

Overview



iOS

Android

ANDROID

RELEASE HISTORY and Current Versions (as of Dec 7th,2016)



Alpha



Beta



Cupcake



Donut



Eclair



Froyo



Gingerbread

Android Nougat

7.0 -7.1 For selected devices

Marshmallow

6.0-6.0.1

All devices



Honeycomb



Ice Cream Sandwich



Jelly Bean



KitKat



Lollipop

Lollipop 5.x



Marshmallow



Nougat

ANDROID

RELEASE HISTORY

Code name	Version number	Initial release date	API level	Support status
Alpha	1.0	September 23, 2008	1	Discontinued
Beta	1.1	February 9, 2009	2	Discontinued
Cupcake	1.5	April 27, 2009	3	Discontinued
Donut	1.6	September 15, 2009	4	Discontinued
Eclair	2.0 – 2.1	October 26, 2009	5–7	Discontinued
Froyo	2.2 – 2.2.3	May 20, 2010	8	Discontinued
Gingerbread	2.3 – 2.3.7	December 6, 2010	9–10	Discontinued
Honeycomb	3.0 – 3.2.6	February 22, 2011	11–13	Discontinued
Ice Cream Sandwich	4.0 – 4.0.4	October 18, 2011	14–15	Discontinued
Jelly Bean	4.1 – 4.3.1	July 9, 2012	16–18	Discontinued
KitKat	4.4 – 4.4.4	October 31, 2013	19	Discontinued
Lollipop	5.0 – 5.1.1	November 12, 2014	21–22	Supported
Marshmallow	6.0 – 6.0.1	October 5, 2015	23	Supported
Nougat	7.0 – 7.1.1	August 22, 2016	24–25	Supported

ANDROID



**Android 6.0 vs Android 5.1 Lollipop:
What's New in Marshmallow ?**

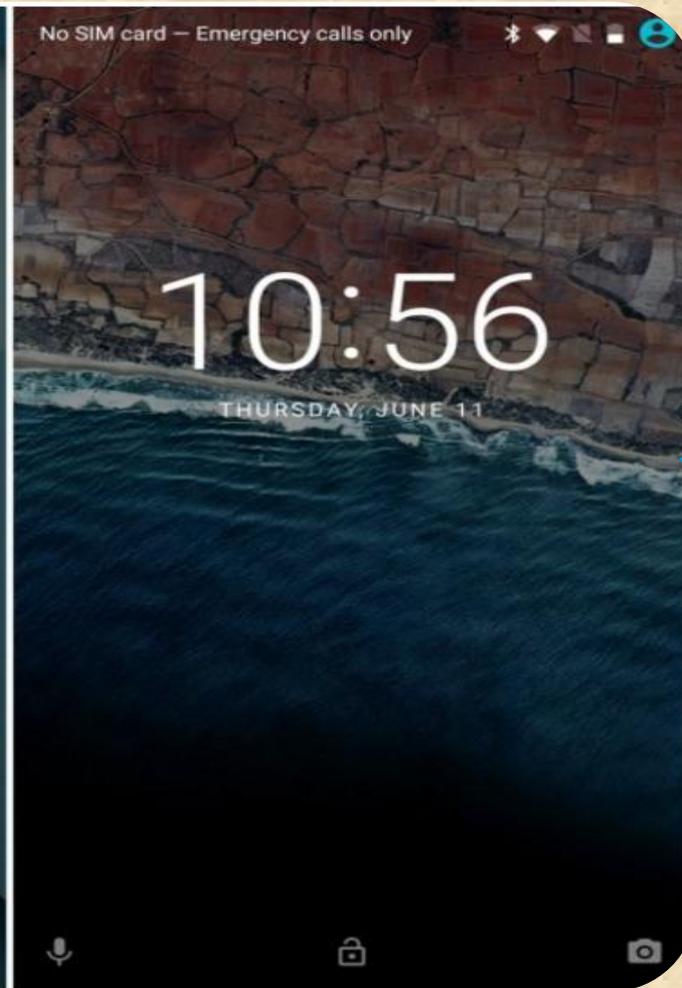


ANDROID

LOCKSCREEN



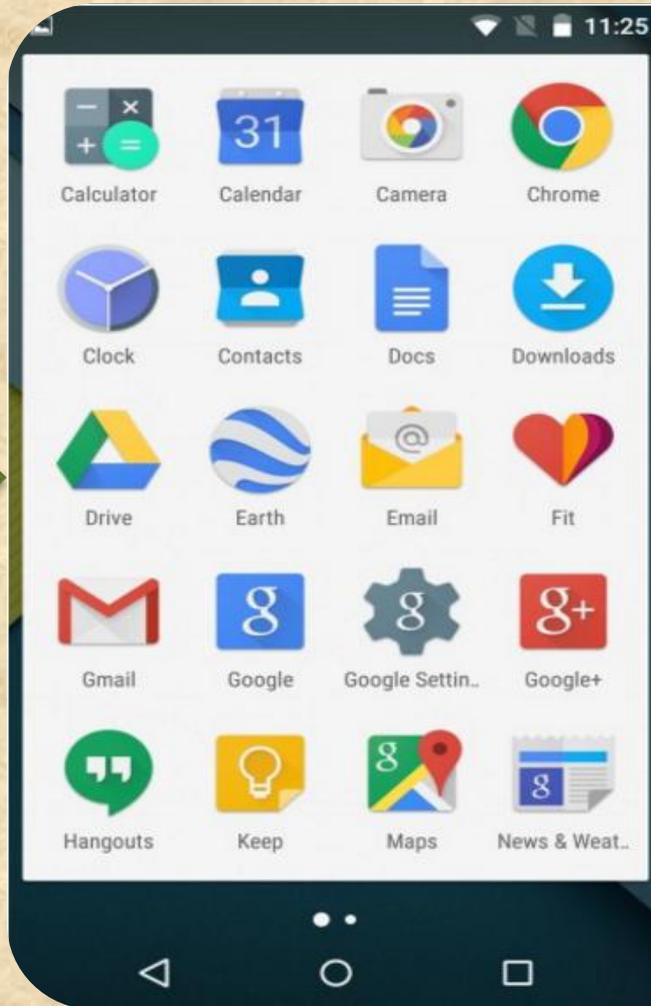
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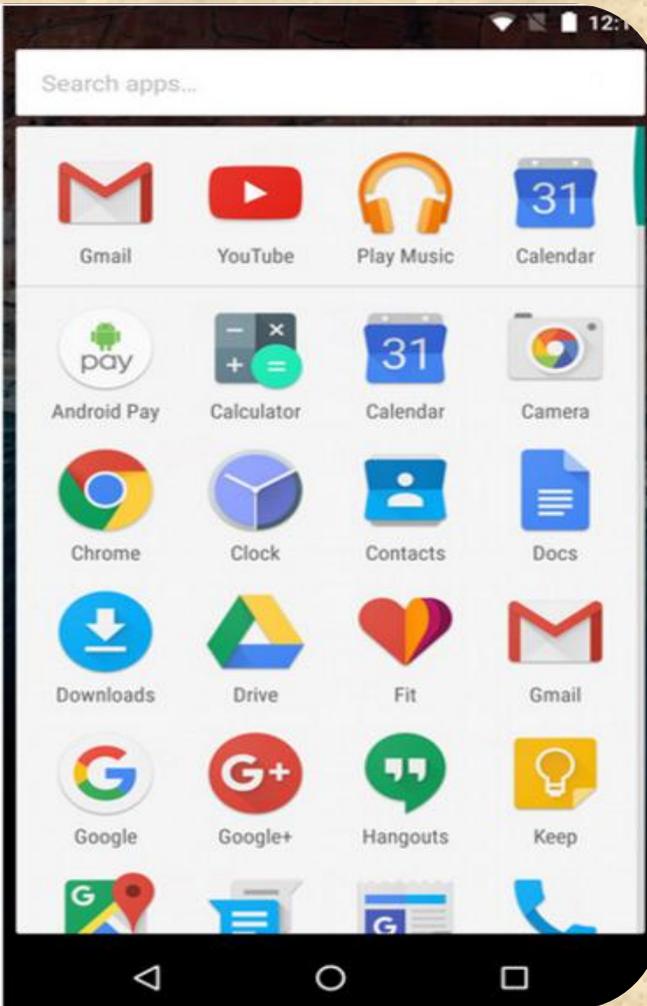
6.0

ANDROID

APP TRAY



5.1

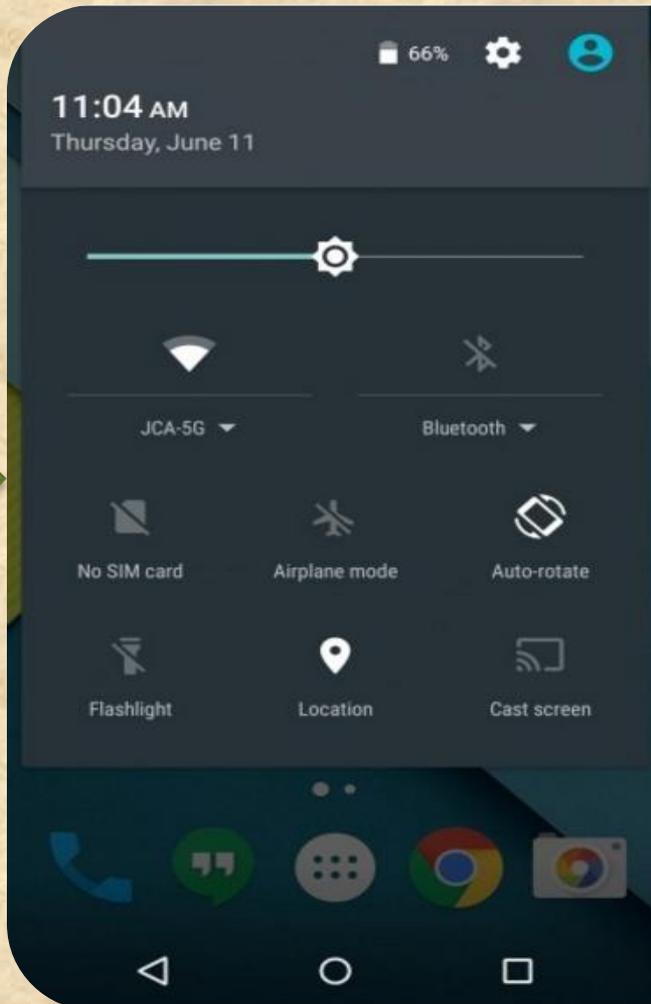


6.0

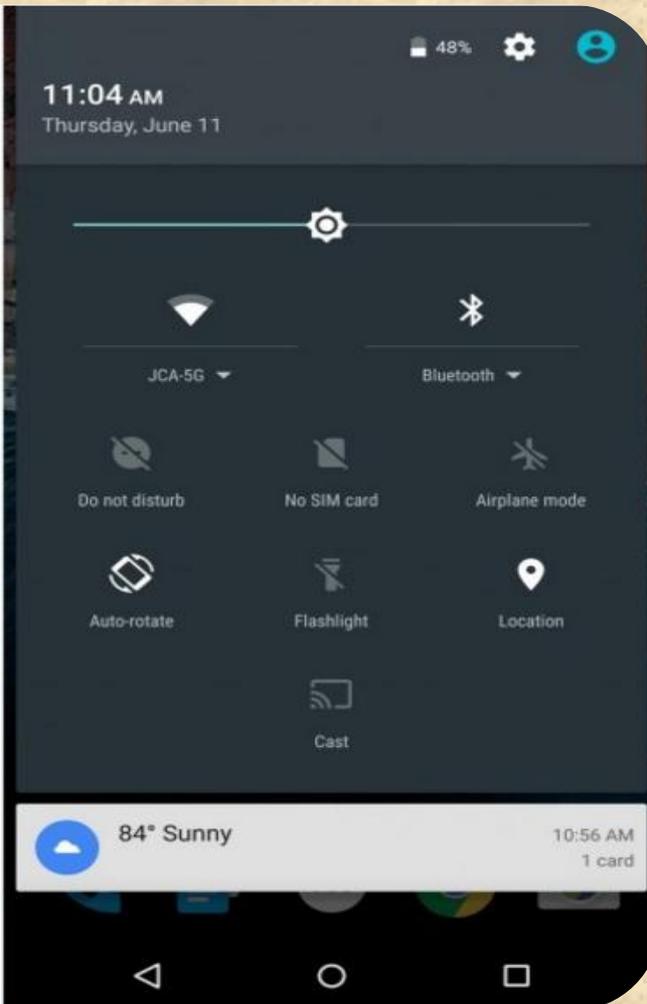
ANDROID

Notification Bar Settings

5.1

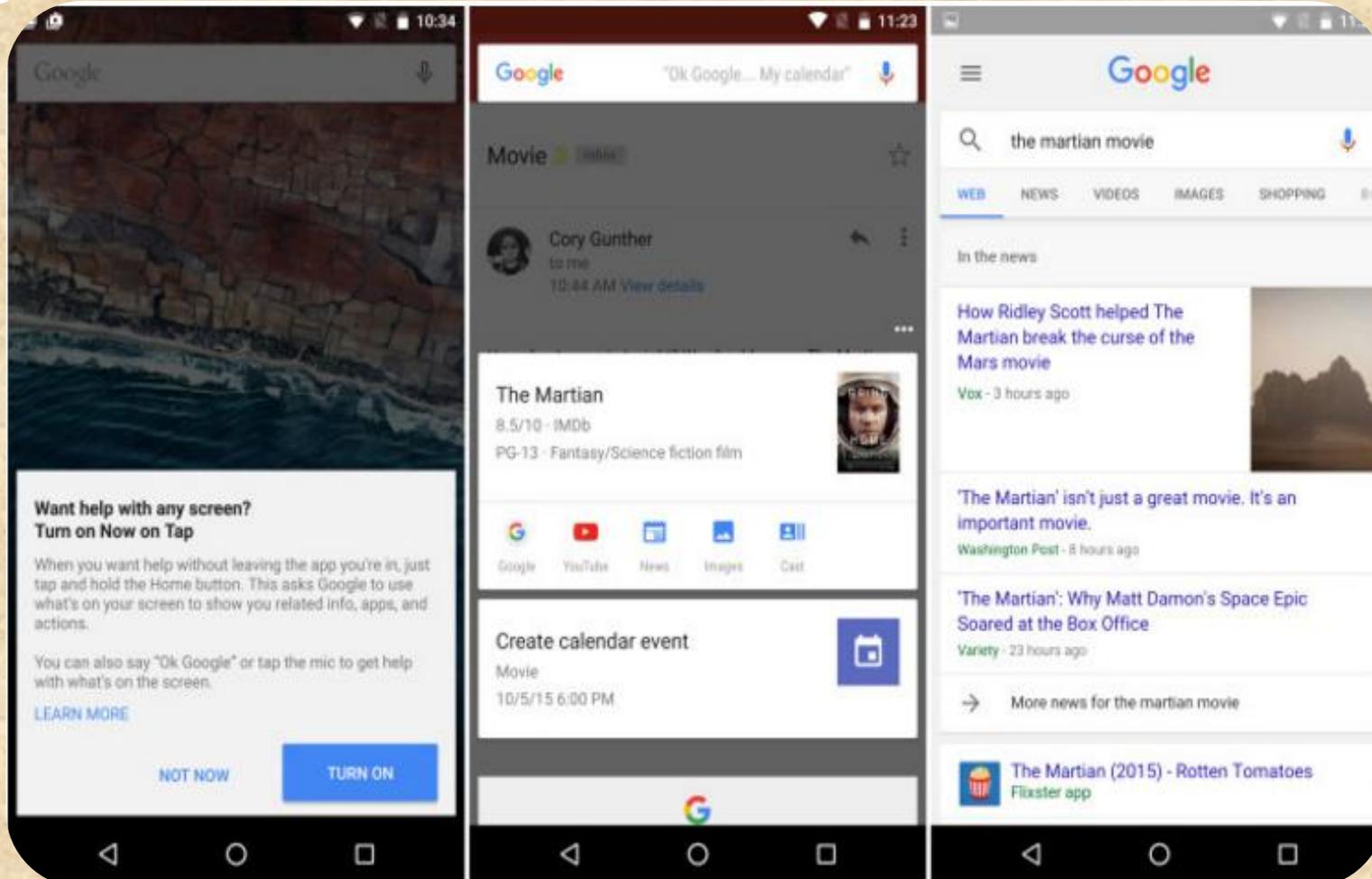


6.0



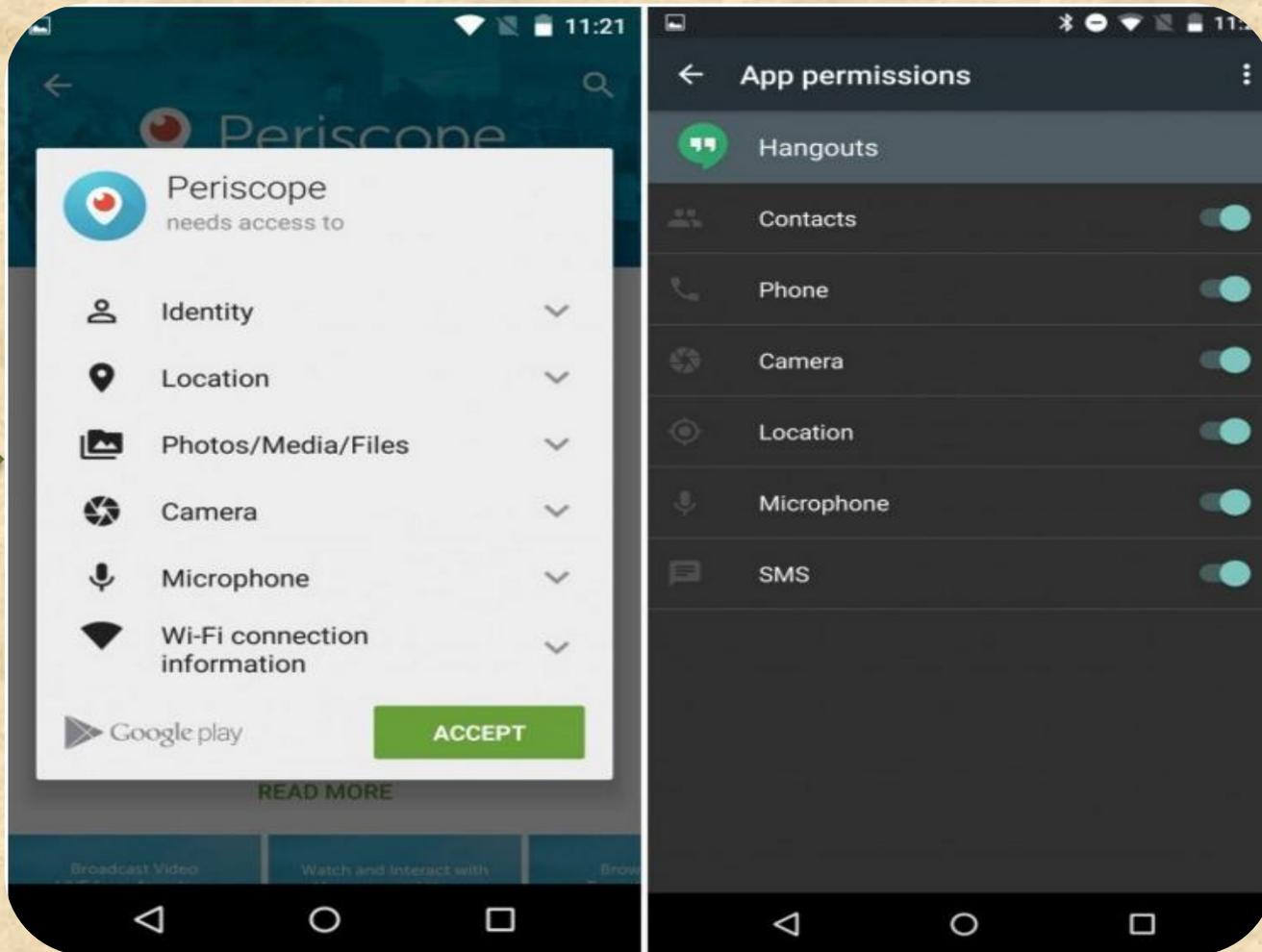
ANDROID

Google Now on Tap (N/A for 5.1)



ANDROID

Permissions



5.1

6.0

ANDROID

Fingerprint Support (N/A for 5.1)



