

Troubleshooting Mobile Device Issues

At the end of this episode, I will be able to:

1. Identify common mobile device issues.

Exam Objective: 5.5 - Given a scenario, troubleshoot common issues with mobile devices.

Description: In this episode, we will discuss issues related to mobile devices and common causes.

- Common symptoms
 - **Battery issues**
 - Poor battery health
 - Swollen battery
 - Improper charging
 - Overheating
 - **Screen Issues**
 - Broken screen
 - Cursor drift/touch calibration
 - **Connections**
 - Liquid damage
 - Poor/no connectivity

- Physically damaged ports
 - **Malware**
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- Additional Reference Materials
 - Not applicable if blank.