set to **Hidden** after Bluetooth is turned on.

Solution: Touch  > **Settings** > **Wireless & networks** > **Bluetooth settings** and touch **Discoverable**.



1.7.4 What is the valid distance of Bluetooth?


It is within 10 meters.

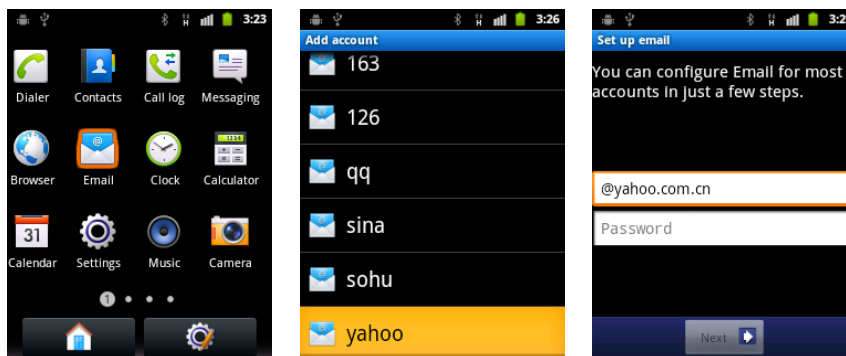
1.7.5 What are the possible causes of my phone failed to pair with other devices?

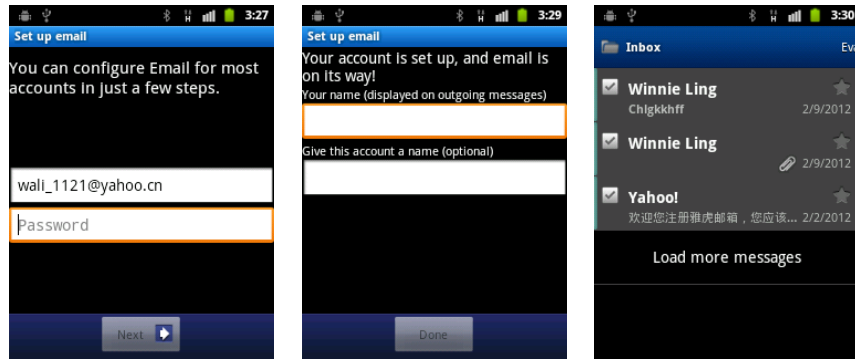
1. I am unable to search other devices.
Check that Bluetooth on other devices is turned on and the devices are able to be searched.
2. I am unable to search the Bluetooth headset.
Check that the headset is set to **Discoverable**. For details, see the headset user guide.
3. I am unable to connect to other phones when I send files.
Check that the paired phone is able to receive files or supports the file of the specific format.

1.8 Email

1.8.1 How do I set up an email account?

Touch  > **Email** and set up your email account, as shown in the following figures.





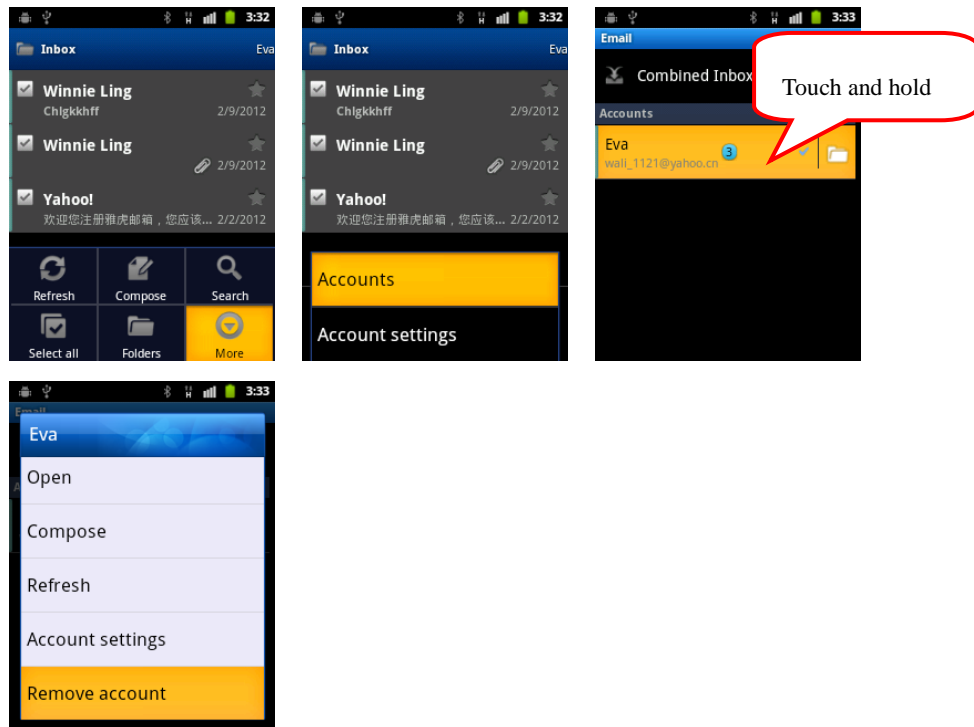
1.8.2 How do I change to another email account?

1. To add another email account:

Touch **Email**, press , touch **More>Accounts**, press  again, and touch **Add account**.



2. To remove an email account:

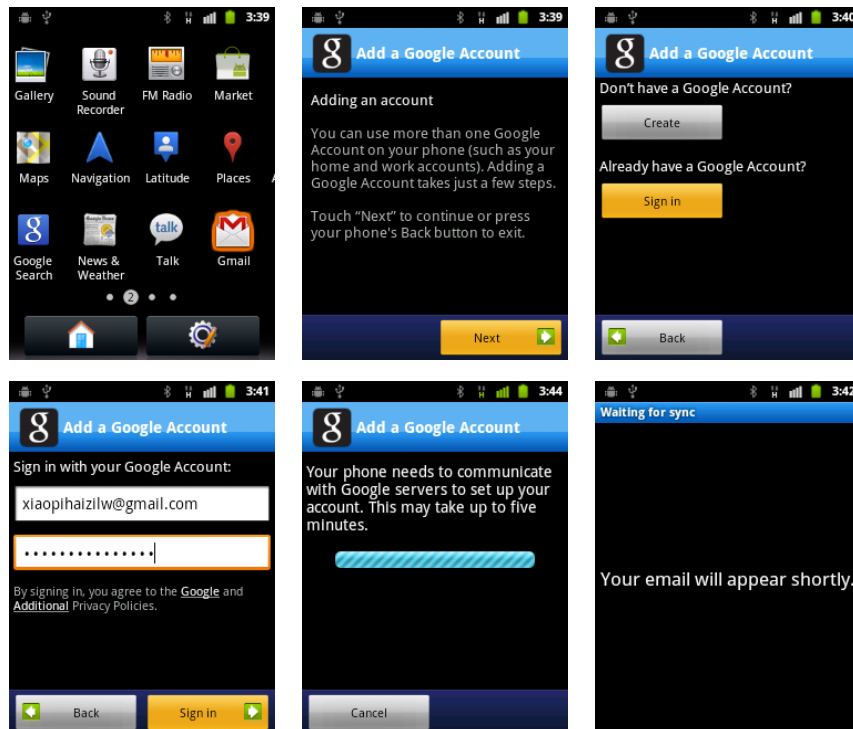
Touch **Email**, press , touch **More>Accounts**, touch and hold the email account to be removed, and touch **Remove account**.



