User Guide

HUAWEI

Contents

Get to know your computer

Appearance

ⓘ Keyboard layout varies by country or region. Actual product may differ.

1	**Display**
	Displays the computer desktop.
2	**Fingerprint power button**
	After enrolling a fingerprint, simply press the power button with the enrolled finger to power on and unlock the computer without having to enter a password.
3	**Recessed camera**
	Press the button to reveal the camera. You can then use it in Camera or other apps to take photos or make video chats. Press the button again to hide the camera.
4	**Camera indicator**
	Indicates the camera's status. Lights up steady white when the camera is active.
5	**Touchpad**
	Provides similar functionality to a mouse. A convenient way to control the computer.
6	**Microphone**
	Use the microphone to conduct video meetings, voice calls, or make audio recordings.
7	**Huawei Share icon**
	Tap the NFC detection area on some Huawei/Honor phones against the Huawei Share icon on the computer to use the Huawei Share feature.
	• Do not tear off or damage Huawei Share icon as it may cause Huawei Share to stop working properly.
	• To learn more, visit our official website: https://consumer.huawei.com/en/support/huaweisharewelcome/
8	**USB-C port**
	• Connects the power adapter to charge the computer.
	• Connects to mobile phones, USB drives, and other external devices to transfer files.
9	**Charging indicator**
	Indicates the battery's charge status when charging:
	• Blinks white when charging.
	• Steady white when the computer is fully charged and stops charging.
10	**USB 3.0 port**
	Connects to mobile phones, USB drives, and other external devices to transfer data.
11	**HDMI port**
	A high-definition multimedia port. Connects to external displays.

12	**Mini RJ45 port**
	Connects to HUAWEI Mini RJ45 to RJ45 Adapter
	ℹ️ Not all models are equipped with this port.
13	**Headset jack**
	Connects to a headset.
14	**USB 2.0 port**
	Connects to mobile phones, USB drives, and other external devices to transfer data.
	ℹ️ Some models are only equipped with one USB 2.0 port.
15	**Camera drainage hole**
	The camera is connected to a water drainage hole below the computer. If you accidentally spill a small amount of liquid on the camera, it will drain out from the drainage hole. Note that spilling liquid on the keyboard may damage the computer.
16	**Speaker**
	The speakers output sound.

Powering on and off

When powering on the computer for the first time, connect the power adapter, and the computer will power on automatically. The computer will enter the startup screen shortly after the screen lights up.

When the computer is powered off, press the Power button until the screen or keyboard lights up to power on or wake the computer.

When using the computer, click ⊞ > ⏻ to sleep, shut down, or restart the computer.
⚠️ Press and hold the power button for approximately 10 seconds to force shutdown the computer. Force shutdowns may cause unsaved data to be lost. Use with caution.
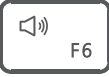
Keyboard

ℹ️ Keyboard keys may vary depending on your device model.

Shortcut keys

The F keys, such as F1 and F2, are used as shortcut keys (hotkeys) by default to allow you to easily perform common actions.

☼ F1	Decrease screen brightness.
☼ F2	Increase screen brightness.

F3	Enable, disable, or adjust the brightness of the keyboard backlight. ⓘ If there is no ☀ icon on the key, the keyboard does not have a backlight.
F4	Mute or unmute.
F5	Decrease the volume.
F6	Increase the volume.
F7	Enable or disable the microphone.
F8	Switch projection mode.
F9	Enable or disable Wi-Fi.
F10	Open PC Manager.

Switching between shortcut and function key modes

In function key mode, the F keys have different functions depending on the software that is running.

To use the F keys as function keys, you can:

- Press the Fn key and the indicator will light up. The F keys will then work as function keys. To return to shortcut key (hotkey) mode, press the Fn key then the indicator will turn off.
- To make the F keys work as function keys by default, open PC Manager and go to **Settings** > **System Settings** to enable Function key priority. To switch back to hotkey mode, enable Hotkey priority.

Touchpad

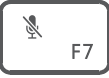The touchpad provides similar functionality to a mouse and is a convenient way to control the computer.

ⓘ Not all gestures are available in all apps.

