Lab – Troubleshoot Mobile Devices (Instructor Version)

**Instructor Note**: Red font color or gray highlights indicate text that appears in the instructor copy only.

# 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 7.0 or higher
* iOS tablet or smartphone running iOS version 10.0 or higher

**Instructor Note**: This lab must be completed by students even if the recommended equipment is not available. This lab is designed to provide students with familiarity of Android and iOS features.

**Instructor Note**: Due to the variety of Android and iOS devices and operating systems, some of the paths and locations of items may be different than those in this lab. Consult the manual of the Android and iOS device used to determine the correct instructions for your device.

# 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.

* 1. 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.

Type your answers here.

Force the app to close

Research and list the steps for implementing the solution.

Type your answers here.

Answers will vary.

* 1. The passcode, or passcode pattern, has been forgotten.

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

Type your answers here.

Complete a factory restore/reset

Research and list the steps for implementing the solution.

Type your answers here.

Answers will vary.

* 1. 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.

Type your answers here.

Perform a hard shutdown or pull the battery or complete a factory restore / reset

Research and list the steps for implementing the solution.

Type your answers here.

Answers will vary.

* 1. 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.

Type your answers here.

Replace the SIM card or perform a hard shutdown or complete a factory restore / reset or pull the battery

Research and list the steps for implementing the solution.

Type your answers here.

Answers will vary.

* 1. 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?

Type your answers here.

Clean the phone

Research and list the steps for implementing the solution.

Type your answers here.

Answers will vary.

* 1. The phone is entirely unresponsive.

Which solution should be used to solve the problem?

Type your answers here.

Force the app to close or perform a hard shutdown or pull the battery or complete a factory restore/reset

Research and list the steps for implementing the solution.

Type your answers here.

Answers will vary.

* 1. The mobile device cannot send or receive email.

Which solution should be used to solve the problem?

Type your answers here.

Reconfigure network settings

Research and list the steps for implementing the solution.

Type your answers here.

Answers will vary.

* 1. The phone cannot install additional apps or save photos.

Which solution should be used to solve the problem?

Type your answers here.

Delete unnecessary files or uninstall apps or insert or replace the memory card

Research and list the steps for implementing the solution.

Type your answers here.

Answers will vary.

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