

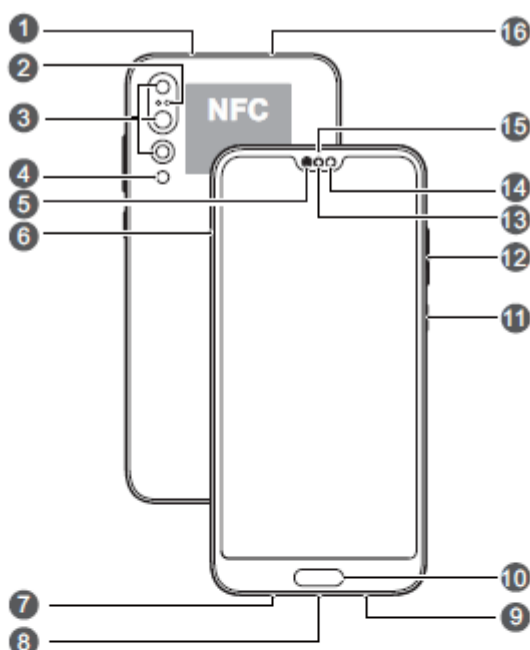


Huawei P20 Pro - QUICK START GUIDE



Device at a Glance

- To power on your device, press and hold the power button until the screen turns on.
- To power off your device, press and hold the power button, and then touch  .
- To restart your device, press and hold the power button, and then touch  .
- Press and hold the power button for 10 or more seconds to forcibly restart your device.



1	Secondary microphone	2	Laser sensor
3	Rear camera	4	Flash / Colour temperature sensor
5	Earpiece	6	Card slot
7	Primary microphone	8	USB-C port / Headset jack
9	Speaker	10	Fingerprint scanner
11	Power button	12	Volume button
13	Ambient light sensor / Optical proximity sensor	14	Front camera
15	Status indicator	16	Infrared sensor

Getting Started

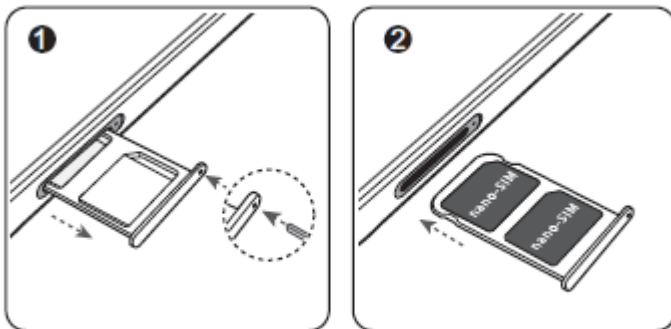
Do not insert or remove the SIM card when your device is powered on.

Ensure that the card is correctly aligned and that the card tray is level when you insert it into your device.

Do not use cut or modified SIM cards with your device as these may not be recognised and could damage the card tray (slot).

Follow the instructions in the following figures to set up your device. Please use the eject pin included.

Dual-SIM:



Dual Card Dual Standby Single Pass (dual-SIM devices only)

Your device supports only dual card dual standby single pass, which means you cannot use both SIM cards for calls or data services simultaneously.

When you are on a call using SIM card 1, SIM card 2 cannot be used to make or answer calls. If someone calls SIM card 2, the caller will hear a voice message similar to "The subscriber you dialed is out of the service area" or "The subscriber you dialed cannot be connected for the moment, please try again later." The actual message will vary by service provider.

When you are using SIM card 1's data service, SIM card 2's data service will be disabled.

Your device's single pass feature helps reduce power consumption and increase your device's standby time. It is not related to your service provider's network conditions.

You can go to **Settings > Wireless & networks > Dual SIM settings**, and enable **Enable call forwarding between SIMs** to avoid the conflicts mentioned above.

For More Information

If you encounter any problems while using your device, you can obtain help from the following resources:

Go to **Tips** for function details and usage tips.

Visit <http://consumer.huawei.com/en> to view device information, frequently asked questions and other information.

Visit <http://consumer.huawei.com/en/support> for the most up-to-date contact information for your country or region.

You can find service hotlines, retailer addresses, service policies and more information for your local region in **HiCare**.

Go to **Settings** and touch **System > About phone > Legal** to view legal information for your product.

Go to **Settings** and touch **System > About phone > Legal > Safety information** to view safety information for your product.

Go to **Settings** and touch **System > About phone > Authentication info** to view regulatory information for your product.

Go to **Settings** and touch **System > Certification logos** to view more information on certification logos for your product.

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