FAQs

Why do photos look bad when taken in the dark?

Photos taken at night have low brightness due to the low amount of ambient light available and suffer from image noise (photos look grainy).

Cause:

1. The image noise is the result of your phone increasing the ISO sensitivity of the camera to allow it to capture image details in low light. This is normal and is something that happens with all modern smartphone cameras. However, increasing ISO sensitivity causes a type of image artefact called image noise to appear on your photos, which makes them look grainy.
2. When photos are being taken in the dark using the rear camera, your phone will automatically increase the ISO sensitivity to capture more light. This will cause photos to look washed out and have increased image noise.

Solution:

- When using the front camera to take selfies or make a video call, it is recommended that you do so in a location with sufficient light and at angle that illuminates your face. It is also recommended that you enable the automatic light supplementation feature by touching the relevant icon in the upper left corner of your screen.
- When using the rear camera to shoot photos in the dark, it is recommended that you enable Night shot mode. This mode helps sharpen image details and improve brightness and colour to produce crisp, vivid images. It is recommended that a tripod be used in Night shot mode to better stabilise your phone and to prevent photos from blurring.
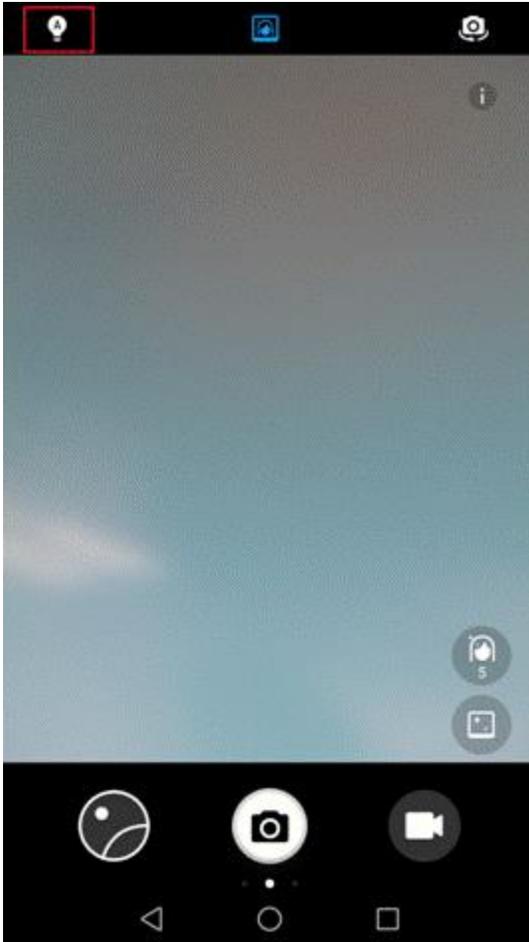
Why can't I return to Standard mode after I adjust the parameters of Pro mode?

After a certain parameter is adjusted in Pro mode, a confirmation of the current selection is required. Therefore, to return to Standard mode, you need touch the same parameter option two consecutive times. Such design prevents you from returning to Standard mode due to misoperation after adjusting a certain parameter.

How do I reduce mobile data consumption when using my phone to navigate?

- Use an official navigation app, such as Google Maps.
- Before navigation, download an offline map using a Wi-Fi network.
- After navigation, close the navigation app in time.

App screens turn black or white when I access the Recents screen

Problem:

The screens of background apps turn black or white when users touch to access the Recents screen.

Cause:

The background apps may be loading or switching while you are touching .

In this case, your phone will take a screenshot during the loading or switching process, resulting in a black, white, or transition screen. For example, if you touch immediately after you open Camera, the loading screen before the lenses are accessed is then captured and displayed on the Recents screen.

Phone becomes sluggish when connected to Wi-fi

When does the phone become sluggish?

[When my phone is connected to a Wi-Fi network](#)

[Immediately after connecting to a Wi-Fi network](#)

[When my phone is connected to Wi-Fi and a Bluetooth device at the same time](#)

When my phone is connected to a Wi-Fi network

If the Wi-Fi connection is unstable, some apps may fail to respond or may not load.

Try connecting to another Wi-Fi network, or enable Airplane mode for 5 seconds and then try again.

Immediately after connecting to a Wi-Fi network

When you connect to a Wi-Fi network, some apps will launch background services that require an Internet connection, which will occupy large amounts of network resources. For example, cloud-based apps may sync automatically when you are connected to a Wi-Fi network.

After connecting to a Wi-Fi network, wait for approximately 30 seconds or until all apps have finished syncing.

When my phone is connected to Wi-Fi and a Bluetooth device at the same time

Bluetooth and 2.4 GHz Wi-Fi networks use the same frequency. Transferring large amounts of data over Bluetooth may cause interference and affect Wi-Fi performance.

If your phone supports 5 GHz Wi-Fi networks, connect to a 5 GHz Wi-Fi network. If your phone does not support 5 GHz Wi-Fi networks, disable Bluetooth and try again.

Why am I prompted to enter a password when trying to unlock the phone with my fingerprint?

