
HUAWEI MediaPad 10 FHD FAQs

Contents

HUAWEI MediaPad 10 FHD FAQs	1
General Questions	6
Which versions of HUAWEI MediaPad 10 FHD are available? What are the differences between them?	6
What are the dimensions and weight of MediaPad 10 FHD?.....	6
What is the CPU frequency?	6
What are the size and resolution of the screen? Does the screen support multi-touch?	7
Can I remove MediaPad 10 FHD's battery?	7
What are MediaPad 10 FHD's standby time, video playback time, and Internet surfing time?	7
How long does it take to fully charge MediaPad 10 FHD's battery?	7
Can I charge MediaPad 10 FHD using its USB port?	7
Storage.....	7
What is the internal storage of MediaPad 10 FHD? What is the maximum capacity of the microSD card supported by MediaPad 10 FHD?	7
My MediaPad 10 FHD's storage is not 16 GB but 14 GB. Why?	7
How do I know if my MediaPad 10 FHD is the 8 GB or 16 GB version?	8
Where are my installed applications?.....	8
Can I install applications from a microSD card on my MediaPad 10 FHD?.....	8
After installing an application on my MediaPad 10 FHD, can I move it to a microSD card?.....	8
How do I access data on a microSD card or USB flash drive?	8
Will all data be erased if I restore my MediaPad 10 FHD to its factory settings?.....	8
Synchronization	8
Can I synchronize my MediaPad 10 FHD with a PC?	8
When I connect my MediaPad 10 FHD to a PC using a USB cable, the PC prompts me to install a driver. Why?	8
How can I synchronize my MediaPad 10 FHD with a PC?	8
How do I transfer files between my MediaPad 10 FHD with a Mac?.....	9
I connect my MediaPad 10 FHD to a PC, but the MediaPad 10 FHD is not displayed as a USB drive. Why?	9
What can I do?	9
Ports/Sensors.....	9
What ports does MediaPad 10 FHD have?	9
Can I use a network cable to connect my MediaPad 10 FHD to a network?	10
How can I install a microSD card and SIM card?	10
Does MediaPad 10 FHD support SIM card hot swapping? Why does it restart after I install or remove a SIM card?.....	10
Does MediaPad 10 FHD support microSD card hot swapping?	11
Can MediaPad 10 FHD function as a USB host? Can MediaPad 10 FHD work with an external USB flash drive?	11
Can I connect a mass capacity hard disk and printer to MediaPad 10 FHD through its USB port?.....	11
Does MediaPad 10 FHD have a tilt sensor?.....	11
Does MediaPad 10 FHD have a light sensor?	11

Accessories.....	11
What accessories are available for MediaPad 10 FHD?.....	11
What functions does the MediaPad 10 FHD laptop docking have?	12
What earphones are compatible with MediaPad 10 FHD?.....	13
What Bluetooth headsets are compatible with MediaPad 10 FHD?.....	13
Operating System.....	13
What is MediaPad 10 FHD's operating system?	13
Wireless Networks/Connection.....	13
Can I use MediaPad 10 FHD as a Wi-Fi hotspot?.....	13
Does MediaPad 10 FHD have the Wi-Fi direct function?.....	13
When I send files via Bluetooth, the Wi-Fi connection sometimes becomes unavailable. Why?	13
What Wi-Fi protocols does MediaPad 10 FHD support?	13
With Wi-Fi turned on, the power consumption is high, even when no networks are found. Why?	14
Can I share .apk files via Bluetooth?.....	14
Browser.....	14
What is MediaPad 10 FHD's browser version?	14
Can I open more than one web page in the browser?	14
Can I view web pages anonymously?	14
Can I search a web page?	14
Can I synchronize the bookmarks in the browser?.....	14
Can I read offline using the browser?.....	14
Email.....	15
How can I use the Email application? How do I configure it?	15
Can I configure more than one email account on my MediaPad 10 FHD?	15
How often does Email refresh? Will I be informed of new emails?	15
Is there a size limit for emails?.....	15
What types of files can I attach to an email?.....	15
After I connect MediaPad 10 FHD to a PC, can I synchronize emails from Microsoft Outlook on the PC to MediaPad 10 FHD?.....	15
Multimedia.....	15
Does MediaPad 10 FHD support the stereo sound effect?	15
I downloaded an HD video, but it cannot play on MediaPad 10 FHD. Why?.....	16
How do I watch online video clips on MediaPad 10 FHD?	16
When I am watching online video clips, sometimes the online video player is unexpectedly terminated. What can I do?	16
When I play a video on MediaPad 10 FHD, will the video continue to play if MediaPad 10 FHD's display enters sleep mode?.....	16
What video formats does the HDMI output support?.....	16
Is there a time limit for video recording?	17
How do I use the camera flash and auto-focus?	17