Device unlock

Play Store purchases

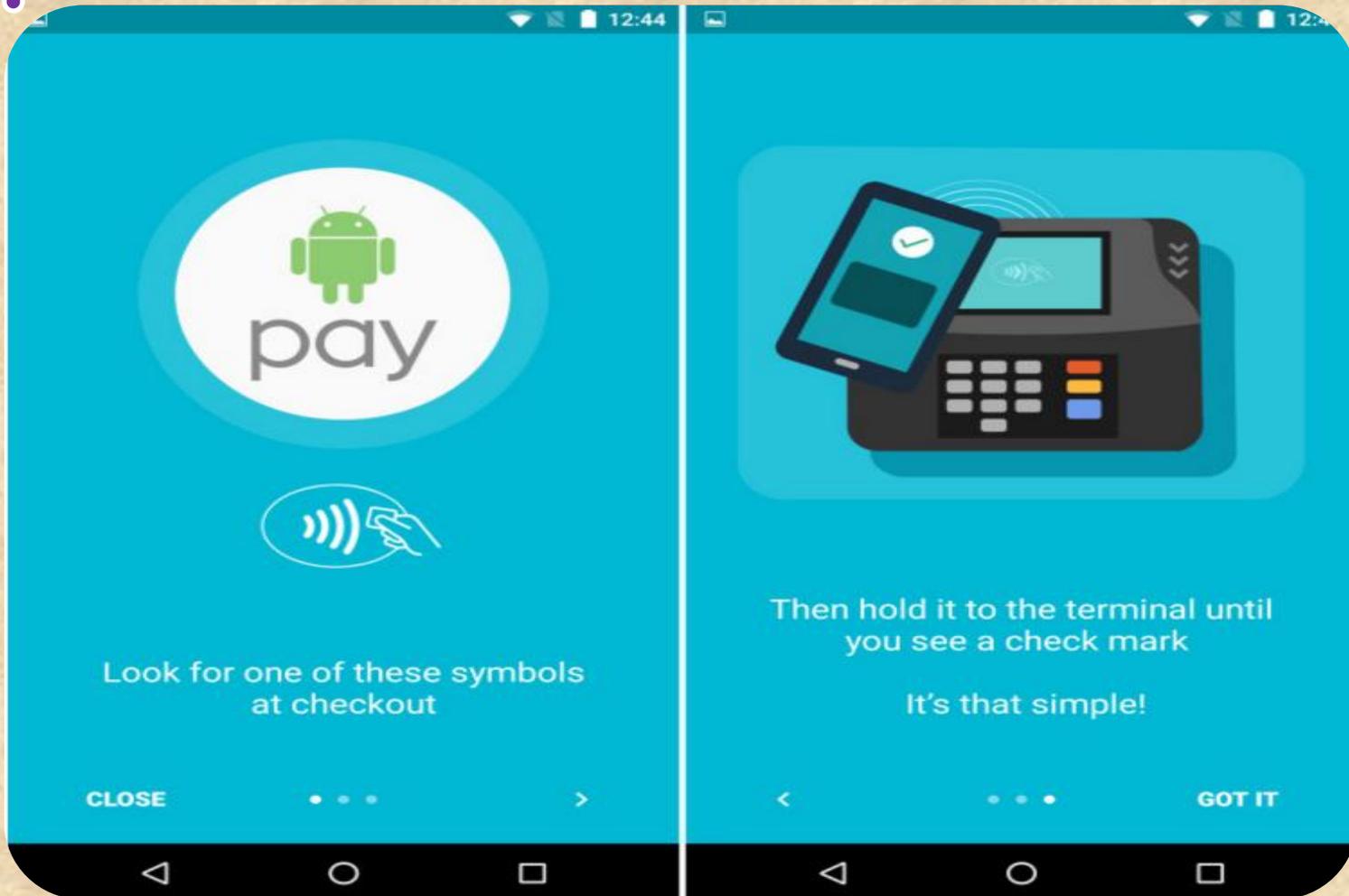
Open authentication APIs



6.0

ANDROID

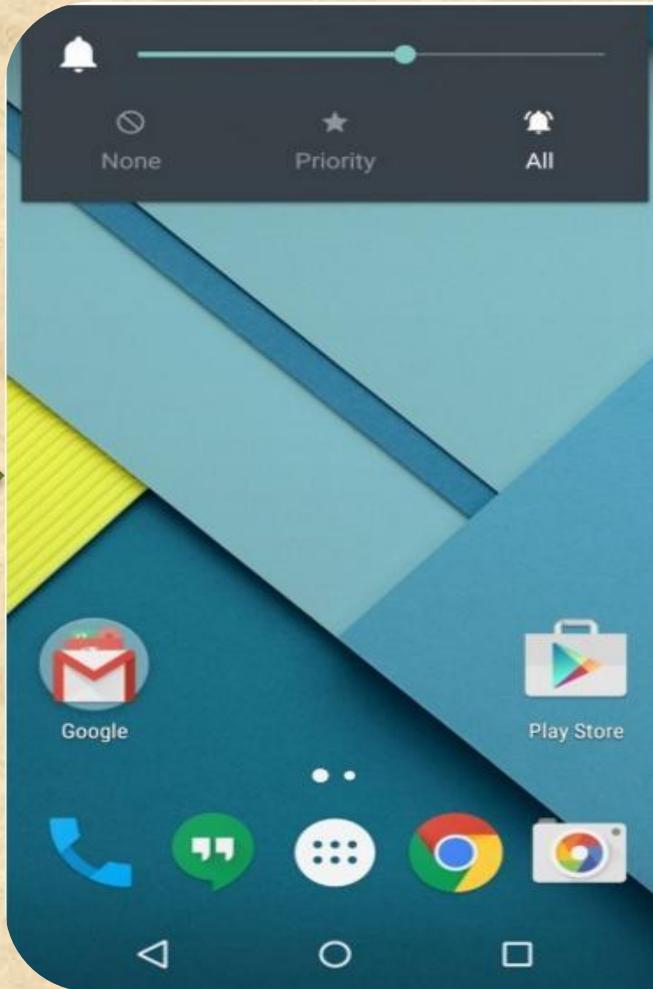
Android Pay (N/A for 5.1)



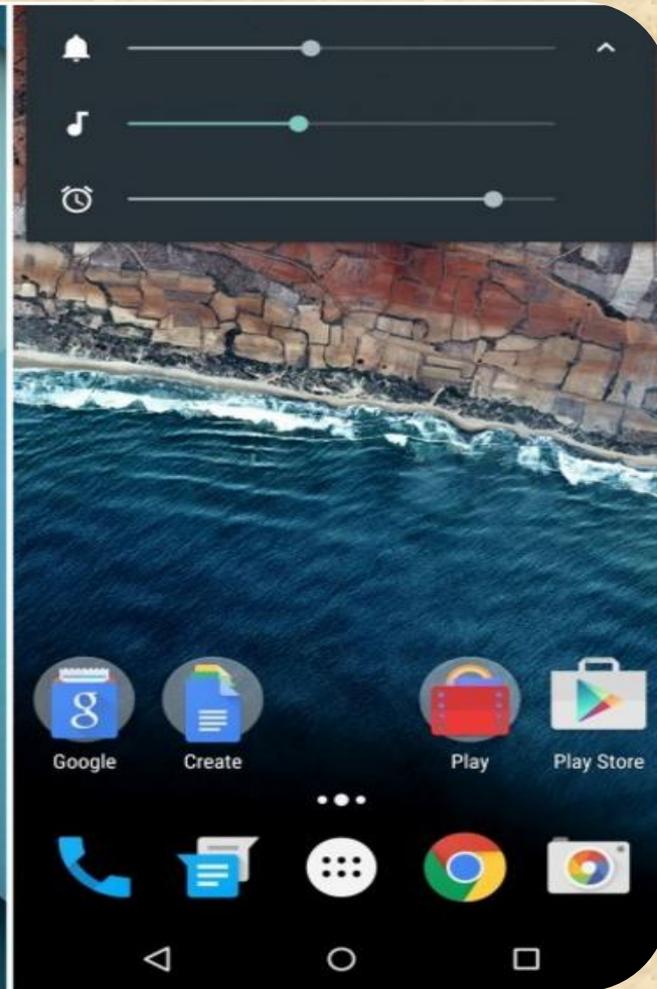
ANDROID

Volume Controls

5.1

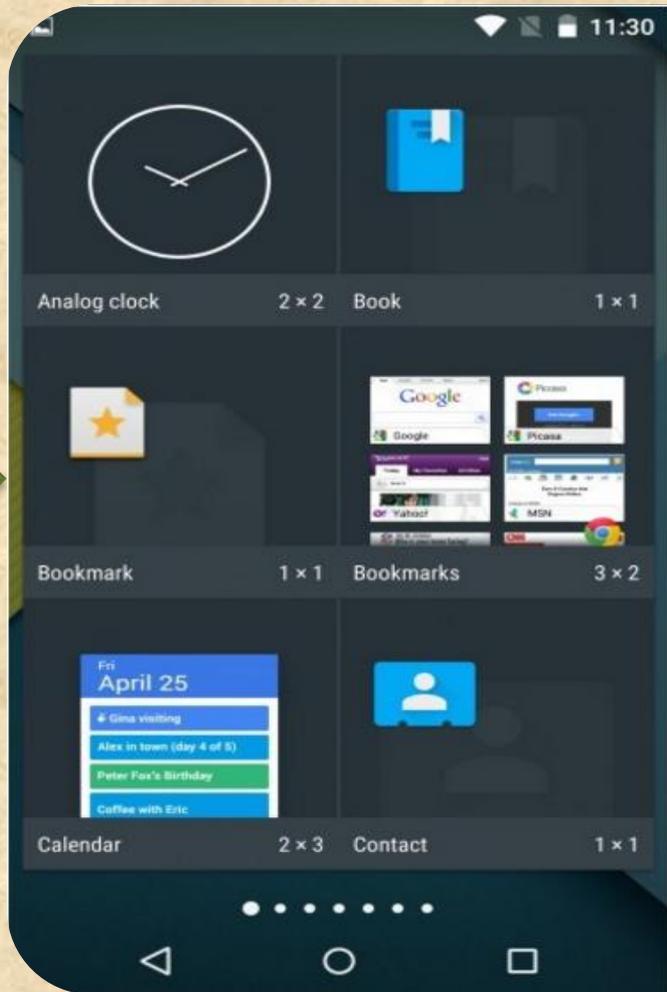


6.0

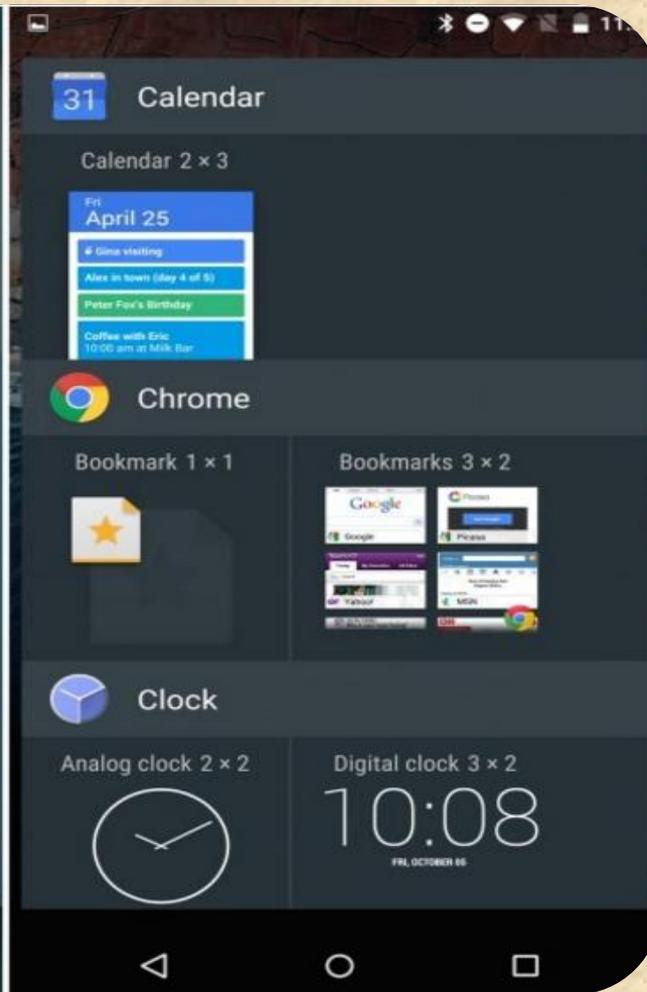


ANDROID

Widget Menu



5.1



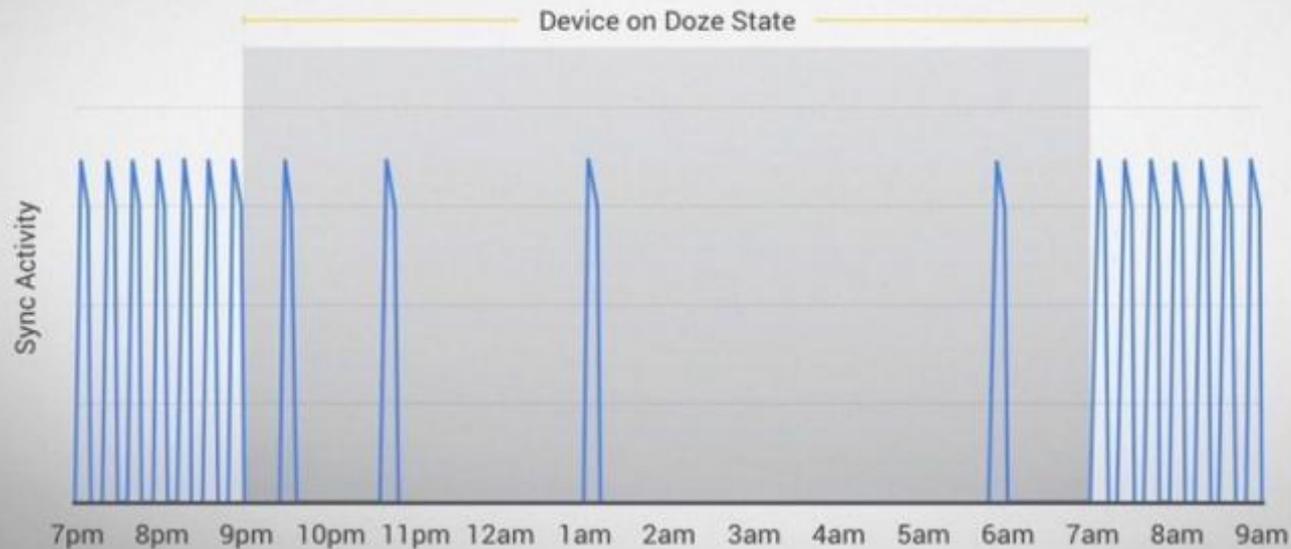
6.0

ANDROID

Doze Battery Life (N/A for 5.1)

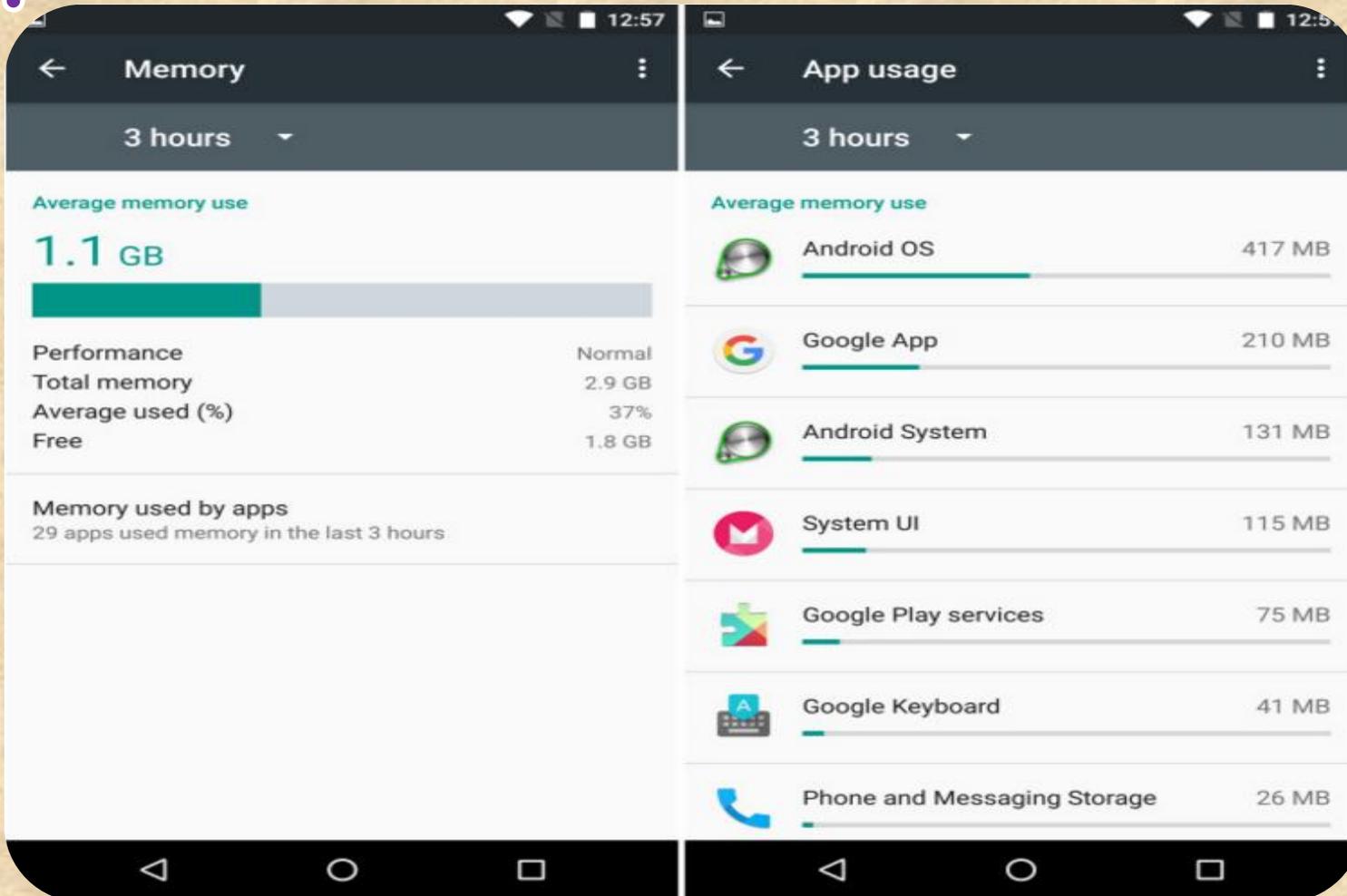
Device Sync Activity

When active and when dozing



ANDROID

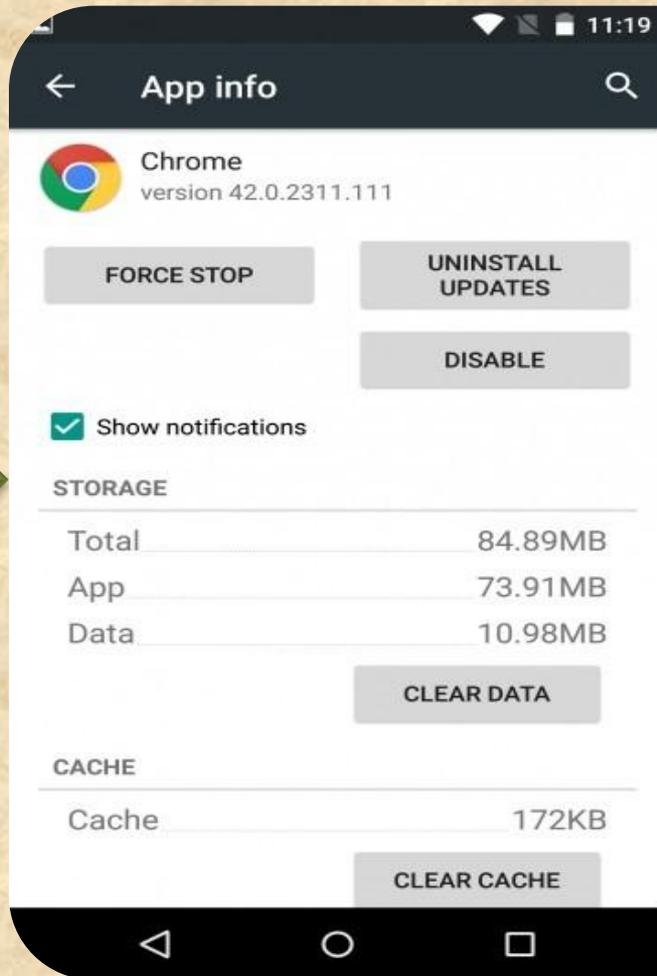
Memory Usage (N/A for 5.1)