1.9 Gmail

1.9.1 How do I set up a Gmail account?

1. Touch  > **Gmail** > **Create or Sign in**.
2. Touch  > **Settings** > **Accounts & sync** > **Add account** > **Google** > **Create or Sign in**.
3. Start any Google application and you will be prompted to create or sign in your Gmail account.



1.9.2 How do I change to another Gmail account?

1. You are unable to remove the first Gmail account which you have signed in. If you must remove the account, you need to restore factory defaults.
2. You are able to add multiple Gmail accounts.

Touch  > **Settings** > **Accounts & sync** > **Add account** > **Google**.

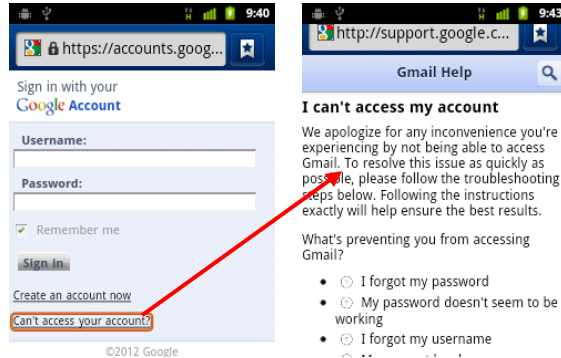
1.9.3 Which applications do the Gmail account and password connect to?

You must sign in with your Gmail account before using the Google applications such as Google Talk, Market, or Maps.

1.9.4 What should I do if I forgot my Gmail account or password?

1. Log in to Gmail website to obtain your password.



Enter www.gmail.com in the address bar, touch **Can't access your account?** and access Gmail Help.

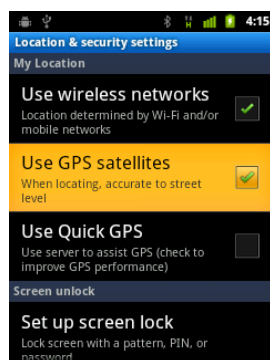


2. Create or sign in with another Gmail account.

1.10 Google Maps

1.10.1 How do I choose wireless networks or GPS satellites for Maps?

1. Wireless network location: Touch  > **Settings** > **Location & security** and check **Use wireless networks**.
2. GPS location: Touch  > **Settings** > **Location & security** and check **Use GPS satellites**.



1.10.2 Is it free of charge to use GPS and wireless network locations?


GPS location is free of charge. Wireless network location charge applies.

1.10.3 Why am I unable to use My Location service and how to solve this problem?

1. The My Location feature takes information broadcast from mobile towers near you to locate your current location on the map. When the signal strength is weak or your network operator does not support this service, you may encounter this problem.
2. Solution: Move to a place with better signal strength to use My Location service.

If you fail once, try more times.

1.10.4 How do I quickly search for route?

Touch **Maps**, press , and touch **Directions**. Enter start point and end point and touch **Get directions**.

1.10.5 What are the advantages of Google Maps over other maps?

1. Google Maps is a free application. Mobile operators charge users for the data traffic.
2. Google Inc. provides technical support for Google Maps. For example, the latest Google Maps provides bicycle directions.
3. Google Maps is an open system and allows users to add specific information on the map.
4. Google Maps covers almost all over the world.

2 Common Settings

2.1 Forced Upgrade

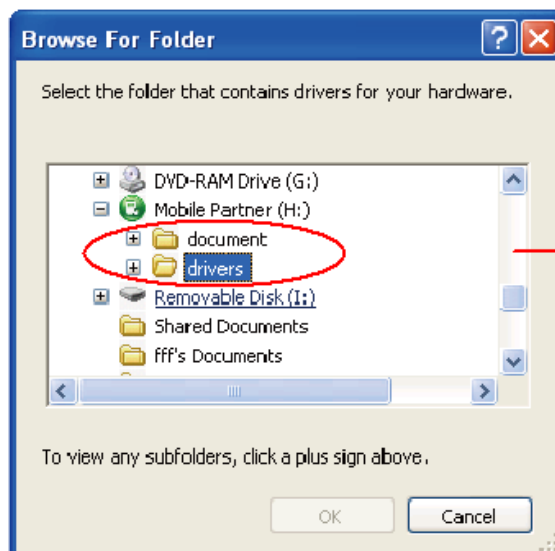
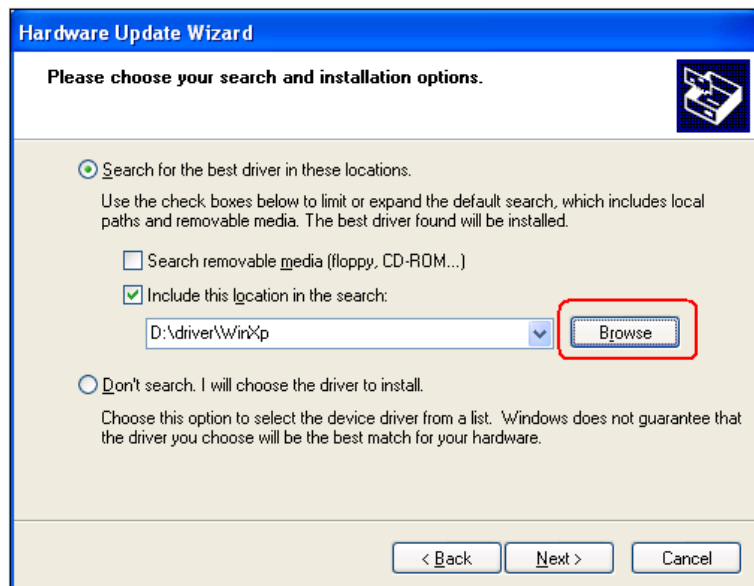
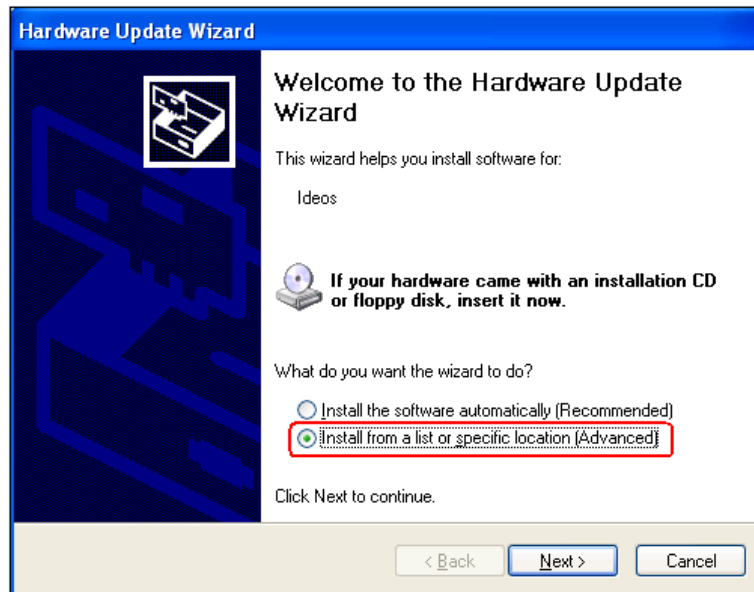
The forced upgrade method is as follows:

