Survival Analysis of iFixit's Online Question and Answer Forum

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2017

iFixit

- Founded in 2003 by two engineering students here at Cal Poly
- Provides over 30,000 free repair guides
- Sells specialized tools/parts needed for repair

POSTED: 07/13/2016   ▾ OPTIONS

Bazzoni
Rep: 71
● 3   ● 2

Touch ID not working after screen replacement

Simple to do, about 20 mins, but Touch ID isnt working as some others
mentioned. I wondered if a fresh instal might help? When I go into
"Setting" and " Touch ID" to turn on, it tells me "Failed - Unable to
complete Touch ID setup. Please go back and try again." Any ideas, not a
deal breaker, I guess it beats picking glass out of the side of my face when
trying to use the phone!

iPhone 6 Plus

Released on September 19, 2014, this
5.5" screen iPhone is the larger version
of the iPhone 6.

879 Questions   View all ▸

| ✔ **Answered!** View the answer | I have this problem too |

Is this a good question? | YES | NO | SCORE
                                                5

▾ OPTIONS

POSTED: 07/13/2016

Matt Zieminski 🔧
@mzieminski

Rep: 6.8k
testy
● 16   ● 10   ● 5

Did you replace the "Full Assembly" or just the front LCD?

If you replaced the full assembly (and transferred over only your TouchID) you most likely have a faulty TouchID
Ribbon Cable that runs behind the LCD Shield Plate. You can swap over your original and it should restore
functionality.

If, however, you replaced just the front screen you most likely damaged either your TouchID sensor or your
TouchID Ribbon Cable that runs behind the LCD Shield Plate. You can replace the LCD Shield Plate and restore
functionality, but you cannot restore functionality by replacing the TouchID sensor without Apple's assistance.

Was this answer helpful? | YES | NO | SCORE
                                                7

COMMENTS:

💬   Full Assembly - Product code: IF269-000-3, I moved over my original TouchID as the new assembly did not come
     with another TouchID Ribbon cable. TouchID worked prior to replacement, if I damaged it I am not sure how, I was
     very delicate. The Home Button otherwise works perfect. I have replaced numerous screens, this is a first with
     TouchID though. Thanks

     07/13/2016 by **Bazzoni**

The Data

Distribution of Answer Times

Kaplan–Meier Curve for all Questions
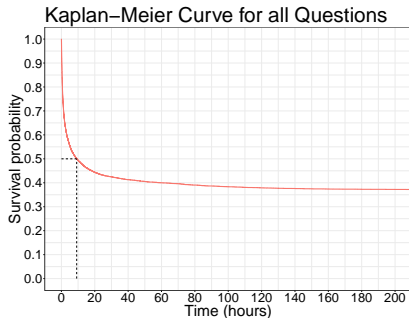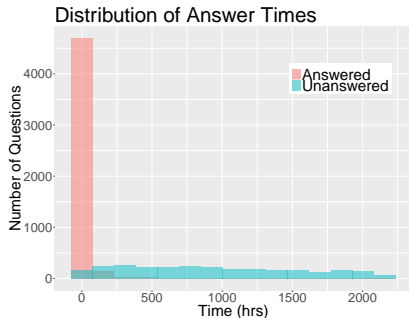
- ▶ 7,760 questions posted between April 8, 2017 to July 7, 2017
- ▶ 63.8% recieved an answer by the download date
- ▶ Median survival time, the time at which 50% of the questions in the data recieved an answer, is 9.16 hours

Methods

- Used text mining and string manipulation techniques to create variables
- 5-fold cross validation: 5 training and test data sets
- Assessed performance metrics
- Stratified on the time of day the question was posted
- Included splines on quantitative variables like the average length of a question's tags

Results

- r-square $= 0.155$

- Interpretations of coefficients:

  - Estimated hazard of receiving an answer is 155% higher (95% CI (131.1%, 182.8%)) for questions pertaining to Apple products than the hazard for questions about Android and Other Phones, controlling for other predictors.

  - Estimated hazard of receiving an answer is 31.3% higher (95% CI (22.3%, 40.8%)) for questions with titles that end in a question mark than for those without, controlling for other predictors.

Limitations

- ▶ Low predictive power
- ▶ More categorical variables than quantitative
- ▶ Inconsistent data - there aren't any rules defining how a question should be asked
    - ▶ Incorrect use of the tagging system: "someone sat on it :(", "everything is wrong"
    - ▶ Incorrectly defining the device: "Turtle Beach Ear Force Xmy grandson chewed through the wire while we was playing it's brand-new is there anyway I can have it fixedO One"