



# HUAWEI P40 PRO 5G

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## FAQs

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[Huawei AppGallery](#)  
[Huawei Mobile Services](#)  
[Huawei P40 Pro 5G](#)

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## Huawei AppGallery

### What is the Huawei AppGallery? What are its functions?

Huawei AppGallery is the official app distribution platform for Huawei smartphones and tablets. Available in more than 170 countries, AppGallery is the third largest app marketplace in the world: an app store where you can easily and securely discover, find and download thousands of apps from around the world.

### What is the difference between the Google Play Store and the Huawei AppGallery?

The Google Play Store is available on Google Mobile Services, and the Huawei AppGallery is available on both Google Mobile Services and Huawei Mobile Services. Some Android apps that require Google support may not work properly on the Huawei Mobile Services (HMS) platform, likewise some Android apps designed for HMS may not work with GMS devices. The Google Play Store isn't available on HMS devices.

### How is AppGallery different (for me) to other app stores?

Huawei aims to make AppGallery an open app platform that strictly protects users' privacy and security, while providing a unique and smart experience.

In order to deliver a safe and secure user experience, Huawei AppGallery features a professional four-layer security system designed to detect malicious behaviour, facilitate privacy check and ensure app security.

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Huawei AppGallery offers various easy, innovative ways to discover, explore and share a wide range of mobile apps, and includes an easy search functionality, top apps rankings per category, editor's picks, a wish list and more. Exclusive gift benefits, including vouchers, in-app credits, promotion codes, discount coupons, and VIP privileges are also available for Huawei users.

With 400 million monthly active users, Huawei AppGallery is the world's third largest app marketplace with thousands of popular apps across a wide range of categories. Huawei works with some of the world's most innovative developers to create the app store of the future.

## Does this mean I will not have Google apps installed? If the phone does not have GMS, how do I use Google Apps?

Some Google apps will be available via the browser, however Huawei offers alternative solutions such as Huawei ID, Huawei Mail, Huawei Cloud and Huawei Gallery.

## Will the absence of GMS prevent me from using Facebook, Twitter and other apps?

There are already many apps available in the Huawei AppGallery such as Facebook and WhatsApp. Other apps can easily be used online via the Huawei Browser.

## How many applications are currently on the Huawei AppGallery?

The Huawei AppGallery has 400M active users in 170+ countries, offering customers a great way to install the apps they want. The Huawei AppGallery also has over one million applications worldwide and has had over 180 billion cumulative application downloads in the past year.

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## How do I get my apps onto my Huawei device without the Google Play Store?

We recommend you transfer many of your existing apps via the Phone Clone app from your current handset to your new Huawei device.

The pre-installed Huawei AppGallery has a lot of popular apps available including Depop, TikTok, Microsoft Office and many more. It also includes official download links for apps such as Facebook and WhatsApp.

For apps such as Gmail or YouTube you can use the browser version.

## What alternatives will Huawei provide to consumers to replace Google apps and services, for example GPS navigation?

Huawei AppGallery launched in April 2018 globally, and is preloaded on every Huawei device. There are many choices for consumers when it comes to the apps they use on a daily basis, including a variety of services for maps (including Maps.me), email and video content. Customers are free to download any other apps they wish to online.

Download links for popular apps such as Facebook and WhatsApp are available in the AppGallery.

## Where can I find out what apps are supported on the Huawei AppGallery?

Please visit [appgallery.huawei.com](http://appgallery.huawei.com)

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## What if I can't find my desired app in Huawei AppGallery?

If you cannot find an app in Huawei AppGallery, try the below options:

- 1) Use the Huawei Phone Clone app to bring it over from your previous device.
- 2) Please add the app name to Wish List within AppGallery. You will then be notified when this app is available in Huawei AppGallery.
- 3) You may also try using a web browser to access the app.

Huawei is working with global app developers to continuously improve the Huawei Mobile Services (HMS) platform to offer user experience.

