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# Stability and Troubleshooting

*Hollow Man*

1

What should you do if a device is slow or lagging?

Select 3 answers that apply.

- ☒ Clear recently opened apps
- ☒ Restart the device
- ☒ Delete cached app data
- ☐ Back up device data

2

Screen burn occurs when the LEDs in a phone screen lose their color.

- ☒ TRUE
- ☐ FALSE

3

What should you do if a device screen is unresponsive?

Select 3 answers that apply.

- ☒ Check the screen for physical damage
- ☐ Remove the screen protector
- ☒ Restart the device
- ☒ Plug in the charger

4

What are some initial troubleshooting steps you would recommend if a user reports the microphone is not working?

Select 2 answers that apply.

- ☒ Check the device audio settings
- ☒ Restart the device
- ☐ Factory reset
- ☐ Delete cached app data

5

This is a short-term solution that frees up space and removes temporary files that may be causing conflict.

- ☐ Backing up apps
- ☐ Restarting the device
- ☒ Clearing the app cache
- ☐ Upgrading devices

6

What's the first troubleshooting step users should try if their device isn't running properly?

- ☒ Reboot the device
- ☐ Return the device
- ☐ Try another SIM card

7

Rebooting reinitializes hardware drivers (e.g. Wi-Fi, mobile networks and Bluetooth), which can potentially resolve connection issues.

- ☒ TRUE
- ☐ FALSE

8

If a device is randomly freezing, what mode can the user reboot in to see if a downloaded app is causing the issue?

- ☐ Airplane mode
- ☐ Battery Saver mode
- ☒ Safe mode

9

If a device screen is frozen, users should send their device back to the manufacturer immediately.

- ☐ TRUE
- ☒ FALSE

10

Clearing lint from a USB port or headphone jack may fix device issues with charging or audio issues.

- ☒ TRUE
- ☐ FALSE

SUBMIT