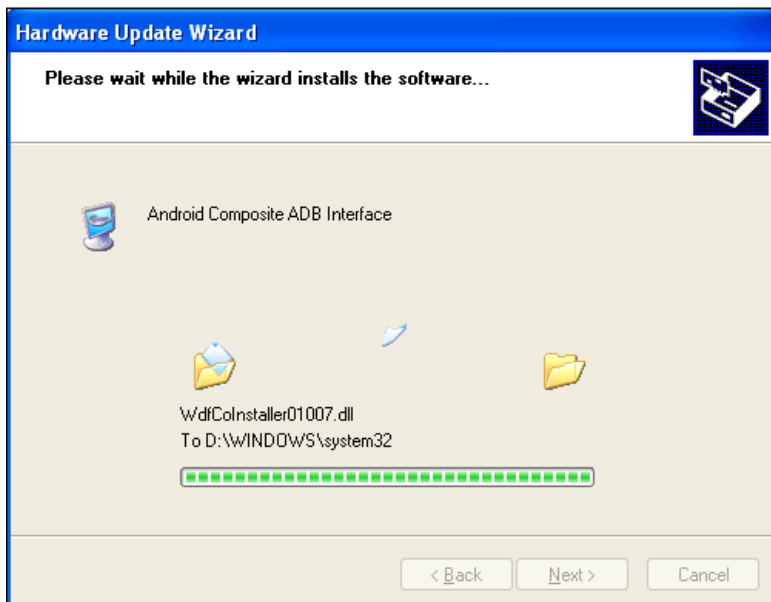
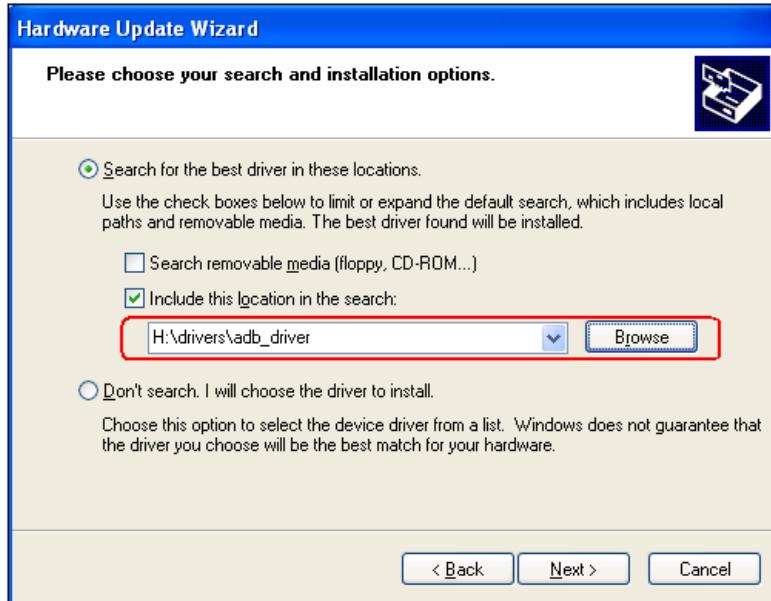
Note: After the forced upgrade, all user data (contacts, text messages, and multimedia messages) will be lost.

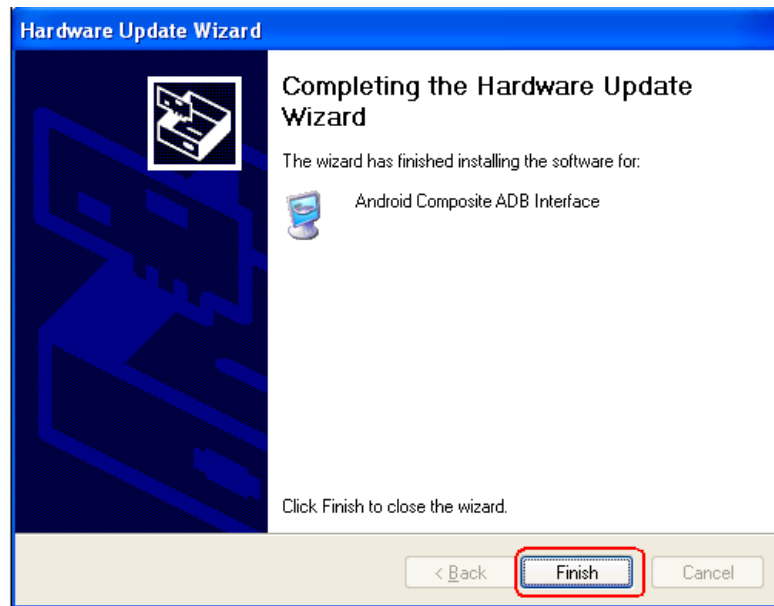
1. Go to <http://www.huaweidevice.com/worldwide/technicalIndex.do> and search for the latest U8185 version, download it to the local drive, and uncompress it to extract the upgrade file.
2. In the SD card root directory, create a new folder named **dload**. Take the extracted upgrade file, **UPDATE.APP**, and copy it to the **dload** folder.
3. Insert the SD card into the mobile phone.
4. When the mobile phone is powered off, press the Volume + and Power keys at the same time to initiate the forced upgrade.
5. After the upgrade is complete, restart the phone, and continue to use as before.

2.2 How do I install the ADB driver?

1. When the phone is connected to the PC through data cable, the PC will display a prompt window. Follow the guide to install the ADB driver.








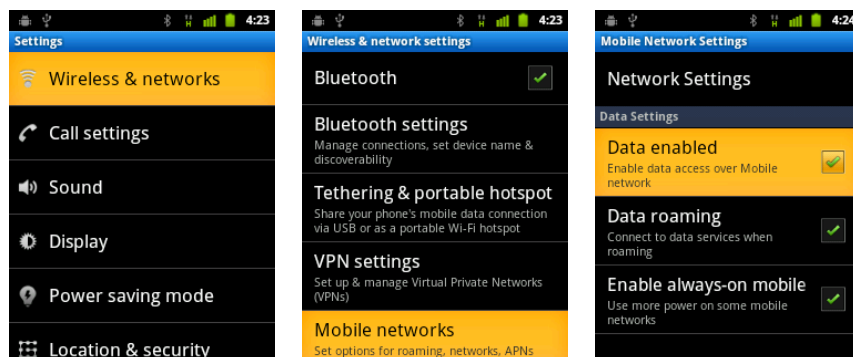
2. If the PC doesn't produce a prompt window after the phone is connected to it, you can click on the new driver to start the installation process.

2.3 Network Parameters

1. Insert the SIM card and the APN is automatically set.
2. To view the APNs, touch  > **Settings** > **Wireless & networks** > **Mobile networks** > **Network Settings** > **Access Point Names**.


2.4 How do I enable and disable data service?

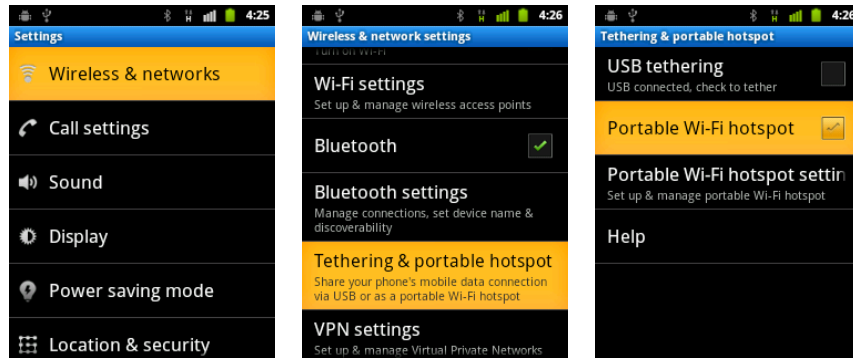
To start or stop data service, touch  > **Settings** > **Wireless & networks** > **Mobile networks** > **Data enabled**.