Common touchpad gestures
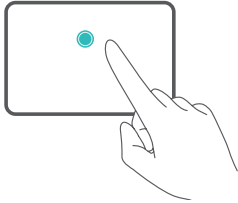
	Tap with one finger: Left-click.
	Tap twice with one finger: Double-click.
	Slide with one finger: Move the cursor.
	Press the left touchpad button: Left-click.
	Press the right touchpad button: Right-click.
	Tap with two fingers: Right-click.
	Slide up or down with two fingers: Scroll up or down.
	Pinch in or stretch out with two fingers: Zoom in or out.
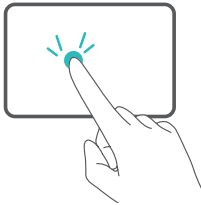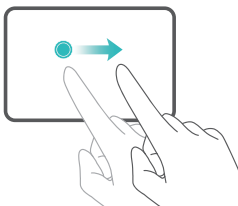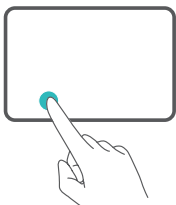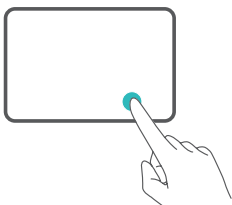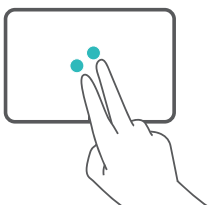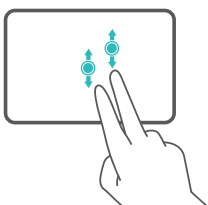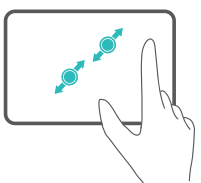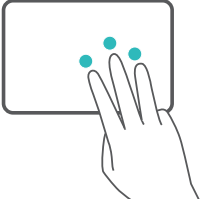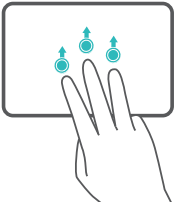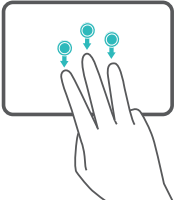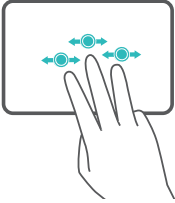
	Tap with three fingers: Open search.
	Slide up with three fingers: See all open windows.
	Slide down with three fingers: Show the desktop.
	Slide left or right with three fingers: Switch between open windows.
	Tap with four fingers: Open action centre.

Modify touchpad settings

You can modify touchpad settings to suit your own preferences.

1 Click ▦ > ⚙ to open Settings.

2 On the Settings screen, click 🖳, then click ⬓ to:

· Enable or disable the touchpad.

· Automatically enable or disable the touchpad when a mouse is connected.

· Change the touchpad scroll direction.

· Configure touchpad gestures.

Charging the computer

The computer will display a prompt when the battery is running low. If you see this prompt, charge your computer as soon as possible or it will affect your normal use.

Charging the computer with a power adapter

The computer features a non-removable rechargeable battery. Connect the power adapter and charging cable to charge the computer. The battery charges more quickly when the computer is powered off or in Sleep mode.
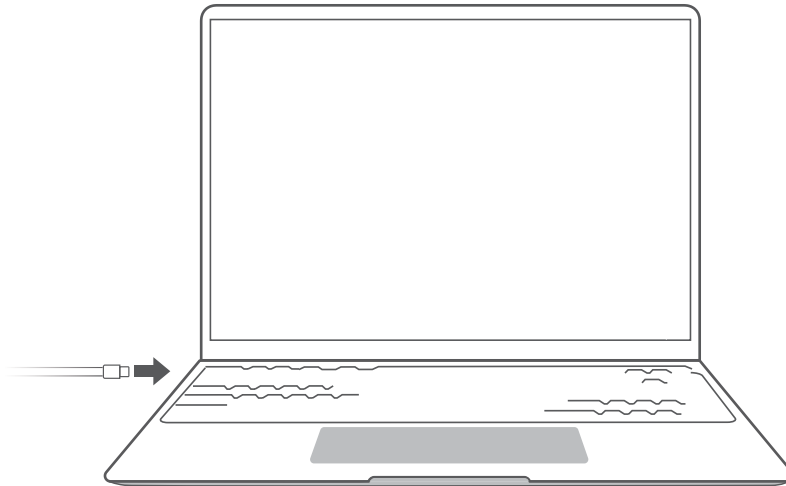
Safety information

- Charge the computer at room temperature in a well-ventilated, shaded area. Charging the computer in hot environments may damage the internal components.
- Charging duration may vary based on the ambient temperature and battery use.
- It is normal for the computer to become warm after prolonged use or charging. If it becomes hot to the touch, disable non-essential features and disconnect the charger.
- The battery is subject to wear over time. If the computer's standby time appears to have fallen, do not attempt to replace the battery by yourself. Instead, take the computer and proof of purchase to an authorised Huawei Customer Service Centre for assistance.

Battery status

The battery status is indicated by the battery icon in the taskbar.

: Indicates that the charger is connected. Click to view the estimated charging time.

: Indicates that the charger is not connected. Click to view the battery percentage and battery time.

ⓘ The charging time and remaining battery life displayed are estimated by the operating system. The actual time may vary.