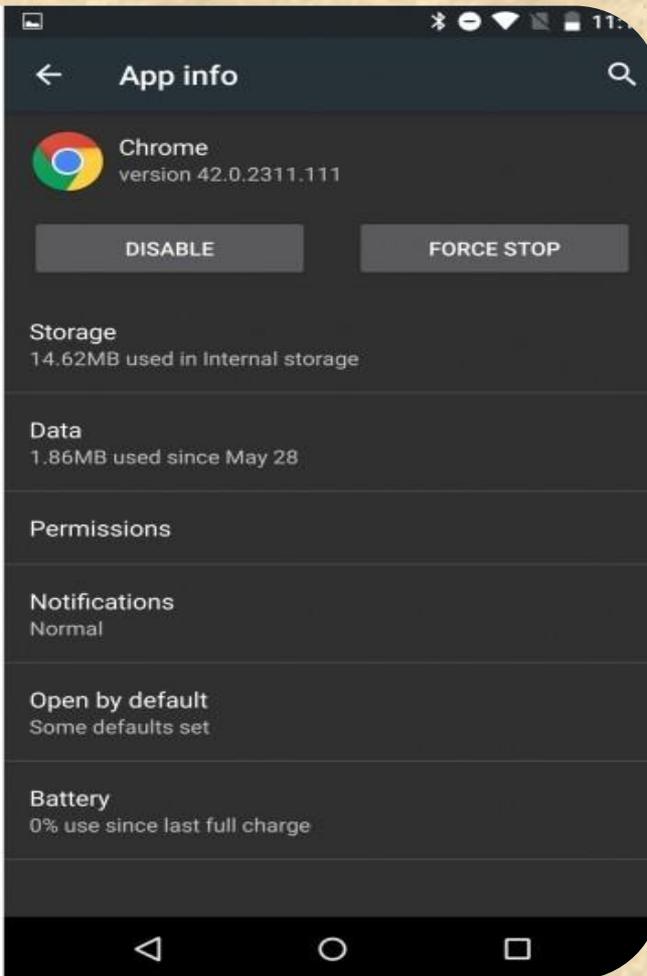
6.0

ANDROID

APP INFO



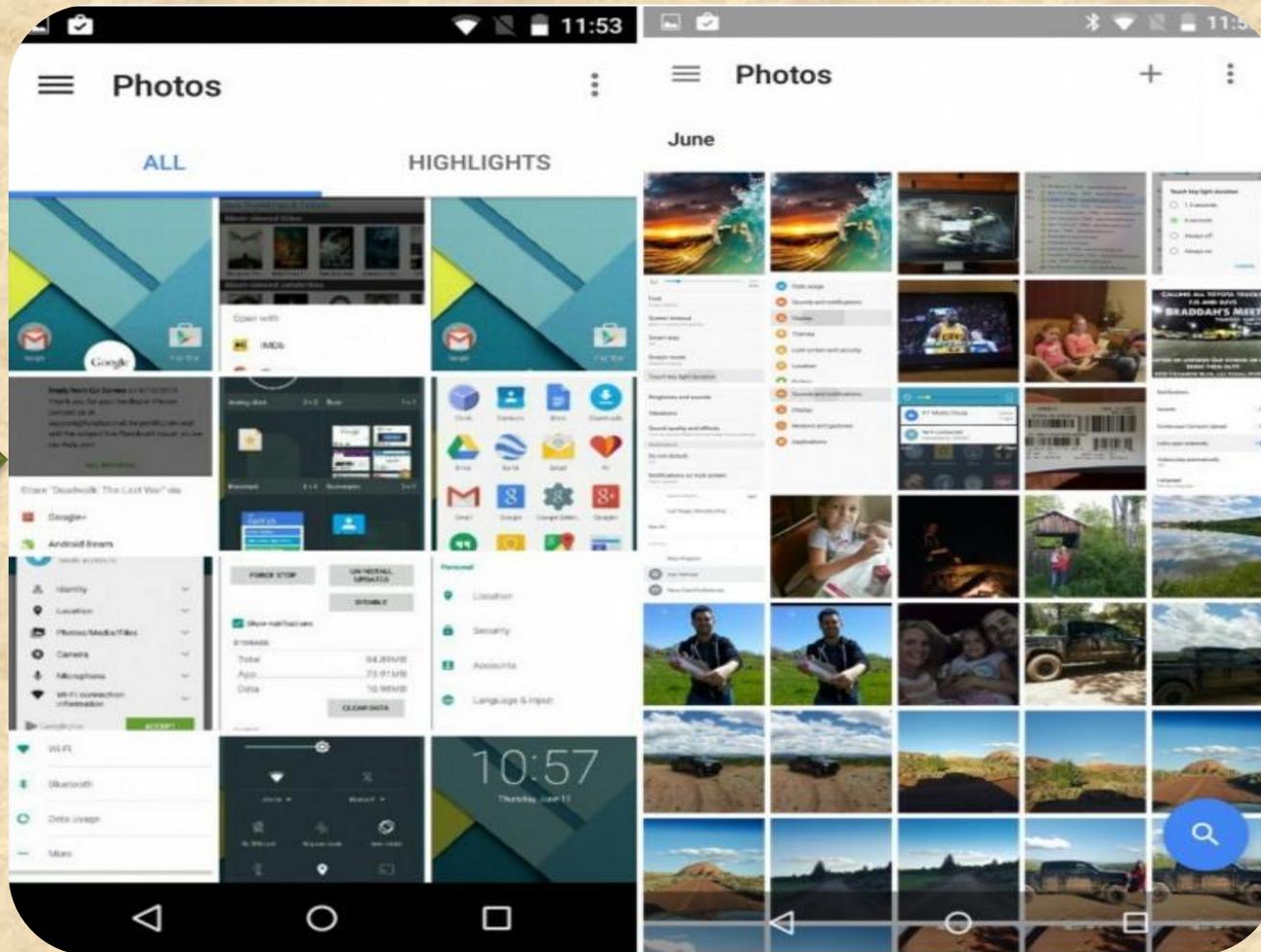
5.1



6.0

ANDROID

Google Photos

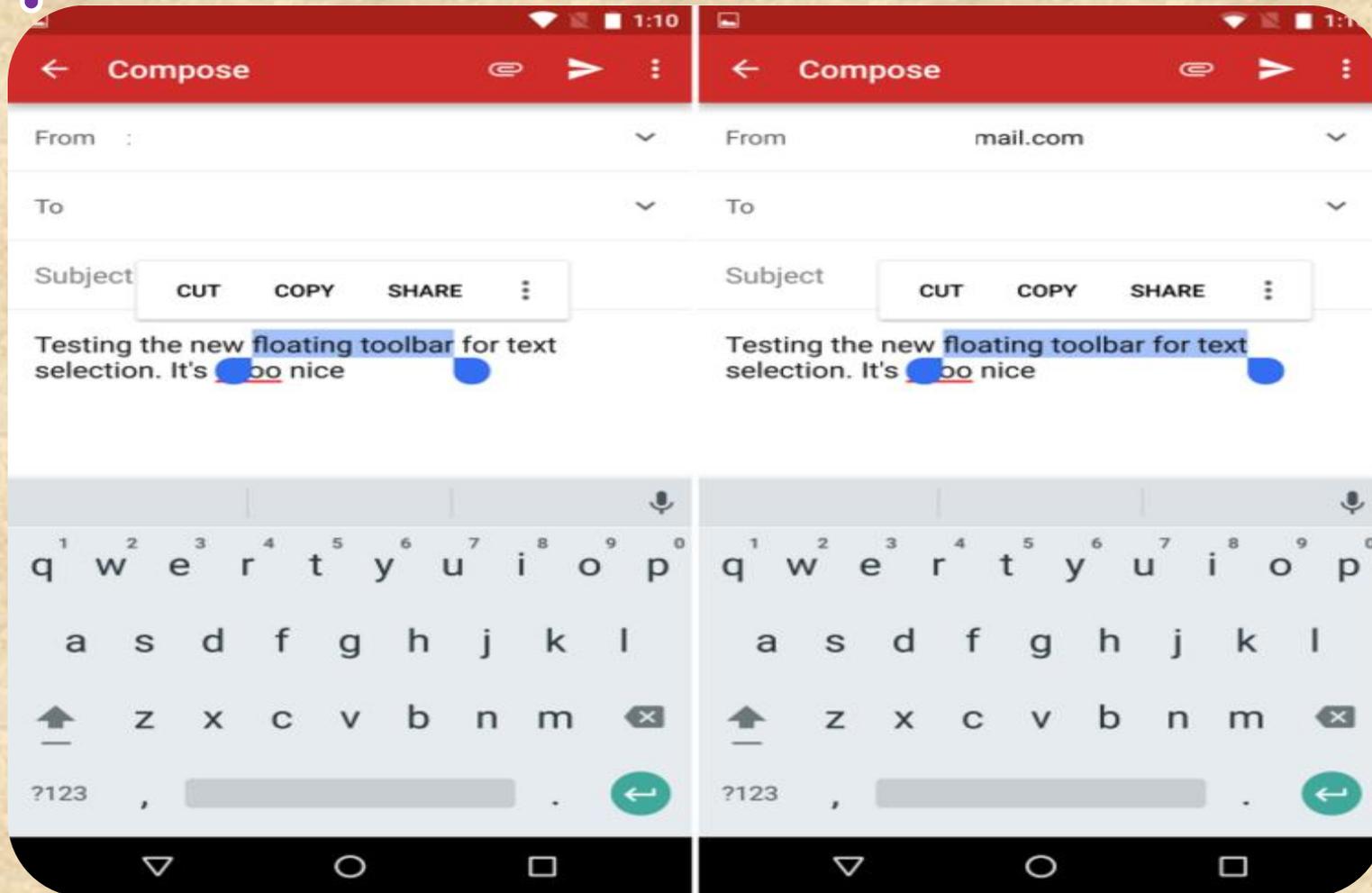


5.1

6.0

ANDROID

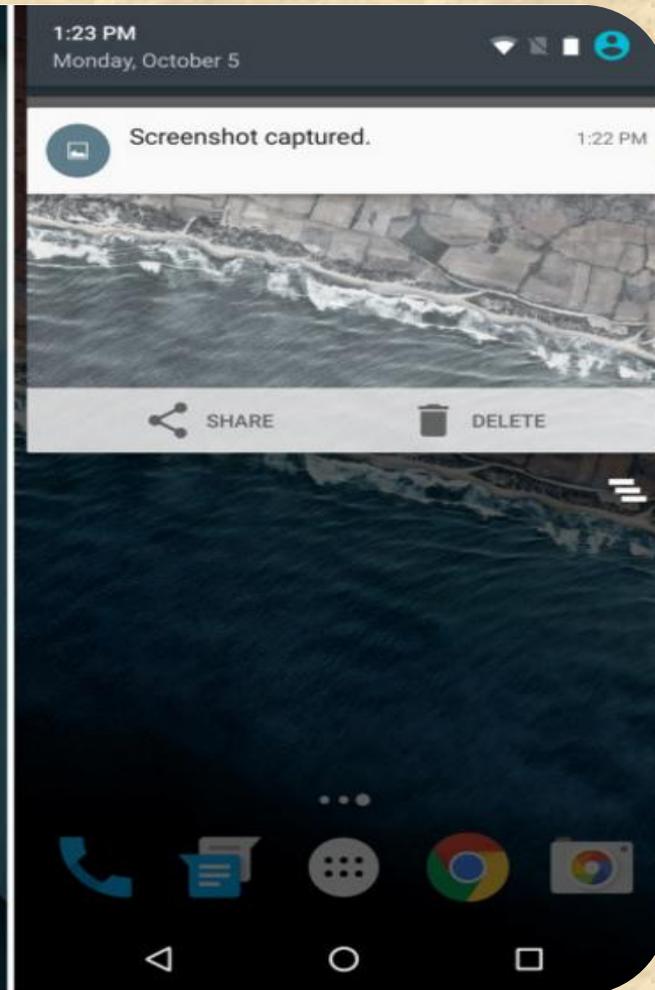
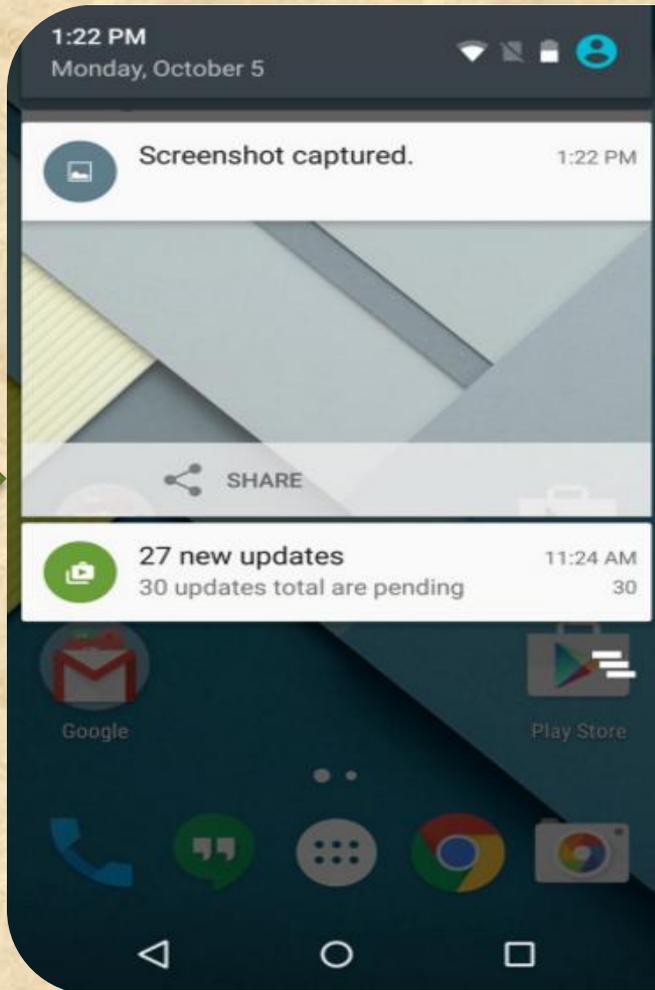
Text Selection and More (Greatly improved on 6.0)



6.0

ANDROID

Delete Screenshot

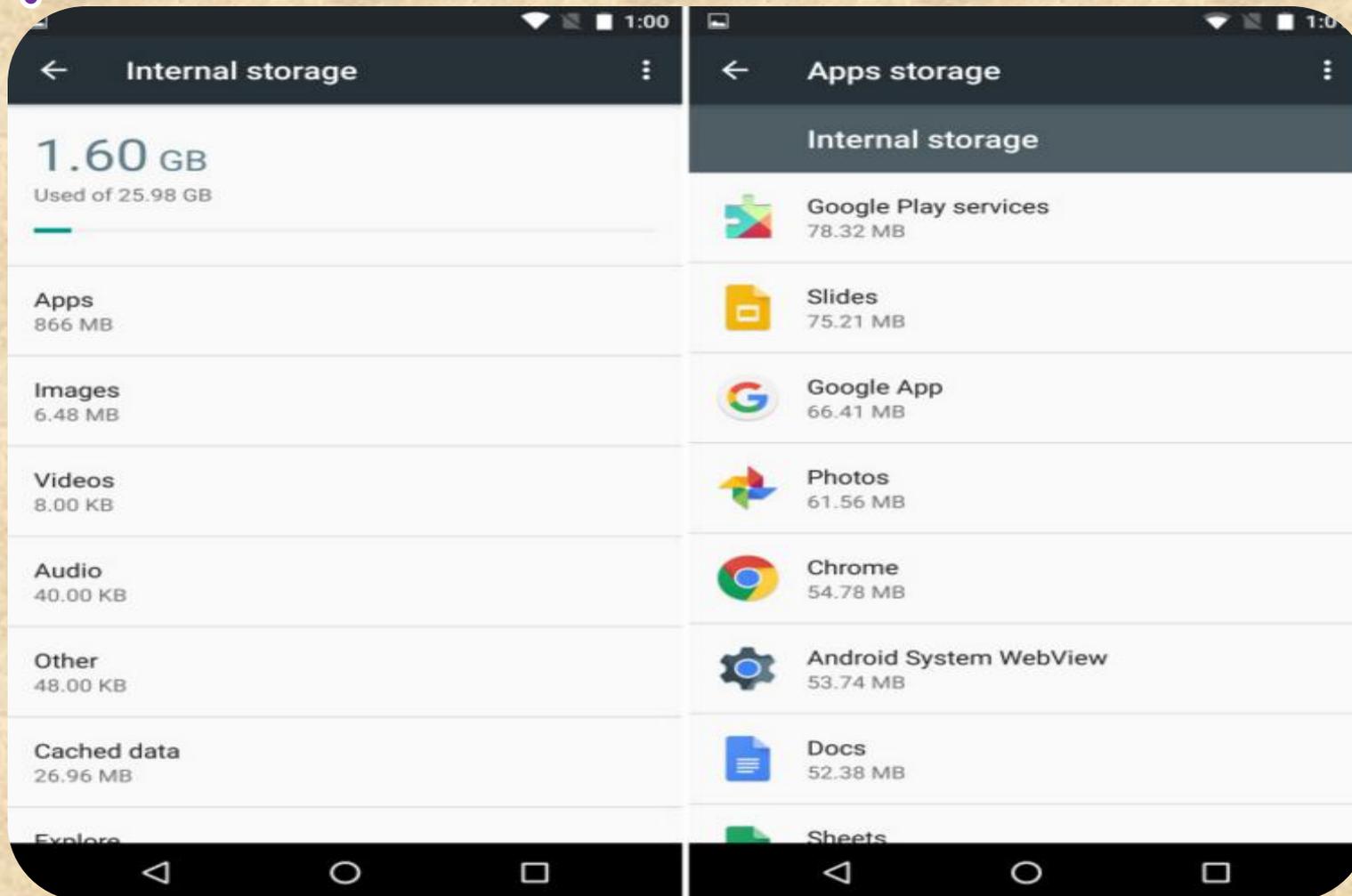


5.1

6.0

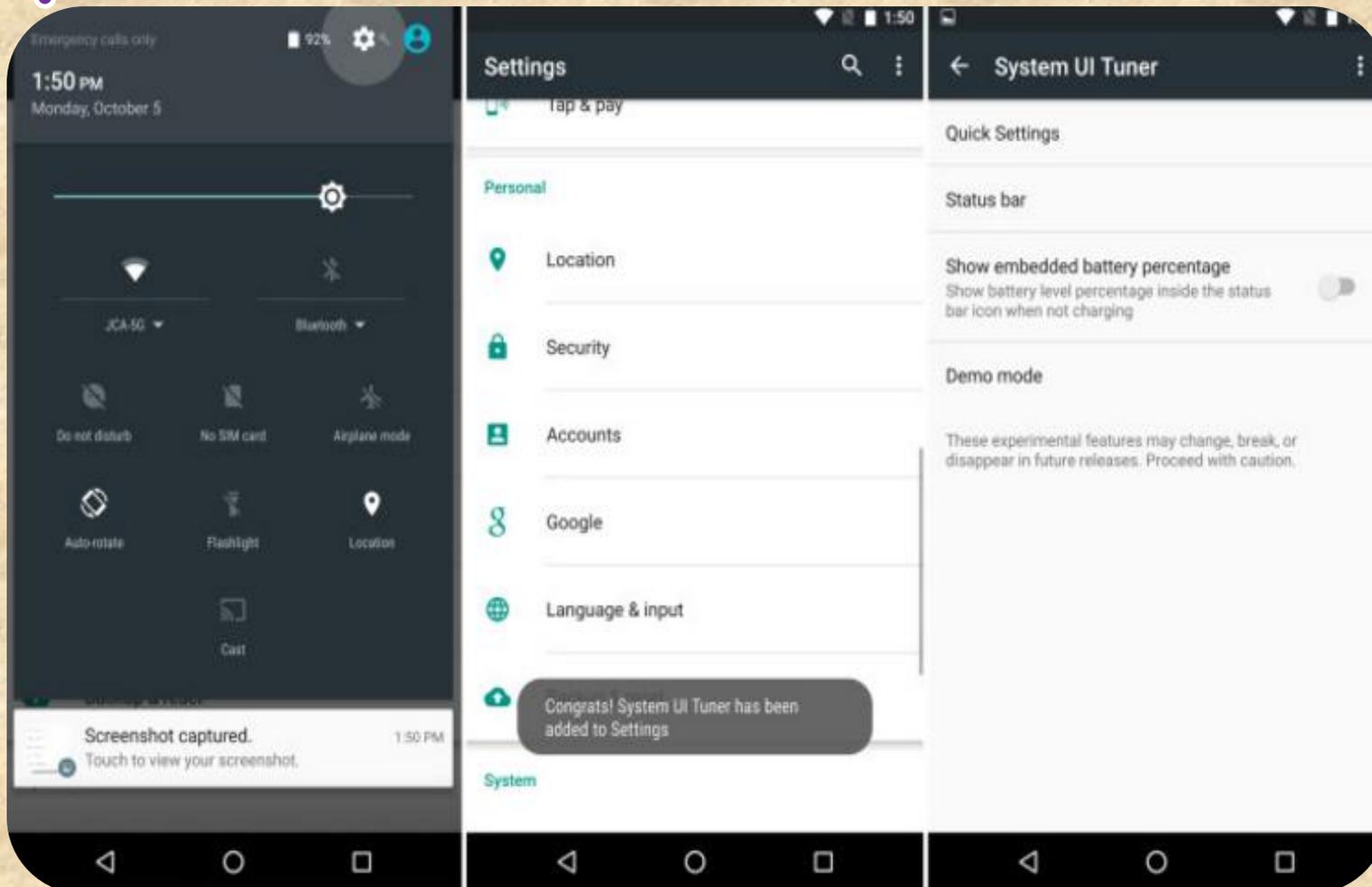
ANDROID

Internal Storage (shown for 6.0 only)



