FAQs

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General Questions

What are the existing versions of MediaPad?

Currently Huawei provides two MediaPad versions: 3G+Wi-Fi and Wi-Fi only.

What are the dimensions and weight of MediaPad?

Dimensions (L x W x H): 190 mm x 124 mm x 10.5 mm.

Weight: about 390 g (with battery).

What is the CPU frequency?

MediaPad uses a dual-core CPU with a frequency of up to 1.2 GHz. The MediaPad's CPU chips are Qualcomm MSM8x60.

What are the size and resolution of the screen? Does the screen support multi-touch?

MediaPad uses a 7-inch In-Plane Switching (IPS) HD capacitive touch screen at a resolution of 1280 x 800 pixels (WXGA), 217 pixels per inch. The screen adopts developed the state-of-the-art wide viewing angle LCD panel technology and supports up to five-point touches.

Can I adjust the display resolution?

Yes. You can set the display resolution to either SD or HD compatible mode. Considering icons are smaller in HD mode and some users may not be used to it, the screen is set to SD mode by default.

Why do we have the HD mode?

HUAWEI MediaPad is the first 7-inch tablet in the industry that runs Android 3.2 (Honeycomb). To support a higher resolution, Huawei developed the HD mode apart from the SD mode. In HD mode, applications that run properly on a 10.1-inch screen at the resolution of 1280 x 800 pixels can scale to MediaPad's screen.

When I touch the notification bar in the lower-right corner of the screen, gradient shadow appears. Is this a display failure?

No, it is not a display failure, but the default specifications of the Android system.

Is MediaPad's battery removable?

No, MediaPad's battery is a built-in one that is not user removable.

What are MediaPad's standby time, video playback time, and Internet surfing time?

The battery capacity of MediaPad is 4100 mA. The standby time varies depending on the using environment and scenarios. In airplane mode, MediaPad's standby time is up to 20 days. In common using scenarios, the standby time is longer than 200 hours. For video playback, MediaPad's battery can last for up to 6 hours and the same for Internet surfing and Wi-Fi connection.

How long does it take for MediaPad to be fully charged?

It takes less than 4 hours when MediaPad is charging through its power port.

Does MediaPad support charging through its USB port?

MediaPad uses a standard 5 V/2 A power adapter and is charged using the dedicated charging port. Usually it takes 2.5 to 3.5 hours to charge.

Charging your MediaPad through a USB port is not recommended, because the USB 2.0 port's maximum charging current is only 500 mA, which is too low and will result in a much longer time to charge your MediaPad.

Why is the micro-USB port not designed to be used for both charging and data transfer?

The 5 V/2 A power adapter that came with MediaPad takes only 2.5 to 3.5 hours to fully charge your MediaPad, which is user-friendly. However, it takes about 11 hours to fully charge MediaPad through a micro-USB port, because a standard USB 2.0 port can provide a maximum charging current of 500 mA only.

Storage

What is the internal storage of MediaPad? What is the maximum capacity of the microSD card supported by MediaPad?

- MediaPad's internal storage is 8 GB (standard), about 2 GB of which is used to store system files. The available storage is about 5.8 GB.

- MediaPad supports a 32 GB microSD card and USB flash drives connected through the USB ports.
- You can obtain up to 16 GB of cloud storage from Huawei Hispace for free.

I find that my MediaPad's storage is not 8 GB but 5.8 GB. Why?

MediaPad's internal storage is 8 GB in total, of which 2.2 GB is used to store system files and 5.8 GB is used to store installed applications, downloaded files, and temporary data generated when using applications.

How do I know my MediaPad is the 8 GB or 16 GB version?

- You can check the label on the package.
- You can also go to **Settings** > **Storage** to view your MediaPad's internal and external storage.

Where are my installed applications?

Installed applications, downloaded files, and temporary data generated when using applications are saved to the 5.8 GB space.

Can I install applications from a microSD card on my MediaPad?

Yes. To install an application from the microSD card, access the microSD card from your MediaPad, touch the application you want to install, and follow the onscreen instructions to complete the installation.

After installing an application on my MediaPad, can I remove it to a microSD card?

This depends on whether the installed application can be removed to an microSD card. If yes, go to **Settings** > **Application** > **Manage Applications**, touch the application, then choose **Remove to SD card**.

Android 4.0 (Ice Cream Sandwich) supports installing applications directly on a microSD card.

How do I access data on a microSD card or USB flash drive?