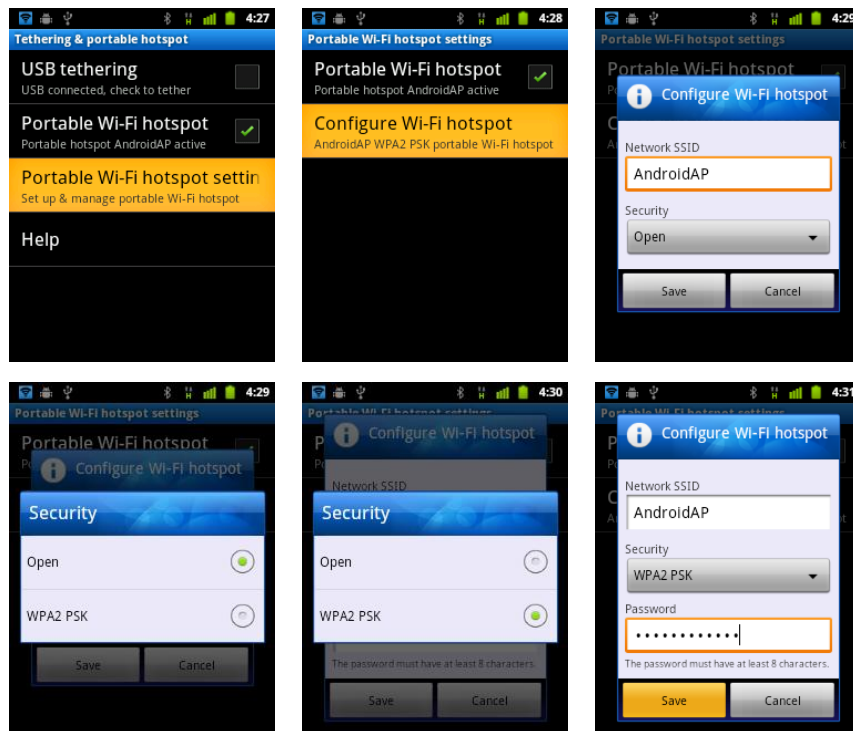
2.5 How do I use a Wi-Fi router to connect to the Internet?

2.5.1 Connect to the Internet using a Wi-Fi router.

1. Touch  > **Settings** > **Wireless & networks** > **Tethering & portable hotspot** > **Portable Wi-Fi hotspot**.



2. To set Wi-Fi network SSID and password, touch  > **Settings** > **Wireless & networks** > **Tethering & portable hotspot** > **Portable Wi-Fi hotspot** > **Portable Wi-Fi hotspot settings** > **Configure Wi-Fi hotspot**.



2.5.2 How come I cannot properly use the Internet after I have connected to the hotspot?

1. The network SSID and password have changed.

2. Your SIM or USIM card's balance is low.
3. You are out of the Wi-Fi hotspot signal coverage.
4. The connection limit of the Wi-Fi hotspot has already reached.

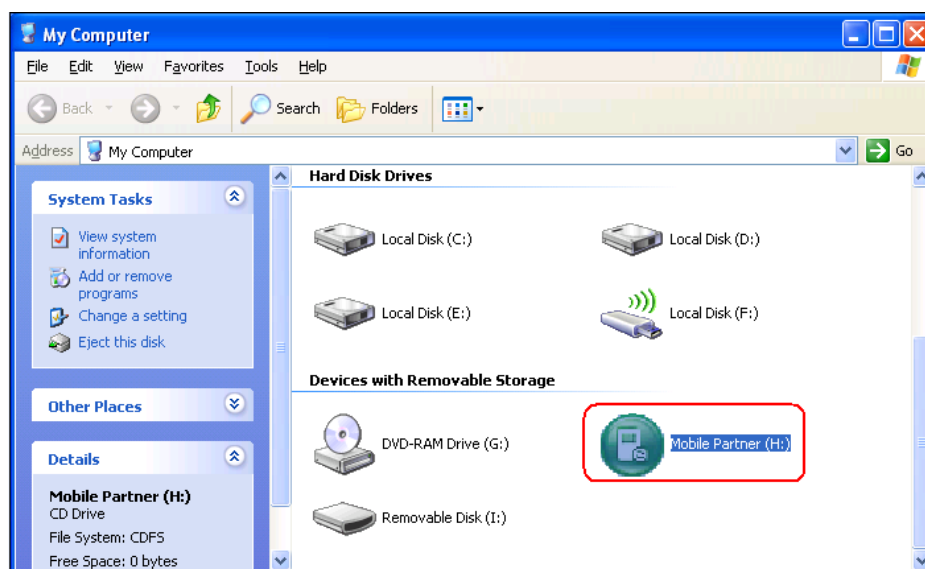
2.5.3 Why am I failed to connect to Wi-Fi?

1. You are out of the Wi-Fi hotspot signal coverage.
2. The connection limit of the Wi-Fi hotspot has already reached.
3. You have entered the wrong password.

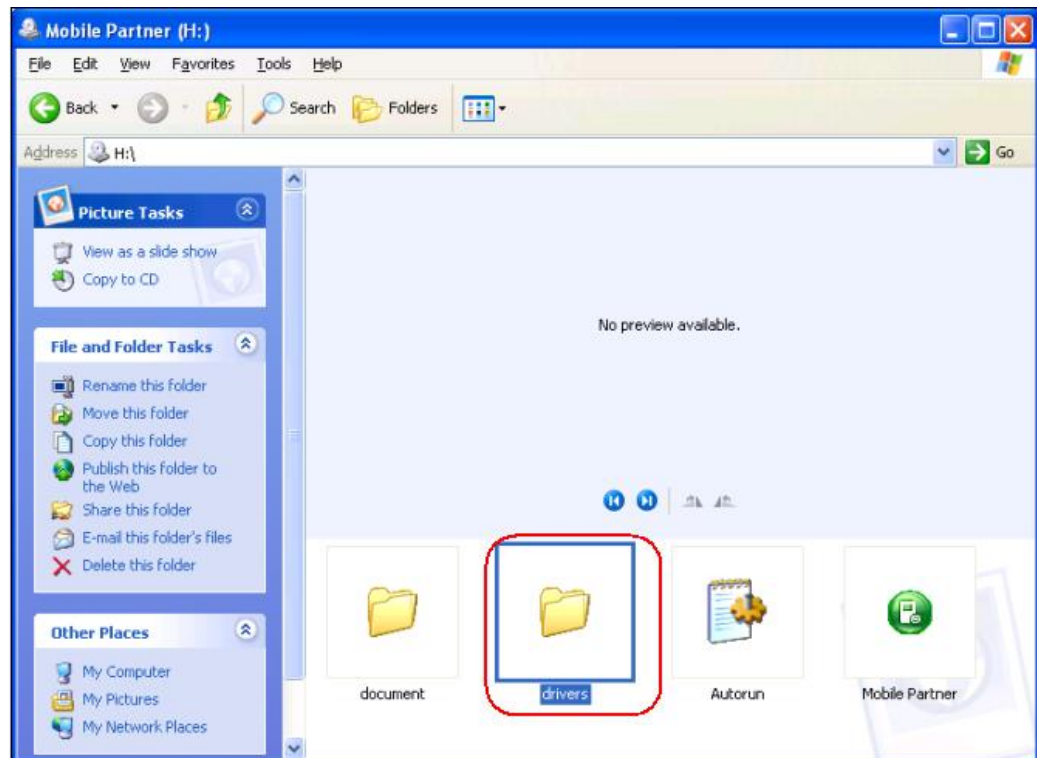
2.6 How do I use USB tethering?