ANDROID

System UI Tuner (shown for 6.0 only)

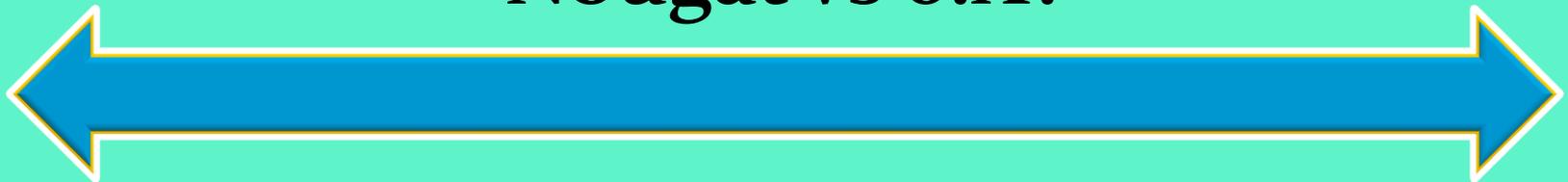


6.0

ANDROID



**What's New in Android 7.0 and 7.1
Nougat vs 6.X?**



ANDROID

Android 7.0 (7.1) Nougat available

Android 7.0 (7.1) Nougat unavailable

Nexus

Nexus 6

Nexus 6P

Nexus 9

Nexus Player

Pixel C tablet

Pixel Phones

Nexus 5

Nexus 7 (2013)