To access data on a microSD card or USB flash drive, go to **File Manager** > **SD Card** or the path to the USB flash drive.

Will all data be erased if I restore my MediaPad to its factory settings?

No. Restoring your MediaPad to its factory settings will erase your personal data such as accounts, customized settings, installed applications, contacts, messages, email settings, browser history, and bookmarks, but videos and images you saved on MediaPad will not be removed.

To delete all data saved on your MediaPad, select the **Erase Memory** check box before restoring your MediaPad to its factory settings.

Synchronization

Can I synchronize my MediaPad with a PC?

MediaPad supports the built-in Media/Picture Transfer Protocol (MTP). You can use a USB cable to connect your MediaPad to a PC and synchronize media files from your MediaPad to the PC.

I use a USB cable to connect my MediaPad to a PC, and the PC prompts me to install a driver. Why? How can I synchronize my MediaPad with a PC?

MTP is required to synchronize MediaPad with a PC, but Windows XP or earlier does not provide the MTP driver. Therefore, if the PC runs Windows XP or earlier, you must first install Windows Media Player 11 to synchronize data with your MediaPad. To do so:

1. Connect your MediaPad to the PC using a USB cable. The PC will prompt you to install HiSuite. During the installation, HiSuite will provide a link for you to download and install Media Player 11.
2. After the download is complete, manually install Windows Media Player 11, then restart your PC.
3. After your PC restarts, connect your MediaPad to the PC, then follow the HiSuite instructions to install the USB driver.
4. After the USB driver is installed, go to My Computer, and you can see the drive corresponding to your MediaPad. You can then synchronize data.

For a PC running Windows 7 or later, you do not need to install any software to synchronize the PC with your MediaPad.

How do I transfer files between my MediaPad with a Mac?

Connect your MediaPad to the Mac using a USB cable, then a drive for MediaPad is displayed on the Mac. Install the Android File Transfer application, you can then start to transfer files between your MediaPad and the Mac.

I connect my MediaPad to a PC, but the MediaPad is not displayed as a USB drive. Why and what can I do?

MediaPad uses MTP and does not support the USB Mass Storage mode. With a PC running Windows 7 or later, you can find MediaPad as a storage device, but with a PC running Windows XP or earlier. You must install Windows Media Player 11 and the USB driver if you are connecting your MediaPad to the PC for the first time.

With MTP, you can access files stored on your MediaPad from the PC.

Ports/Sensors

What ports does MediaPad have?

3.5 mm stereo headset jack, microSD card slot (compatible with SDHC cards), Micro-USB port, HDMI port, and SIM/USIM card slot.

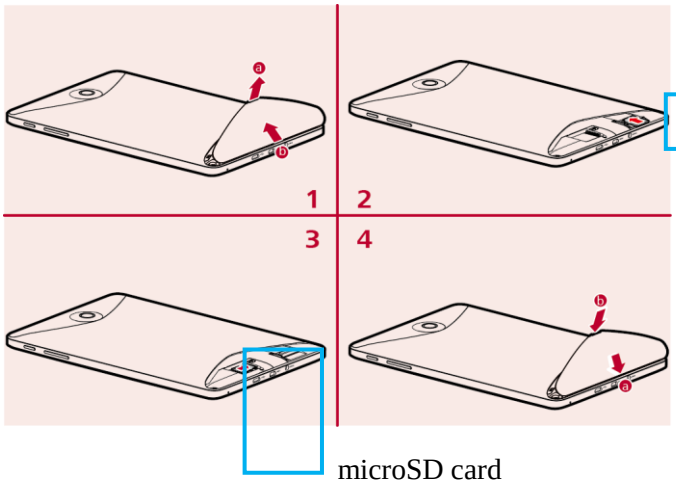
Can I use a network cable to connect my MediaPad to a network?

No. MediaPad does not provide a network port.

MediaPad can wirelessly connect to 2G, 3G, and Wi-Fi network.

How can I install a microSD card and SIM card?

See the following diagram.



SIM card

microSD card

Does MediaPad support SIM card hot swapping? Why does it restart after I install or remove a SIM card?

The SIM card insertion or removal takes effect only when MediaPad restarts. MediaPad can detect the insertion and removal of a SIM card and the SIM card will not be damaged. However, to avoid damaging the port physically, do not frequently insert and remove the SIM card.

Does MediaPad support microSD card hot swapping?

Yes, but to avoid damaging the microSD card physically, do not frequently insert and remove it.

