

## Lab – Troubleshoot Mobile Devices

### Introduction

In this lab, you will analyze scenarios involving common problems for mobile devices and identify the solutions. You have been provided with a list of solutions for common problems. Each solution may be used more than once.

After the solutions have been identified, you will research and list the steps for implementing them.

### Recommended Equipment

- Android tablet or smartphone running Android version 7.0 or higher
- iOS tablet or smartphone running iOS version 10.0 or higher

### Troubleshooting Mobile Devices

Solutions for Common Problems		
Perform a hard shutdown	Pull the battery	Complete a Factory Restore/Reset
Force the app to close	Replace the SIM Card	Reconfigure network settings
Insert or replace the Memory Card	Delete unnecessary files or uninstall apps	Clean the phone

Select one solution from the box above for each common problem listed below. Each solution may be used more than once.

1. You have been using a social networking app on your phone without any problems. Suddenly the application freezes up while trying to upload a photo.

Which solution should be used to solve this problem? Explain your answer.

[Reset the application](#)

Research and list the steps for implementing the solution.

[Swipe up, and swipe up on the application to \\*close\\* it](#)

2. The passcode, or passcode pattern, has been forgotten.

Which solution should be used to solve this problem? Explain your answer.

[Use Recovery Mode](#)

Research and list the steps for implementing the solution.

[\(Android: VOL-DOWN + PWR\), and click "Reset and Factory Reset", sign in with google to recover data in OOB](#)

3. A phone has been powered on, but it proceeds to loop through the startup process repeatedly.

Which solution should be used to solve this problem? Explain your answer.

[Reset Firmware](#)

Research and list the steps for implementing the solution.

[\(Android: VOL-DOWN + PWR\), and click "Reset Firmware", sign in with google to recover data in OOB](#)

4. You have had your Android smartphone for five months and have not experienced any problems. Suddenly, a “No SIM Card” message begins appearing regularly. You check your SIM card and there are no problems with the contacts on the SIM card and the SIM card is locked into place.

Which solution should be used to solve this problem? Explain your answer.

[Restart the phone](#)

Research and list the steps for implementing the solution.

[Hold power, and select "Restart"](#)

5. Friends and family have recently begun complaining about how hard it is to hear you during calls. You have already tried a hard reset for your phone, but that has not solved the problem.

Which solution should be used to solve the problem?

[Increase microphone volume](#)

Research and list the steps for implementing the solution.

[Audio>Microphone>Volume and turn up](#)

6. The phone is entirely unresponsive.

Which solution should be used to solve the problem?

[Forced Restart](#)

Research and list the steps for implementing the solution.

[HOLD THAT POWER BUTTON LIKE YOUR LIFE DEPENDS ON IT!](#)

7. The mobile device cannot send or receive email.

Which solution should be used to solve the problem?

[Connect to the internet](#)

Research and list the steps for implementing the solution.

[Connect to a Wi-Fi network](#)

8. The phone cannot install additional apps or save photos.

Which solution should be used to solve the problem?

[Delete other applications to free up space](#)

Research and list the steps for implementing the solution.

[Hold application and drag to "Delete" icon](#)