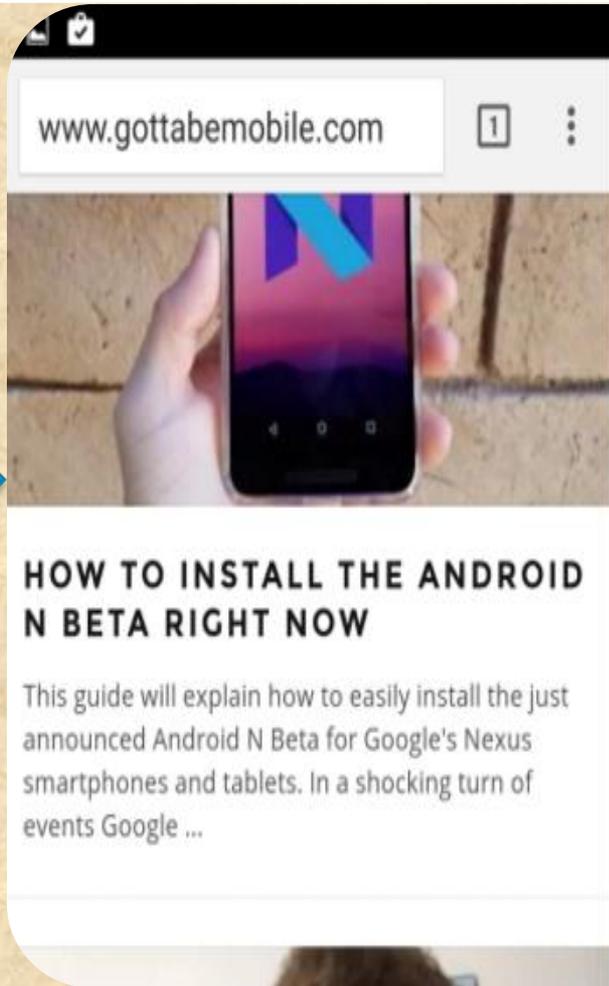
Nexus 10

Nexus 5 won't officially get the update to Android 7.0 at all

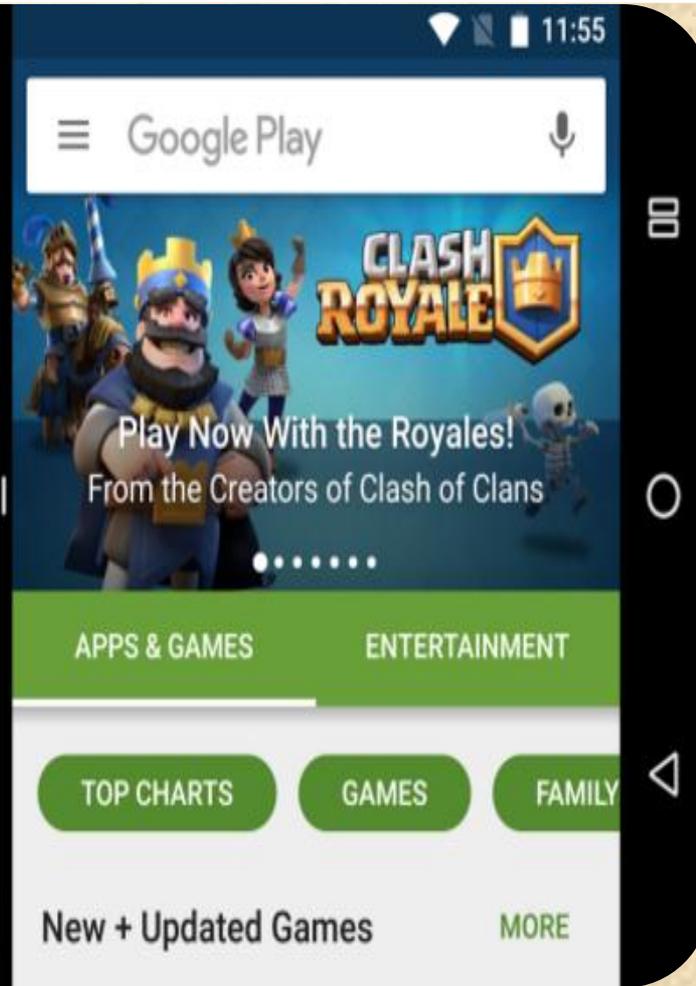
ANDROID

Multi-window Support

6.0.1

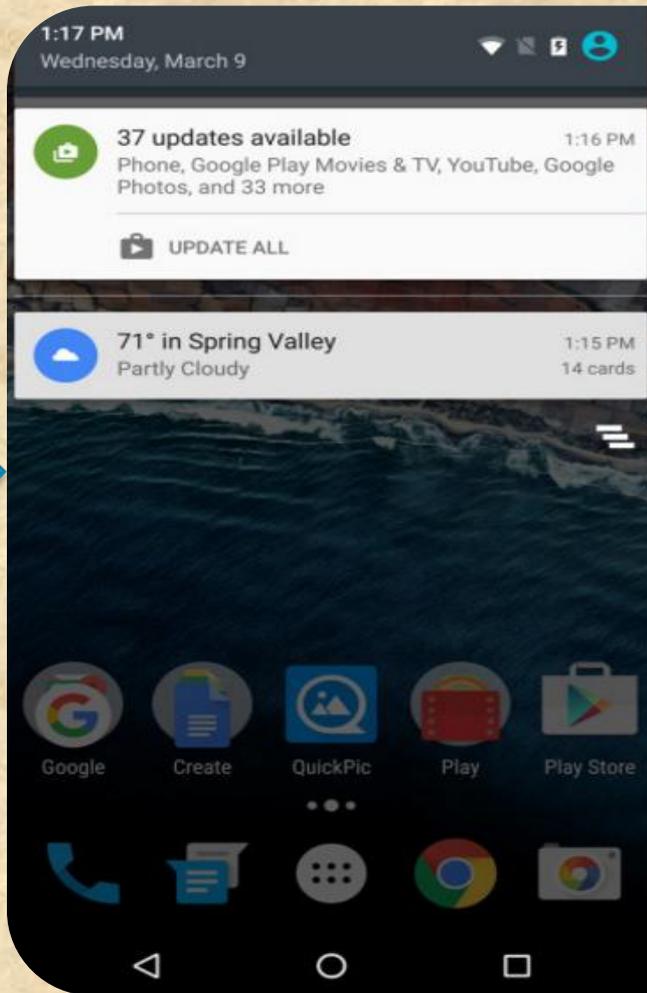


7.X

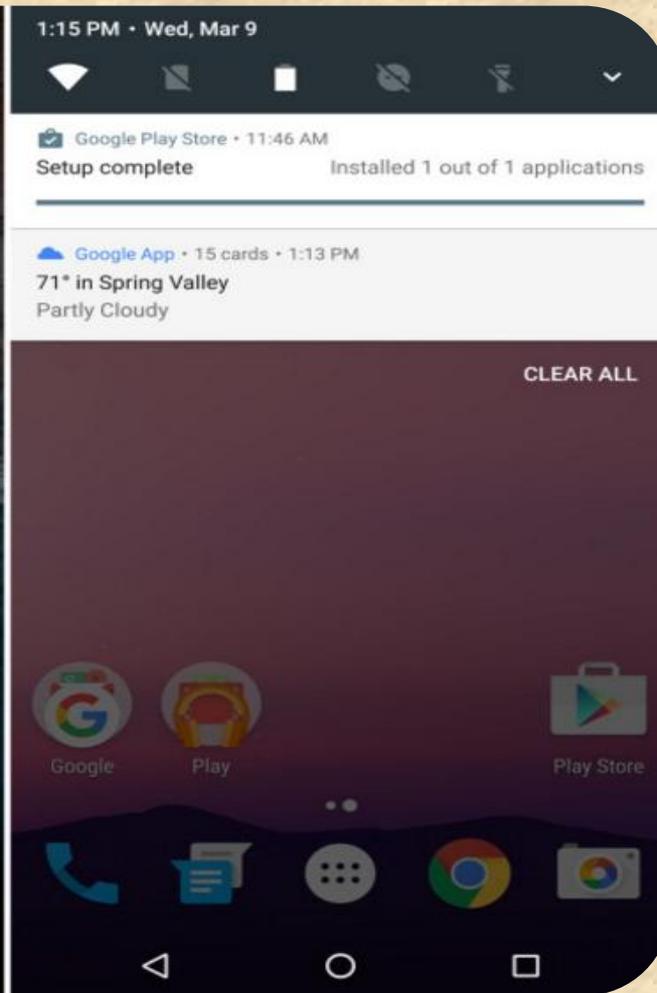


ANDROID

Notification Bar Toggles



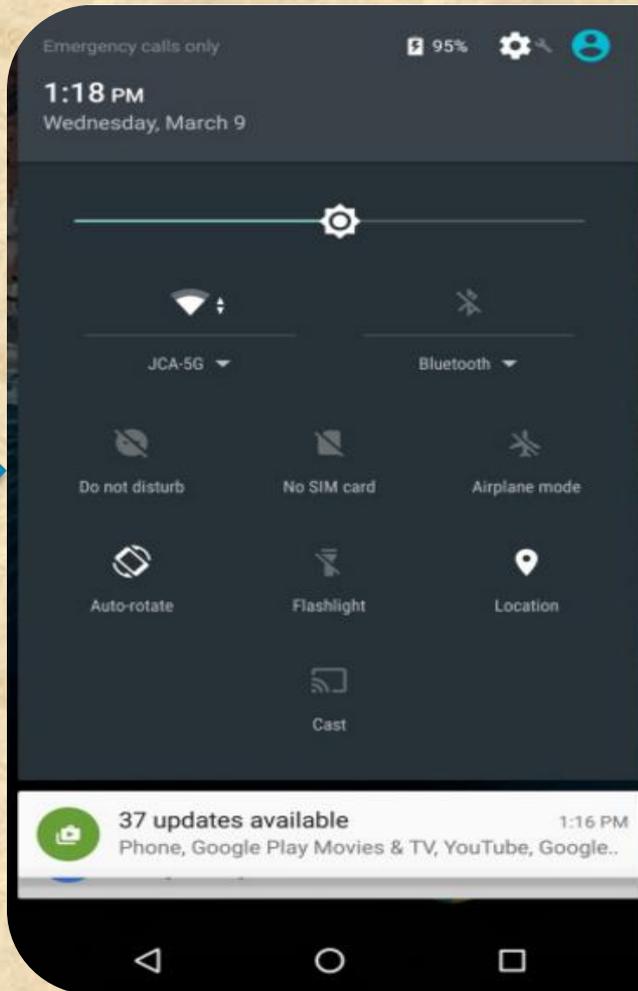
6.0.1



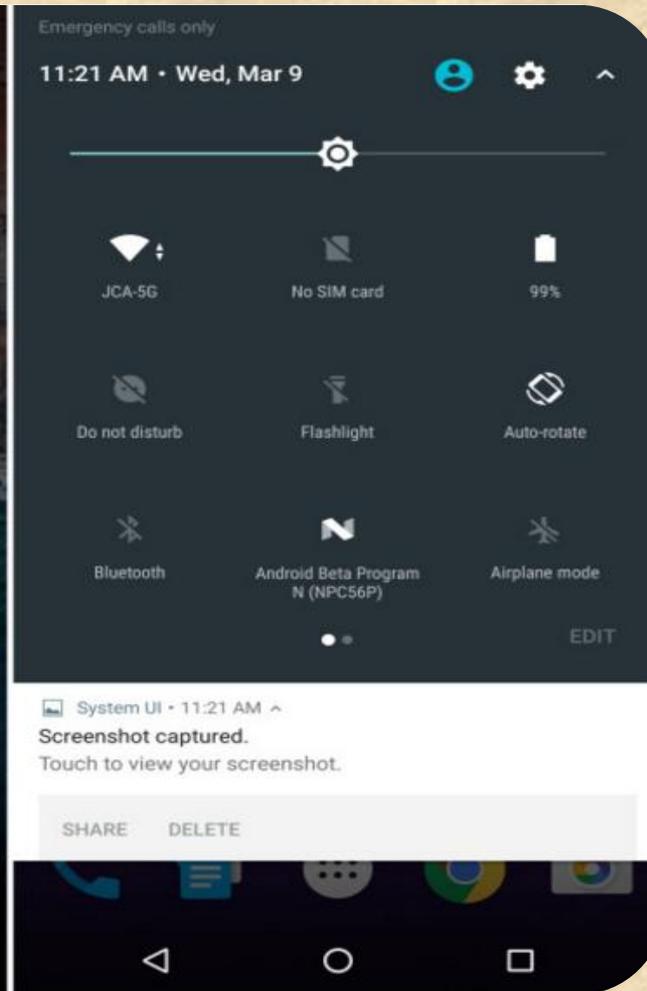
7.X

ANDROID

Quick Settings



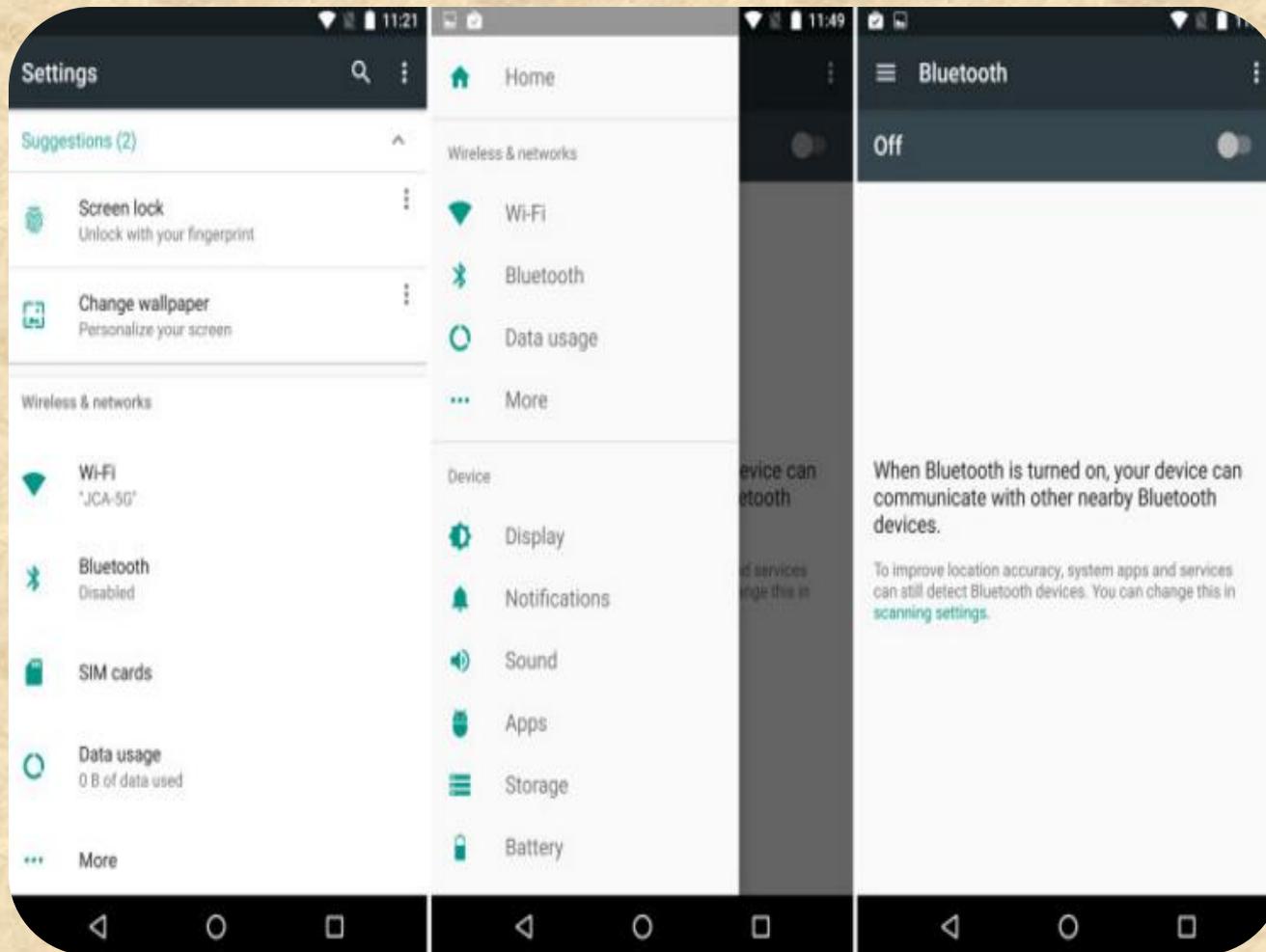
6.0.1



7.X

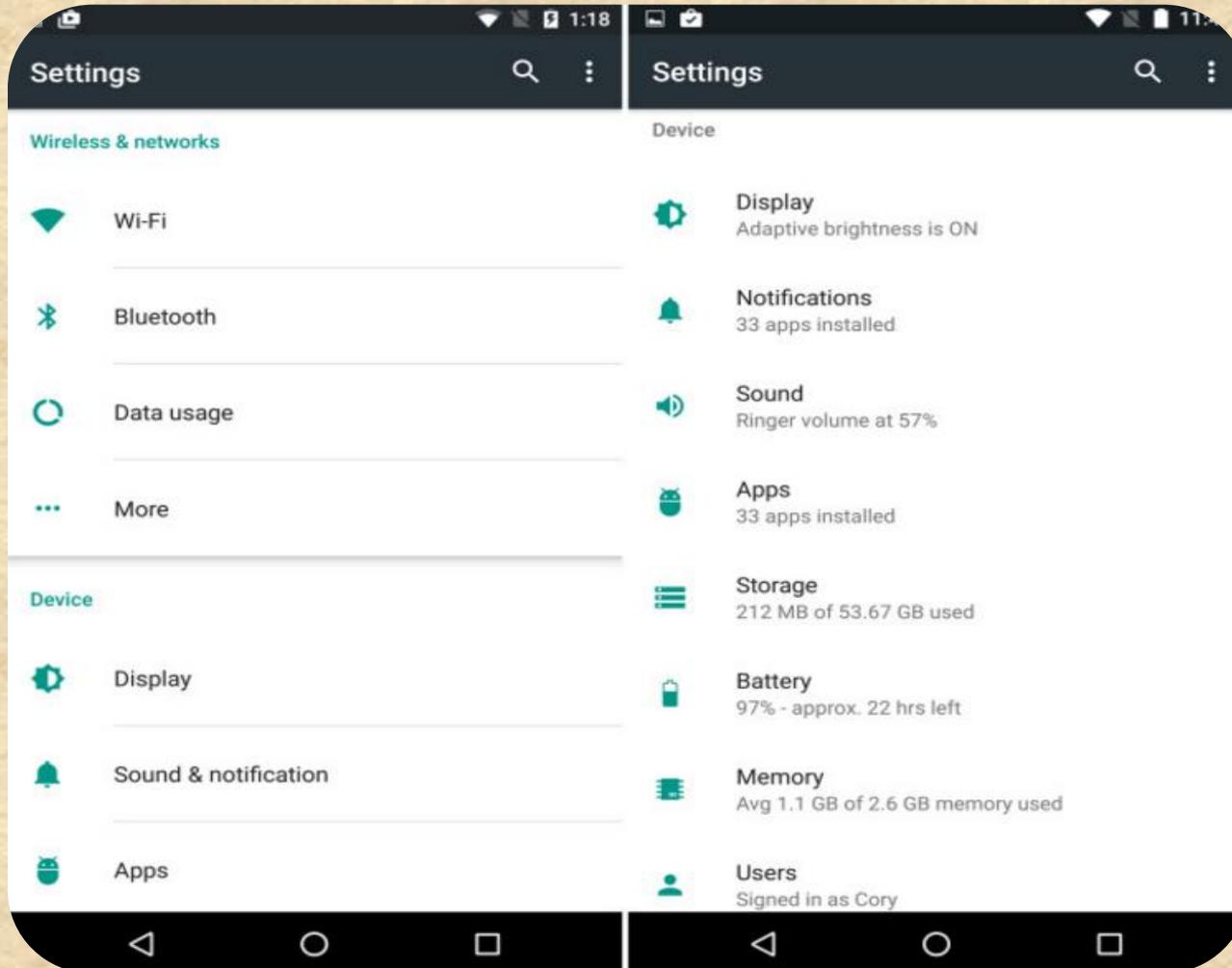
ANDROID

Android N Settings Menu



ANDROID

Smarter Settings Menu

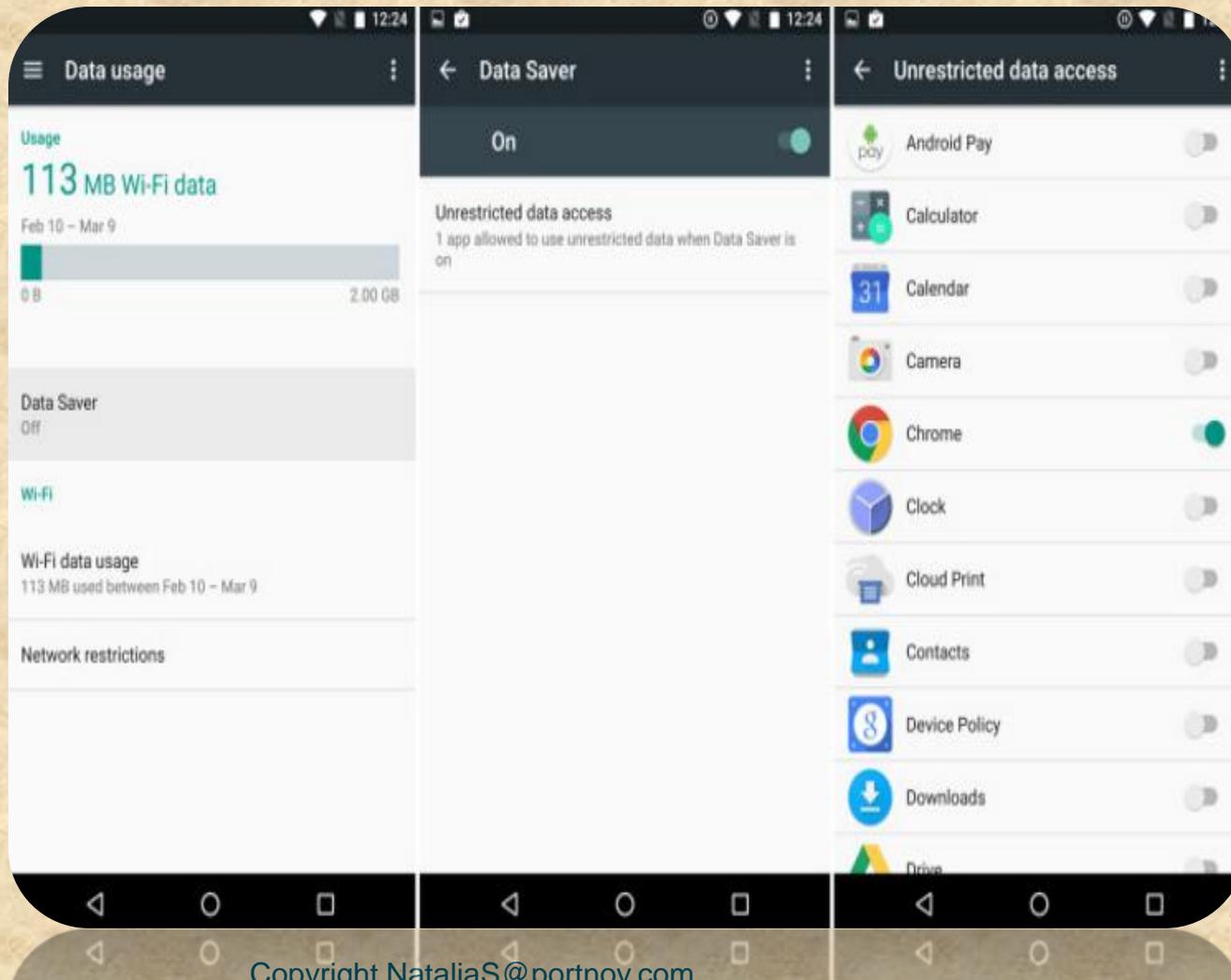


6.0.1

7.1

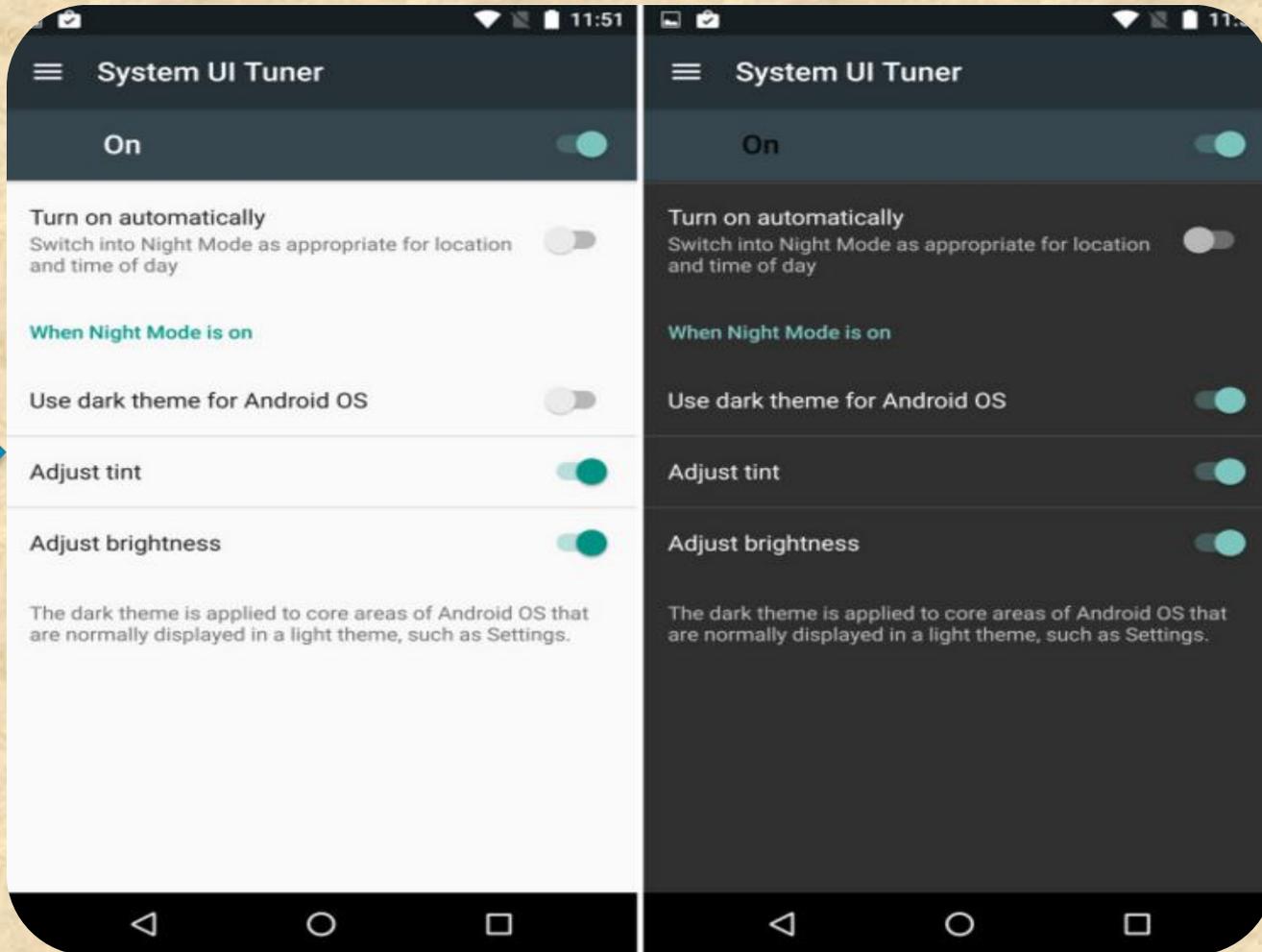
ANDROID

Android N Data Saver



ANDROID

Night Mode



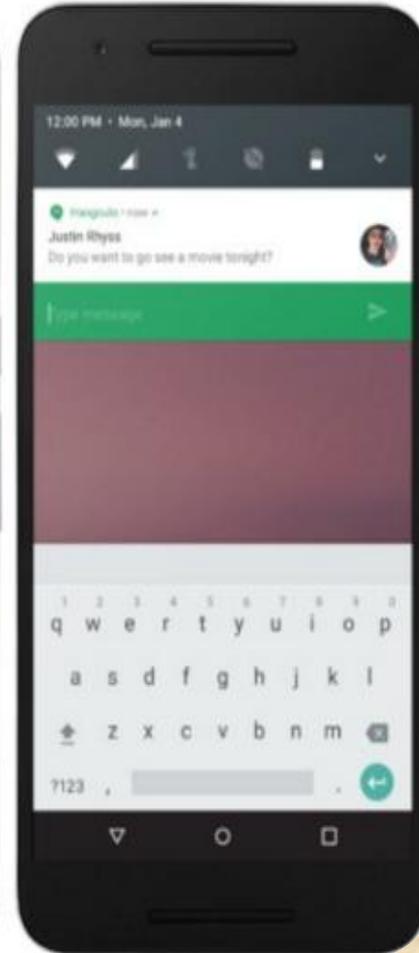
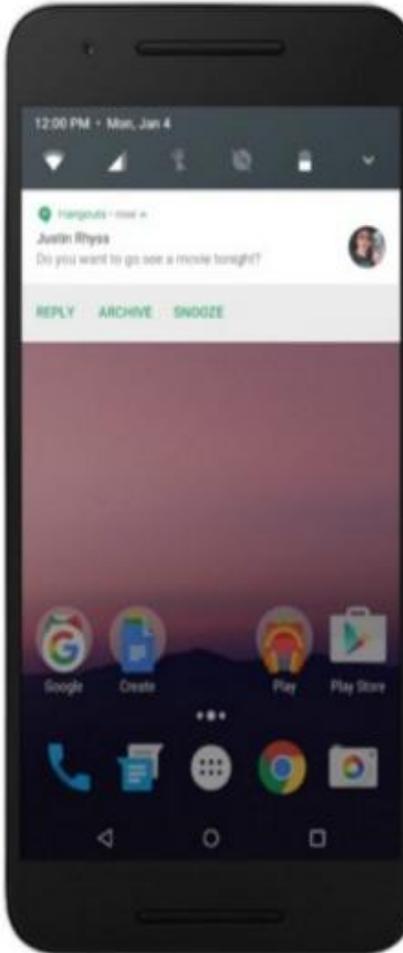
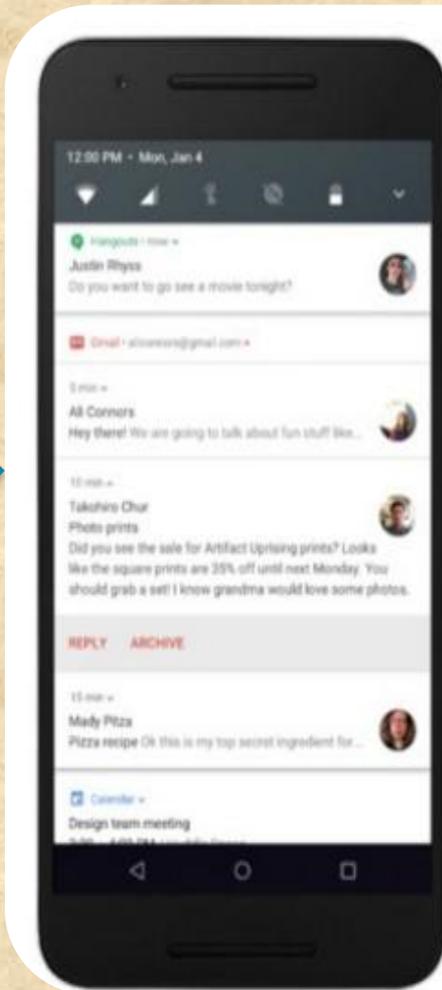
6.0.1

7.X

ANDROID

Improved & Bundled Notifications

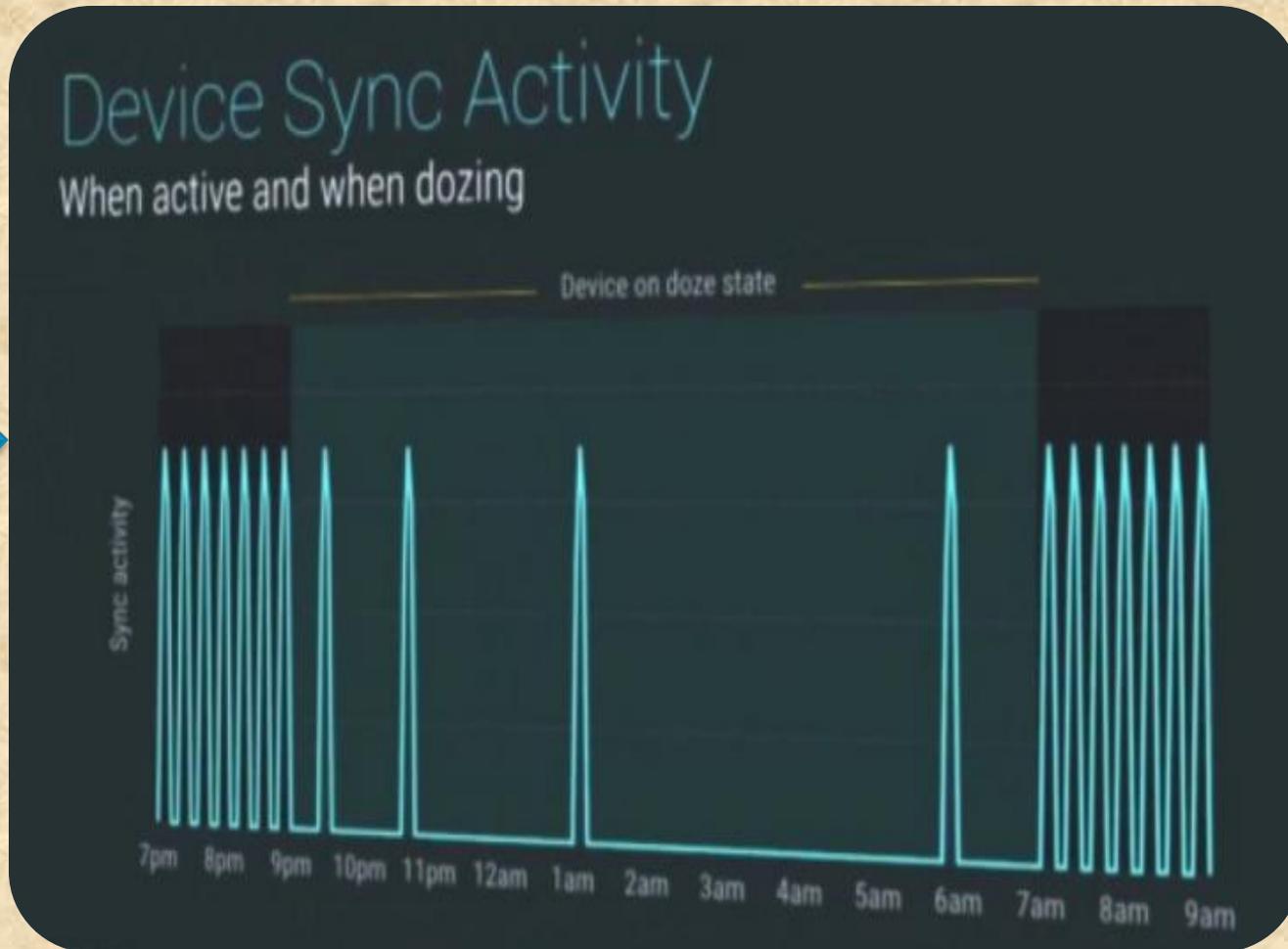
6.0.1



7.X

ANDROID

Doze on the Go (Better Battery Life (up to 30% over 6.X)