Can MediaPad function as a USB host? Can MediaPad work with an external USB flash drive?

Yes to both. MediaPad can function as a USB host and can connect to a USB flash drive, mouse, or keyboard using an OTG cable.

Can I connect a mass capacity hard disk and printer to MediaPad through a USB port?

You can access a mass capacity hard disk using an OTG cable. Some storage devices may require separate power supplies.

Printers are not supported.

Does MediaPad have a gravity sensor?

MediaPad supports automatic gravity sensor that can sense the gravity in four directions. When you rotate MediaPad, the screen automatically rotates and scales to fit the new orientation.

Does MediaPad have a light sensor?

Yes. The light sensor is near the front camera. The light sensor is used for automatic brightness adjustment. To enable or disable the automatic brightness adjustment, go to **Setting** > **Screen** > **Brightness**.

Accessories

What accessories are included with MediaPad?

Standard accessories: 5 V/2 A travel charger, USB cable

Optional accessories: headset, USB OTG cable, slip cover, in-car charger

Can MediaPad work with external mice and keyboards?

Yes. MediaPad can work with USB keyboards and mice connected using an OTG cable. You can also use a Bluetooth keyboard or mouse not provided with MediaPad.

I cannot connect a USB flash drive/mouse/keyboard to MediaPad using the provided USB cable. Why?

The USB port on MediaPad is a USB OTG port that can works as either a USB host or a USB client. The USB cable came with MediaPad is a USB client cable, which is used to synchronize data with a PC. You can connect a USB flash drive or mouse to your MediaPad through using a USB OTG cable.

What headsets are compatible with MediaPad?

MediaPad provides a 3.5-mm headset jack, which is compatible with TRRS headsets with left and right audio outputs and microphone audio input, namely non-OMTP headsets. Headsets compatible with MediaPad include Motorola Xoom, Blueberry, and HTC (T8686) headsets. It is recommended that you use a Huawei headset (optional and available separately) to ensure the audio quality of music and phone calls.

What Bluetooth headsets are compatible with MediaPad?

With the Bluetooth 2.1 protocol, MediaPad has passed relevant certification and meets Bluetooth compatibility specifications. Headset that passed the Bluetooth SIG certification tests are recommended.

You can also go to https://www.bluetooth.org/tpg/listings.cfm to check whether the headset you purchased has passed the SIG certification.

Headsets such as i.Tech, Jabra, Plantronics, Nokia, and Motorola are commended.

Operating System

What is MediaPad's operating system?

MediaPad runs the Android Honeycomb 3.2 operating system. With more elegant user interfaces, the Android 3.x operating systems are dedicated for large-screen devices (tablets) and focus more on content interaction.

Can I upgrade MediaPad to Android 4.0 (Ice Cream Sandwich)?

Yes.

Wireless Network/Connection

Can I use MediaPad as a Wi-Fi hotspot?

Yes. To do so, go to **Settings** > **Wireless & Network** > **Tethering & portable hotspot**. (Not available in the Wi-Fi Only version)

This function may not be available in all versions as determined by your operator.

When I send files via Bluetooth, Wi-Fi connection becomes unavailable sometimes. Why?

The Bluetooth and Wi-Fi functions use the same antenna. When the occupancy of Bluetooth is very high, the Wi-Fi performance is weakened or the Wi-Fi connection is disconnected. This is normal a normal phenomenon and a universal design in the industry.

With Wi-Fi turned on, the power consumption is still high when no networks are found. Why?

By default, MediaPad's Wi-Fi network searching strategy is "Never Sleep". The Wi-Fi chip keeps working even there are no available networks, resulting in high power consumption.

If you turn off MediaPad's display and make it enter sleep mode, Wi-Fi chips automatically powers off and stops searching in about 10 minutes.

To save the battery, you can turn Wi-Fi off when there are no networks available.

Can I share folder via Bluetooth?

No, you cannot.

I cannot send an. apk file via Bluetooth. Why?

MediaPad does not support sending .apk files via Bluetooth. This is a restriction by the Android system it runs.

You can manage to send .apk files via Bluetooth as follows: Change the filename extension (for example, change it to .mp3), and send it via Bluetooth. On the device that has received the file, change the filename extension back to .apk.

Can I use GPS services without network connections?

Yes.

However, as the pre-installed navigation application is an online version, you must install a supported third-party GPS application to use the GPS services offline.

