

Samsung Service Issue IQC Guide

When customers are coming into the store because they are experiencing service issues on Samsung devices, below are the steps to pull the Call/SMS and Data Drops so that we can show the customer that it is a “Carrier” issue not a “Hardware” issue. This is all done in IQC and we can either print or show the customer the results depending on where your IQC computer is located.

1. Open IQC from GSPN and follow the steps to get the device ready.

The screenshot shows the Galaxy Diagnostics IQC software interface. At the top, there is a navigation bar with 'Smartphone/Tablet' highlighted. Below this, a message reads: 'Please check the device settings. Once the USB debugging setup is complete, you can proceed to the next step.' A large yellow box contains four numbered screenshots of an Android phone's settings:

- 1:** 'About phone' screen, 'Software info' section highlighted.
- 2:** 'Software info' screen, 'Build number' section highlighted.
- 3:** 'Developer options' screen, 'USB debugging' toggle highlighted.
- 4:** 'Developer options' screen, 'Allow USB debugging?' dialog box with 'Always allow from this computer' highlighted.

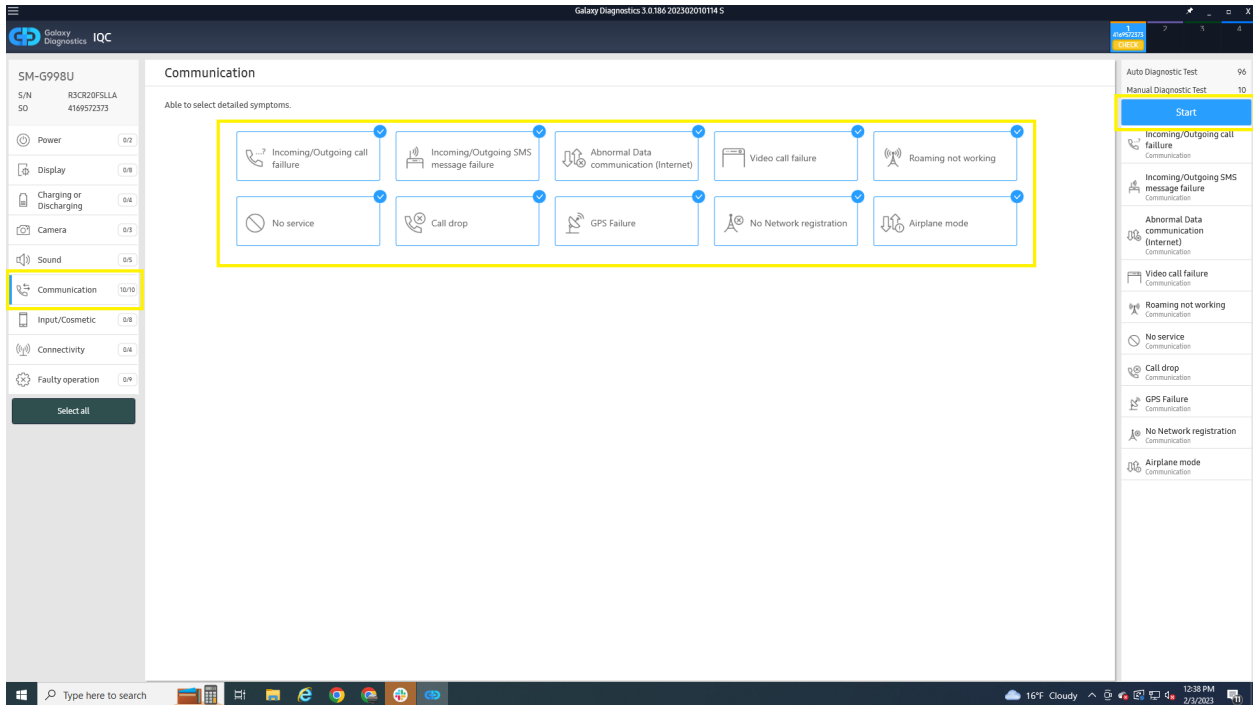
Below the screenshots, instructions are provided: 'Select [About phone], from the settings, then [Software info].', 'From the list in [Software info], tap [Build number] five times in quick succession.', 'Go to [Developer options], and select [USB debugging].', and 'Tap [Always allow from this computer], then [OK]'.

2. Connect device and follow prompts on the screen to start IQC testing and select “Connectivity” on the right hand side.

