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.

			Gal	laxy Diagnostics 3.0.186	202302010114 5				*	o X
Galoxy Diognostics	IQC							1 2		4
	1	Smartphone/Tablet	Watch (Android)	Watch (Tizen)	Buds	SVC Val	idation			
			Please c	heck the device	settings.					
			Once the USB debugging :	setup is complete, you c	in proceed to the next step.					
	1	# 75.8 21:10	2		3	474 [21:11	4	# .47%∎ 2511		
	< ABOUT DEVICE	Q	< SOFTMARE INFO		C DEVELOPER OPTIONS	Q	< DEVELOPER OPTIONS	Q		
	Myphone number Net evaluate		Android version		ON sector research and respective sector gray					
	Status View the DBM coad status, device fWELand information.	f sther	Baseband version		Enable Bluetooth HCI snoop og Capues af Bruetorth HCI packatz in a fre		Enable Elueroph HCIs ter Alley USB debugging?	oplog		
	Legalisformation		Kamel version 2:104-0039740 dx868462025 #1 344 66 48 174426 KSF 40 7		Running services View and control connectly remains service		The computer's RSA key	fingerarint		
	Davico mame Galaxy St		Buildnumber	n	WebView implementation Cheme score		88:48:06:3A:3E:CA:4A:6 00:91:86:DC:E6	E:01:74:2E:		
	Model number ser setor		SE for Android status	1	Enable multi-process WebView Nan WebNiew renderers is an ischred process.	0	Always allow from th	is computer		
	Software info View the surrency extends Antroidversio baseband varsion, kernel version, balls mar	N.	SEPT SET MOBILE 7.0,0001 Sist Feb 25 19 SevE 2017		Auto upcate system	30		ACEL OK		
	Battery i afo Vine year alevada battery a tatea, euroline and other actorization		Security software version MOF VIX: Herate 1 WERM VI: Obleman 3 VPN VI: 4 Periatric 8.1 4305 VI:3 2105 221		Demo mode		Eemo made			
	LOOKING FOR SOMETHING ELSE?		Knox version liner 271		US9 debugging Debug mode when USB is cominated		USB debagging Debug mode when USB is conver	nd 🔍		
Select (A	ltout phone) from the setting infe].	gs, then (Software From th	e lict in [Software info], tap (Ruild nu times in quick succession.	mher) five – Go to (Di	eveloper options), and select	[USE debugging]	Tap"Always allow from this o	rmputer", then (DK]	

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

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

SM-G9980 How to obe the blaghout root	ignostic Test 91
A CALL SIN BACKOPSLA Manual	ignostic Test 91
ale plaat S/N R3CR20F5LLA	Diagnostic Test 9
	Start
Detailed symptoms (maincategory) associated with that symptom (subcategory) are also available for selection.	
State State The selected symptoms (subcategory) are added to the right panel. Scatestize 	
Select customer symptoms that require inspection and press the "Diagnosis Start" button to perform a default diagnosis + a corresponding diagnosis for the selected symptoms.	
Subscription Services symptoms Starsbit Samsteight Stars	
Sound () Sou	
Communication Optimize As the symptom is selected/canceled, diagnostic items corresponding to the relevant symptom are automatically added/ideleted internally in the diagnostic tool.	
Input/Cosmetic Input/Co	
A connectivity out the device and input results (some manual diagnostics are automatically entered by the tool).	
Faulty operation and Manual diagnosis, which was not performed because symptoms were not initially selected, can be performed separately on the result screen after completion of diagnosis.	
Solect all Automatic diagnosis is carried out in the background during manual diagnositics, so there is no need for an engineer to perform it separately. Some auto-diagnositic 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	
some active radigitious, teris may use a tung une to per om regenoming on the performance or the device and P4, as you may need to read and analyze radje amounts of data depending on the device usage patterns.	

	Galaxy Diagnostics 3.0.186 202302010114 S	* _ =
Galaxy Diagnostics IQC		1 2 3 4 4169572373 ECHECK
SM-G998U	Communication	Auto Diagnostic Test
S/N R3CR20FSLLA SO 4169572373	Able to select detailed symptoms.	Manual Diagnostic Test Start
Dower 02	Incoming/Outgoing call Implementation (Outgoing SMS Implementation (Interret) I	Incoming/Outgoing call faillure Communication
Display On Charging or Discharging On		Incoming/Outgoing SMS message failure Communication
Camera 0/3	No service K [®] Call drop K [®] GPS Failure Å [®] No Network registration If the Airplane mode	Abnormal Data communication (internet) Communication
Sound as communication		Video call failure
Communication 10/10 Input/Cosmetic 0/8		Roaming not working
Connectivity 04		O No service Communication
S Faulty operation		Communication
Select all		B ^a GPS Failure Communication
		No Network registration
		Airplane mode Communication
P Type here to searc	n 📃 🖩 🛱 🧔 🧔 🚱 🚳	ତି 🐔 🖾 🖫 🕼 1238 PM - 2/3/2023

3. Select all tests under "Connectivity" and press "Start"

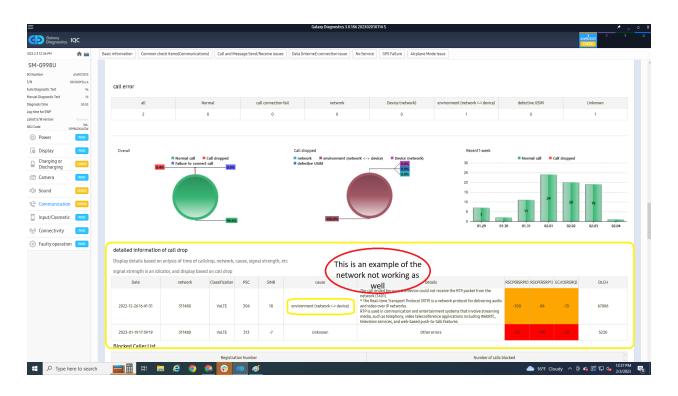
4. Most tests should run automatically on my devices. Just watch the device and follow any prompts that appear. At the Results Screen make sure to select "Connectivity" on the left hand side and at the top you will see quick links to the info we need.