Browser

What is MediaPad's browser version?

The browser on MediaPad is the default browser provided by Android 3.2, which supports Adobe Flash Player 10.3 and network protocols such as HTML 5.0.

You can also download and install third-party browsers.

Can I open more than one webpages in the browser?

MediaPad's browser displays webpages in tabs and allows you to switch between tabs.

Can I view webpages anonymously?

Yes. MediaPad's browser allows you to view webpages anonymously by opening an "incognito tab". The webpages you viewed in the anonymous tab are not recorded in the browser history, search history, or cookies on your MediaPad, but the files downloaded or bookmarks created from the anonymous tab are saved.

Can I search a webpage?

Yes. MediaPad's browser allows you to search a webpage, send the link to a webpage, and copy and paste contents from a webpage.

Can I synchronize the bookmarks in the browser?

Yes. MediaPad's browser allows you to synchronize the bookmarks with Google Bookmarks.

Can I read offline using the browser?

This is not supported by Android 3.2 but Android 4.0 (Ice Cream Sandwich).

Email

How can I use the Email application? How do I configure it?

The email settings involve the account type you want and your service provider. You can find configuration parameters in the webpage or help information provided by your email service provider, then use the parameters to complete settings.

Can I set more than one email accounts on my MediaPad?

Yes.

How long does email refresh? Will I be informed of new emails?

When configuring the Email application, you will be requested to set up the email refresh frequency. You can set the refresh frequency to every 5 minutes, 15 minutes, or 30 minutes, or never.

When new emails are detected during a refresh, the HUAWEI MediaPad will display an icon in the lower-right corner to inform you.

Is there a size limit for emails?

Yes. A single incoming or outgoing email must not be larger than 1024 KB, and the total size of one or more attachments must not be larger than 5 MB.

What types of files can I attach to an email?

The following types of files can be attached to an email:

Text: Plain text/Vcalendar/Vcard

Image: JPEG/GIF/BMP/WBMP/PNG/TIFF

Audio: MP3/WMA/FLAC/APE/WAV/RA/Ogg/MIDI/3GP

Video: MP4/3GP/3G2/RM/RMVB/TS/MPG/MOV/AVI/ MKV/FLV

After I connect MediaPad to a PC, can I synchronized emails from Microsoft Outlook on the PC to MediaPad?

No. You can synchronize contacts and calendars but not emails from Microsoft Outlook. You can set up the email account and download emails from the Internet.

Multimedia

Does MediaPad support SRS?

Yes. SRS is a patent audio technology that produces stereo and bass sound effects.

I downloaded an HD video, but it cannot play on MediaPad. Why?

MediaPad supports common video formats such as RM, RV, RMVB, ASF, WMV, AVI, MKV, MPG, MP4, 3GP, MOV, FLV, WEBM, but parameters such as mixed bit rate, codec, and video resolution may vary between videos of the same format. (You can view the parameters using the Media Info software) A video cannot play if the hardware decoder or the video player's decoder does not support the video format. You can convert the video to a supported format or download an applicable video player.

Can I view subtitles while playing a video on MediaPad? If yes, what are the supported subtitle formats?

The HUAWEI MediaPad 3.2 allows you to view subtitles. Ensure that the video and subtitle files are in the same folder with the same name but different filename extensions. While you play a video, the subtitle merges with the video. For some video formats, the subtitle is not loaded automatically.

You can manually load subtitles to a MediaPad running Android 4.0 (Ice Cream Sandwich). Supported subtitle formats include SRT, SMI, SUB+IDX, ASS, and SSA.

How do I watch online videos on MediaPad?

MediaPad supports most of the common online video formats and Adobe Flash Player 10.3. After connecting your MediaPad to the Internet, you can watch video online in the following two manners:

1. Download and open the application of the video website to watch videos online.

2. Use your web browser to visit the website and watch videos online.

When I am watching online videos, sometimes the online video player is unexpectedly terminated. What can I do?

This is probably because the online video player is not compatible with your MediaPad's operating system.

Android 3.2 (Honeycomb) varies greatly from Android 2.3 (Gingerbread) in many perspectives including the UI layout, system architecture, and third-party application media decoding library. As a result, applications developed based on Android 2.3 may not be compatible with Android 3.x. It is recommended that you choose applications developed for Android 3.0 or later.

When I play a video on MediaPad, will the video continue to play if MediaPad's display enters sleep mode?