Getting started

Step 1: Connecting to a network

Click ⊕ in the lower right corner of the desktop. Select a Wi-Fi network and follow the instructions to establish a connection.
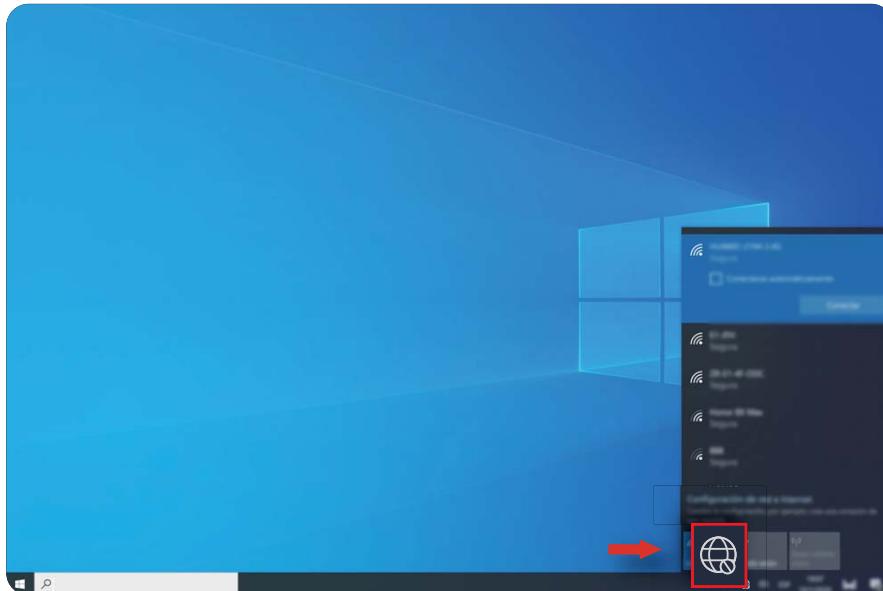
Step 2: Activating Windows

Windows will activate automatically when you connect to the Internet for the first time. Click ⊞ > ⚙ > ↻ > ⊘ to check if Windows has been activated.

If Windows cannot be activated, restart the computer, connect to the network, and try again. If the issue persists, connect to a different network or wait a while before trying again.

ⓘ If Windows is not activated, some features on your computer may be restricted.

Step 3: Enrolling a fingerprint

If you skipped the fingerprint enrolment process during the initial setup, click ⊞ > ⚙ > ⊗ > ⚷ . Select Windows Hello Fingerprint, then follow the instructions to enrol your fingerprint.

ⓘ · Ensure that your fingertips are clean and dry, or your fingerprint may not be enrolled correctly.

· Each user can enrol up to 10 fingerprints.
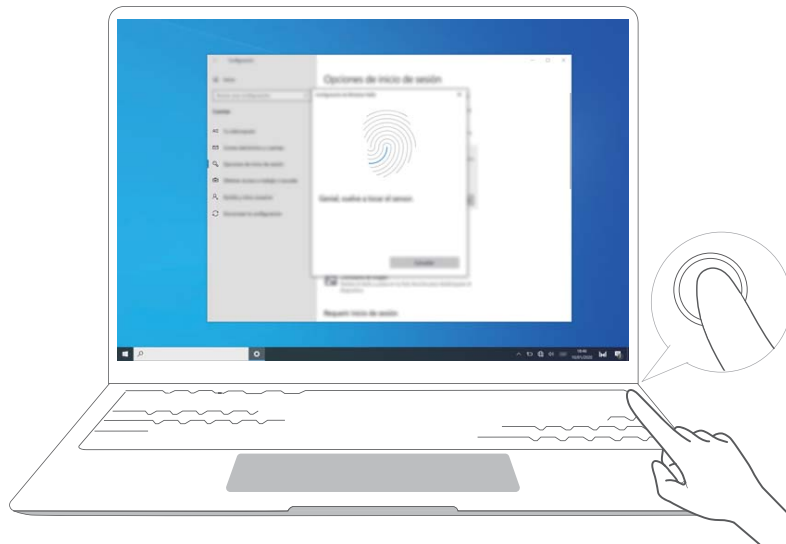
Step 4: Updating the drivers

You can manage drivers in PC Manager. If driver updates are available, follow the instructions to complete the updates.

🛈 Check and update your drivers regularly to improve the stability and performance of the computer.

Highlighted features

Huawei Share

More than just a tap: Project a virtual version of your phone on the laptop. Control apps and files on your phone easily using your laptop. Drag to transfer files instantly between the two and share clipboards.

- **Multi-Screen Collaboration:** Easily access phone apps and files on the computer, as well as answer voice and video calls to your phone. Drag and drop to transfer files between your phone and computer.
- **Sharing files:** Tap your phone on the computer to share files. Shake your phone to record the computer screen.
- **Sync data:** Copy content from your phone to the computer and vice versa with a shared clipboard. Updated files on your phone can also be automatically synced to the computer.
  - *i* For detailed instructions, visit our official website:
    https://consumer.huawei.com/en/support/huaweisharewelcome/

Eye Comfort mode

Enable Eye Comfort mode when using the computer for prolonged periods to prevent eye strain and fatigue.

