

System update failures

1. Unable to download the update package or the download progress gets stuck.

- a. Ensure that your phone is connected to an available network.
- b. Restart your phone or open **Phone Manager** to run **OPTIMIZE** or **Cleanup**.
- c. Clear the system update cache:

EMUI 5.X: Go to **Settings > Apps > More > Show system processes > System update > Storage**.

EMUI 8.X: Go to **Settings > Apps & notifications > Apps > More > Show system processes > System update > Storage**.

EMUI 9.X: Go to **Settings > Apps > Apps > Software update > Storage**.

And touch **CLEAR DATA** and **CLEAR CACHE**.

Then go to:

EMUI 5.X: **Settings > System update**.

EMUI 8.X: **Settings > System > System update**.

EMUI 9.X: **Settings > System > Software Update**.

Then try updating your phone again.

d. If the issue persists, back up your data, restore your phone to its factory settings, and try again.

2. The update package has been successfully downloaded, but the phone does not display the update screen after being restarted. A message is displayed in the notification panel, indicating that the previous update attempt has failed.

This issue does not occur frequently. If it occurs, download the update package to perform the update again.

If the issue persists, back up your data and take your device and proof of purchase to an authorized Huawei Customer Service Center for assistance.

3. The update package downloads successfully, but fails the check:

It is recommended that you connect your phone to a Wi-Fi network and try again (if you are using mobile data, ensure that your mobile data connection is stable and try again).

4. The phone restarts repeatedly after the update.

Problem:

During the update, the phone repeatedly restarts and cannot power on.

Cause:

Your phone is accidentally powered off or the update package fails to be installed.

Solution:

- Press and hold the Power button to forcibly restart the phone and try again.
- Use a USB cable to connect your phone to a computer. Press and hold the Volume up and Power buttons for about 15s to enter eRecovery mode. Touch **Download latest version and recovery**, and then **Download and recovery**. Your phone will then search for available Wi-Fi network. Connect to a Wi-Fi network for your phone to download and install the update package. After successfully installing the update, your phone automatically restarts after the countdown.

Note: In normal cases, these steps will not delete data on your phone. The eRecovery mode only deletes data when: a. the data partition is severely damaged; b. the user has unlocked without authorization or rooted the phone; c. the data storage space is insufficient and the user has agreed to delete the data.

- Use a USB cable to connect your phone to a computer with **HiSuite** installed. Use **HiSuite** to recover your phone (back up your data in advance as this may delete your device data).
- If a USB cable is not available, press and hold the Volume up and Power buttons for about 15s to enter Recovery mode. Touch **Wipe data/factory reset** to solve the issue (back up your data in advance as this may delete your device data).
- If the issue persists, back up your data and take your device and proof of purchase to an authorized Huawei Customer Service Center for assistance.

5. The phone fails to install multiple update packages.

Problem:

The user downloads more than 10 update packages and installs them at the same time. A message is displayed on the installation screen indicating that the update attempt has failed.

Cause:

You can only download a maximum of 10 update packages at the same time due to restrictions on the update installation module.

Solution:

Your phone will detect the latest system version after you restart your phone.

Restart your phone and go to:

EMUI 5.X: **Settings > System update**.

EMUI 8.X: **Settings > System > System update**.

EMUI 9.X: **Settings > System > Software Update**.

Download and install the latest system update.

6. **The phone fails to restart after a system update and enters FastBoot mode instead.**

Cause:

Your phone accidentally powered off during the update.

Solution:

Use a USB cable to connect your phone to a computer with the latest version of **HiSuite** installed. Use **HiSuite** to back up your phone data and then recover your phone. Your phone will be restored to a specified version and automatically restart afterwards.

Note:

1. Do not disconnect the USB cable, power off or restart your phone, or remove or insert a memory card throughout the recovery process. (If the recovery fails due to your phone restarting, repeat the steps to try again.)
2. In normal cases, your phone data will not be deleted during the process. It is recommended that you back up your data in advance.

Note: You can use **HiSuite** to update your phone once an online update fails.

If you cannot power on your phone after an update, enter eRecovery mode to restore your phone.

If the issue persists, back up your data and take your device and proof of purchase to an authorized Huawei Customer Service Center for assistance.

Unable to receive system update notifications

If your phone has been rooted, back up your data and take your phone and proof of purchase to an authorized Huawei Customer Service Center for assistance. Our service personnel will check whether any system file has been deleted and help to update your phone. If your phone has not been rooted, follow the steps below to troubleshoot:

- Scenario 1: Unable to receive official system updates

Cause:

1. Your phone does not have a network connection.
2. You have checked that the system update has been pushed, but no notification has been received.
3. The system update is pushed in batches.

Solution:

4. Move to a place with good network conditions and check again.
5. If you still cannot receive the update notification, first clear the system cache.

EMUI 5.X or earlier: Go to **Settings > Apps > More > Show system processes > System update > Storage**.

EMUI 8.X: Go to **Settings > Apps & notifications > Apps > More > Show system processes > System update > Storage**.

EMUI 9.X: Go to **Settings > Apps > Apps > Software update > Storage**.

Touch **CLEAR DATA** and **CLEAR CACHE**.

Then manually check for system updates.

EMUI 5.X or earlier: Go to **Settings > System update > Check for updates**.

EMUI 8.X: Go to **Settings > System > System update > Check for updates**.

EMUI 9.X: Go to **Settings > System > Software update > Check for updates**.