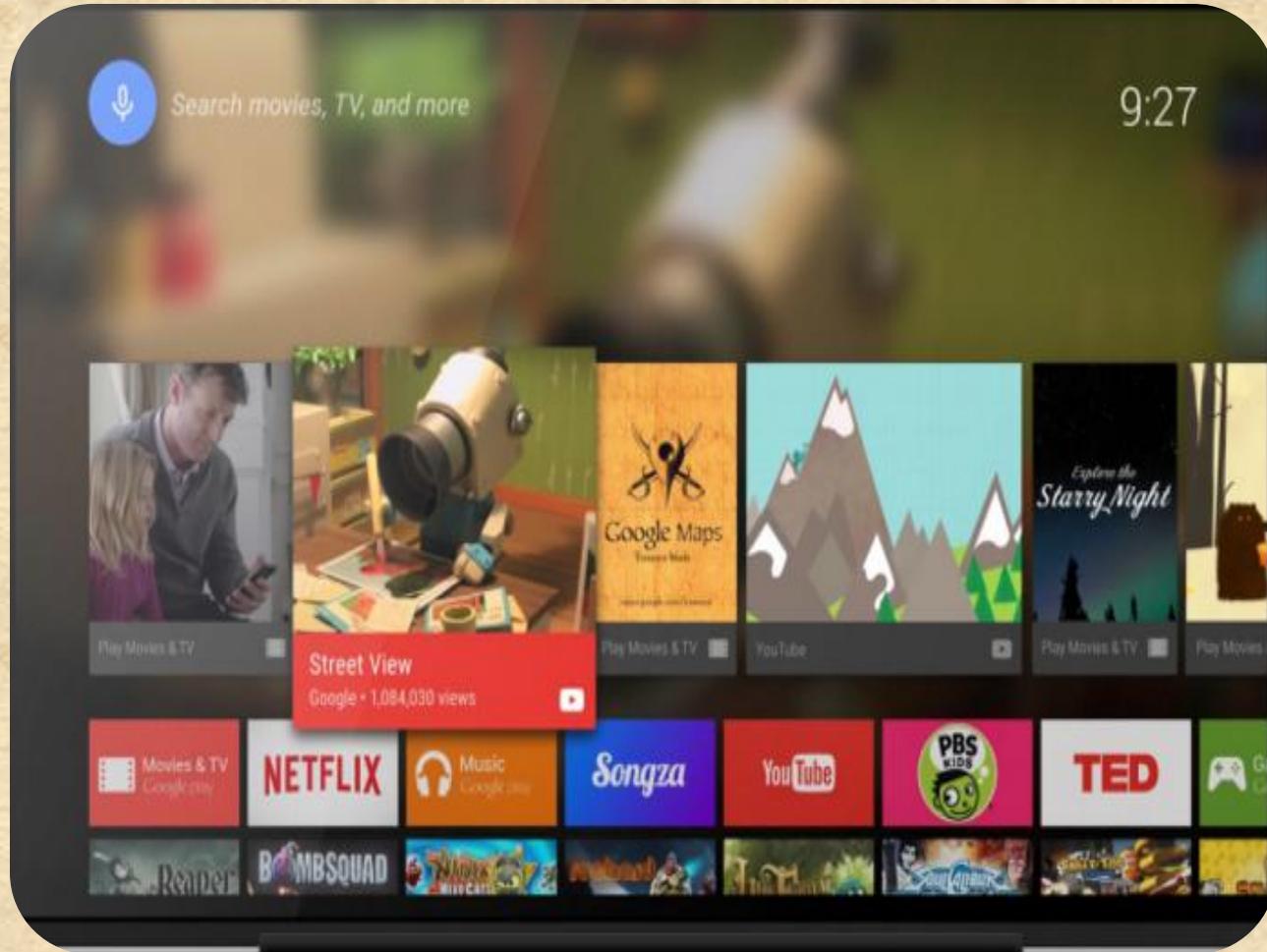


6.0.1

7.X

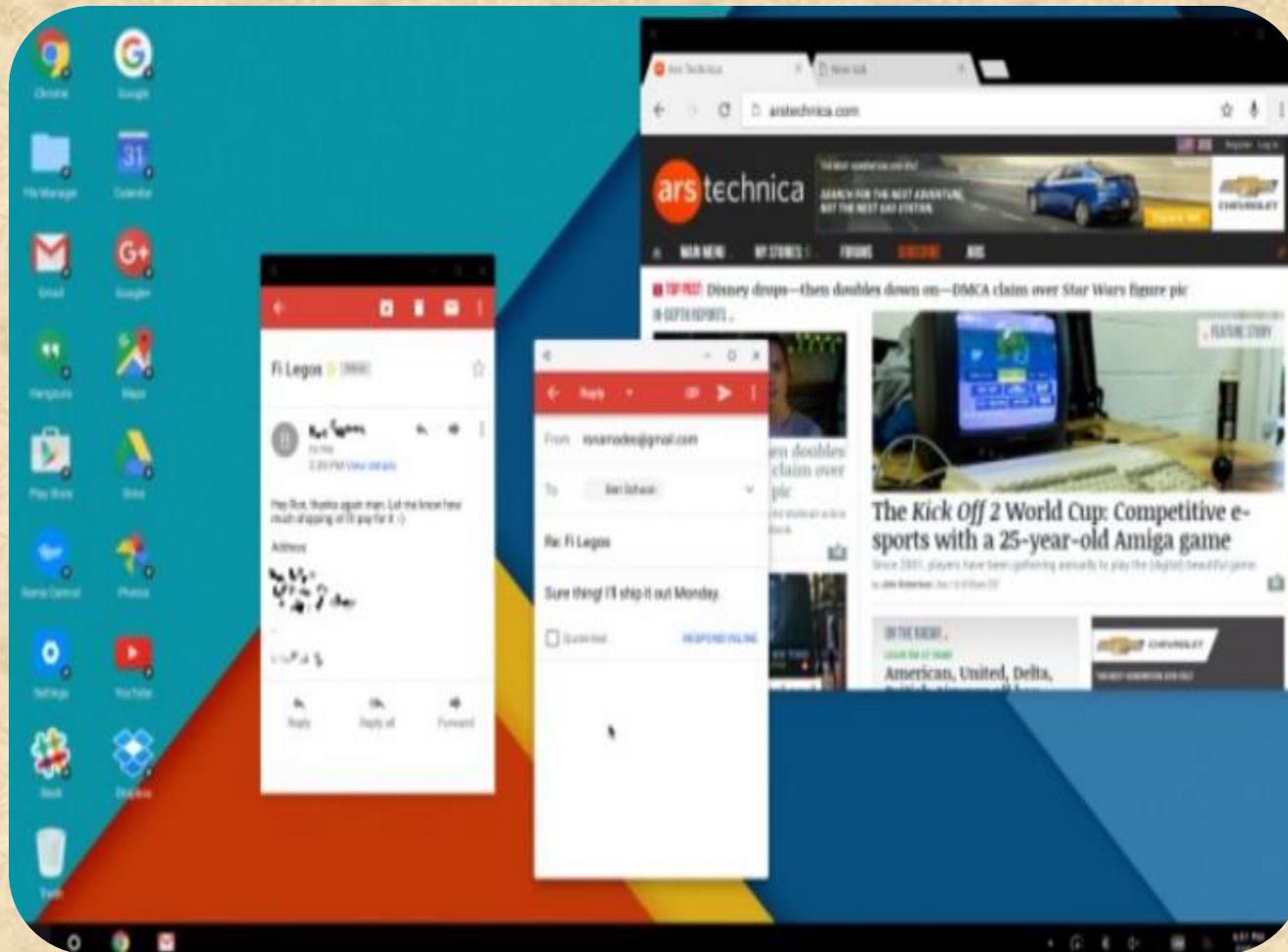
ANDROID

Android TV Recording



ANDROID

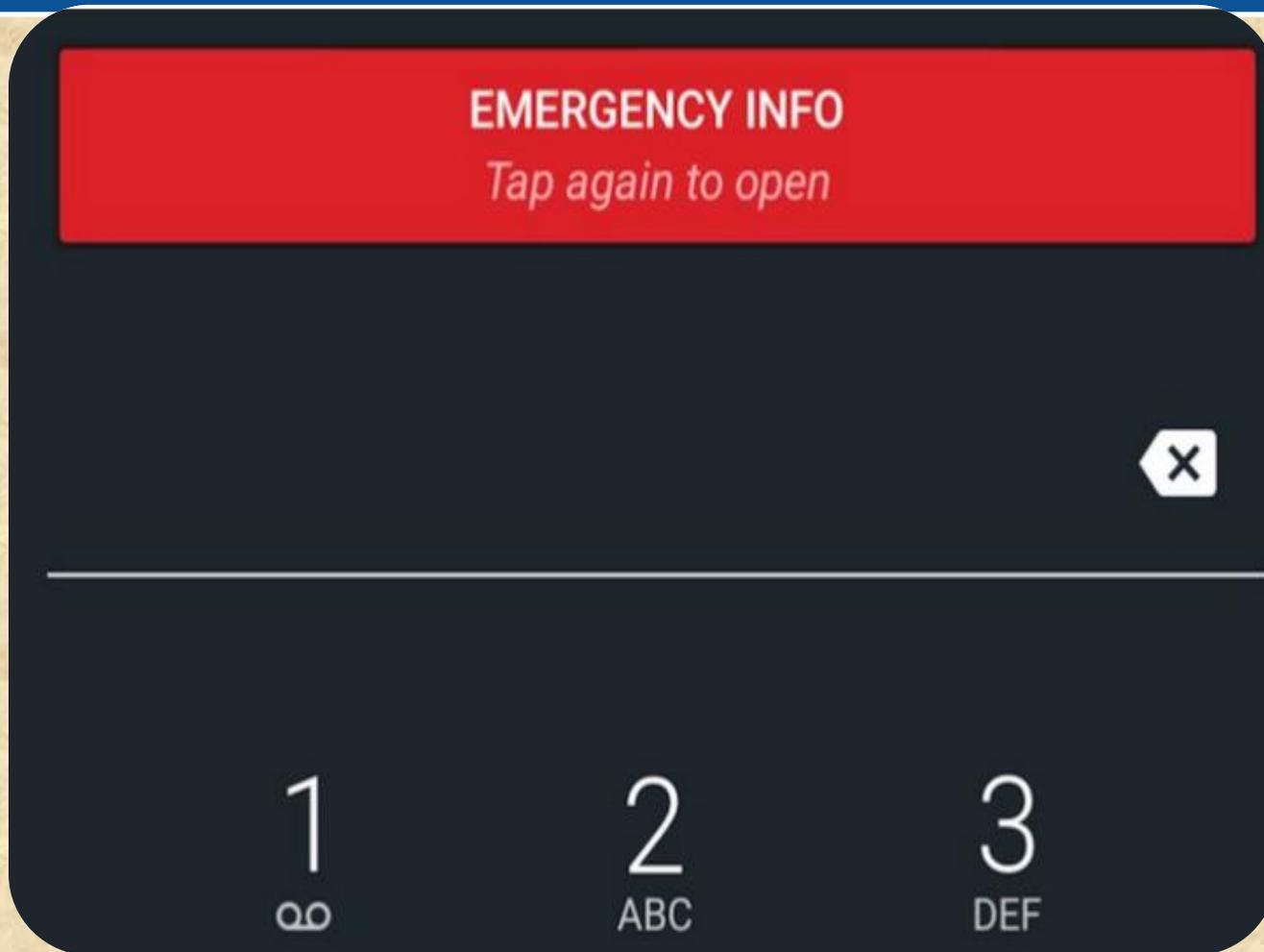
FreeForm Open Window Mode



7.X

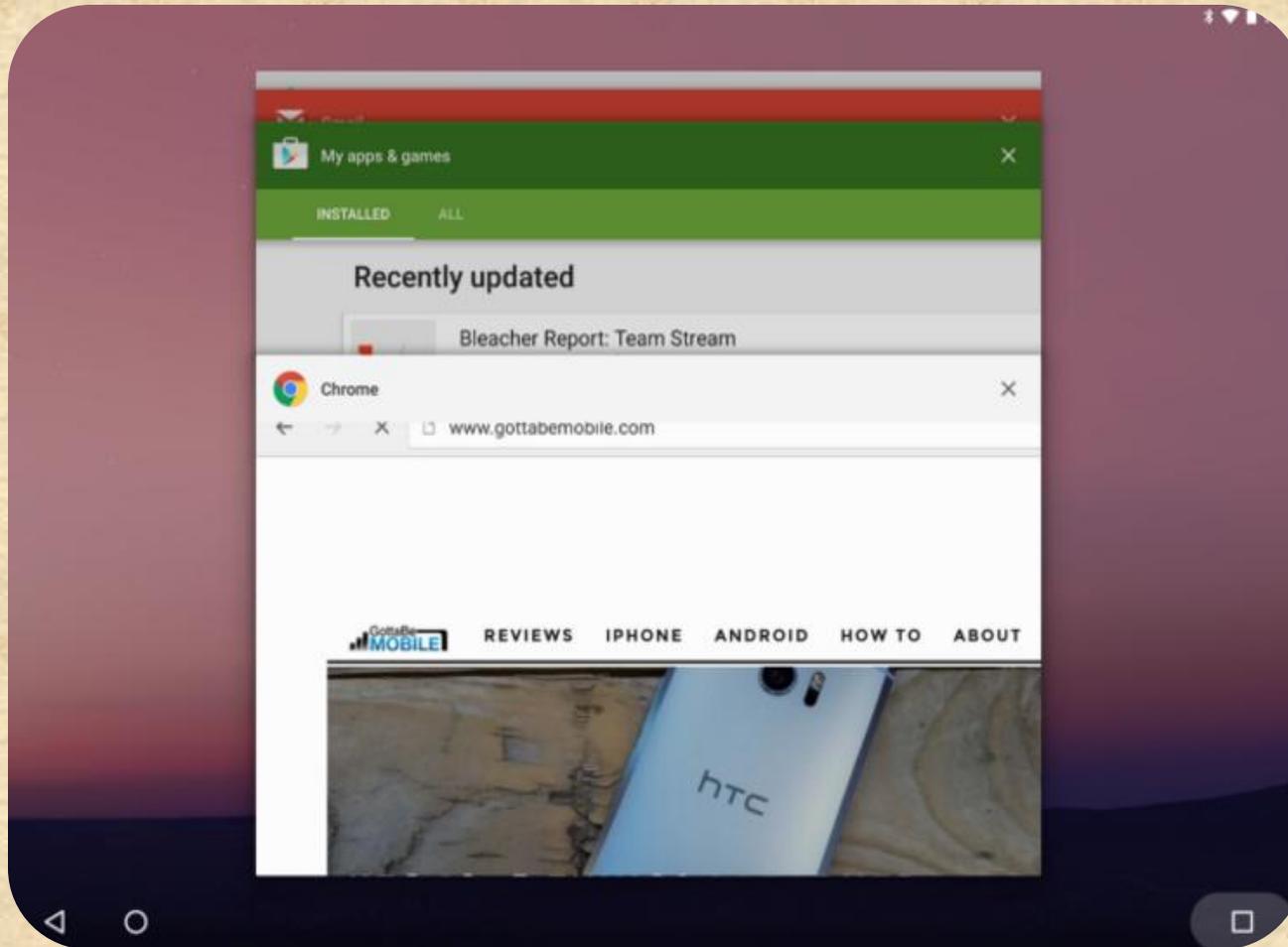
ANDROID

Emergency Info



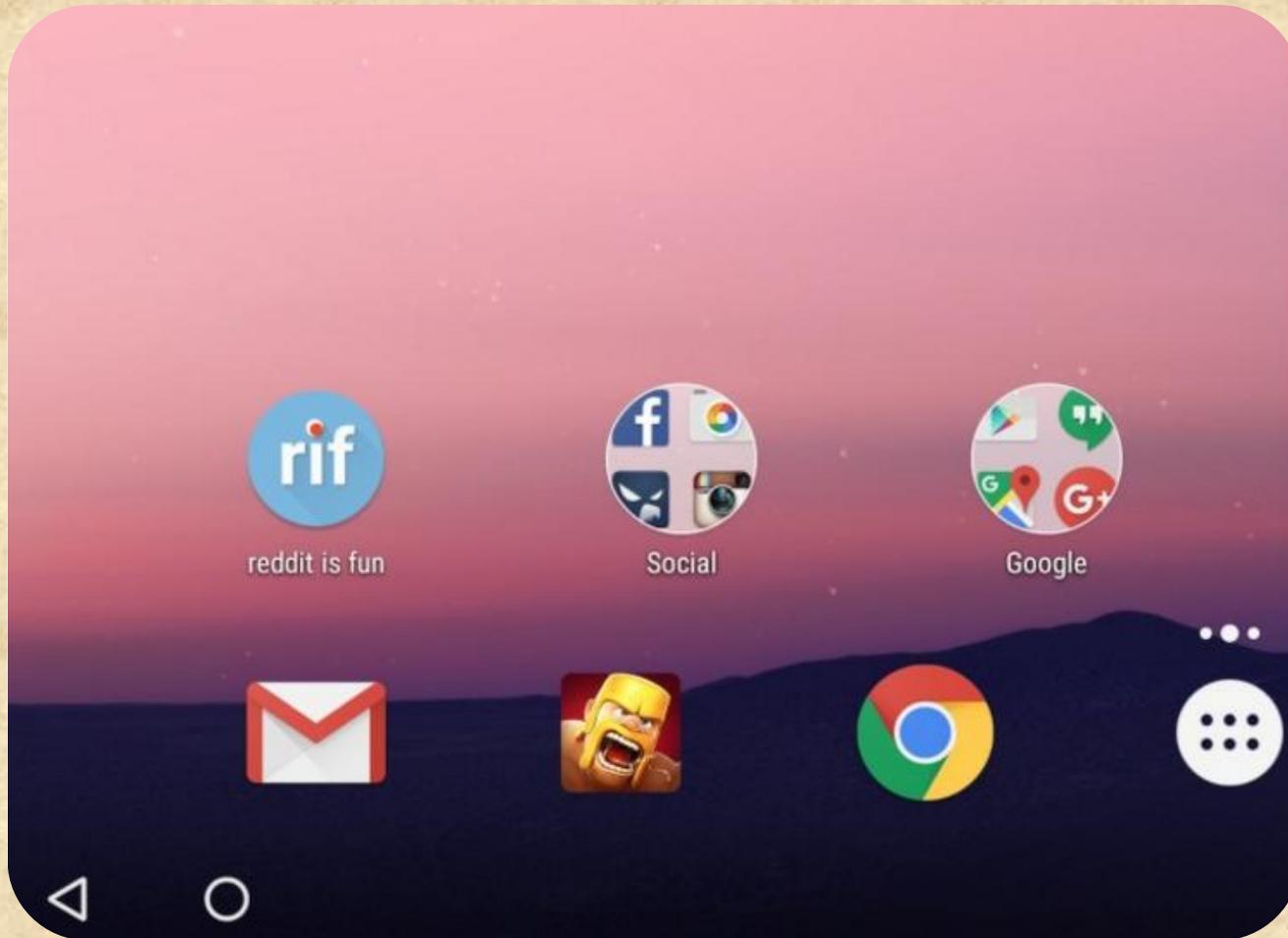
ANDROID

Fast App Switching



ANDROID

New Folder Icon



ANDROID

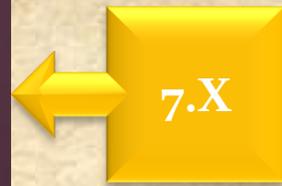
Different Wallpaper for Lock screen & Home screen

Set wallpaper

Home screen

Lock screen

Home screen and lock screen



ANDROID

Android Instant Apps



Google
@google



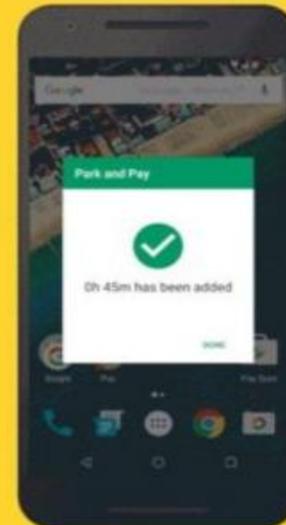
Following

With Android Instant Apps, you'll be able to run any app with one tap, no installation needed.

#IO16

Android Instant Apps

- Access apps from anywhere without installing
- Run Android apps as seamlessly as loading a webpage
- Compatible all the way back to Jelly Bean

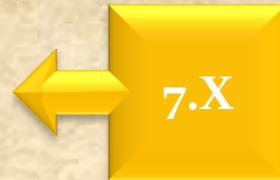


7.X



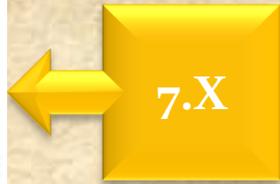
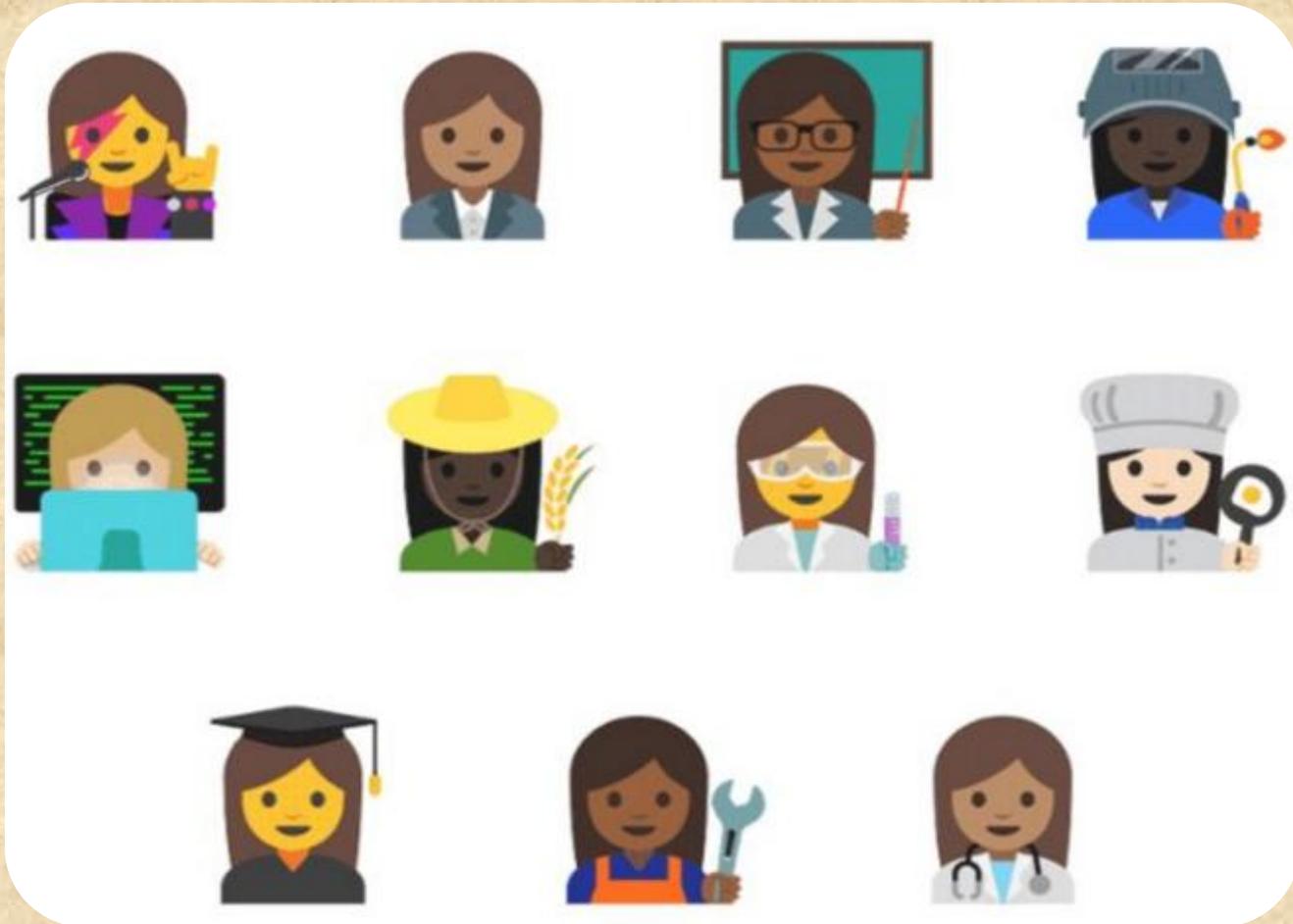
ANDROID