Can I tag location data to my photos?	17
What are the default save paths for my photos and video clips?	17
Calls/Messaging	17
Can I send or receive text and multimedia messages, and make voice calls using MediaPad 10 FHD?	17
How do I send messages to multiple recipients?	17
Can I make video calls using MediaPad 10 FHD?	17
Other Applications	18
Can I scan business cards using MediaPad 10 FHD?	18
Are all games supported?	18
Can I edit Office files using MediaPad 10 FHD?	18
Does MediaPad 10 FHD support HTML 5.0 and Adobe Flash Player?	18
Does MediaPad 10 FHD support DLNA?	18
Does MediaPad 10 FHD support NFC?	18
Will alarm clocks still sound when MediaPad 10 FHD is powered off?	18
Cloud+ Services	18
What Cloud+ services can I use with MediaPad 10 FHD?	18
How do I access HiSpace? How can I download voice and messaging applications from HiSpace?	19
I tried to download an application on HiSpace from my PC to my MediaPad 10 FHD. A message was displayed, saying that the application was sent, but my MediaPad 10 FHD receives nothing. Why?	19
How do I upload, download, or share files using Cloud+ Drive with MediaPad 10 FHD?	19
What is the maximum file size that can be uploaded onto Cloud+ Drive?	20
Can I change the default Cloud+ Drive folders?	20
How do I restore deleted files and folders on Cloud+ Drive?	20
How do I use All Backup and cloud backup on MediaPad 10 FHD?	20
How do I use Device Finder?	20
Software Update	21
Can I update MediaPad 10 FHD online? If yes, how?	21
Can I update MediaPad 10 FHD using a microSD card? If yes, how?	21
Will data be erased if I update MediaPad 10 FHD?	21
How will I be informed of system updates?	21
Operation Guide & Troubleshooting	21
How do I know what version of MediaPad 10 FHD's I have?	21
How do I obtain the MediaPad 10 FHD user guide?	21
How do I power MediaPad 10 FHD on?	21
I have just received a MediaPad 10 FHD but cannot power it on. What can I do?	22
I connect my MediaPad 10 FHD to a power supply, but the charging icon does not appear or MediaPad 10 FHD cannot be powered on. What can I do?	22
My MediaPad 10 FHD crashes. What can I do?	22
My MediaPad 10 FHD crashes occasionally. Why?	22
Can I take a snapshot on MediaPad 10 FHD? If yes, how?	22

I have connected my MediaPad 10 FHD to a PC running Windows 7, but I cannot find it in My Computer. What can I do?	22
When I connect my MediaPad 10 FHD to a PC running Windows XP for the first time, the driver installation fails. What can I do?.....	22
I cannot install an application on my MediaPad 10 FHD. Why?	23
The online update button is unavailable. What can I do?	23
I connect the laptop docking to a PC using a USB cable, but the PC does not respond. Why?	23
When I connect MediaPad 10 FHD to a projector or TV, the image displayed on the projector or TV is not displayed in full-screen mode or the image is partially cut. Why?.....	23

General Questions

Which versions of HUAWEI MediaPad 10 FHD are available? What are the differences between them?

Currently, Huawei provides three HUAWEI MediaPad 10 FHD (MediaPad 10 FHD for short) versions: LTE (supporting LTE, 3G, and Wi-Fi), 3G (supporting 3G+Wi-Fi), and Wi-Fi only.

The LTE version features the following:

- Frequency-division duplexing (FDD) Long Time Evolution (LTE) cat.4
- Downlink rate of up to 150 Mbit/s
- Wi-Fi of 5 GHz or 2.4 GHz

The 3G version features the following:

- UMTS
- Downlink rate of up to 42 Mbit/s
- Wi-Fi of 2.4 GHz
- High version: RAM: 2 GB/ internal storage: 16 GB/CPU frequency: 1.4GHz
- Standard version: RAM: 1 GB/ internal storage: 8 GB/CPU frequency: 1.2GHz

The Wi-Fi only version features the following:

- Wi-Fi of 2.4 GHz
- High version: RAM: 2 GB/ internal storage: 16 GB/CPU frequency: 1.4GHz
- Standard version: RAM: 1 GB/ internal storage: 8 GB/CPU frequency: 1.2GHz

What are the dimensions and weight of MediaPad 10 FHD?