2.6.1 How do I use USB tethering in the Windows XP operating system?

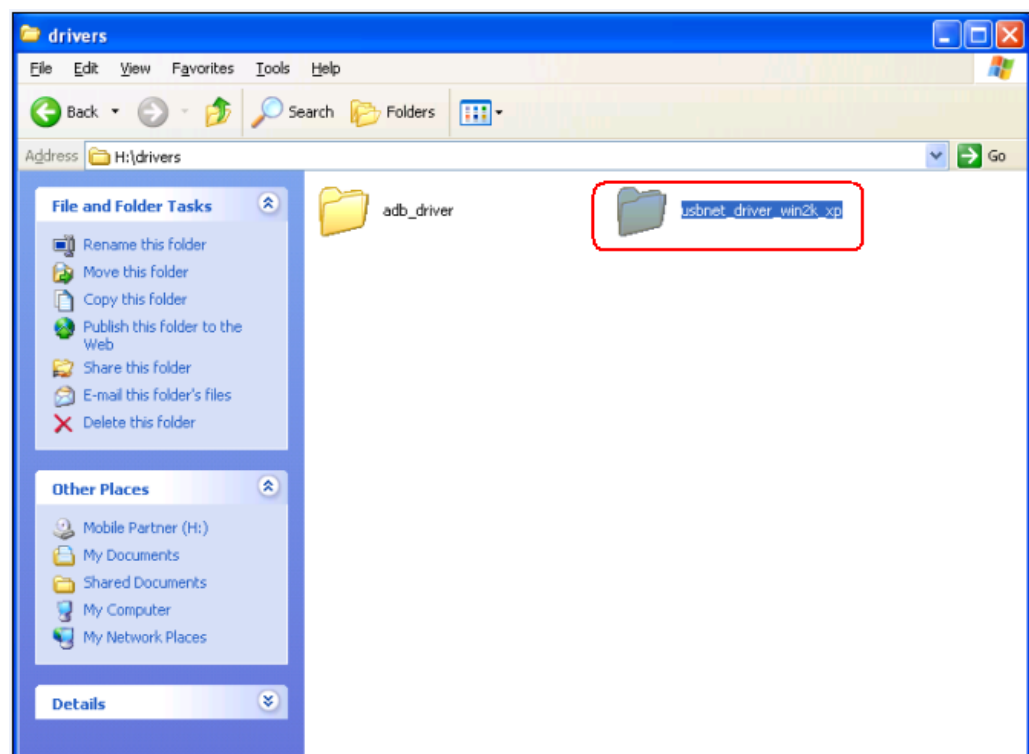
Connect the mobile phone to the PC and go to **My Computer**, and click **Mobile Partner** CD driver.



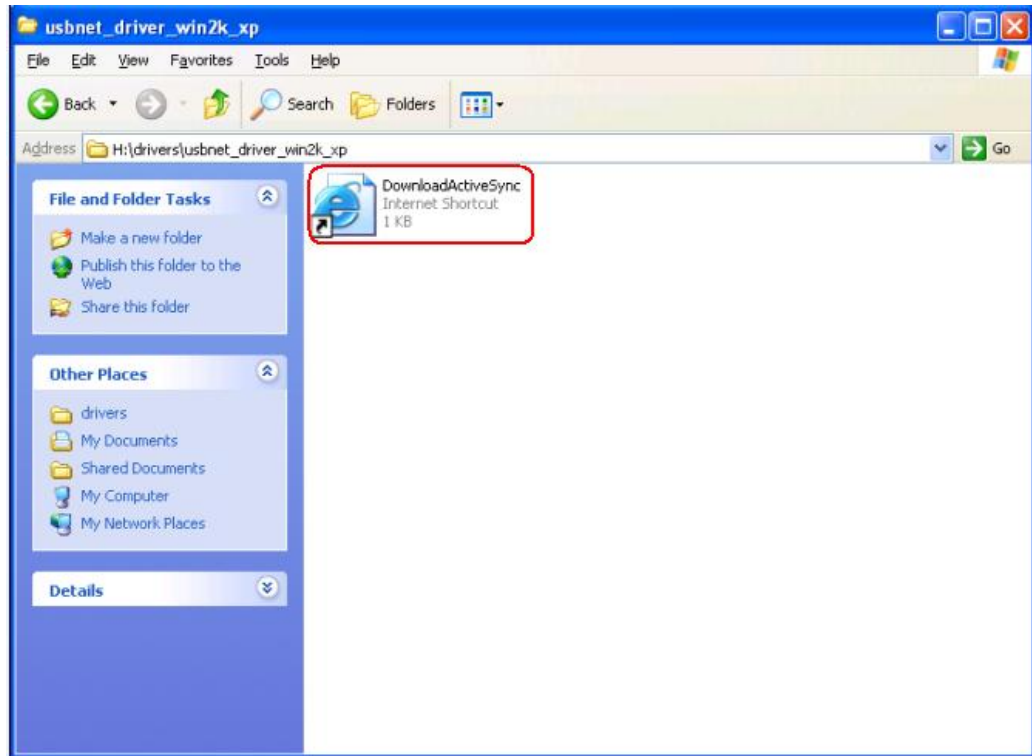
Click **drivers**.



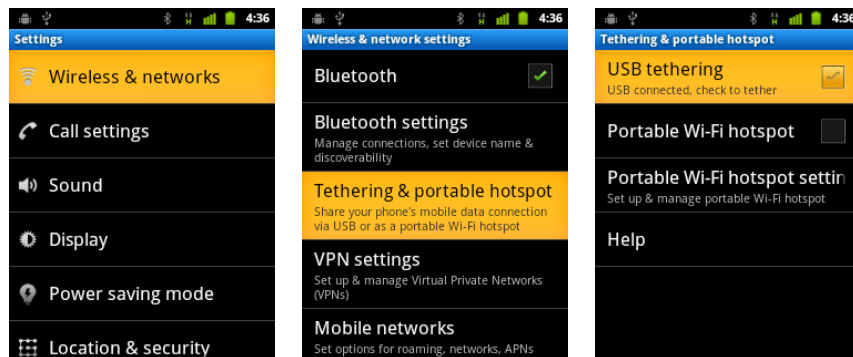
Click **usbnet_driver_win2k_xp**.



Click the **DownloadActiveSync** shortcut. After you have connected to the website, follow the instructions to download the ActiveSync software.



Connect the mobile phone (SIM\USIM card inserted) to the PC. Touch **Settings > Wireless & networks > Tethering & portable hotspot > USB tethering**.



You can now browse the Internet

2.6.2 How do I use USB tethering in the Windows Vista and Windows 7 operating systems?


Connect the phone to the PC using a USB cable. Windows 7 and Windows Vista will automatically install the driver.

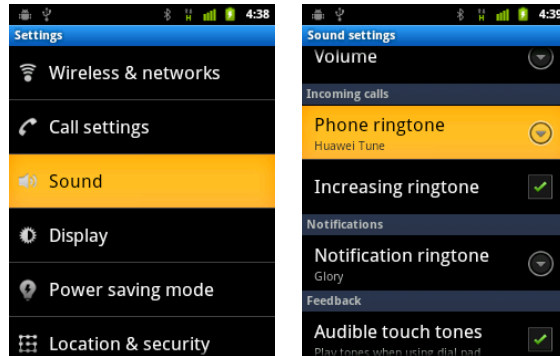
Touch **Settings > Wireless & networks > Tethering & portable hotspot > USB tethering**. Check the network adapters and network and sharing center.