Picture-In-Picture



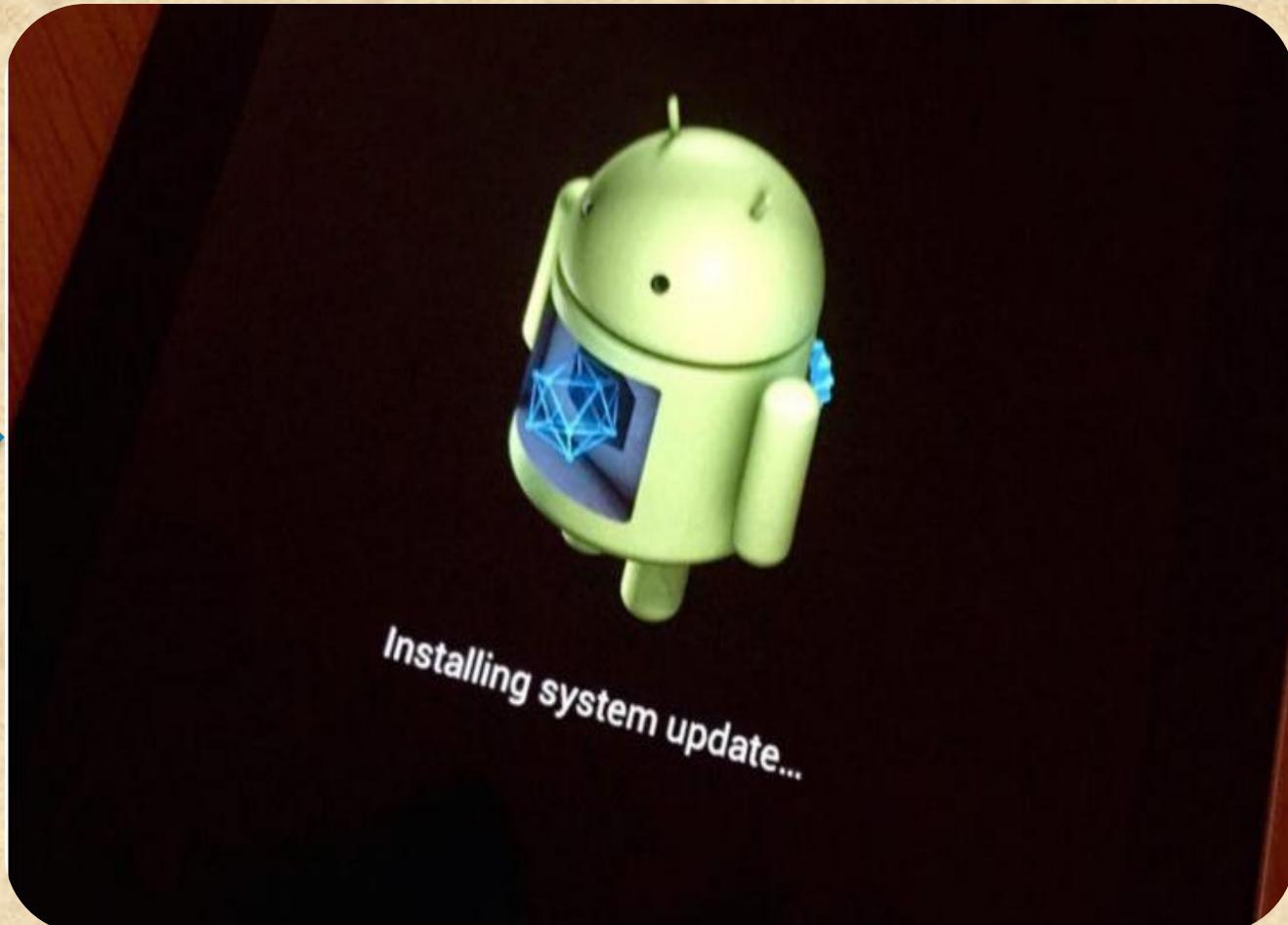
ANDROID

Better Emoji Support



ANDROID

Seamless Updates

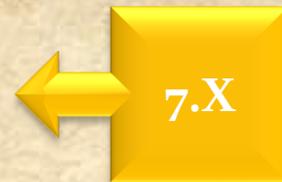
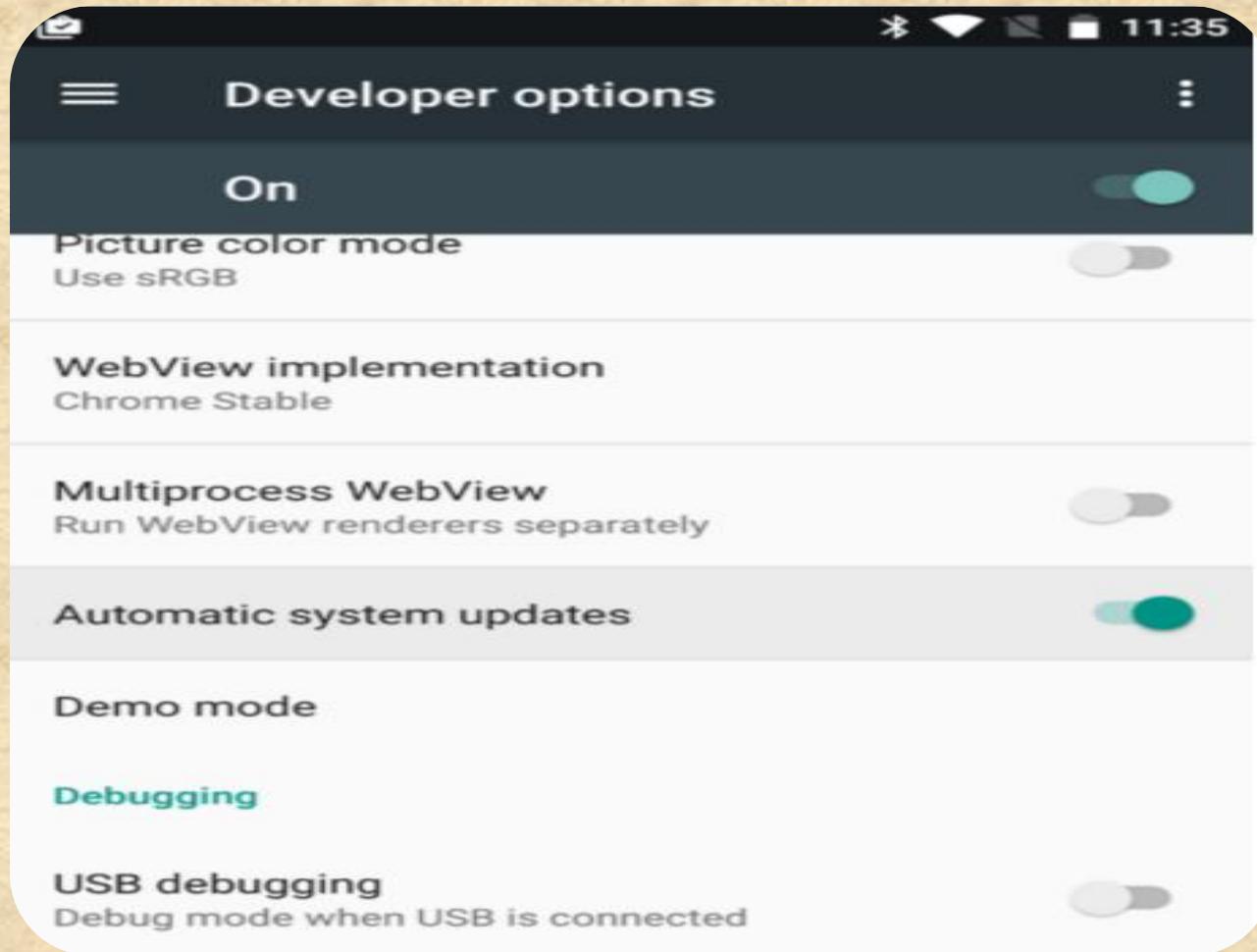


6.0.1

7.X

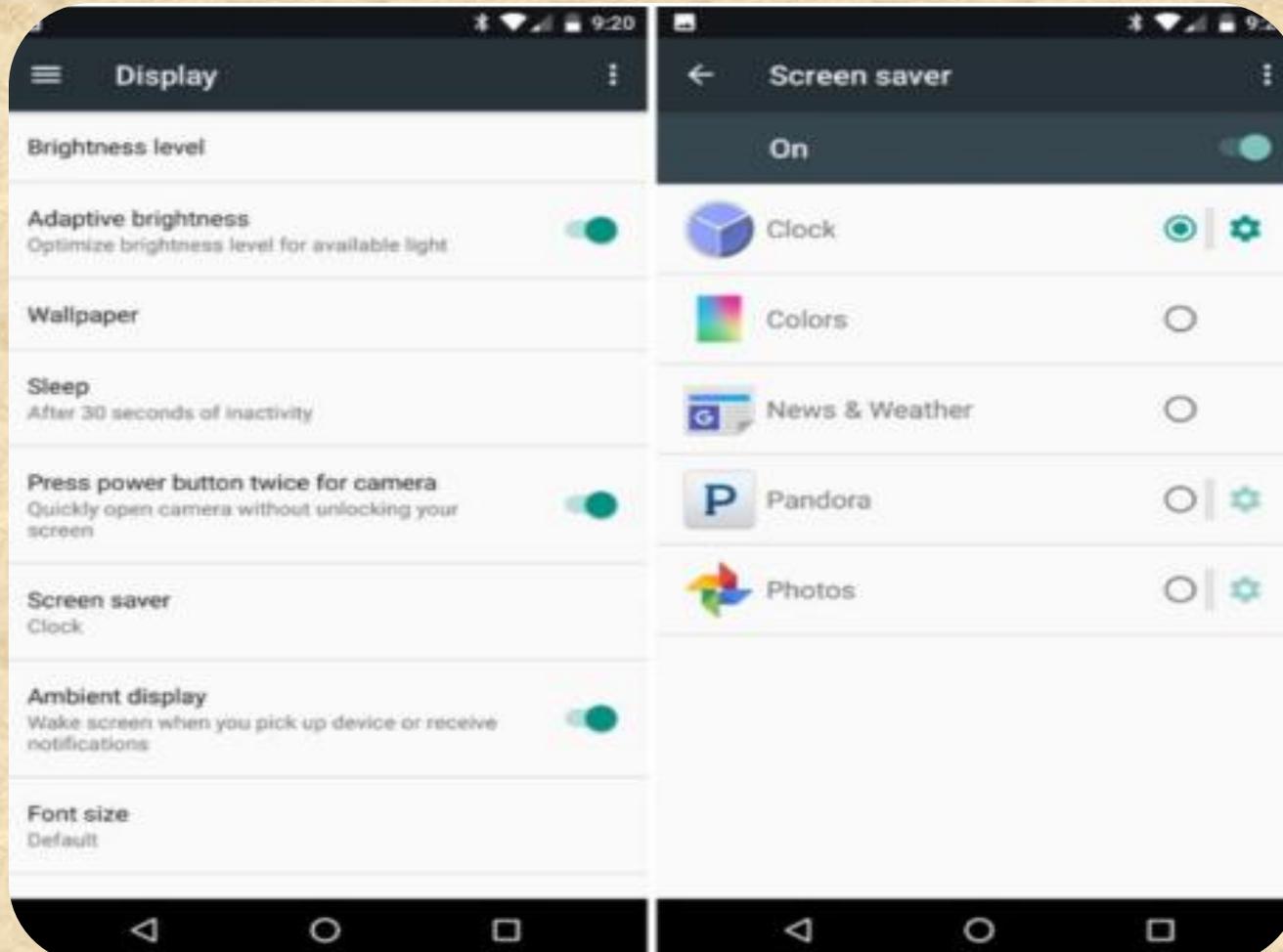
ANDROID

Automatic System Updates



ANDROID

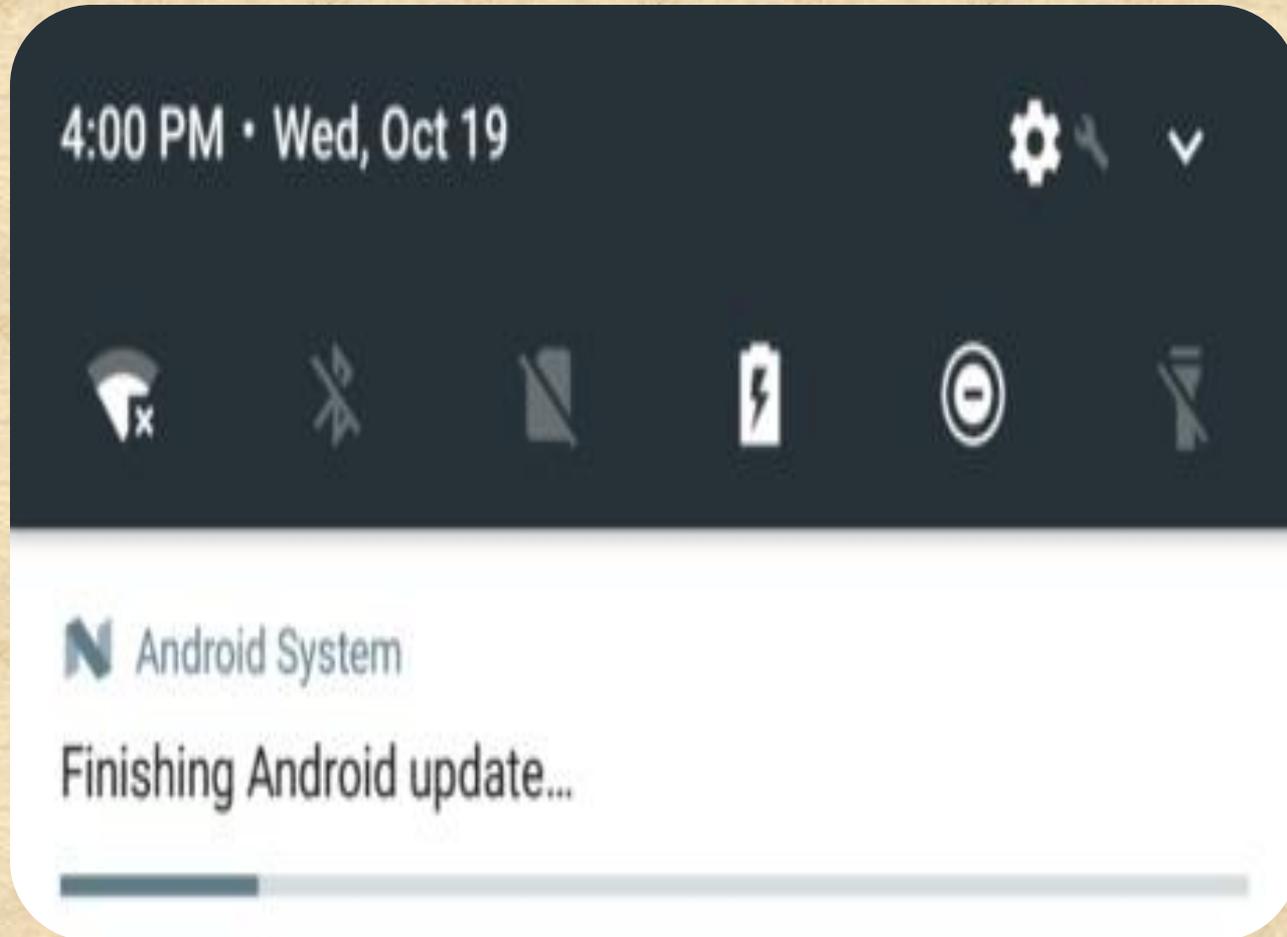
Screen Saver (Always-On Display)



