

### Tools of the Trade

- You can buy PC repair toolkits
- There are kits for mobile devices
- Use a voltage tester or volt-ohm meter to test input voltage
- Always carry multiple thumb drives

#### Tools Needed:

Thumb drive: for “Cool Tools”, and another for “Anti Malware Tools”

Initial Visit: Cell Phone; #2 Phillips Screwdriver

Tool Kit: Nut Driver; Hemostat; Tweezers

iFixIt Tool Kit (Mobile Devices): Spudgers; Pry Bar; Hemostat

Voltage Tester; Voltmeter

### CompTIA Troubleshooting Theory

- 1) Identify Problem
- 2) Establish a Theory
- 3) Test the Theory
- 4) Plan of Action to Resolve & Implement Solution
- 5) Verify Full System Functionality (Implement Preventive Measures)
- 6) Document Findings, Actions, and Outcome