Right-click any empty space on the desktop, click 🔵 , and enable Eye Comfort.
  - *i* The screen will have a slightly yellow hue when Eye Comfort mode is enabled.
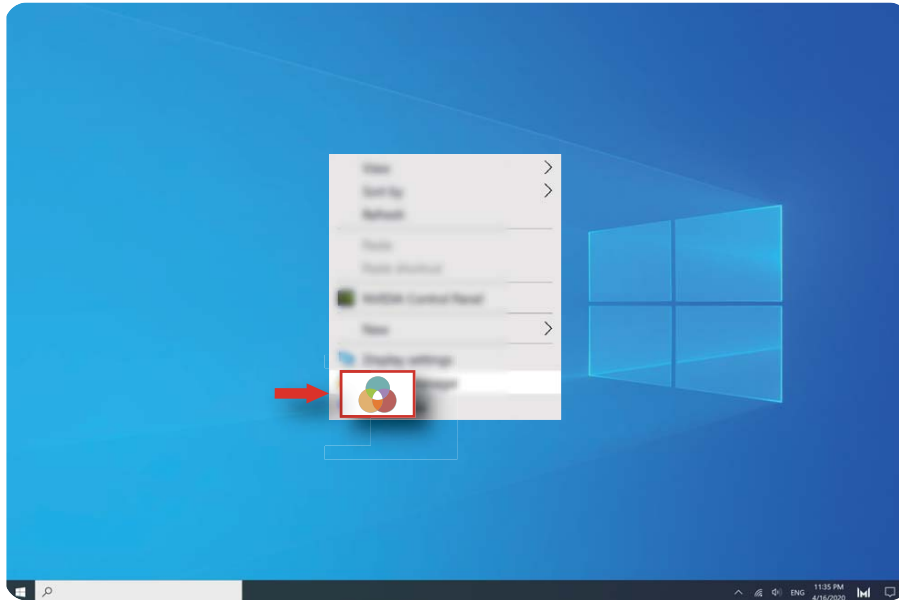
F10 factory reset (not available in some regions)

The computer's built-in F10 factory reset feature can quickly restore your computer to its initial or factory state.

  ⓘ · All data on the C drive will be deleted during a factory reset. Make sure to back up your data before proceeding.

      · This feature is not available in some countries and regions.

1 Connect the computer to the power adapter. Then, press the Power button, and press F10 for multiple times constantly or hold F10 to access the restore screen.

2 Follow the instructions to perform a factory reset.

Learn about Windows 10

Using the Start menu

Use the Start menu to access apps, settings, and files on your computer.

Click ⊞ to open the Start menu.
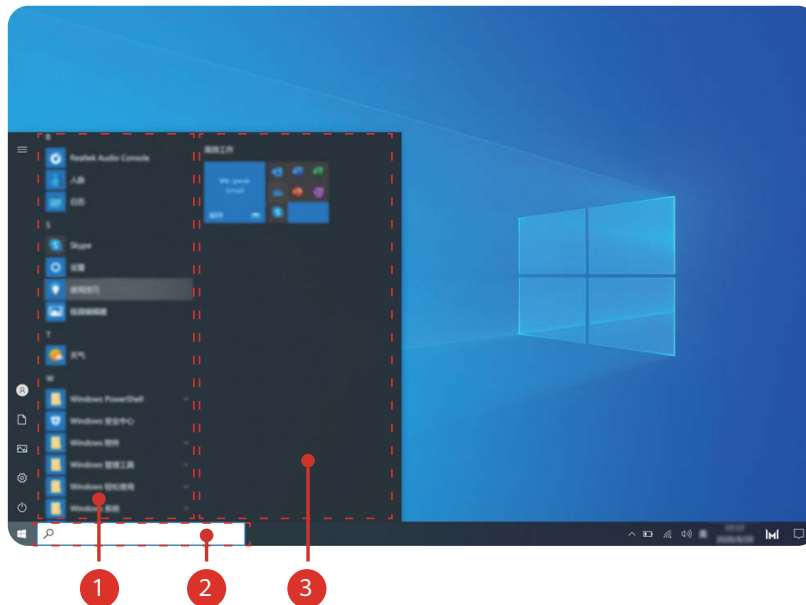
- Click 👤 to change, lock, or sign out of the current user account.
- Click 📄 to access the Documents folder.
- Click 🖼 to access the Pictures folder.
- Click ⚙ to open Settings.
- Click ⏻ to sleep, shut down, or restart the computer.
- ❶ App list: scroll up and down to view all apps and programs.
- ❷ Search box: Enter a term to search for files or apps.
- ❸ Pinned tiles: Pin your favourite apps or websites here, and organise them into groups.

Action centre

The action centre displays notifications for updates, incoming emails, and more. It also provides quick actions that allow you to quickly enable or disable features or configure relevant settings.

Click 🗩 in the lower right corner of the desktop to open action centre. You can then:

- Quickly open Settings, projection options, and more.

- Quickly access frequently used settings (such as Battery saver, Flight mode, screen brightness, and more).
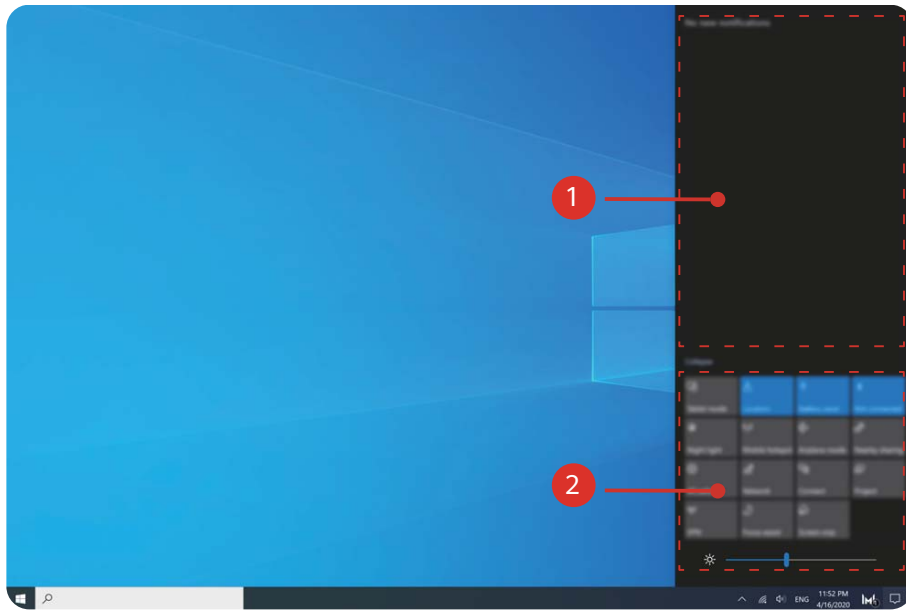
- ① : Notifications area.
- ② : Quick actions area.

