

Lab – Troubleshooting 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 5.0 or higher
- iOS tablet or smartphone running iOS version 7.0 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.

- 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.

Research and list the steps for implementing the solution.

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

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

Research and list the steps for implementing the solution.

- c. 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.

Research and list the steps for implementing the solution.

- d. 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.

Research and list the steps for implementing the solution.

- e. 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?

Research and list the steps for implementing the solution.

- f. The phone is entirely unresponsive. Which solution should be used to solve the problem?

Research and list the steps for implementing the solution.

- g. The mobile device cannot send or receive email.
Which solution should be used to solve the problem?

Research and list the steps for implementing the solution.

- h. The phone cannot install additional apps or save photos.
Which solution should be used to solve the problem?

Research and list the steps for implementing the solution.