=				Galaxy Diagnostics 3.0.186 20230	02010114 S	* _ =
Galaxy Diagnostic	s IQC					
2023.2.3 4:53 PM	* =	Basic information	Common check items(Communications)	Call and Message Send/Receive issues	Data (Internet) connection issue No Service	GPS Failure Airplane Mode Issue
SM-F926U SO Number S/N	Not found R3CRC06853L	Basic inform	nation			
Auto Diagnostic Test Manual Diagnostic Test Diagnosis time	96 10 00:49	🕞 Settin				
Log time for EWP			Settings	Initial status	Current status	Setting change
Latest S/W version SKU Code	Unknown SM-F926UZGAATT		5G Priority Mode	Not supported	Not supported	
O Power	PASS		Mobile Hotspot	Off	Off	
🕞 Display	PASS		Call volume (1 - 5)	4	4	
Charging or Discharging	CHECK		HD Voice	On	Unable to confirm	
Camera	PASS	User-def	ined call sound quality settings	Disable	Unable to confirm	
(의) Sound 양국 Communicati	CHECK		comer has experienced a battery drain, t the settings under the customer's co		, Wi-Fi, Bluetooth, Location, Battery mode,	UHQ upscaler, Dolby, and Video enhancer.
Input/Cosme		Common ch	neck items(Communication	s)		
(m) Connectivity	PASS					
🔅 Faulty operat	tion CHECK	No issues fo	ave module	PASS	안 RF module(Sub6/LTE)	PASS
					Diagnostics for RF Module	
					No issues found	

5. 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.

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Galaxy Diagnosti	_{cs} IQC								2 3	5 4
2023.2.3 4:53 PM	* =	Basic information	Common check items(Communications)	Call and Message Send/Receive issues	Data (Internet) connection issue	No Service	GPS Failure	Airplane Mode Issue	e	
SM-F926U		_								
SO Number	Not found	No Service								
S/N	R3CRC06853L									
Auto Diagnostic Test Manual Diagnostic Test	96 10	O N G							CHECK	
Diagnosis time	00:49	○ No Sel	rvice Diagnostics						CHECK	
Log time for EWP			e history of no signal in area, tempora			M issues.				
Latest S/W version			ork coveragea area can be caused by n							
SKU Code	SM-F926UZGAATT		his is a Example of w	hen it is a carrier issu	e.					
O Power	PASS		Date		Detail Info	ormation				
🕞 Display	PASS		2023-01-1111:06:15	We found that the device tempo move to an area with poor recep	orarily had No Service or Limited Servi	ice (i.e., emerge	ncy calls only). Th	is can occur temporari	ily when you	г.
Charging or Discharging	CHECK			nove to an area with poor recep	Juon.					
Camera	PASS		2023-01-2213:45:09	We found that the device tempo move to an area with poor recep	orarily had No Service or Limited Servi otion.	ice (i.e., emerge	ncy calls only). Th	nis can occur temporari	ly when you	e
式)) Sound	CHECK									1
Standard Communicat	ion FAIL									
Input/Cosme	etic PASS	GPS Failure								
(m) Connectivity	PASS									
🔅 Faulty opera	tion CHECK	ලී GPS D	ata							
		Test after tu	rning on GPS.							J

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Galaxy Diagnostics IC	уC								2 3	4
2023.2.3 4:53 PM	₩ iii	Basic information	Common check items(Communications)	Call and Message Send/Receive issues	Data (Internet) connection issue	No Service	GPS Failure	Airplane Mode Issue		
Auto Diagnostic Test Manual Diagnostic Test Diagnosis time Log time for EWP Latest S/W version SRU Code SM-F92	Not found ERC06853L 96 10 00:49 Unknown ReUZGAATT	(P) Data of Show histor	net) connection issue communication error diagnostic ry of restricted data usage on device, o twork (3G, LTE, 5G, etc) data communic	r data icon disappearing. ation status diagnostics did not had	Any Data Issues v listed here just lik No Service if ther _{any issues.} data issues.	ke the re are	$\Big)$	1	PASS	
 Power Display Charging or Discharging Camera 	PASS PASS CHECK PASS	showing his # DNS(Dom # Domain n	communication unavailable (DN story of communication error due to DP nain Name System) anne converted to IP address for ease o of data communication error due to DN	IS server or AP(wifi). f understanding, and domain name is	s often compared to "phone bool	κ [#] .			PASS	
(1) Sound Q:5 Communication Input/Cosmetic (1) Connectivity	CHEOC FAIL PASS PASS	From the list	restricting data usage of apps installed on device, show data restri data for diagnostic on cellular networ		on status.				N/A	
S Faulty operation	CHECX	Display hist	Call Diagnostics tory of when data transfer stalled for ov ed when data transfer is stalled for ove		mental reasons, and it is not due	to faulty dev	ice.	I	PASS	



6. 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.