Accessories and extensions

HUAWEI Mini RJ45 to RJ45 Adapter (comes with some models)

ⓘ Only some models in some countries and regions come with a HUAWEI Mini RJ45 to RJ45 Adapter.

Use the HUAWEI Mini RJ45 to RJ45 Adapter to connect the computer to a wired network. The RJ45 port connects to an Ethernet cable. The mini RJ45 port connects to the computer.

Mini RJ45

RJ45
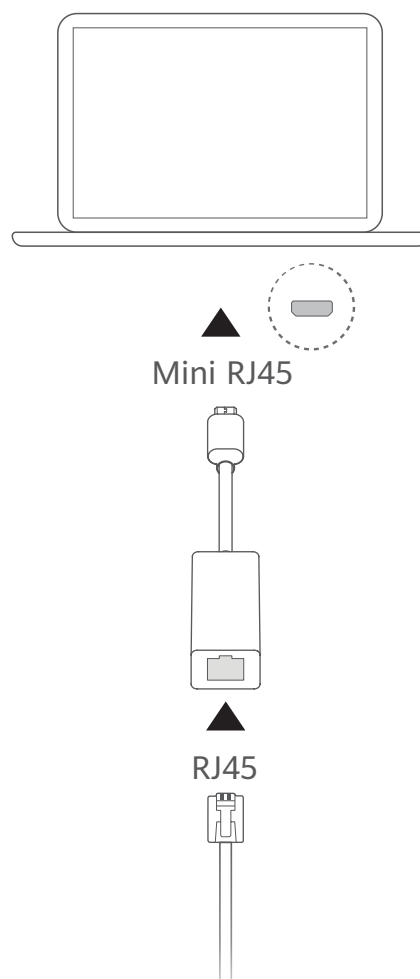
Bluetooth mouse (optional)

The Huawei/Honor Bluetooth mouse connects to the computer wirelessly via Bluetooth. To start using the Bluetooth mouse, you must first pair it with the computer.

Getting to know the Bluetooth mouse

ⓘ The Bluetooth mouse is an optional accessory and is sold separately.
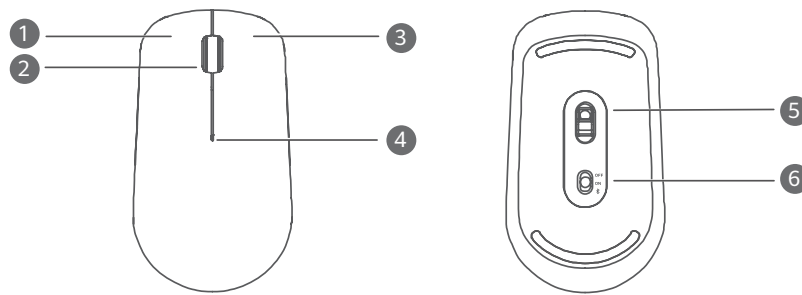
1	Left button	2	Scroll wheel + Middle button
3	Right button	4	**LED indicator** ⓘ If the indicator blinks red, the battery is low on power and should be replaced.
5	Sensor	6	Power/Bluetooth pairing switch

Install the battery

As illustrated below, remove the battery cover from the mark located at the bottom end of the mouse. Insert one AA battery, making sure to match the + and - signs in the battery compartment. Close the cover.
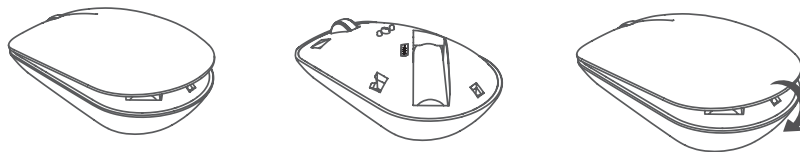
Pairing the Bluetooth mouse with the computer
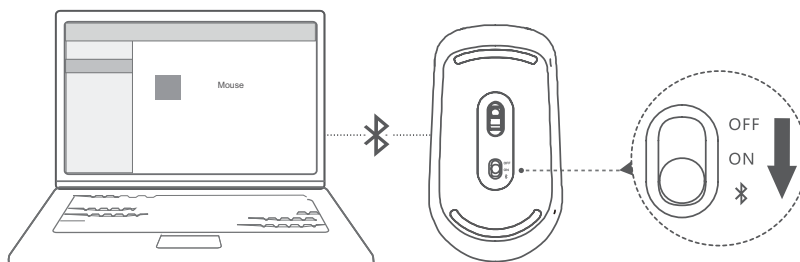
1 Toggle the Bluetooth pairing switch at the bottom of the mouse to ⁂ for approximately 3 seconds. Once the indicator starts blinking, the Bluetooth mouse is ready to pair.