Dimensions (H x W x D): 8.8 mm x 257.4 mm x 175.9 mm

Weight: about 580 g (with battery)¹

Note: The weight of your MediaPad 10 FHD may slight vary, depending on which version you have purchased¹.

What is the CPU frequency?

MediaPad 10 FHD uses a quad-core CPU with a frequency of up to 1.4 GHz(high version)/1.2GHz(standard veision). The MediaPad 10 FHD's CPU chips are K3V2 by Hisilicon.

¹ The Wi-Fi only version weighs only 570 g.

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

MediaPad 10 FHD uses a 10.1-inch In-Plane Switching (IPS) HD capacitive touchscreen with a resolution of 1920 x 1200 pixels (WUVGA) and 224 pixels per inch. The screen uses state-of-the-art wide viewing angle LCD panel technology and up to 10 touch points.

Can I remove MediaPad 10 FHD's battery?

No, the built-in battery is not user removable. If your phone's battery is faulty, take it to a repair center in your area.

What are MediaPad 10 FHD's standby time, video playback time, and Internet surfing time?

MediaPad 10 FHD's battery has a capacity of 6600 mAh. The standby time varies depending on the application environment and scenarios. In airplane mode, MediaPad 10 FHD's standby time is up to 20 days. In common application scenarios, the standby time is longer than 200 hours. For video playback, Internet surfing, and Wi-Fi connection, MediaPad 10 FHD's battery can last up to 8 hours.

How long does it take to fully charge MediaPad 10 FHD's battery?

When charging through its power port, MediaPad 10 FHD takes about 5 hours to fully charge.

Can I charge MediaPad 10 FHD using its USB port?

MediaPad 10 FHD uses a standard 5 V/2 A power adapter and is charged using its dedicated charging port. It usually takes 2.5 to 3.5 hours to charge.

MediaPad 10 FHD does support USB charging. However, due to the limited charging current that a USB v2.0 port can source (500 mA max.) and the relatively long time required for a full charge, it is not recommended that you charge MediaPad 10 FHD through its USB port.

Storage

What is the internal storage of MediaPad 10 FHD? What is the maximum capacity of the microSD card supported by MediaPad 10 FHD?

MediaPad 10 FHD's internal storage is 16 GB (8 GB for the Wi-Fi only version), 1.5 GB of which is used to store system files. The internal storage available to users is approximately 14 GB (6 GB for the Wi-Fi only version).

MediaPad 10 FHD supports microSD cards and USB flash drives up to 32 GB in capacity.

You can obtain up to 16 GB of free cloud storage from HiSpace and expand it to 160 GB.

My MediaPad 10 FHD's storage is not 16 GB but 14 GB. Why?

MediaPad 10 FHD's internal storage is 16 GB in total (8 GB for the Wi-Fi only version), of which 1.5 GB is used to store system files and 14 GB (6 GB for the Wi-Fi only version) is available to users to store installed applications, downloaded files, and temporary data generated when using applications.

How do I know if my MediaPad 10 FHD 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 10 FHD'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 14 GB (6 GB for the Wi-Fi only version) internal storage available to users.

Can I install applications from a microSD card on my MediaPad 10 FHD?

Yes. To install an application from a microSD card, access the microSD card from your MediaPad 10 FHD, touch the application you want to install, and follow the onscreen instructions to complete the installation.

After installing an application on my MediaPad 10 FHD, can I move it to a microSD card?

This depends on whether the installed application can be moved to a microSD card. If yes, go to **Settings** > **Apps**, touch the application, and choose **Remove to SD 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 10 FHD to its factory settings?

No. Restoring your MediaPad 10 FHD to its factory settings erases your personal data, such as accounts, customized settings, installed applications, contacts, messages, email settings, browser history, and bookmarks, but video clips and images you saved on your MediaPad 10 FHD are not erased.

To erase all data saved on your MediaPad 10 FHD, select the **Erase Memory** check box before restoring your MediaPad 10 FHD to its factory settings.