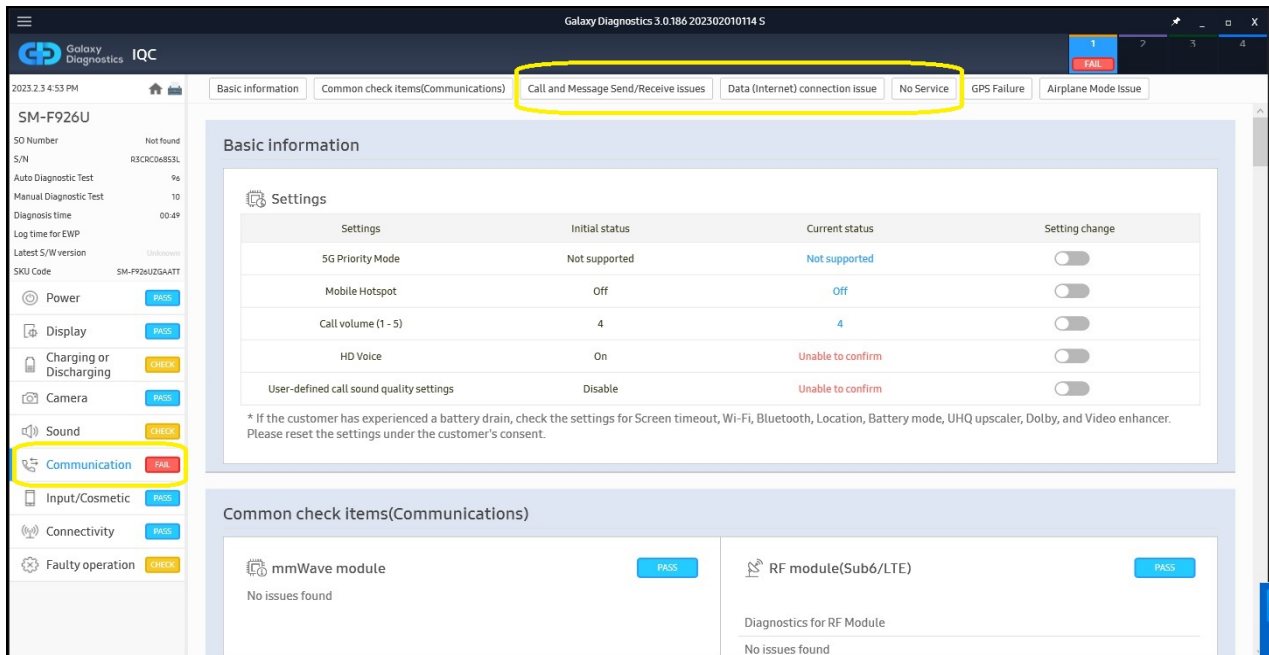
The screenshot shows a Windows desktop with the Galaxy Diagnostics IQC software open. The software interface displays the following information:

- Device Info:** SM-G998U, S/N: R3CR20P5LLA, SO: 4169372373.
- Symptom List (Left Panel):** Power (0.0), Display (0.8), Charging or Discharging (0.4), Camera (0.3), Sound (0.5), **Communication (0.0)**, Input/Cosmetic (0.8), Connectivity (0.4), Faulty operation (0.9).
- How to Use the Diagnostic Tool:** Select the customer symptom (main category) from the left panel. Detailed symptoms (subcategory) associated with that symptom (subcategory) are also available for selection. The selected symptoms (subcategory) are added to the right panel. Click once more on the selected symptoms (main category or subcategory) to deselect them. Select customer symptoms that require inspection and press the "Diagnosis Start" button to perform a default diagnosis + a corresponding diagnosis for the selected symptoms. If no symptoms are selected and the "Start Diagnostics" button is pressed, only the default diagnosis is performed. The default set of diagnostic entries follows the preset values in the server or setup file and varies by country, by service center. As the symptom is selected/canceled, diagnostic items corresponding to the relevant symptom are automatically added/deleted internally in the diagnostic tool. The type and number of diagnostic items according to the selected symptoms can be found at the top of the right panel. Diagnosis is divided into automatic and manual diagnostics, and manual diagnostics must be performed by the engineer directly following the guide displayed on the device and input results (some manual diagnostics are automatically entered by the tool). Manual diagnosis, which was not performed because symptoms were not initially selected, can be performed separately on the result screen after completion of diagnosis. Automatic diagnosis is carried out in the background during manual diagnostics, so there is no need for an engineer to perform it separately. Some auto-diagnostic items may take a long time to perform depending on the performance of the device and PC, as you may need to read and analyze large amounts of data depending on the device usage patterns.
- Right Panel:** Auto Diagnostic Test (91), Manual Diagnostic Test (9), and a 'Start' button.