This is a deliberate design feature to help you remember your unlock password. This feature works as follows:

- Each time you restart your phone, you will need to enter the lock screen password to unlock your phone for the first time.
- If you go a certain period of time (72 hours) without restarting your phone, and only use fingerprint unlock during this period, you will be asked to enter your lock screen password the next time you try to unlock your phone. Fingerprint unlock will only be available once you have unlocked the phone with your password.

Why does the fingerprint unlock function frequently fail?

Cause:

1. The enrolled fingerprint information is insufficient.

2. The surface of the fingerprint sensor is not clean.
3. The fingerprint unlock function tends to fail during charging.
4. The depth of your fingerprint pattern changes slightly over the course of a day. As a result, sometimes the unlock success rate is lowered.
5. Temporary variations, such as skin peeling on your fingertips due to seasonal change, can result in the failure of fingerprint identification.
6. Slim fingers and shallow fingerprint patterns tend to result in a lower unlock success rate.
7. The unlock gesture being used may be incorrect.
8. The fingerprint sensor may be malfunctioning.

Solution:

1. Please refer to the precautions for fingerprint enrolment. You can try after re-enrolling your fingerprint. It is recommended that you enrol several fingerprints and use the one with the highest unlock success rate.

2. If there are smudges on the surface of the fingerprint sensor, clean the fingerprint sensor in a timely manner since smudges like oil and water affect the unlock success rate.
3. If you are using a non-standard charger to charge your phone, the charger may interfere with the fingerprint sensor, changing the collected fingerprint image and resulting in fingerprint unlock failure. It is recommended that you remove the charger and try again. In addition, it is recommended that you replace the charger with a standard one. If the issue persists, take your device and the proof of purchase to an authorised Huawei Customer Service Centre for assistance.
4. When you get up in the middle of the night or in the morning, the skin of your fingers may be very smooth. This is because your fingerprint patterns get shallower when your fingers are drier and have slower blood circulation. This change of fingerprint pattern may affect the unlock success rate. You can check whether the fingerprint unlock function is normal at other times. You can also enrol several fingerprints and try using other fingers to unlock the screen.
5. During cold periods of the year, finger skin is prone to peeling, wrinkling and cracking, which produces new fingerprint patterns. It is recommended that you use different fingers to unlock the screen. You can use skincare products to keep your skin moist and prevent it from peeling or cracking. It is also a good habit to wash your hands with warm water. If you are suffering from dry skin, exercising or using warm water to wash your hands can help relieve the problem.
6. If your fingerprints are shallow, do not use your fingertip to touch the fingerprint sensor but try using the pad of your finger to cover the whole fingerprint sensor and its edges, so as to enrol a clear and stable fingerprint image. Because the features of a fingerprint are concentrated on the pad of the finger, pressing this part of the finger on the sensor has the best chance of unlocking the screen. In addition, you can enrol several fingerprints and use the one with the highest unlock success rate.
7. When using the fingerprint unlock function, fully contact the fingerprint sensor. If you swipe your finger, the collected image will be unstable and the unlock success rate will be low. For models with the fingerprint sensor located on the side of the phone, such as the Honor 7i, use the pad of a finger to cover the sensor when unlocking your phone, since pressing your finger in a vertical direction with the sensor will result in smaller contact area, which lowers the unlock success rate.
8. If the phone vibrates but the unlock fails, it indicates that the fingerprint sensor has identified your finger but there is a mismatch and the fingerprint unlock has failed. You can follow the preceding steps for troubleshooting. If your phone does not vibrate when you unlock it using your fingerprint, try again from another angle. If your phone still does not vibrate, restart your phone and try again. If there is still no vibration, back up your data and restore your phone to factory settings. If the issue persists, take your device and the proof of purchase to an authorised Huawei Customer Service Centre for assistance.

Risks of rooting your device

It is not recommended that you root your phone due to the following potential risks:

Rooting may cause your phone to stop working optimally and/or certain features to malfunction. In addition, since the third-party firmware is not adequately tested, rooting may also cause compatibility issues and render your system vulnerable to viruses.

Due to its unpredictable negative effects, it is recommended that you exercise caution when rooting your phone. Huawei does not provide technical support for any device issues caused by rooting.

If you have rooted your phone, it is recommended that you go to Settings > System update and update your phone to the latest version.

My phone or charger buzzes while charging

Cause:

Some components inside the charger may vibrate while being charged, which can produce a faint buzzing sound. Oscillation by your phone"s capacitor may also produce such sounds.

1. The human ear has an audible frequency range which is roughly 20 Hz to 20 kHz.
2. When your phone is fully or nearly fully charged, but still connected to the charger, you may notice a faint buzzing sound as the working frequency of the charger reaches 20 kHz.
3. Most of the time, the charger works at a frequency much higher than 20 kHz.
4. The oscillation frequency of your phone"s capacitor varies by the power supply and can sometimes be heard.

Solution:

- Huawei chargers have passed strict security certification and tests. The faint buzzing sounds are normal and do not indicate an issue with your phone.
- When your phone is fully charged, unplug the charger. If the charger malfunctions, take your phone, charger, data cable, and proof of purchase to an authorised Huawei Customer Service Centre for assistance.