Synchronization

Can I synchronize my MediaPad 10 FHD with a PC?

MediaPad 10 FHD supports Media/Picture Transfer Protocol (MTP). You can use a USB cable to connect your MediaPad 10 FHD to a PC and synchronize media files from your MediaPad 10 FHD to the PC.

When I connect my MediaPad 10 FHD to a PC using a USB cable, the PC prompts me to install a driver. Why? How can I synchronize my MediaPad 10 FHD with a PC?

MTP is required to synchronize MediaPad 10 FHD with a PC, but Windows XP and earlier versions do not provide the MTP driver. Therefore, if the PC is running Windows XP or

earlier, first install Windows Media Player 11 to synchronize data with your MediaPad 10 FHD. To do so:

1. Connect your MediaPad 10 FHD to the PC using a USB cable. The PC prompts you to install HiSuite. During the installation, HiSuite provides a link for you to download and install Media Player 11.
2. After the download is complete, manually install Windows Media Player 11, and restart your PC.
3. After your PC is restarted, connect your MediaPad 10 FHD to the PC, and 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 that corresponds to your MediaPad 10 FHD. 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 10 FHD.

How do I transfer files between my MediaPad 10 FHD with a Mac?

Connect your MediaPad 10 FHD to the Mac using a USB cable. Your MediaPad 10 FHD is then displayed as a drive on the Mac. After installing the Android File Transfer application, you can start to transfer files between your MediaPad 10 FHD and the Mac.

I connect my MediaPad 10 FHD to a PC, but the MediaPad 10 FHD is not displayed as a USB drive. Why? What can I do?

MediaPad 10 FHD uses MTP and does not support USB Mass Storage mode. With a PC running Windows 7 or later, your MediaPad 10 FHD is displayed as a storage device, but with a PC running Windows XP or earlier, install Windows Media Player 11 and the USB driver if you are connecting your MediaPad 10 FHD to the PC for the first time.

Using MTP, you can access files stored on your MediaPad 10 FHD from the PC.

Ports/Sensors

What ports does MediaPad 10 FHD have?

MediaPad 10 FHD features a 30-pin dock connector, 3.5 mm headset jack, microSD card slot, and SIM card slot. (The Wi-Fi only version does not have a SIM card slot.)

The dock connector can be used for the following purposes:

- Connect to computer using a USB cable for charging or synchronization
- Connect to the MediaPad 10 FHD laptop docking
- Connect to USB drive and USB-to-Ethernet cable
- Connect to a TV using an HDMI cable
- Connect to a projector using a VGA cable

The headset jack is compatible with Huawei or iPhone4 earphones².

The microSD card slot is compatible with most 2–32 GB.

² When connected to MediaPad, buttons on the iPhone4 earphone cable cannot be used to adjust the volume.

The SIM card slot is compatible with standard SIM cards, but not micro-SIM cards.

Note: Inserting a micro-SIM card into a card holder, and then inserting the card holder into MediaPad 10 FHD may damage the SIM card slot, which does not fall under Huawei's warranty scope.

Can I use a network cable to connect my MediaPad 10 FHD to a network?

The MediaPad 10 FHD can connect to a network using a dock connector-to-USB cable and a USB-to-Ethernet cable.

How can I install a microSD card and SIM card?

See the following diagram.



Does MediaPad 10 FHD support SIM card hot swapping? Why does it restart after I install or remove a SIM card?

SIM card insertion or removal takes effect only after MediaPad 10 FHD restarts. MediaPad 10 FHD can detect the insertion and removal of a SIM card without damage to the card. However, to avoid damaging the port physically, do not frequently insert and remove the SIM card.

Does MediaPad 10 FHD support microSD card hot swapping?

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

Can MediaPad 10 FHD function as a USB host? Can MediaPad 10 FHD work with an external USB flash drive?

Yes to both. MediaPad 10 FHD can function as a USB host and can connect to a laptop docking, or USB flash drive and mouse using a dock connector-to-USB A cable.

Can I connect a mass capacity hard disk and printer to MediaPad 10 FHD through its USB port?

You can access a mass capacity hard disk using a laptop docking or dock connector-to-USB A cable. Some storage devices may require separate power supplies.

Printers are not supported.

Does MediaPad 10 FHD have a tilt sensor?

Yes. MediaPad 10 FHD incorporates an automatic tilt sensor that can sense the gravity in four directions. When you rotate MediaPad 10 FHD, the screen automatically rotates and scales to fit the new orientation.