Videos stop playing when MediaPad's display enters sleep mode. After the display awakes, you can continue from where you were.

The audio continues to play even when MediaPad's display turns off.

What video formats does the HDMI support?

MediaPad can output HD video up to 1080p from its HDMI port. The resolution is automatically changed according to the resolution of the TV connected to MediaPad.

Videos supported by MediaPad can play on a TV when MediaPad is connected to the TV through the HDMI port.

When outputting video from your MediaPad to a TV through the HDMI port, the video on the TV continues to play even when MediaPad's display turns off.

Is there a time limit for video recording?

The front and rear cameras can be used to record HD video without a duration limit. How long you can record the video depends on the recording mode and the available storage on your MediaPad.

How do I use the flashlight and auto-focus?

MediaPad does not have a flashlight. You can have it automatically focus by pressing the holding the shutter button.

Can I tag location data to my photos?

Yes. To add location tags to photos, go to **GPS Services**, choose **Settings** > **Location & security** > **Enable GPS services**, then launch the camera and go to **Camera settings** and select **Camera storage information**.

What are the default paths for saving photos and videos?

The default path is **File Manager**/**DCIM**/**Camera**.

You can quickly access the photos and videos using Gallery.

Calls/Messaging

Can I send or receive text and multimedia messages using MediaPad?

Android 3.2 (Honeycomb) does not support messaging, but you can download and install applications from Hispace to send and receive messages. You can also use OTA to upgrade your operating system to Android 4.0, which supports voice calls, text messages, and multimedia messages.

How do I send messages to multiple recipients?

Download and install a messaging application on your MediaPad (for detailed steps, see the operation guide to Hispace download):

1. Open the messaging application.

2. Touch **New** to enter the message composing screen.

3. To send the message to multiple recipients, you can enter phone numbers in the Recipient field (separate the phone numbers with a comma or semicolon), or touch the Contacts icon to the right of the Recipient field and select the contacts to whom you want to send the message to.

4. Compose your message. When the message is ready to be sent, touch **Send**.

Can I make phone calls using MediaPad?

Android 3.2 (Honeycomb) does not provide a function to make calls, but you can download and install applications from Hispace to make phone calls. Note:

- As determined by operators' rate plans, most systems do not support voice calls even with calling applications installed. With the universal MediaPad version, calling is supported.
- Calling is not a default function of Android 3.2 (Honeycomb). Downloading and installing applications are users' personal behaviors.
- Internet telephony is supported.
- Android 4.0 (Ice Cream Sandwich) supports all calling functions.

Can I make video calls using MediaPad?

Yes. You can download and install third-party applications such as QQ and Skype to make video calls.

Can I record ongoing calls?

Yes. You can download and install third-party applications to record ongoing calls.

Other Applications

Can I scan business cards using MediaPad?

Yes. MediaPad's rear camera supports auto-focus, allowing you to scan business cards with a third-party application.

Are all games supported?

No.

Some games may not be compatible with Android devices because of their development platforms or because they have not passed the Google certification test. It is recommended that you download applications from Huawei Hispace, where all the applications are free of charge and authorized by Huawei.

Can I edit office files using MediaPad?

MediaPad is pre-installed with the Yozo Office package, which allows you to view and edit Word, Excel, and PowerPoint files. You can also download and install other third-party Office applications.

Does MediaPad support Adobe Flash Player?

Yes. You can use Adobe Flash Player 10.3 with your MediaPad, which you can download from the Android Market.

Does MediaPad support DLNA?

Yes. You can download DLNA applications from the Huawei Hispace.

Does MediaPad support NFC?

No, because NFC is not supported by MediaPad's hardware.

Will alarm clocks still sound when MediaPad is powered off?

No. As MediaPad's standby time is long in airplane mode, you can enable the airplane mode instead of powering your MediaPad off so that you can still use the alarm clocks.

Cloud+ Services

What Cloud+ services can I use with MediaPad?

Cloud+ is a comprehensive platform that allows you to store data, share content, and interact with others. Cloud+ services include Account Agent, All Backup, Device Finder, Cloud+ Drive, Push Service, Hispace, and Traffic Manager.

To use Huawei Cloud+ services, you must register a Huawei Cloud+ account for free: Open Cloud+. If you are using Cloud+ for the first time, enter a user name and a password as prompted to register an account. Then you can log in to Cloud+ to use various services.

How do I access Hispace? How can I download voice and messaging applications from Hispace?

