My phone or charger buzzes while charging

Cause:

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

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

Solution:

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

Battery Level is Displaying Abnormal Percentage or Fluctuating

If the battery level of your device suddenly decrease significantly or has other abnormal display issues, please check whether the following situations exist:

- If the surrounding temperature is too high or too low, the device’s battery performance will be affected and the battery level will decrease. Please use your device when the temperature is normal.

To ensure the safety of your device, protection mechanism in your device such as high temperature alert or automatic shutdown will be triggered automatically in high or low temperature conditions. Your device should be able to be turned back on when the temperature returns to normal.

- In the cases that the device is powered on, frequently in low battery power or being awaken after being in idle, the device is likely to run an auto calibration on its battery level, which will be adjusted and displayed accordingly.

If the battery level of your device always face sudden fluctuation or other abnormal issues, please back up the data and bring the phone to the nearby Huawei Customer Service Center for diagnosis with the Proof of Purchase.

Enable Smart Power Saving

Open Optimizer, touch , then touch Optimize battery usage. The system will analyze your current battery usage and suggest ways that you can optimize it. You can also select other power saving modes:

- **Power saving mode**: Enable Power saving mode, and then the icon will be displayed in the status bar. This mode reduces power consumption by limiting background app activity, visual effects, and sounds.
- **Ultra power saving mode**: Enable Ultra power saving mode. This mode strictly controls background app battery usage by allowing only Dialer, SMS, Contacts, and other user-specified apps to run in the background and disabling all system apps except Wi-Fi and mobile data.
- **Enable Smart resolution to save power**: Touch Screen resolution and then enable Smart resolution. Your Phone will automatically adjust the screen resolution based on the apps that are currently running to save power. Note that the display quality will be affected accordingly. You can also manually set the screen resolution to save power if necessary.

The following options are also available:

- **View power consumption details**: Touch Battery usage or Power consumption details.

  In the Power consumption details section, colored bars beneath the Charging graph indicate when your device was charging. Gaps between the bars mean it was not charging. This feature does not consume power.

- **Display remaining battery percentage in the status bar**: Enable Battery percentage and select a display mode.
- **Check battery usage of power-intensive apps**: Go to More battery settings > Power-intensive apps. Disable apps that are not in use.

The purchase page shows that 9V/2A fast charging is supported, but ”5V/2A or 9V/2A” is marked on the output label of the standard charger

The "5V/2A or 9V/2A" output label indicates that the charger supports both 9V/2A fast charging and 5V/2A standard charging. You can also use the charger to charge other phones that support 5V/2A charging standards.

The Huawei fast charging protocol stipulates that you cannot use fast charging if you use a non-standard fast charging charger to charge a Huawei phone or use a Huawei fast charging charger to charge a non-Huawei phone. Use the standard charger that comes with your Huawei phone for charging.