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HUAWEI P20 (Model 774830)

Huawei P20 Smartphone User Manual

Your guide to setting up, operating, and maintaining your Huawei P20 128GB Single-SIM Factory Unlocked 4G/LTE Smartphone.

1. Setup

1.1 What's in the Box

- Huawei P20 Smartphone
- SIM Tray Ejector
- Charger (may vary by region)
- USB Cable

1.2 Inserting SIM Card

Locate the SIM card tray on the side of your Huawei P20. Use the provided SIM tray ejector tool to gently push into the small hole next to the tray until it pops out. Place your single Nano-SIM card into the tray with the gold contacts facing down. Carefully reinsert the tray into the phone until it clicks into place.



Image: The Huawei P20 smartphone, displaying its sleek design with a large screen and the rear camera setup. The phone is black, highlighting its premium finish.

1.3 Initial Power On

Press and hold the power button located on the side of the device until the Huawei logo appears. Follow the on-screen prompts to complete the initial setup, including language selection, Wi-Fi connection, and Google account sign-in.

1.4 Network Compatibility

This Huawei P20 smartphone is designed to work with GSM networks such as AT&T and T-Mobile in the USA. It supports 2G GSM, 3G, and 4G/LTE bands. Please verify compatibility with your specific network provider prior to use. **This phone WILL NOT WORK with any CDMA Networks such as VERIZON, SPRINT, or US CELLULAR.**

2. Operating Your Huawei P20

2.1 Display and Navigation

The Huawei P20 features a vibrant 5.8-inch LTPS IPS LCD capacitive touchscreen with 16 million colors. Navigate the device using touch gestures, including taps, swipes, and pinches. The display resolution is 1920 x 1080 pixels.

2.2 Camera Features

Capture stunning photos with the advanced dual-lens rear camera system, co-engineered with Leica. It includes a 12 MP (f/1.8) primary sensor with OIS and a 20 MP B/W (f/1.6) secondary sensor. Features include 2x lossless zoom, phase detection and laser autofocus, and an LED flash. The front-facing camera is 24 MP (f/2.0) for high-quality selfies and video calls.

2.3 Battery Life

The device is powered by a non-removable Li-Po 3400 mAh battery, providing ample power for daily use. Expect up to 19 hours of phone talk time on a full charge. Battery performance may vary based on usage patterns and network conditions.

2.4 Operating System and Performance

The Huawei P20 runs on Android 8.1 (Oreo) and is powered by the Hisilicon Kirin 970 Octa-core processor (4x2.4 GHz Cortex-A73 & 4x1.8 GHz Cortex-A53) with 4 GB of RAM, ensuring smooth multitasking and efficient performance.

2.5 Storage

The smartphone comes with 128 GB of internal memory storage capacity, providing generous space for your apps, photos, videos, and documents.

3. Maintenance

- **Cleaning:** Use a soft, lint-free cloth to clean the screen and body of the phone. Avoid abrasive materials or harsh chemicals.
- **Software Updates:** Regularly check for and install system updates to ensure optimal performance, security, and access to new features.
- **Battery Care:** To prolong battery life, avoid extreme temperatures. It is recommended to keep the battery charge between 20% and 80% for long-term health.
- **Data Backup:** Periodically back up your important data to a cloud service or computer to prevent loss.

4. Troubleshooting

Issue	Possible Solution
Phone not connecting to network (USA)	Ensure your carrier is a GSM network (e.g., AT&T, T-Mobile). This phone is not compatible with CDMA networks (e.g., Verizon, Sprint). Check APN settings.
Battery drains quickly	Reduce screen brightness, close unused apps, disable unnecessary background sync, and limit location services. Consider a factory reset if the issue persists after software updates.

Issue	Possible Solution
Apps crashing or freezing	Clear app cache/data, update the app, or reinstall it. Ensure your phone's operating system is up to date.
Device not powering on	Ensure the battery is charged. Connect to a charger and wait a few minutes before attempting to power on again. If unresponsive, try a forced restart (refer to Huawei support for specific key combinations).

5. Specifications

Feature	Detail
Model Name	P20
Item Model Number	774830
Brand	HUAWEI
Operating System	Android 8.1 (Oreo)
CPU Speed	2.4 GHz (Octa-core Hisilicon Kirin 970)
RAM	4 GB
Memory Storage Capacity	128 GB
Screen Size	5.8 Inches
Display Technology	LTPS IPS LCD
Resolution	1920 x 1080
Battery Capacity	3400 mAh (Lithium Polymer)
Phone Talk Time	19 Hours
Rear Camera	Dual: 12 MP (f/1.8) + 20 MP B/W (f/1.6), Leica optics
Front Camera	24 MP (f/2.0)
Product Dimensions	5.87 x 2.79 x 0.3 inches
Item Weight	5.8 ounces
Color	Black
Connectivity Technologies	Wi-Fi, Cellular (4G)
GPS	True
Audio Jack	No headphone jack
Manufacturer	Huawei
Date First Available	April 5, 2018

6. Warranty and Support

For warranty information, please refer to the documentation included with your purchase or visit the official Huawei support website. Support resources typically include FAQs, troubleshooting guides, and contact information for customer service. Keep your proof of purchase for warranty claims.
For further assistance, you may visit the official Huawei support portal or contact their customer service directly. Ensure you have your device's model number (P20, Model 774830) and serial number ready when seeking support.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

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After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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