

## IT Essentials 5.0

### 8.5.2.2 Lab – Troubleshooting Mobile Devices

#### Introduction

Print and complete this lab.

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

The following equipment is required for this exercise:

- Android tablet or smartphone running Android version 4.0
- iOS tablet or smartphone running iOS version 5.0

#### 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.

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

b) Research and list the steps for implementing the solution.

2) The passcode, or passcode pattern, has been forgotten.

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

- b) Research and list the steps for implementing the solution.
  
- 3) A phone has been powered on, but it proceeds to loop through the startup process repeatedly.
  - a) Which solution should be used to solve this common problem? Explain your answer.
  
  - b) Research and list the steps for implementing the solution.
  
- 4) 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.
  - a) Which solution should be used to solve this common problem? Explain your answer.
  
  - b) Research and list the steps for implementing the solution.
  
- 5) 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.
  - a) Which common solution should be used to solve the problem?
  
  - b) Research and list the steps for implementing the solution.

- 6) The phone is entirely unresponsive.
- a) Which common solution should be used to solve the problem?
  
  
  
  
  
  
  
  
  
  
  - b) Research and list the steps for implementing the solution.
- 7) The mobile device cannot send or receive email.
- a) Which common solution should be used to solve the problem?
  
  
  
  
  
  
  
  
  
  
  - b) Research and list the steps for implementing the solution.
- 8) The phone cannot install additional apps or save photos.
- a) Which common solution should be used to solve the problem?
  
  
  
  
  
  
  
  
  
  
  - b) Research and list the steps for implementing the solution.