When using Hispace on your MediaPad, go to **Application** > **Settings** > **Wireless & networks**, turn Wi-Fi on, and connect your MediaPad to the Internet using a wireless router. You can also install a SIM card to your MediaPad and access the Internet (ensure that the SIM card can be used to access the Internet). To download calling and messaging applications from Hispace:

1. Open Hispace.
2. Select **Agree on End User Software Usage Agreement**.
3. On the Hispace home page, enter "Huawei MediaPad Phone" (case-sensitive) in the search field, then touch the search icon.
4. From the search result list, select the desired application and touch **Download**. After the application is downloaded, touch **Install**.
5. If the installation fails, go to **Settings** > **Application** > **Unknown source**, and ensure that the **Allow to install non-Android Market application** check box is selected.
6. Touch **Done** when the installation is complete.
7. Return to the application list. The application you just downloaded and installed is displayed.

When visiting the Hispace website from a PC, you can download an application to your MediaPad directly:

1. Connect your MediaPad to the PC using a USB cable.
2. Launch the browser, and go to www.hicloud.com, then sign in to your Cloud+ account.

3. Open HiSuite, then search for the desired application.

4. From the search result list, select the desired application and click **Download to Phone** to push the application to your MediaPad.

5. Install the application pushed from HiSuite on your MediaPad.

I find an application on Hispace from my PC and try to download it to my MediaPad. A message appears saying that the application is sent, but my MediaPad receives nothing. Why?

1. Ensure that a Hispace client is installed on your MediaPad, and you have logged in to Hispace before.

2. Go to **Cloud+ settings** and ensure that the **Background settings** check box is selected. If it is already selected, deselect it, then reselect it.

How do I upload, download, or share files using Cloud+ Drive with MediaPad?

Cloud+ Drive is a data storage center that allows you to use a storage space of 16 GB for free. Your free storage space can be expanded to up to 160 GB. Using Cloud+ Drive, you can conveniently upload and download files, and share them with your friends by simply touching one button.

To use Cloud+ Drive on your MediaPad:

1. Ensure that your MediaPad is connected to the Internet.

2. Open the Cloud+ Drive client, sign in to your Cloud+ user account. If you do not have an iCloud account, register one. After login, touch **Cloud+ Drive** to access contents on the Cloud+ drive.

3. On the top of the screen, options including **New Folder**, **Upload**, **Download**, **Share**, and **Delete** are available.

You can also access Cloud+ Drive from your PC:

1. Launch IE 8 and go to www.hicloud.com, then log in with your Cloud+ account.

2. Touch the **Cloud+ Drive** tab to access content on Cloud+ Drive. The operation steps are the same as those on your MediaPad.

What is the maximum file size that can be uploaded onto Cloud+ Drive?

100 MB

Can I change the default folders on Cloud+ Drive?

There are five default folders on Cloud+ Drive, **Pictures**, **Music**, **Videos**, **Documents**, and **Public**. The default folders cannot be changed or deleted, and new folders with the same names as the default folders cannot be created.

How do I restore deleted files and folders on Cloud+ Drive?

Log in to Cloud+, go to **Cloud+ Drive** > **Trash**, select the files or directories you want to restore, then touch **Restore**.

How do I use the All Backup and Cloud+ Backup on MediaPad?

MediaPad provides the All Backup and Cloud Backup services, allowing you to restore data on your MediaPad when you upgrade your operating system, or your system crashes or is infected with virus.

1. Open All Backup, from where you can choose to back up data to a microSD card, restore data from a microSD card, back up quickly, back up regularly, back up applications, or cloud backup.

2. In addition to files stored on your MediaPad, you can also back up your contacts, call logs, and customization settings such as the Home screen and applications.

3. To use the cloud backup service, sign in to your Cloud+ account, then back up data from your MediaPad to the Cloud+ server.

How do I use the Device Finder?

Device Finder allows you to locate your MediaPad, and remotely change, back up, or erase data on your MediaPad to avoid potential loss when it is lost.

To locate your MediaPad, use the same Cloud+ account as that used on your MediaPad to log in to www.hicloud.com from your PC, and use Device Finder to locate your device. Device Finder can locate your device only when:

1. Your MediaPad is powered on and is connected to the Internet (if Wi-Fi connection is available, your MediaPad does not need to have a SIM or microSD card installed)

2. Your PC is logged in to Cloud+ using your Cloud+ account.

3. The Phone finder & background data (push service) function in **Cloud+ settings** is selected.

Note: For more information about operations and FAQs for Cloud+ services, see the *Cloud Service User Guide*.