You can now open the web browser and browse the Internet.

2.7 Ringtone Settings

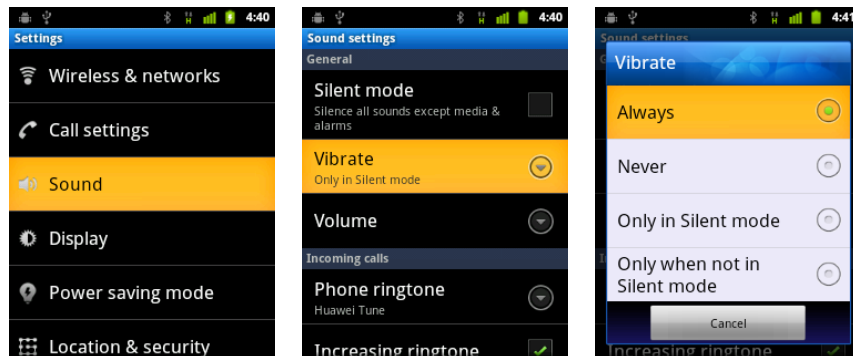
2.7.1 How do I set the incoming call ringtone?


Incoming call ringtone: Touch  > **Settings** > **Sound** > **Phone ringtone**.

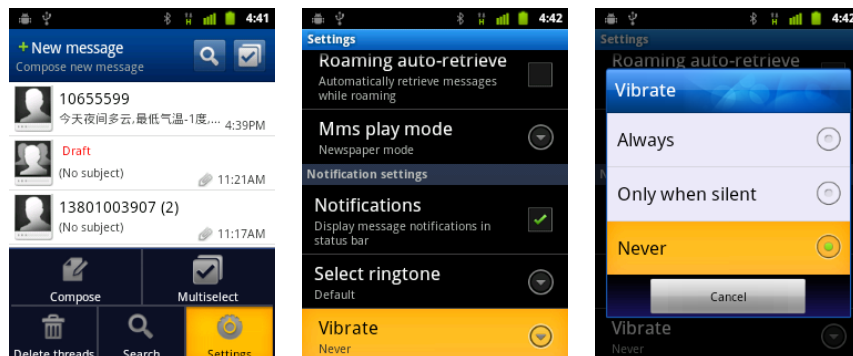


2.7.2 How do I set incoming call and message vibration?

1. Incoming call vibration: Touch  > **Settings** > **Sound** > **Vibrate**.

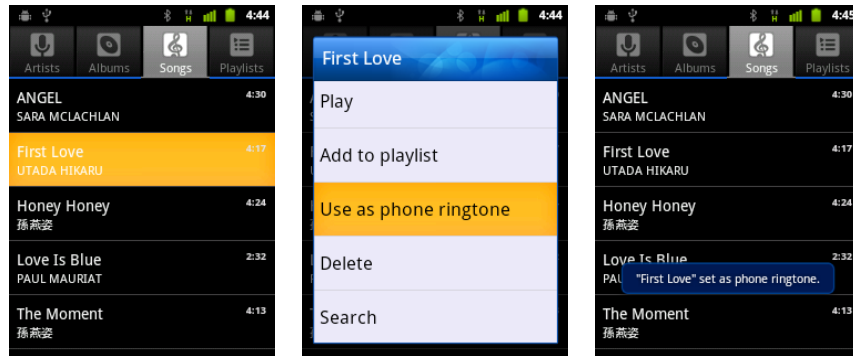


2. Message vibration: In **Messaging**, press  and touch **Settings** > **Vibrate**.



2.7.3 How do I set music of my choice as a ringtone for incoming calls or messages?

1. Incoming call ringtone: In **Music**, press and hold any song and touch **Use as phone ringtone**.



2. Message ringtones cannot be customized.

2.7.4 If music on my SD card is set as my ringtone, will the song still be set as my ringtone, if I eject the SD card?


No. It will be set to the default ringtone and this ringtone is not in the phone ringtone list. After you re-insert the SD card, the phone ringtone will return to the customized ringtone.

2.8 Language and Keyboard

2.8.1 How do I change the phone language?

Touch  > **Settings** > **Language & keyboard** > **Select language** and select the phone language.


2.8.2 How will I do if I am unable to select my desired language?

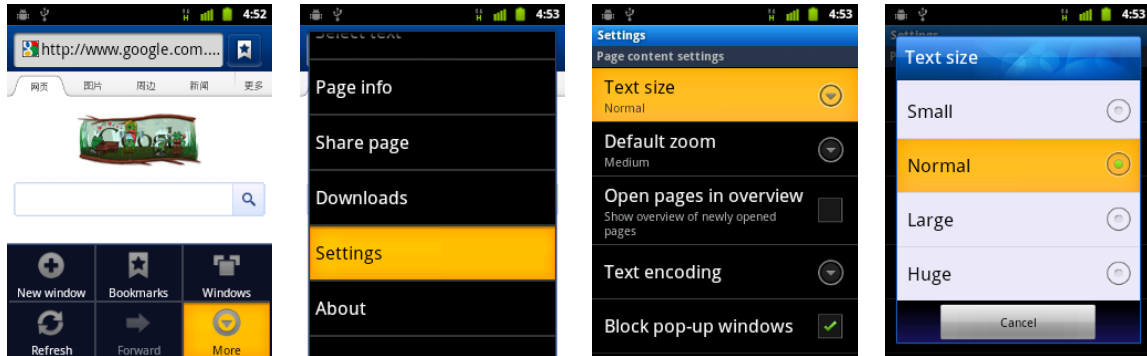
When your phone support your desired language but you are unable to select the language on the phone, insert the SIM card of your desired language. Then, touch  > **Settings** > **Privacy** > **Factory data reset**.

2.8.3 Why am I unable to use the input method after the input software is successfully installed?

After installing an input software, you must check the input method: Touch **Settings** > **Language & keyboard** and check the new input method.

2.8.4 How do I change the font size?


1. You are able to set the text size in Browser: Touch **Browser** and open a web page, and then touch  > **More** > **Settings** > **Text size**.