2 On the computer, click ⊞ > ⚙ > ▣ to enter the Bluetooth & other devices settings. Click ＋ to add a Bluetooth device, then click the Huawei/Honor mouse in the list of discovered devices to pair.

FAQs

❓ Power button does not work

Problem: The computer does not power on when pressing the power button quickly. It only powers on if the power button is held for some time.

Cause: The power button has an integrated fingerprint sensor. The button must be held for sufficient time for the fingerprint to be read before it can be powered on and unlocked.

Solution: Press the power button until the screen or keyboard indicator lights up to power on the computer.

❓ Blue screen, blank screen, or flashing screen after updating Windows

Problem: A blue screen, blank screen, or flashing screen occurs after updating Windows.

Cause: This could be due to the updated version of Windows being incompatible with some computer drivers or installed third-party software.

Solution:

1 Open PC Manager and install available driver updates.

2 If you have installed apps from non-official sources, install them from an official channel instead, or replace them with other apps.

3 If the issue persists, connect the computer to the power adapter. Then, press the Power button, and press F10 for multiple times constantly or hold F10 to access the restore screen. Follow the instructions to perform a factory reset.

> ℹ️ · All data on the C drive will be deleted during a factory reset. Make sure to back up your data before proceeding.
>
> · This feature is not available in some countries and regions.

4 If the issue persists after a factory reset, back up all data on the computer, then take the computer and proof of purchase to a Huawei Customer Service Centre for a checkup. If you have just purchased the computer, you can contact the dealer or seller for assistance.

❓ Computer is hot and fan is loud

ℹ️ Some computers have a fanless design.

Problem 1: When connecting to the Internet for the first time, the computer fan spins loudly, and the computer starts to heat up.

Cause: This is caused by Windows updating the system in the background, and does not indicate a problem with the computer.

Solution: Once the update is complete, the fan speed and computer temperature will return to normal.

Problem 2: When charging the computer, the computer fan spins loudly, and the computer starts to heat up.

Cause: The CPU, charging module, and other parts consume more power while charging, causing the computer to heat up and become more noisy.

Solution:

Close all open apps, then open PC Manager to check the CPU's power consumption. If it is higher than 3 W, try the following methods:

1 Use the default Balanced power mode: Go to ▦ > ⚙ > ▭ > ⏻ , change the plan in other settings, then follow the onscreen instructions to change the settings for when to turn off the display and when to put the computer to sleep.

2 End processes with high CPU usage: Right-click the taskbar and open Task Manager. On the Processes tab, click **CPU** to sort processes based on CPU usage. Right-click non-system processes with high CPU usage that you are not currently using, and select End task.

3 Open PC Manager and install available driver updates.

Problem 3: The computer fan spins loudly, and the computer starts to heat up even when not many apps are open.

Cause: Some third-party apps are configured to run when you log in. These apps connect to the Internet and run in the background, causing the computer to heat up and the fan to spin loudly.

Solution: Right-click the taskbar and open Task Manager. On the Processes tab, click **CPU** to sort processes based on CPU usage. Right-click non-system processes with high CPU usage that you are not currently using, and select End task.

❓ Unable to connect to Wi-Fi

Problem: When trying to connect to a Wi-Fi network, the 🌐 icon is missing in the lower right corner of the desktop.

Cause: A Windows update or third-party app may have installed an incompatible Wi-Fi driver or caused the Wi-Fi driver to be lost.

Solution: Go to **C:\Windows\OriginalDriver\WifiDriver** and double-click the installer to re-install the Wi-Fi driver.

❓ Unable to connect to Bluetooth device

Problem: Bluetooth device does not show up in the list of discovered devices.

Cause: There may be too many Bluetooth devices nearby causing interference. This may also occur when the Bluetooth device is already connected to another device.

Solution:

1 Make sure that the Bluetooth device is turned on and discoverable. The method for entering discoverable mode varies between different Bluetooth devices. Refer to the manufacturer's instructions for the correct method.

- Most Bluetooth devices enter discoverable mode after being turned on if they are being used for the first time. Discoverable mode may need to be manually enabled on other Bluetooth devices.

- If the Bluetooth device is already connected to another device, discoverable mode must be manually enabled.

2 To add a Bluetooth device: Click ⊞ > ⚙ > ⌨, and select Bluetooth & other devices. Click + , then follow the instructions to connect to the Bluetooth device.