Does MediaPad 10 FHD have a light sensor?


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










Accessories

What accessories are available for MediaPad 10 FHD?

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

Optional accessories: earphone (can be contained in the gift box), laptop docking, dock connector-to-USB A cable, dock connector-to-HDMI cable, dock connector-to-VGA cable, USB-to-Ethernet cable, slip cover, in-car charger

Accessory	Figure
Laptop docking	

Accessory	Figure
Slip cover (black)	
Screen protective film	
Dock connector-to-HDMI cable	
Dock connector-to-VGA cable	
Dock connector-to-USB A cable	
USB-to-Ethernet cable	
In-car charger	
Earphone	
microSD card	

What functions does the MediaPad 10 FHD laptop docking have?

The MediaPad 10 FHD laptop docking adopts a uni-body design and is made of metal, providing a classic feeling. The laptop docking can connect to a MediaPad 10 FHD and make a laptop computer.

The laptop docking incorporates the following features:

Keyboard, touch panel, left and right mouse keys, two USB ports, dock connector

What earphones are compatible with MediaPad 10 FHD?

MediaPad 10 FHD incorporates a 3.5-mm headset jack, which is compatible with TRRS earphones with left or right audio outputs and a microphone audio input. Most non-OMTP earphones, such as iPhone 4 and Motorola Xoom earphones, are compatible with MediaPad 10 FHD.

It is recommended that you use a Huawei earphone (optional and available separately) to ensure high audio quality.

What Bluetooth headsets are compatible with MediaPad 10 FHD?

MediaPad 10 FHD is Bluetooth v3.0 certified and meets Bluetooth compatibility specifications. Headsets that have 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 recommended.

Operating System

What is MediaPad 10 FHD's operating system?

MediaPad 10 FHD runs the Android 4.0 (Ice Cream Sandwich) operating system. You can upgrade the system when updates are available.

Wireless Networks/Connection

Can I use MediaPad 10 FHD as a Wi-Fi hotspot?

Yes. To use MediaPad 10 FHD as a Wi-Fi hotspot, go to **Settings > More... > Tethering**. This function may not be available in all MediaPad 10 FHD versions as determined by your operator.

Does MediaPad 10 FHD have the Wi-Fi direct function?

Yes. To enable or disable Wi-Fi direct, go to **Settings > More... > Wi-Fi direct**. Note that after Wi-Fi direct is disabled, your MediaPad 10 FHD is disconnected from the access point.

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

The Bluetooth and Wi-Fi functions use the same antenna. When the Bluetooth occupancy is very high, the Wi-Fi performance is degraded or the Wi-Fi connection may be disconnected.

What Wi-Fi protocols does MediaPad 10 FHD support?

All versions of MediaPad 10 FHD support 802.11b/g/n. And the LTE version supports 802.11a/b/g/n (supporting 2.4 GHz and 5 GHz), and access points of 5 GHz.

MediaPad 10 FHD supports encryption protocols of WEP, WPA, and WPA2.

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

By default, MediaPad 10 FHD's Wi-Fi network search strategy is "Never Sleep". The Wi-Fi chip keeps working even when there are no available networks, which results in excessive power consumption.

If you turn off MediaPad 10 FHD's display and force it to enter sleep mode, the Wi-Fi chip automatically powers off and stops searching within about 10 minutes.

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

Can I share .apk files via Bluetooth?

Yes.

Browser

What is MediaPad 10 FHD's browser version?

The browser on MediaPad 10 FHD is the default Android 4.0 browser. Some versions are also preinstalled with the QQ browser and Huawei Browser. You can download and install third-party browsers.

Can I open more than one web page in the browser?

Yes. MediaPad 10 FHD's browser displays web pages in tabs and allows you to switch between tabs.

Can I view web pages anonymously?

Yes. MediaPad 10 FHD's browser enables you to view web pages anonymously by opening an "incognito tab". Web pages viewed in an incognito tab are not recorded in the browser history, search history, or cookies on your MediaPad 10 FHD, but the files downloaded or bookmarks created from the anonymous tab are saved.

Can I search a web page?

Yes. MediaPad 10 FHD's browser enables you to search a web page, send the link to a web page, and copy and paste contents from a web page.

Can I synchronize the bookmarks in the browser?