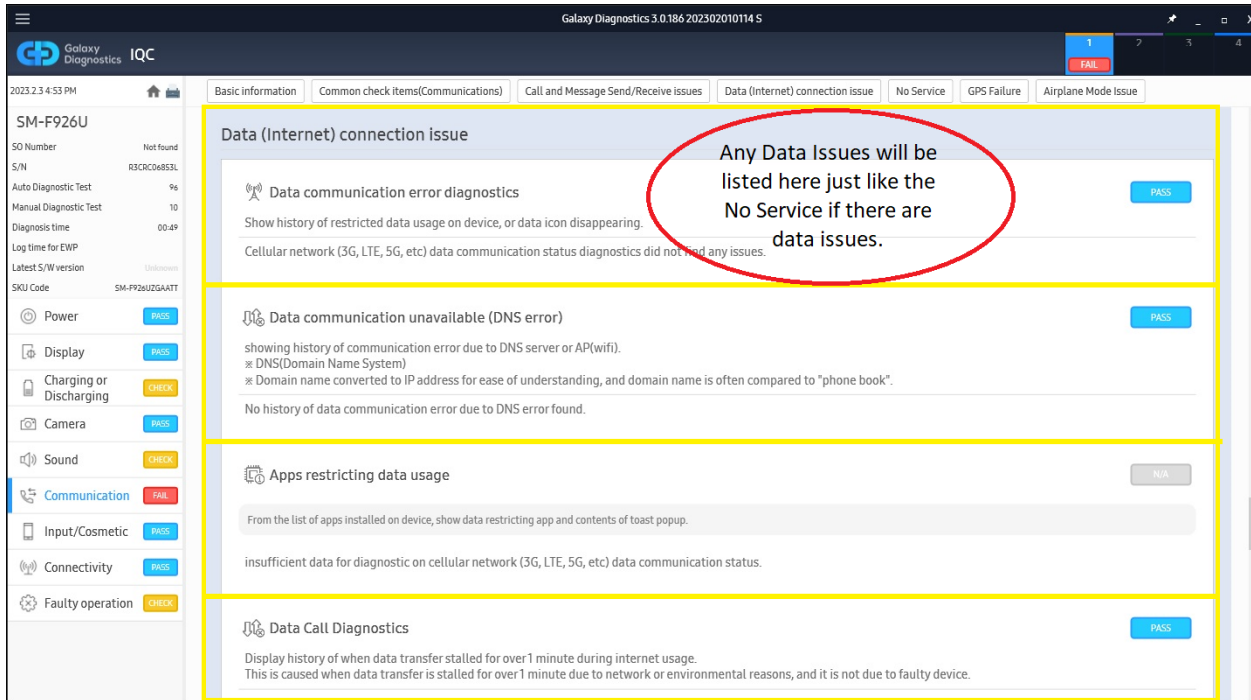
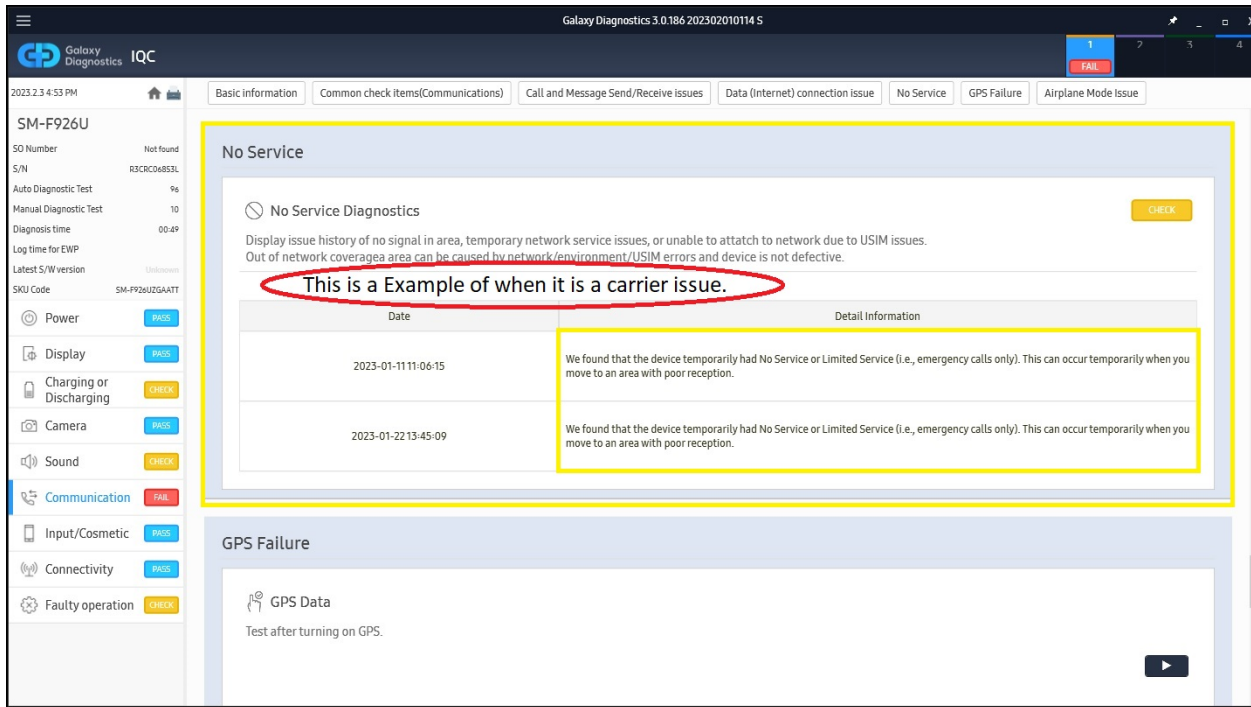
3. Select all tests under “Connectivity” and press “Start”

