

Brief checklist to fault diagnosis (first aid)

Before you return an apparently defective device, please first check through the following recommended measures for fault diagnosis as it is often the case that simple software problems are behind the malfunctioning of a device. In many cases, very little effort is actually required to eliminate such faults.

1. Restart the device

Turn the device off, wait a little and then power it back up again.

You can also force a restart using a specific key combination. To learn which key combination you should use to restart a device, please see the product information, operating manual or contact the phone manufacturer.

2. Update the operating system (firmware) of the device

Software updates and patches are often released to deal with any identified software vulnerabilities that would place your personal data at risk of being accessed by hackers. To ensure a mobile phone operates at full efficiency, it is always advisable to install the latest version of the operating system.

3. Update or uninstall apps

Is a mobile phone reacting more slowly or do you have to charge the phone battery more frequently?

Many software faults are caused by apps or the simultaneous use of different apps. In order to discover whether an app is the reason for phone malfunction, first update any apps installed on the phone. Some apps run unnoticed in the background and use resources of the phone, forcing it to operate even in standby mode and thus draining the battery. Recently installed apps can also often impair the operation of a mobile phone. To find out whether this is the case, first uninstall the new app and then check the functioning of the phone.

4. Special recommendations for Apple devices

Prior to first use, Apple devices should be first fully charged and synced with iTunes. Install iTunes on your laptop and/or PC and update your iOS device. Regularly repeat this, ensuring you use the latest iOS version.