About this user guide

This user guide is only for use with associated computers that run the Windows 10 operating system. In this guide, you will learn about the basic features of your computer. For more information about Windows 10 features, visit https://www.microsoft.com, or click ⊞ > 🔘 on your desktop.
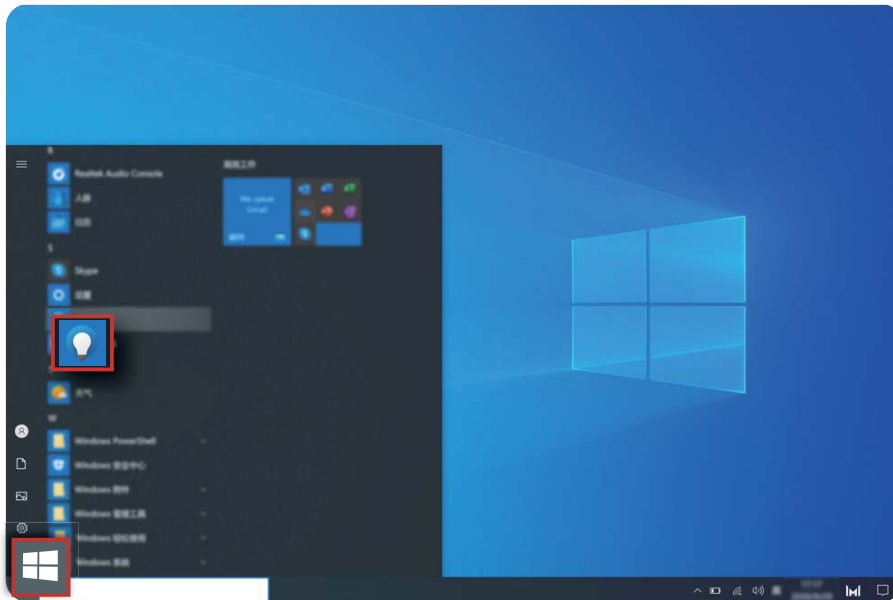
The optional accessories and software described in this guide may not be available or up-to-date. The system environment described in this guide may vary from your actual system environment. Images in this manual may differ from the actual product. All illustrations are for reference only. Actual product may differ.

Indicators

ℹ️	Highlights important information and tips, and provides additional information.
⚠️	Indicates potential issues that may lead to damage, data loss, and other unexpected problems if left unattended.
🚫	Warns of potential hazards that can result in serious personal injury if not circumvented.

Safety information

This section contains important information about how to use your device safely and how it operates. Read this information carefully before using your device.

Electronic device

Do not use your device if its use is prohibited or if it may cause danger or interference with other electronic devices.

Interference with medical equipment

- Adhere to any rules or regulations set forth by hospitals and health care facilities.
- Some wireless devices may affect the performance of hearing aids or pacemakers. For more information, contact your service provider.
- Pacemaker manufacturers recommend maintaining a minimum distance of 15 cm between a pacemaker and a wireless device to prevent potential interference with the pacemaker. If using a pacemaker, hold the device on the side opposite the pacemaker and do not carry the device in your front pocket.

Protecting your hearing when using a headset

- To prevent possible hearing damage, do not listen at high volume levels for long periods.
- Using a headset at high volumes may damage your hearing. To reduce this risk, lower the headset volume to a safe and comfortable level.
- Exposure to high volumes while driving may cause distraction and increase your risk of an accident.

Areas with flammables and explosives

- Do not use the device in environments where flammables or explosives are stored, such as a petrol station, because the electronics in the device may trigger an explosion or fire. Always adhere to any warning signs or information that may be present in these environments.
- Do not store or transport the device in containers with flammable liquids, gases, or explosives.

Traffic safety

- Adhere to local laws and regulations while using the device. To reduce the risk of accidents, do not use your device while driving.
- Concentrate on driving. Your first responsibility is to drive safely.
- The signals from the device may interfere with the electronic systems of motor vehicles. For more information, contact the vehicle manufacturer.

- Do not place the device over an air bag or in the deployment area of an air bag in a motor vehicle. Doing so may cause injury if the air bag deploys.
- Do not use the wireless functions of your device while flying or while boarding an aeroplane. Doing so may interfere with the aeroplane's systems and may be illegal.

Operating environment

- Avoid environments in which there is dust, damp, dirt, or magnetic fields. Using the device in these environments may cause it to malfunction.
- Do not use your device during thunderstorms to protect your device against any danger caused by lightning.
- Ideal operating temperatures are 0°C to 35°C. Ideal storage temperatures are -10°C to +45°C. Extreme heat or cold may damage your device or accessories.
- Do not expose your device to direct sunlight (such as on a car dashboard) for prolonged periods.
- To protect your device or accessories from fire or electrical shock hazards, avoid rain and moisture.
- Keep the device away from sources of heat and fire, such as a heater, microwave oven, stove, water heater, radiator, or candle.
- If the device overheats, close any opened applications or stop using it until it cools down. If skin is exposed to an overheated device for an extended period, low-temperature burn symptoms, such as red spots or darker pigmentation, may occur.
- Do not allow children or pets to bite or suck the device or accessories. Doing so may result in damage or explosion.
- Adhere to local laws and regulations, and respect the privacy and legal rights of others.

Child's safety

- Keep the device and its accessories away from children and take all necessary precautions to ensure their safety. The device includes detachable parts that may present a choking hazard.
- The device and its accessories are not intended for use by children. Children should use the device only under direct adult supervision.

Accessories

- Using an unapproved or incompatible power adapter, charger, or battery may cause a fire, explosion, or other hazards.
- Use only approved accessories. The use of unapproved accessories may void the warranty, may violate local regulations and laws, and may be dangerous. For information about the availability of approved accessories in your area, contact your retailer.