Yes. MediaPad 10 FHD's browser enables you to synchronize the bookmarks with Google Bookmarks.

Can I read offline using the browser?

Yes.

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 on your email service provider website or in the help information they provide. You can then use those parameters to configure the settings.

Can I configure more than one email account on my MediaPad 10 FHD?

Yes.

How often 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, 30 minutes, or never.

When new emails are detected during a refresh, your MediaPad 10 FHD informs you by displaying an icon in the lower-right corner of the screen.

Is there a size limit for emails?

There is no size limit on a single incoming or outgoing email, but MediaPad 10 FHD may be slow to browse an email greater than 1 MB. A single attachment of up to 5 MB is allowed in a single email. There is no limit on the total size of all attachments but it is recommended that you keep it within 20 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, WAV, RA, Ogg, MIDI, 3GP
- Video: MP4, 3GP, 3G2, RM, RMVB, TS, MOV, AVI, MKV, FLV

After I connect MediaPad 10 FHD to a PC, can I synchronize emails from Microsoft Outlook on the PC to MediaPad 10 FHD?

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

Multimedia

Does MediaPad 10 FHD support the stereo sound effect?

Yes. MediaPad 10 FHD supports the Dolby stereo sound effect.

I downloaded an HD video, but it cannot play on MediaPad 10 FHD. Why?

MediaPad 10 FHD supports common video formats, such as RM, RV, RMVB, ASF, WMV, AVI, MKV, MP4, 3GP, MOV, MPG, FLV, and WEBM, but parameters, such as mixed bit rate, codec, and video resolution, may vary between videos of the same format. Note that 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 a compatible video player.

How do I watch online video clips on MediaPad 10 FHD?

MediaPad 10 FHD supports most common online video formats and Adobe Flash Player 10.3³. After connecting your MediaPad 10 FHD to the Internet, you can watch video clips online in the following two ways:

1. Download and open the video website application to watch video clips online.
2. Use your browser to visit the website and watch videos online.

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

This disruption is probably because the online video player is not compatible with your MediaPad 10 FHD's display.

While most tablet manufacturers are still using LCD display with a resolution of 1280 x 800 pixels or lower, MediaPad 10 FHD is the first full HD tablet that uses a display of 1920 x 1200 pixels. Some third-party applications are not compatible with the high resolution but they gradually will.

When I play a video on MediaPad 10 FHD, will the video continue to play if MediaPad 10 FHD's display enters sleep mode?

Video playback is paused when MediaPad 10 FHD's display enters sleep mode. After the display wakes, you can continue to watch the video from the point where the video was paused.

The audio file continues to play even when MediaPad 10 FHD's display turns off.

What video formats does the HDMI output support?

MediaPad 10 FHD can output HD video up to 1080p from its HDMI port. The resolution is automatically changed based on the resolution of the TV connected to MediaPad 10 FHD.

Videos supported by MediaPad 10 FHD can play on a TV when MediaPad 10 FHD is connected to the TV through the HDMI port.

When outputting video from your MediaPad 10 FHD to a TV through the HDMI port, the video on the TV continues to play even when MediaPad 10 FHD's display turns off.

³ Not preinstalled but supported.

Is there a time limit for video recording?

The front and rear cameras can both be used to record HD video clips without a duration limit. The length of recording is only limited by the available storage space on your MediaPad 10 FHD.

How do I use the camera flash and auto-focus?

Yes. You can manually enable or disable the flash, or have the Camera automatically adjust it depending on the ambient light. Touch and hold an area on the screen to focus the camera.

Can I tag location data to my photos?

Yes. To add location tags to photos, go to **Settings > Location Services > GPS satellites**. Then launch the camera, go to **Camera settings**, and select **Store location**.

What are the default save paths for my photos and video clips?

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

You can quickly access the photos and video clips using **Gallery**.

Calls/Messaging

Can I send or receive text and multimedia messages, and make voice calls using MediaPad 10 FHD?

You can send or receive text and multimedia messages, but voice calls are not supported.

How do I send messages to multiple recipients?

Download and install a messaging application on your MediaPad 10 FHD (for detailed steps, see the operation guide to HiSpace download):

1. Open the messaging application.
2. 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 on the right of the **Recipient** field and select the contacts to whom you want to send the message.
4. Compose your message.
5. When the message is ready to be sent, touch the send icon.

Can I make video calls using MediaPad 10 FHD?