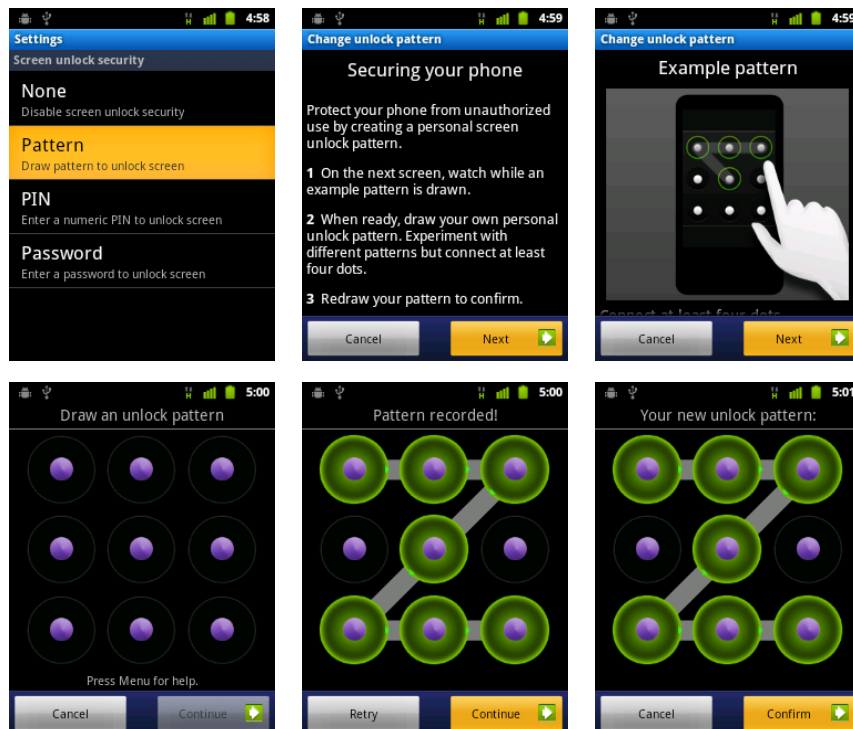



2. The text size on the desktop and phone menus are not allowed to be changed.

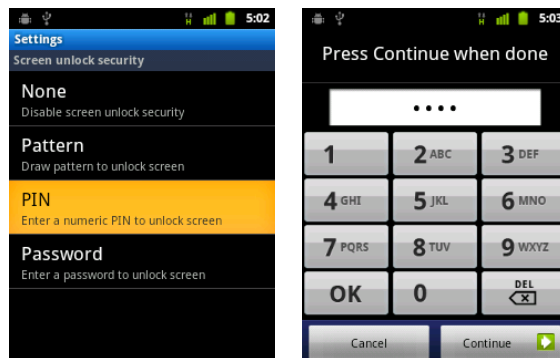
2.9 Unlock Pattern

2.9.1 How do I set the screen unlock?

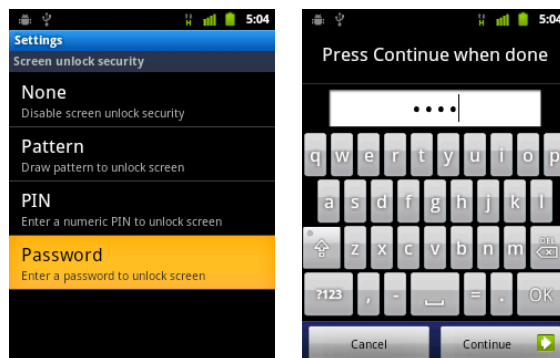
1. Touch  > **Settings** > **Location & security** > **Set up screen lock** > **Pattern**. Follow the on-screen instructions.



2. Touch  > **Settings** > **Location & security** > **Set up screen lock** > **PIN**. Follow the on-screen instructions



3. Touch  > **Settings** > **Location & security** > **Set up screen lock** > **Password**. Follow the on-screen instructions.



2.9.2 How to unlock your mobile phone if you forget the lock pattern?

If you lose the screen lock password. If you have already created a Google account, you can unlock your mobile phone by the following methods.

- After you have entered the wrong sequence five times, a **Forgot pattern?** button will appear. Touch this button to enter the Google account interface. After you have entered your Google account password, you will be able to reset the unlock pattern.
- After you have entered the wrong pattern twenty times, you will be taken directly to the Google account interface. After you have entered your Google account password, you will be able to reset the unlock pattern.

If you have not created a Google account, the phone will be permanently locked and unusable. You can download U8651T version software from the Huawei Website, (<http://www.huaweidevice.com/worldwide/technicalIndex.do>), to upgrade your phone.

Please refer to **2.1 Force upgrade**.

3 Applications

3.1 What are the third-party applications supported by an Android phone?

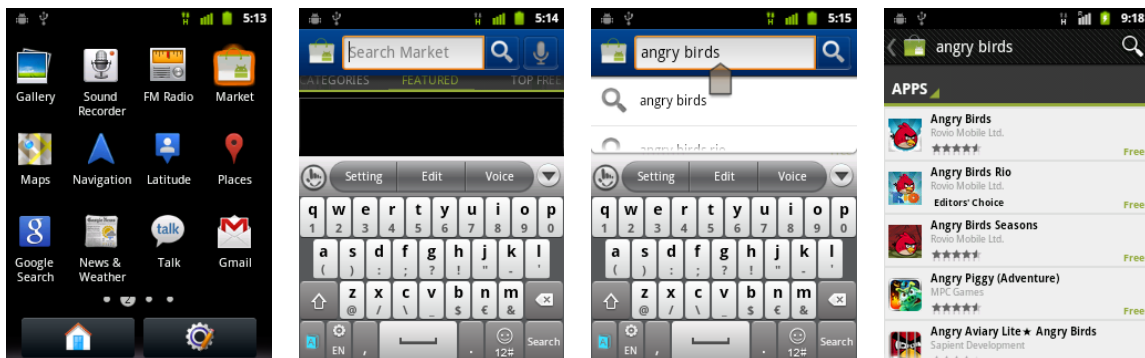
All applications based on the Android OS are allowed to be installed on your phone.

Java applications, however, are not supported on Android phones.

3.2 How do I get third-party applications?

1. Log in to Android Market to download third party applications. For example, you can download and install angry birds.

Register for a Google account, access the market, and click the search bar to search for angry birds. After the application is found through the search, just touch **Download**.

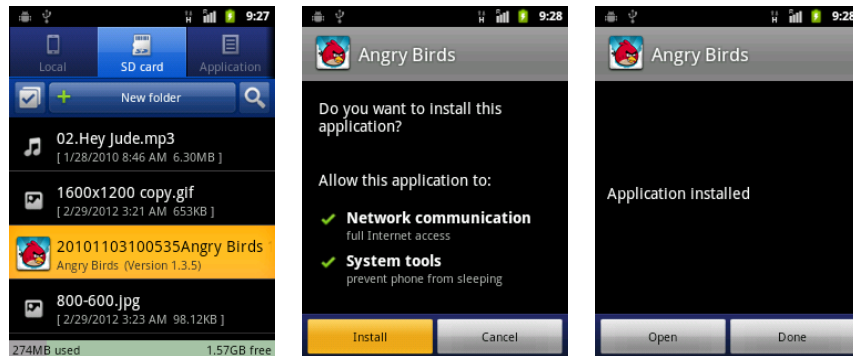


3.3 How do I install, manage, and uninstall applications?

3.3.1 How do I install applications?

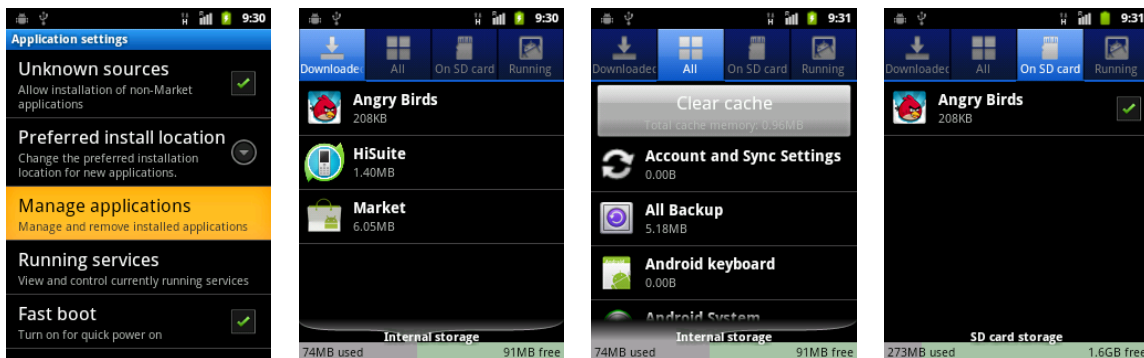
1. Touch  > **Settings** > **Applications**. Check **Unknown sources**.