Alternatively, touch the three-dot menu in the upper right corner, and then touch **Download latest full package**.

6. The system update is not pushed to all devices simultaneously due to the wide range of devices. Therefore, you may receive system update notifications earlier or later than other devices. Please check regularly for system updates and update your phone at your earliest convenience.
- Scenario 2: Unable to receive system updates after having registered a **HiCare** system update activity
Solution:
 1. Your phone's original system version does not meet the system update activity's requirements.
 2. The version of **HiCare** is not up to date. Update it to the latest version in **HiCare**.
 3. Your registration has failed due to an update limit. Please look out for future update activities.
 4. If the issue persists, back up your data and take your device and proof of purchase to an authorized Huawei Customer Service Center for assistance.

Download failed and Authentication failed issues for updates

Cause:

- A system update package is being downloaded, or has not been installed, while a newer update is available on the server.
- The installation package you have downloaded is invalid and will be deleted.

Solution:

- Follow the onscreen instructions to download and install the new update package.
- Download a new update package as follows:
Go to **Settings > System update** and touch **Check for updates**.

Errors occur during a system update

Problem 1: The update screen is frozen during a system update.

Please refer to the following to troubleshoot:

1. It takes some time for an update to complete, especially when there are a large number of apps on the phone or when the update package is large. Please be patient, and wait for the update to complete.
2. If you press and hold the Power button or perform other operations on your phone during the update, your phone will re-enter the update screen. Please be patient, and wait for the update to complete.
3. If the update fails to complete after an extended period of time, perform the following:
 - EMUI 8.X or earlier: Open **Settings**, search for **System update**, touch , then select **Download latest full package**.
 - EMUI 9.X and Magic UI 2.01: Open **Settings**, search for **Software update**, touch , then select **Download latest full package**.
4. Then use the full package to perform the update, or alternatively, use **HiSuite** to force update your phone.
 - a. Download and install the latest version of **HiSuite** on your computer.
 - b. Use a USB cable to connect your phone to the computer.
 - c. Press the Volume down and Power buttons simultaneously to enter **Fast boot** mode (please wait for your phone to enter this mode).
 - d. Follow the onscreen instructions to complete the system repair.

If the issue persists, back up your data and restore your phone to its factory settings. If the issue remains unresolved, take your device and proof of purchase to an authorized Huawei Customer Service Center for assistance.

Problem 2: The phone is unable to start up after the update package has been installed.

Cause:

The update has failed.

Solution:

Use **HiSuite** to force update your phone.

While your phone is being updated, do not disconnect it from the computer, turn it off, or restart it.

1. Download and install the latest version of **HiSuite** on your computer.

2. Use a USB cable to connect your phone to the computer.
3. Press the Volume down and Power buttons simultaneously to enter **Fast boot** mode (please wait for your phone to enter this mode).
4. Follow the onscreen instructions to complete the system repair.

If the issue persists, back up your data and restore your phone to its factory settings. If the issue remains unresolved, take your device and proof of purchase to an authorized Huawei Customer Service Center for assistance.

Problem 3: The update package can't be installed.

Solution:

EMUI 8.X or earlier: Open **Settings**, search for **System update**, touch , then select **Download latest full package**.

EMUI 9.X and Magic UI 2.01: Open **Settings**, search for **Software update**, touch , then select **Download latest full package**.

If the latest update package is available, use this package to update your phone. Alternatively, use **HiSuite** to force update your phone.

Problem 4: The phone is stuck on the Huawei logo screen after the update package has been installed.

Solution:

1. If your phone is stuck on the Huawei logo screen for an extended period of time, charge it for 30 minutes or more, then check to see if you can power it on.
2. If your phone won't turn on, press and hold the Power button for 10 seconds to forcibly restart the phone.
3. If your phone enters eRecovery mode during startup, choose the restart option to determine if your phone can power on properly.
4. If the issue persists, search for an available Wi-Fi network on the eRecovery screen, then update your phone. Alternatively, use **HiSuite** to force update your phone (back up your device data in advance).

Why do home screen icons move after I update my phone?

Cause:

The database on your phone was updated. This can cause some home screen icons to move.

Solution:

To rearrange home screen icons, touch and hold icons and drag them to your preferred location.

Performing an Online Update

Your Tablet will prompt you to download and install a system update when a new version is available. The online update feature allows you to update your Tablet quickly and securely.

- Before performing an online update, ensure that your Tablet is connected to the Internet. Online updates require an Internet connection. Update your Tablet over a Wi-Fi network to avoid incurring unnecessary data charges.
- Ensure that your Tablet is at least 15% charged during the update process.
- Avoid using unauthorized third-party software to install firmware and system updates. These may cause your Tablet to cease functioning or disclose your personal information. For best results, update your system using the online update feature, or take your Tablet to your nearest Huawei service center.
- Always back up your data before updating your Tablet to avoid potential data loss.
- Some third-party apps may be incompatible with the new system version (such as online banking apps or games). Please wait for a new version of the third-party app to be released.

1. Open **Settings**.

2. Go to **System > System update > Check for updates**.

- When the system detects a new update, go to **New version > Quick update**.
- If the system indicates that it is up-to-date, go to **> Download latest full package**. When the system detects a new update, go to **New version > Quick update**.
System updates may take a while to complete. Avoid using your Tablet during this time. Your Tablet will automatically restart when the update is complete.