**Troubleshoot Mobile Devices**

1. **Suppose the mobile device is automatically downloading unwanted apps. In this case what should you do?**

If the mobile device is automatically downloading unwanted apps, then the problem might be related to some virus in the OS or the malwares right. Otherwise there will be no way that your mobile devices automatically downloads the unwanted apps.

1. **If your phone has damaged charge pins. What should you do?**

In this case, even if you know how to replace these complex things, at first check the warranty of the device is expired or not and if expired then check the company’s policy and start the process. Otherwise, just check the device’s RMA process and then send back to the vendor.

1. **What if your device has no connectivity?**

Just reboot the device and if that doesn’t work, then download the firmware updates.

1. **What if your device screen is cracked?**

Check at first that your warranty is expired or became void or not at first. Some company allows to repair screen even though your warranty is not expired. But to be safe, check all those things and after verifying everything, use the proper tools and repair the device.

1. **What if your device has been replaced?**

Then ensure the data is backed up to the cloud before device is reset.