- Download applications from Market and applications would install automatically; or touch **angry birds** to get downloaded applications and start to install them.



3.3.2 How do I manage applications?

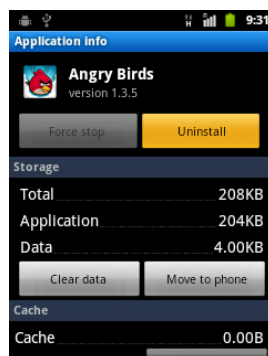
- Touch  > **Settings** > **Applications** > **Manage applications**.



- All applications on your phone are listed. Touch any application to manage it.

3.3.3 How do I uninstall applications?

Touch  > **Settings** > **Applications** > **Manage applications**. Touch an application and touch **Uninstall**.



3.4 Why am I unable to install an application and how to solve the problem?

1. The application has defects.
2. The application is already installed. You need to uninstall it first.
3. The phone has insufficient memory.



4 Data Backup and Restoration

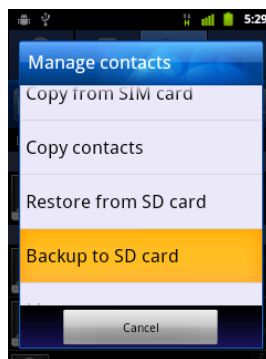
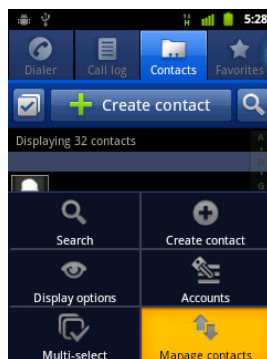
4.1 What data can be backed up on my phone?

1. Contacts: Back up contacts on your phone Contacts.
2. Calendar: (use third party applications)
3. Common data: Via third-party applications.

4.2 How do I back up and restore contacts in phone Contacts?



4.2.1 How do I back up contacts to SD card?

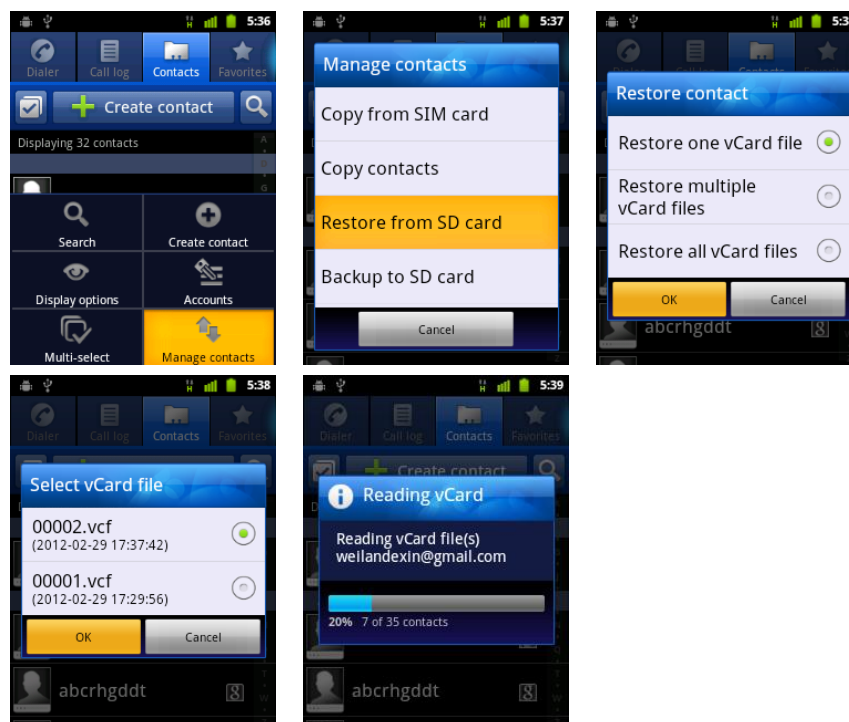
Touch  > **Contacts** >  > **Manage contacts** > **Backup to SD card**. All contacts in **Contacts** are saved to the root directory in the SD card in **.vcf** format.





4.2.2 How do I restore contacts from SD card to phone?

1. Use a file manager to open the root directory in the SD card. Touch the .vcf files and restore the contacts to **Contacts**.
2. Touch  > **Contacts** >  > **Manage contacts** > **Restore from SD card**. Select the .vcf files to be restored and restore them to **Contacts**.



4.3 How do I use third-party applications to synchronize data?

1. Download a backup application from Android Market.
2. Install it on the phone.

3. Use the application to back up contacts, call logs, text messages, multimedia messages, calendar, bookmarks, alarm, dictionary, music, and third-party applications.


5 Others

5.1 How do I examine files on my SD card?


Touch  > **File Manager** > **SD card** , examine content on your SD card.

5.2 What are the common skills?

5.2.1 How do I quickly add a shortcut to the home screen?

Touch  , touch and hold the application to be added as a shortcut, and place it in any place on the home screen.

5.2.2 How do I use other applications during a call?

1. During a call, press  to exit the **Current call** screen. The call will not stop.
2. Touch any application, for example, use contacts or check messages.

5.2.3 How do I set the alarm to ring when the phone is powered off?

You can set alarm before you power off the phone ,the phone will power on self-motion and then the alarm will ring on time








5.2.4 How do I set my phone to vibrate or mute quickly?

1. From the home screen or main menu screen (other than when you are playing multi-media files), press and hold the volume down button. The vibration mode follows the silent mode.
2. Touch **Settings** > **Sound** > **Vibrate** to set the phone to vibrate. To mute the phone, select **Volume**, which is on the same menu page as the **Vibrate** option, and then drag the volume bar all the way to the left.



5.2.5 Am I able to switch the orientation of the screen when rotating the phone?

Yes. You are able to switch the orientation when you rotate your phone 90 degrees counterclockwise.

5.3 How do I maximize the battery life?

1. Press Power key to lock the screen when you do not use the phone.
2. Set the screen timeout to the smallest value: Touch  > **Settings** > **Display** > **Screen timeout**.
3. Set the screen brightness to a lower degree: Touch  > **Settings** > **Display** > **Brightness**.
4. Turn off Bluetooth and Wi-Fi: Touch  > **Settings** > **Wireless & networks** and uncheck **Wi-Fi** and **Bluetooth**.
5. Disable background data synchronization: Touch  > **Settings** > **Accounts & sync** and uncheck **Background data** and **Auto-sync**.
6. Disable data service: Touch  > **Settings** > **Wireless & networks** > **Mobile networks** and uncheck **Data enabled**.
7. Disable GPS: Touch  > **Settings** > **Location & security** and uncheck **Use GPS satellites**.
8. Use only 2G networks: Touch  > **Settings** > **Wireless & networks** > **Mobile networks** > **Network Settings** and check **Use only 2G networks**.

5.4 How do I save data traffic?

1. Disable data service when it is not used.
2. Disable data service in a Wi-Fi environment.
3. Use a WAP website instead of a www website.
4. Disable data service: Touch  > **Settings** > **Wireless & networks** > **Mobile networks**, and then uncheck **Data enabled**.
5. Disable background data synchronization: Touch  > **Settings** > **Accounts & sync** and uncheck **Background data** and **Auto-sync**.