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

Other Applications

Can I scan business cards using MediaPad 10 FHD?

Yes. MediaPad 10 FHD's rear camera supports auto-focus, which enables 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 10 FHD?

MediaPad 10 FHD is pre-installed with WPS Office package, which enables you to view and edit Word, Excel, and PowerPoint files.

You can also download and install other third-party Office applications.

Does MediaPad 10 FHD support HTML 5.0 and Adobe Flash Player?

Yes. MediaPad 10 FHD supports HTML5.

You can download Adobe Flash 10.3 from Google Play Store and use it with your MediaPad 10 FHD.

Does MediaPad 10 FHD support DLNA?

Yes.

Does MediaPad 10 FHD support NFC?

No.

Will alarm clocks still sound when MediaPad 10 FHD is powered off?

No, but MediaPad 10 FHD's standby time is long in airplane mode, therefore you can enable airplane mode instead of powering your MediaPad 10 FHD off so that you can still use the alarm clocks.

Cloud+ Services

What Cloud+ services can I use with MediaPad 10 FHD?

Cloud+ is a comprehensive platform that enables you to store data, share content, and interact with others. Cloud+ includes Account Agent, All Backup, Device Finder, Cloud+ Drive, Push Service, and HiSpace.

To use Cloud+ services, register for a free Cloud+ account. Open Cloud+. If you are using Cloud+ for the first time, enter a user name and a password as prompted to register. 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?

To use HiSpace on your MediaPad 10 FHD, ensure that your MediaPad 10 FHD has Internet access. To download calling and messaging applications from HiSpace:

1. Open HiSpace.
2. Select **Agree on End User Software Usage Agreement**.
3. On the HiSpace screen, enter **Huawei MediaPad 10 FHD** (case-sensitive) in the search field, and 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 > Security**, and ensure that the **Unknown sources** check box under **DEVICE ADMINISTRATION** is selected.
6. Touch **Done** when 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 10 FHD directly:

1. Connect your MediaPad 10 FHD to the PC using a USB cable.
2. Launch the browser, and go to www.hicloud.com, and sign in with your Cloud+ account.
3. Open HiSpace, and 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 10 FHD.
5. Install the application pushed from HiSpace on your MediaPad 10 FHD.

I tried to download an application on HiSpace from my PC to my MediaPad 10 FHD. A message was displayed, saying that the application was sent, but my MediaPad 10 FHD receives nothing. Why?

1. Ensure that an HiSpace client is installed on your MediaPad 10 FHD 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, and reselect it.

How do I upload, download, or share files using Cloud+ Drive with MediaPad 10 FHD?

Cloud+ Drive is a data storage center that enables you to use up to 16 GB of online storage for free. Your storage space can be expanded to up to 160 GB (charges may apply). Using Cloud+ Drive, you can conveniently upload and download files, and share them with your friends at the touch of a button.

To use Cloud+ Drive on your MediaPad 10 FHD:

1. Ensure that your MediaPad 10 FHD has Internet access.
2. Open the Cloud+ Drive client, and sign in using your Cloud+ account. If you do not have a Cloud+ account, register one. After you log in, touch **Cloud+ Drive** to access the contents on your Cloud+ Drive.

3. At 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, and log in with your Cloud+ account.
2. Click **Cloud+ Drive** to access content on your Cloud+ Drive. The operation steps are the same as those on your MediaPad 10 FHD.

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

100 MB

Can I change the default Cloud+ Drive folders?

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, and touch **Restore**.

How do I use All Backup and cloud backup on MediaPad 10 FHD?

MediaPad 10 FHD provides the All Backup and cloud backup services, which enable you to back up and restore data on your MediaPad 10 FHD when you upgrade your operating system, or your system crashes or is infected with virus.

1. Open All Backup, from which 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 use cloud backup.
2. In addition to files stored on your MediaPad 10 FHD, 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 using your Cloud+ account, and back up data from your MediaPad 10 FHD to a cloud server.

How do I use Device Finder?

Device Finder enables you to locate your MediaPad 10 FHD when you have lost it, and remotely change, back up, or erase data on your MediaPad 10 FHD to avoid potential losses.

To locate your MediaPad 10 FHD, use the same Cloud+ account as that used on your MediaPad 10 FHD 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 10 FHD is powered on and has Internet access.
2. You have logged in to Cloud+.
3. The Device 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 Update

Can I update MediaPad 10 FHD online? If yes, how?