Charger safety

- For pluggable devices, the socket-outlet shall be installed near the devices and shall be easily accessible.

- Unplug the charger from the electric socket and from the device when not in use.

- Do not drop or cause an impact to the charger.

- If the power cable is damaged or the plug is loose, stop using it immediately. Continued use may lead to an electric shock, short circuit, or fire.

- Do not touch the power cable with wet hands or pull it to disconnect the charger.

- Do not touch the device or the charger with wet hands. Doing so may lead to an electric shock, short circuit, or malfunction.

- Ensure that the charger complies with Clause 2.5 in IEC60950-1/EN60950-1/UL60950-1 and has been tested and approved according to national or local standards.

- Connect the device only to products that display the USB-IF logo or that comply with the USB-IF program.

Battery safety

- Do not bridge the battery terminals with conductive material, such as keys or jewellery. Doing so will short-circuit the battery and may cause injury.

- Keep the battery away from excessive heat and direct sunlight. Do not place it on or in heating devices, such as microwave ovens, stoves, or radiators. Batteries may explode if overheated.

- Do not attempt to modify the battery, insert foreign objects into it, or immerse or expose it to liquids. Doing so may lead to fire, explosion, or other hazards.

- If the battery leaks, ensure that the electrolyte does not make contact with your skin or eyes. If contact is made, immediately flush with clean water and consult a doctor.

- If battery deformation occurs, it changes colour, or it overheats while charging or storing, stop using the device immediately and remove the battery. Continued use may lead to battery leakage, fire, or explosion.

- Do not dispose of batteries in fire as they may explode. Damaged batteries may also explode.

- Dispose of used batteries in accordance with local regulations. Improper battery use may lead to fire, explosion, or other hazards.

- Do not allow children or pets to bite or suck the battery. Doing so may result in damage or explosion.

- Do not damage the battery or expose it to high external pressure. Doing so may lead to a short circuit or overheating.

- Do not drop the device or battery. Doing so may damage the device or battery.

- If the device standby time shortens significantly, replace the battery.

- This device contains a built-in battery. Do not attempt to replace the battery by yourself. Otherwise, the device may not run properly or it may damage the battery. For your personal safety and to ensure that your device runs properly, you are strongly advised to contact a Huawei authorised service centre for a replacement.

Cleaning and maintenance

· Keep the device and accessories dry. Do not attempt to dry it with an external heat source, such as a microwave oven or hair dryer.

· Do not expose your device or accessories to extreme heat or cold, which may interfere with proper function and may lead to fire or explosion.

· Avoid collision, which may lead to device malfunctions, overheating, fire, or explosion.

· Before you clean or maintain the device, stop using it, close all applications, and disconnect all cables connected to it.

· Do not use chemical detergents, powders, or other agents (such as alcohol or benzene) to clean the device or accessories. These substances may cause damage to parts or present a fire hazard. Use a clean, soft, and dry cloth to clean the device and accessories.

· Do not place magnetic stripe cards, such as bankcards and phone cards, near the device for extended periods of time. Otherwise, these cards may be damaged.

· Do not dismantle or remanufacture the device and its accessories. This voids the warranty and releases the manufacturer from liability for damage. In case of damage, contact a Huawei authorised service centre for assistance or repair.

· If the device screen is broken in a collision, immediately stop using the device. Do not touch or attempt to remove the broken parts. Promptly contact a Huawei authorised service centre.

Disposal and recycling information

The symbol on the product, battery, literature, or packaging means that the products and batteries should be taken to separate waste collection points designated by local authorities at the end of the lifespan. This will ensure that EEE waste is recycled and treated in a manner that conserves valuable materials and protects human health and the environment.

For more information, please contact your local authorities, retailer, or household waste disposal service or visit the website https://consumer.huawei.com/en/.

Reduction of hazardous substances

This device and its electrical accessories comply with local applicable rules on the restriction of the use of certain hazardous substances in electrical and electronic equipment, such as EU REACH regulation, RoHS and Batteries (where included) directive. For declarations of conformity about REACH and RoHS, please visit the website https://consumer.huawei.com/certification.

Personal Information and Data Security

The use of some functions or third-party applications on your device could result in your personal information and data being lost or becoming accessible to others. Use the following measures to help you protect your personal information:

- Put your device in a safe place to prevent unauthorised use.
- Set your device screen to lock and set a password or unlock pattern.
- Do not open messages or emails from strangers to prevent your device from becoming infected with a virus.
- When using your device to browse the Internet, do not visit websites that might pose a security risk to avoid your personal information from being stolen.
- If you use services such as the portable Wi-Fi hotspot or Bluetooth, set passwords for these services to prevent unauthorised access. Turn these services off when they are not in use.
- Install device security software and regularly scan for viruses.
- Using unauthorised third-party software to update your device may damage your device or put your personal information at risk. It is recommended that you update through your device's online update feature or download official update packages for your device model from Huawei.
- Be sure to obtain third-party applications from a legitimate source. Downloaded third-party applications should be scanned for viruses.
- Install security software or patches released by Huawei or authorised third-party application providers.
- Some applications require and transmit location information. As a result, a third-party may be able to share your location information.
- Some third-party application providers may collect detection and diagnostic information on your device to improve their products and services.

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