## Does the AppGallery have my European/Western apps (or only Chinese apps)?

Huawei AppGallery is an open gateway to thousands of popular apps from all over the world. AppGallery is the third largest app marketplace in the world, and new international and local apps are added to the gallery regularly.

Prior to using AppGallery you can transfer some of your apps from your current device onto your new Huawei device via our Phone Clone app.

The pre-installed Huawei AppGallery has a lot of popular apps available including Depop, TikTok, Microsoft Office and many more. It also includes download links for apps such as Facebook and WhatsApp.

There are also some great alternative apps that you can explore such as Maps.me.

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## Is it safe to download apps from the AppGallery?

Huawei AppGallery is designed to deliver a safe and secure user experience. Huawei AppGallery features a professional four-layer security system designed to detect malicious behaviour, facilitate privacy check and ensure app security.

## Do I have to download the AppGallery first?

AppGallery comes pre-installed on all Huawei smartphones and tablets. So if you have a Huawei phone, you don't need to download it.

## How do I register for the AppGallery?

Huawei AppGallery comes pre-installed on all Huawei devices, ready to use for free.

When you set up your new Huawei phone, you will automatically be taken through the quick and easy process of creating (or logging in to) your personal Huawei ID. Huawei ID is a personal account that lets you seamlessly access and connect Huawei's exclusive services, including AppGallery, Huawei Cloud, Health and more.

## What is a Huawei ID?

Huawei ID is your personal account for Huawei devices that lets you access Huawei's exclusive services, including Huawei AppGallery, Cloud, Health and more. Creating a Huawei ID is quick, easy and free.

## Do I need to create a Huawei ID in order to use this phone?

You will need a Huawei ID to use services like Huawei Cloud, Health and more. When you set up your new Huawei phone you will automatically be taken through the quick and easy registration or login process.

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## How do I create Huawei ID? How do I register my Huawei phone? How do I create a user ID?

When you set up your new Huawei phone, you will automatically be taken through the quick and easy process of creating (or logging in to) your personal Huawei ID. Huawei ID is a personal account for your Huawei smartphone that lets you access Huawei's exclusive services, including Huawei AppGallery, Cloud, Health and more.

## Are the apps on AppGallery free?

Most apps on Huawei AppGallery are free to download and use.

AppGallery also supports apps that offer paid-for subscription-based services, paid-for apps and free apps that feature in-app purchases.

## Do I need a Huawei phone to access the AppGallery? Can I use the AppGallery on an iPhone / Samsung?

Huawei AppGallery is the official app store for Huawei and comes pre-installed on all Huawei smartphones and tablets. Huawei AppGallery is 100% compatible with Android devices.

## Do apps from the AppGallery automatically update?

Yes, apps downloaded via the Huawei AppGallery receive updates from the app providers.

## Will the personal data stored in financial apps still be safe after a Phone Clone operation is performed?

Phone Clone will only transfer apps from the existing device to a new one. Your ID and password will not be copied.

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## Can I use Google Search on the Huawei Browser?

You can use Huawei Browser to open the home page of Google Search for searching.



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## Huawei Mobile Services

### What is Huawei Mobile Services (HMS)? / What services can it provide?

HMS stands for "Huawei Mobile Services". HMS provides core services like Account Kit, In-App Purchases, and Push Kit. HMS has created an all-scenario ecosystem for you, so you can enjoy services like Huawei Mobile Cloud, AppGallery, Huawei Themes, Huawei GameCenter, and Support, and purchase relevant goods and services in Apps mentioned above using your Huawei ID.

### What is the difference between Huawei Mobile Services (HMS) and Google Mobile Services (GMS)?

Huawei Mobile Services (HMS) is an ecosystem for apps built by the cooperation of global developer partners based on Huawei's all-scenario device strategy and its self-developed apps and service capabilities.

Both HMS and GMS are running Android Open Source Project (AOSP) and they both support Android apps. However, some Android apps that require Google support may not work properly on the Huawei Mobile Services (HMS) platform, likewise some Android apps designed for HMS may not work with GMS devices.