Yes. To do so:

Go to **Settings > About tablet > System updates (Huawei)**.

MediaPad 10 FHD then checks for available updates.

After you install the updates, the system update starts.

The update progress and result are then displayed on the screen.

If no updates are found, touch **System updates (Google)** to search for updates on the Google server.

Can I update MediaPad 10 FHD using a microSD card? If yes, how?

Yes. To do so:

Go to <http://www.huaweidevice.com> and download them.

Copy the **dload** folder to the microSD card's root directory. Go to **Settings > About tablet > System updates (SD card)**.

MediaPad 10 FHD then searches for the updates in the microSD card and starts update.

The update progress and result are then displayed on the screen.

Will data be erased if I update MediaPad 10 FHD?

No.

How will I be informed of system updates?

When updates are available, you will be prompted to download the update package.

If you choose to update, the update package is downloaded in the background. Then you will be prompted again to restart your MediaPad 10 FHD to complete the update.

Operation Guide & Troubleshooting

How do I know what version of MediaPad 10 FHD's I have?

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

How do I obtain the MediaPad 10 FHD user guide?

You can download the user guide at <http://www.huaweidevice.com>. To quickly find the user guide for your MediaPad 10 FHD, enter **HUAWEI MediaPad 10 FHD** in the search box on the web page.

How do I power MediaPad 10 FHD on?

Press and hold the power button for 2 seconds.

I have just received a MediaPad 10 FHD but cannot power it on. What can I do?

When you receive your MediaPad 10 FHD, its battery may be depleted. In this case, charge it for a while before attempting to power it on.

I connect my MediaPad 10 FHD to a power supply, but the charging icon does not appear or MediaPad 10 FHD cannot be powered on. What can I do?

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

My MediaPad 10 FHD crashes. What can I do?

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

My MediaPad 10 FHD crashes occasionally. Why?

If your MediaPad 10 FHD is installed with applications that have not passed the Google compatibility test, the system may be unstable or even crash.

It is recommended that you only download applications from Google Play Store or Huawei HiSpace because those applications have passed the compatibility test.

Can I take a snapshot on MediaPad 10 FHD? If yes, how?

Yes. To take a snapshot, press the power button and volume up key simultaneously. By default, snapshots are saved under **File manager\Capture**.

I have connected my MediaPad 10 FHD to a PC running Windows 7, but I cannot find it in My Computer. What can I do?

Windows 7 has a built-in MTP driver. MediaPad 10 FHD should be recognized once it is connected. However, MediaPad 10 FHD's MTP switch is off by default. Turn on the MTP switch before you connect your MediaPad 10 FHD 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 10 FHD to a PC running Windows XP for the first time, the driver installation fails. What can I do?

Connect your MediaPad 10 FHD to the PC, open My Computer, and access the drive to which MediaPad 10 FHD is assigned. Double-click the installation file in the drive to install 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 Windows Media Player 11 or later is not installed, an error occurs.

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, install the driver and then Windows Media Player 11 or later.

I cannot install an application on my MediaPad 10 FHD. Why?

4. If you are installing an application on your MediaPad 10 FHD for the first time or the application is not downloaded from the Google Play Store, set MediaPad 10 FHD to enable installation from unknown sources. To do so, go to **Settings** > **Security**, and select **Unknown sources** under **DEVICE ADMINISTRATION** to enable the installation of applications from sources other than the Google Play Store.
5. If you still cannot install the application, check whether the application is damaged or incompatible with the OS.

The online update button is unavailable. What can I do?

Go to **Settings** > **Security**, and ensure that **Encrypt Tablet** is not selected.

I connect the laptop docking to a PC using a USB cable, but the PC does not respond. Why?

The laptop docking's dock connector is used to connect to a power adapter or dock connector-to-HDMI/VGA cable, and does not support USB connection.

There are two USB ports on the laptop docking, which are used to connect to a USB flash drive or USB-to-Ethernet cable.

However, when connected to MediaPad 10 FHD, the laptop docking's USB ports are in host mode and cannot set up a USB connection with the PC.

When I connect MediaPad 10 FHD to a projector or TV, the image displayed on the projector or TV is not displayed in full-screen mode or the image is partially cut. Why?

Because MediaPad 10 FHD's aspect ratio is 16:10, and that of common projectors and TVs is 4:3 or 16:9.