Software Upgrade

Can I upgrade MediaPad online? If yes, how?

MediaPad can be upgraded online through either HUAWEI OTA (HOTA) or Google OTA (GOTA). HOTA is easier to manage (Huawei has complete control), while GOTA has a broader network coverage.

- HOTA servers are not deployed all around the world yet. The deployment is ongoing, and will be eventually achieved in eight major regions all over the world. If you are in an area without HOTA servers, you may need to upgrade your MediaPad using an international server. As a result of the restriction of bandwidth and ports, the downloading speed is low.
- You can choose either HOTA or GOTA, or both. If you choose both HOTA and GOTA, you will need to determine which to use for deployment the first time you upgrade your system using OTA.

Will data be erased if I upgrade MediaPad?

No.

How will I be informed of the system upgrades?

When an update is available, you will be prompted to choose whether to download the upgrade package.

If you choose to upgrade, the upgrade package will be downloaded in the background, after which you will be prompted again to restart your MediaPad to complete the upgrade.

Operation Guide & Troubleshooting

How do I know my MediaPad's version?

From the Home screen, go to **Settings** > **About tablet** > **Build number**.

How to Obtain the HUAWEI MediaPad user guide?

You can download the user guide at http://www.huaweidevice.com. To quickly find the User Guide for your MediaPad, enter "HUAWEI MediaPad" in the search field on the webpage.

How do I power MediaPad on?

Press and hold the Power button for 2 seconds.

I have just received a MediaPad, but it cannot be powered on. What can I do?

When you receive a MediaPad, its battery may have been depleted. In this case, charge it for a while before powering it on.

I use the power adapter to connect my MediaPad to a power source, but the charging icon does not appear /MediaPad cannot be powered on. What can I do?

MediaPad's system may be unstable when the battery level is extremely low. You can try connecting you MediaPad to a power outlet, press and hold the Power button for 10 seconds, then for another 2 seconds to power it on.

My MediaPad crashes. What can I do?

Press and hold the Power button for 10 seconds to power your MediaPad off. Then press and hold the Power button again to power MediaPad on.

My MediaPad crashes occasionally. Why?

If your MediaPad is installed with applications that have not passed the Google compatibility test, the system may be unstable or even crashes.

It is recommended that you download applications from the Android Market or Huawei Hispace, because those applications have passed the compatibility test.

How do I take a snapshot on my MediaPad?

To take a snapshot, touch and hold the icon in the lower left corner of the screen for 5 seconds. By default, snapshots are saved under **File manage/Capture**.

With Android 4.0 (Ice Cream Sandwich), you can press the Power button and volume up button at the same time to take a snapshot.

I cannot install a microSD card to my MediaPad. What can I do?

MediaPad has a simple microSD card slot and you will not feel a repulse when installing the microSD card. Insert the microSD 3 mm into MediaPad in the direction as indicated by the arrow on the card. Do not forcibly insert or remove the card; otherwise the card or the card slot may get damaged.

I have connected my MediaPad to a PC running Window 7, but I cannot find it in My Computer. What can I do?

Window 7 has a built-in MTP driver. MediaPad can be recognized once it is connected. However, MediaPad's MTP switch is set to off by default. Turn on the MTP switch before connecting MediaPad to the PC. To do so, touch the MTP icon in the lower right corner of the screen to enter the control screen.

When I connect my MediaPad to a PC running Windows XP for the first time, the driver fails to be installed. What can I do?

Connect your MediaPad to the PC, open My Computer, and access the drive corresponding to MediaPad. Double-click the installation file in the drive to install the HiSuite and the driver.

On a PC running Windows XP, Windows Media Player 11 or later must be installed for the MTP function to work. If Window Media Player 11 or later is not installed, an error will occur.

The error does not affect HiSuite's performance, but you cannot use MTP to transfer or synchronize data. To synchronize data with the PC using MTP, you can install the driver and then Windows Media Player 11 or later.

I cannot install an application on my MediaPad. Why?

1. If you are installing an application on your MediaPad for the first time or the application is not downloaded from the Android Market, you need to set MediaPad to allow installation from unknown sources. To do so, go to **Settings** > **Application** > **Unknown sources**, then select to allow installation of applications from sources other than the Android Market.
2. If you still cannot install the application, check whether the application is damaged or incompatible with the operating system.