Huawei is working with global app developers to continuously improve the Huawei Mobile Services (HMS) platform to offer a premium user experience.

### Will Huawei smartphones and tablets continue to get software and security updates?

Huawei will continue to provide security updates to keep all Huawei devices secure.

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## Huawei P40 Pro 5G

### How is the Huawei P40 Pro 5G different to all other Huawei devices EE range?

The Huawei P40 Pro 5G is a Huawei Mobile Services (HMS) device offering the Huawei AppGallery as the platform for downloading apps. Other Huawei devices currently in EE's range are GMS devices, offering both the Google Play Store and the Huawei AppGallery.

### What operating system will be pre-installed on the Huawei P40 Pro 5G?

The new Huawei P40 Pro 5G comes with pre-installed Android 10 AOSP (Android Open Source Project) with EMUI10, Huawei's self-developed platform.

### Does the Huawei P40 Pro 5G come with pre-installed Google Mobile Services (GMS)?/Will there be Google Mobile Services on the Huawei P40 Pro 5G?

The Huawei P40 Pro 5G does not have GMS pre-installed. Users will have HMS (Huawei Mobile services) giving you access to AppGallery, the 3rd largest app marketplace in the world: an app store where users can easily and securely discover, find and download thousands of apps from around the world.

### Will Huawei smartphones and tablets continue to get software and security updates?

Huawei will continue to provide security updates to keep all Huawei devices secure.

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## Can I get Google apps on the P40 Pro 5G?

Currently Google apps are not available on new Huawei devices. However, all Huawei smartphones come pre-installed with easy-to-use apps such as Huawei Browser, to easily browse the web, and Huawei Cloud, for safe and secure cloud storage.

Google apps such as YouTube and Google Maps, can be used via the Huawei Browser, simply by visiting Google's web page online.

## Can you download apps from the Google Play Store on the P40 Pro 5G?

No, as the Google Play Store isn't available on the Huawei P40 Pro 5G.

## Can I migrate my contacts, photos, calendar by Phone Clone?

Phone Clone can be used to migrate most of the data, such as your contacts, photos, and calendar.

## Can I transfer all my app content from my current device to the P40 Pro 5G?

Using the Phone Clone tool when you first setup your P40 Pro 5G will be the best way to transfer the most apps from your old device to your new P40 Pro 5G. However, it's possible that not all apps will transfer over.

## Does the P40 Pro 5G support In-App Purchases (IAP)?

The P40 Pro 5G supports In-App Purchases (IAP), such as payment by bank card and mobile phone billing. Google Pay is not supported.

## Can I access and store my pictures & videos on the P40 Pro 5G?

Photos and videos taken or received on a Huawei device are automatically saved through Huawei Gallery. Huawei Gallery can be easily connected to your Huawei ID for a personalised experience, and to Huawei Cloud, for safe and secure cloud storage.

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## What is the warranty period for Huawei phones?

Huawei provide a 2-year warranty and a 1-year consultation service.

## Is the My EE app available on the Huawei AppGallery?

No, the My EE app is currently not available on the Huawei AppGallery.

You can access your My EE account by logging in on your browser.

## Is the BT Sport app available on the Huawei AppGallery?

No, the BT Sport is currently not available on the Huawei AppGallery. If you have a BT Sport account, you may be able to access this on other compatible devices with your current login details.

## What SIM does the P40 Pro 5G use?

The Huawei P40 Pro 5G supports a dual physical SIM with an eSIM. Two SIM cards can be used in the device at one time.

## If I'm not happy with the Huawei AppGallery once I've had chance to use this, can I return my phone?

Our standard returns policy applies, please see <https://ee.co.uk/help/help-new/orders-and-delivery/cancelling-orders-and-contracts/how-to-cancel-a-contract-within-14-days>.

## Where I can get more information?

Huawei Community is the official fan club of Huawei. Meet other Huawei fans across the UK and unlock the full potential of your device. You can also seek support and get access to exclusive offers and events. SIGN UP AT <https://consumer.huawei.com/uk/community>.