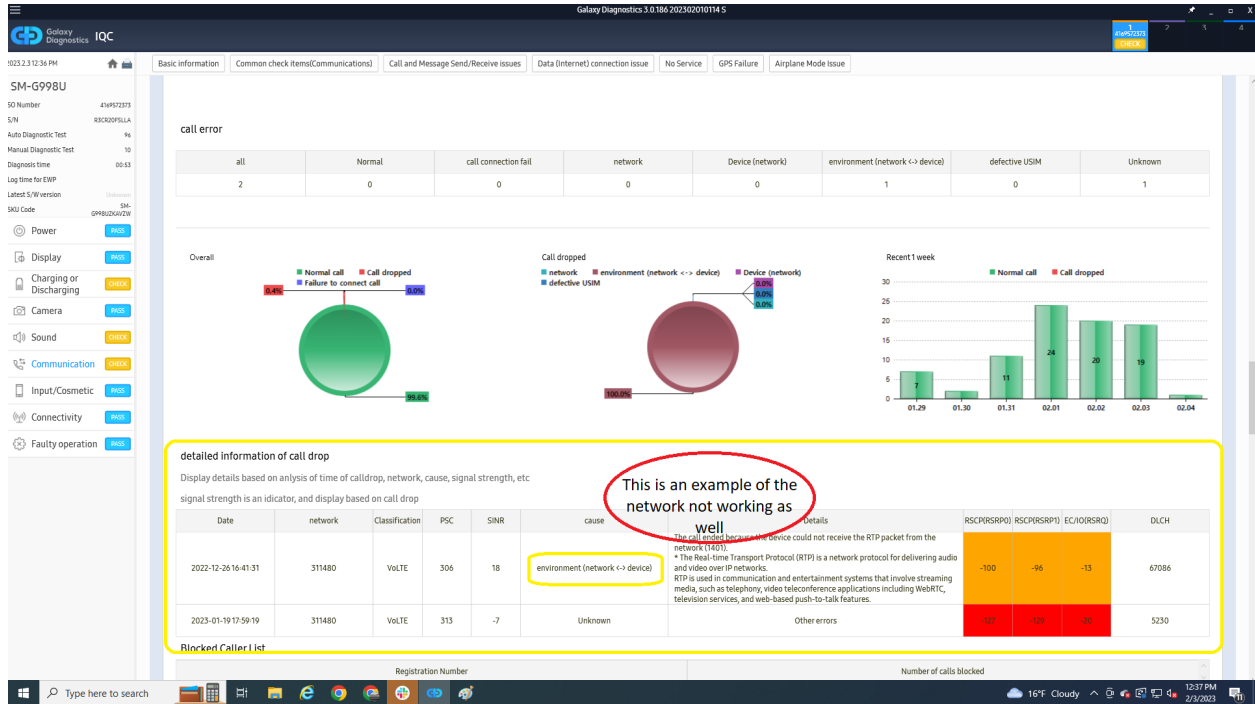


4. Most tests should run automatically on my devices. Just watch the device and follow any prompts that appear. At the Results Screen make sure to select “Connectivity” on the left hand side and at the top you will see quick links to the info we need.



- Under those tabs will be all the information we need. Most importantly will be “No Service”, “Data Connection issue” and “Call Drop Data”. This will tell you if the issue is with the carrier or with the device.





- You can either print the results with the printing icon on the left side of the results screen. Just make sure to only print the pages that are needed. If not you will get 20 to 30 pages printed out everytime. But if you have a GD computer set up to be able to run IQC on, you can just turn the screen and show the customer that info.