7.X

ANDROID

Android Is Upgrading

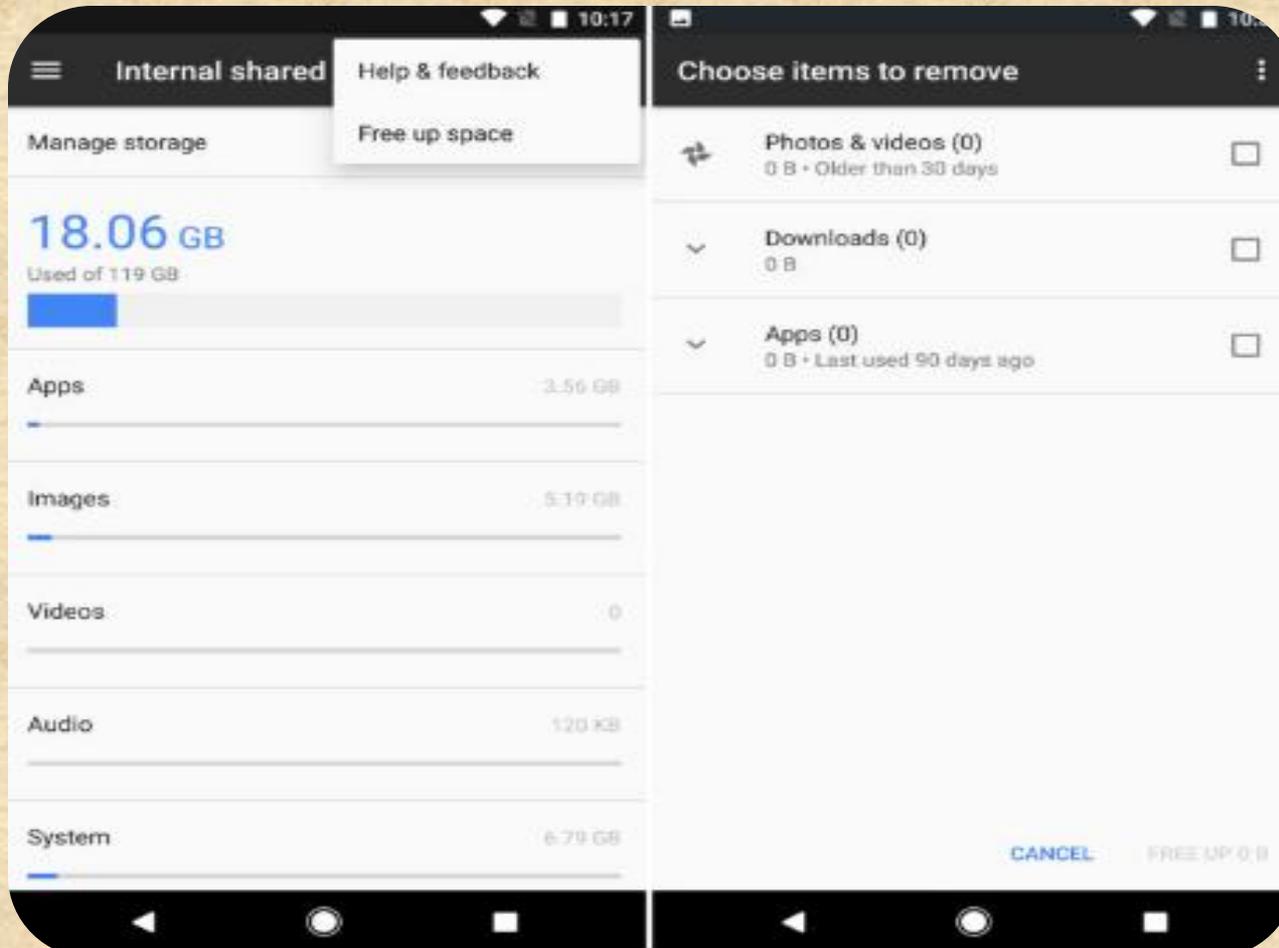


6.0.1

7.X

ANDROID

Smart Storage

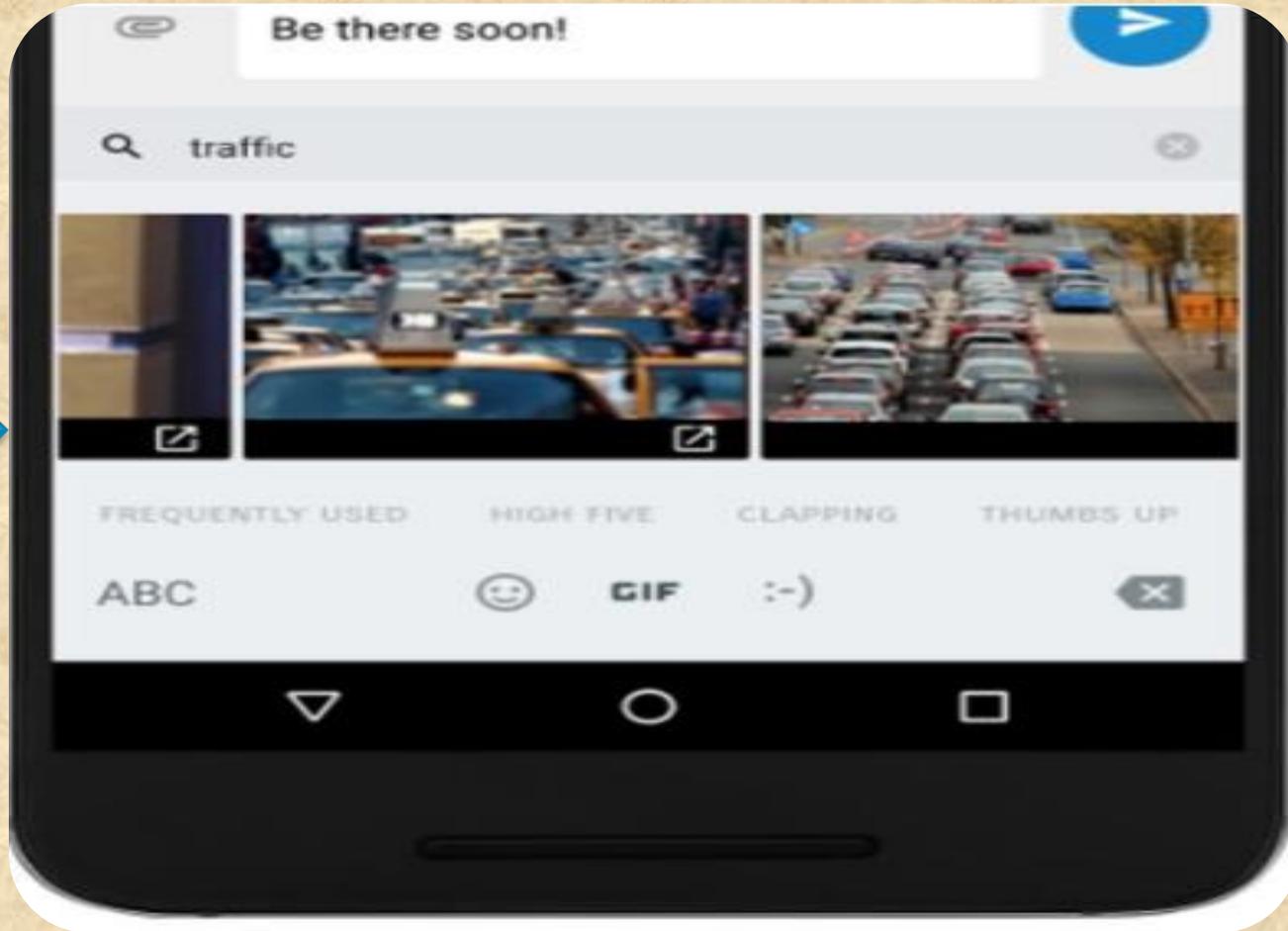


6.0.1

7.X

ANDROID

GIF Keyboard Support



6.0.1

7.X

ANDROID

App Shortcuts



6.0.1

7.X

ANDROID

Restart or Reboot Button

 Power off

 Restart



iOS



iOS

HOMework

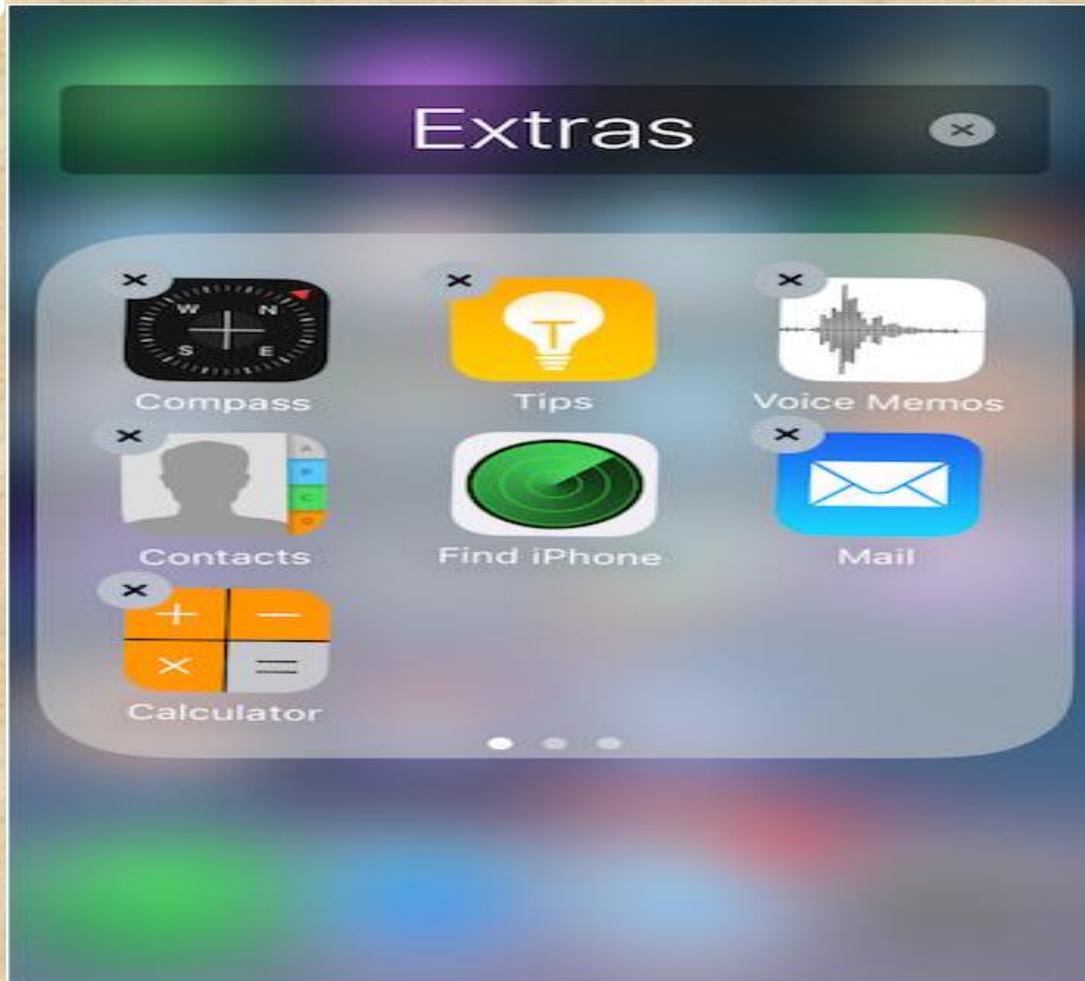


**100+ New Features
in iOS 10 for iPhone & iPad**

https://www.youtube.com/watch?v=_qyH4JXpA9k&feature=youtu.be

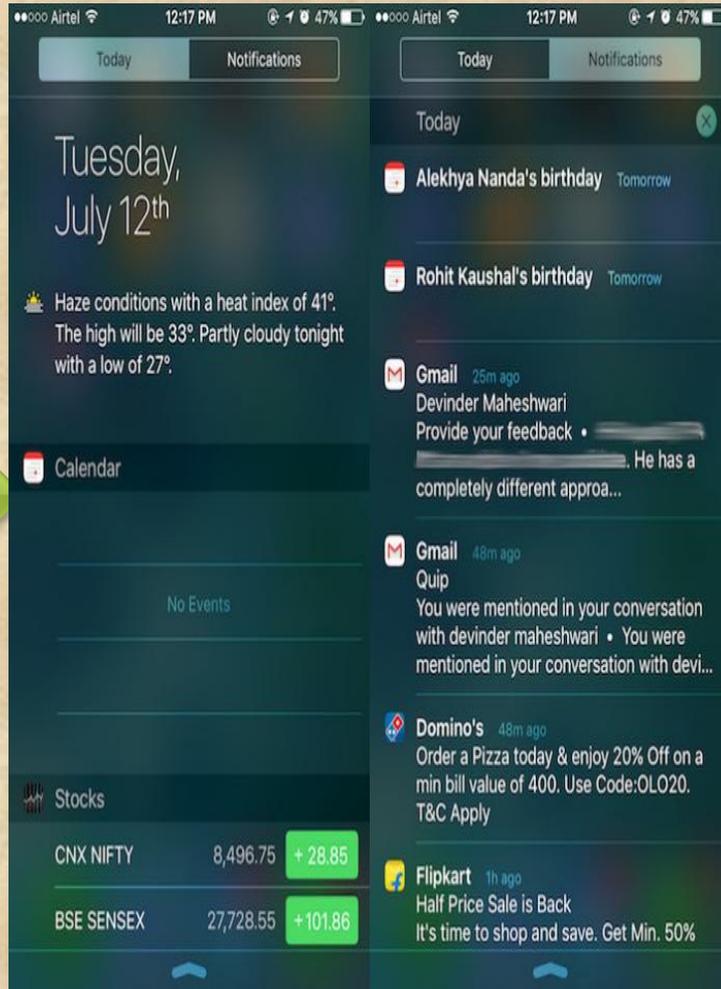
iOS

Stock Apps Begone !

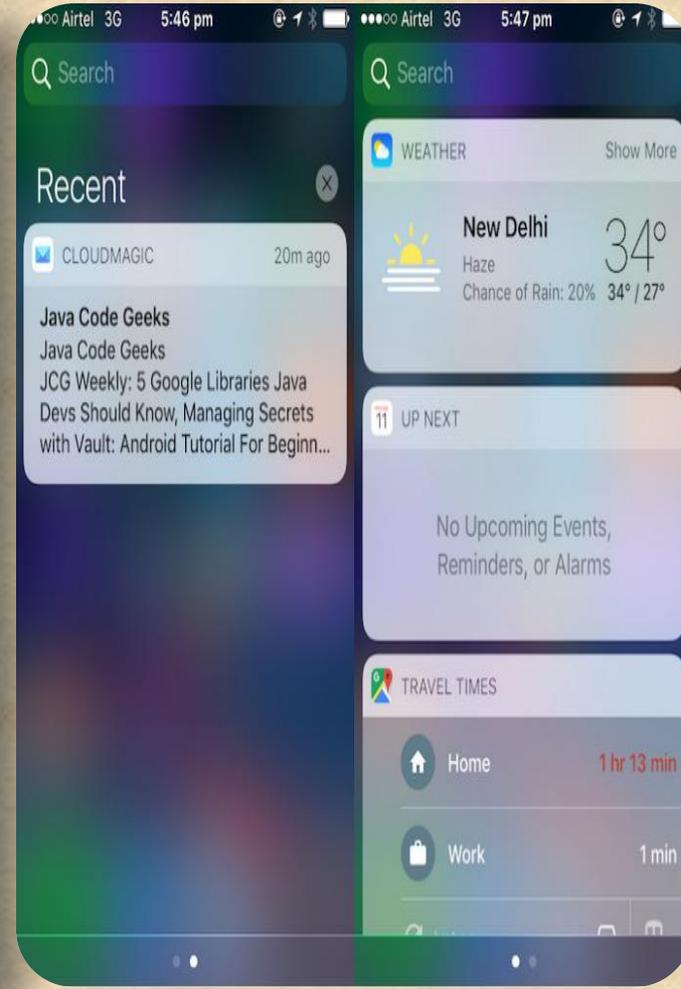


iOS

Notification Center

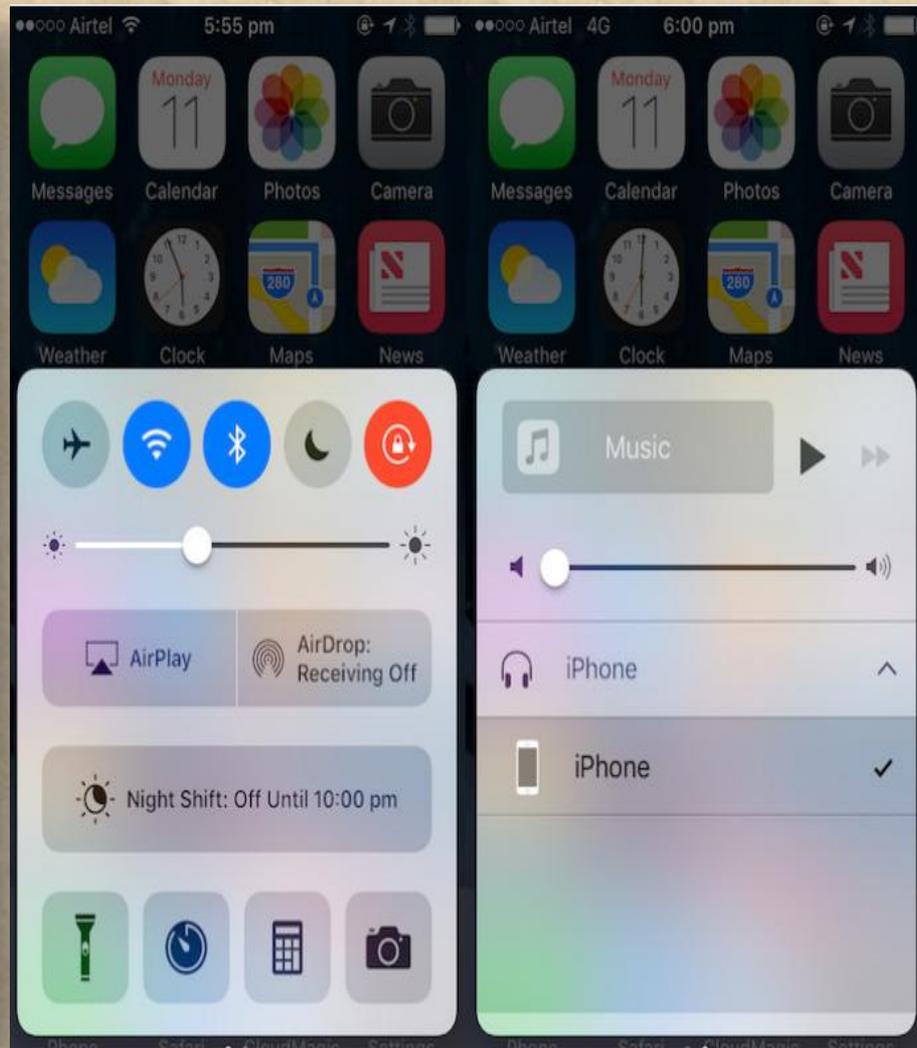
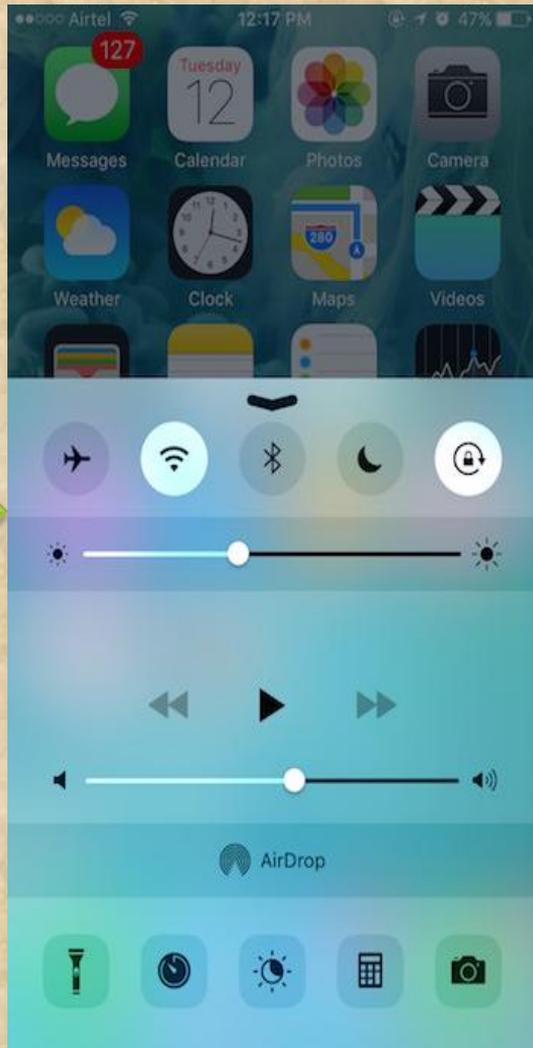


9.X



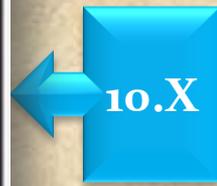
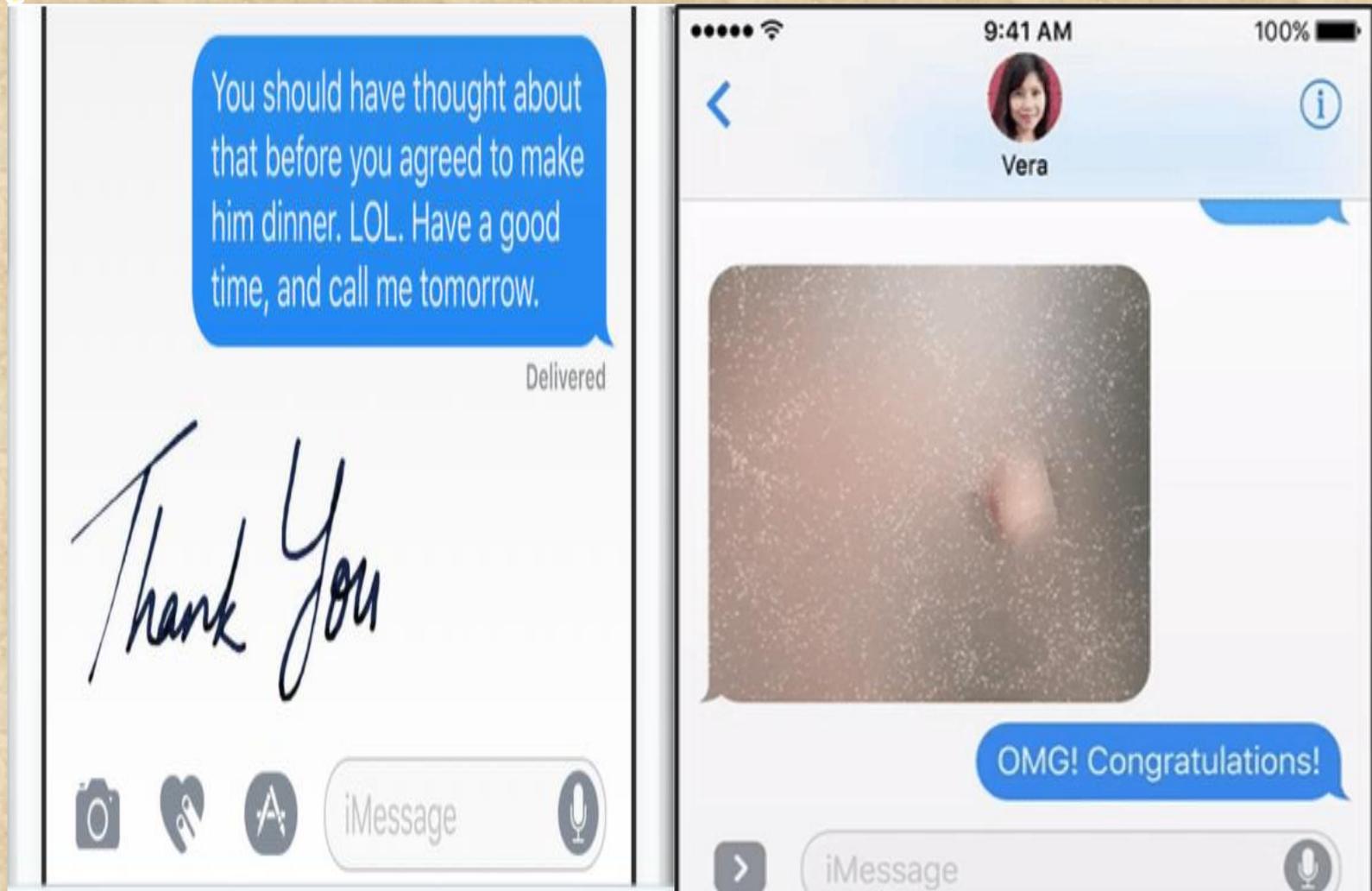
10.X

iOS Control Center



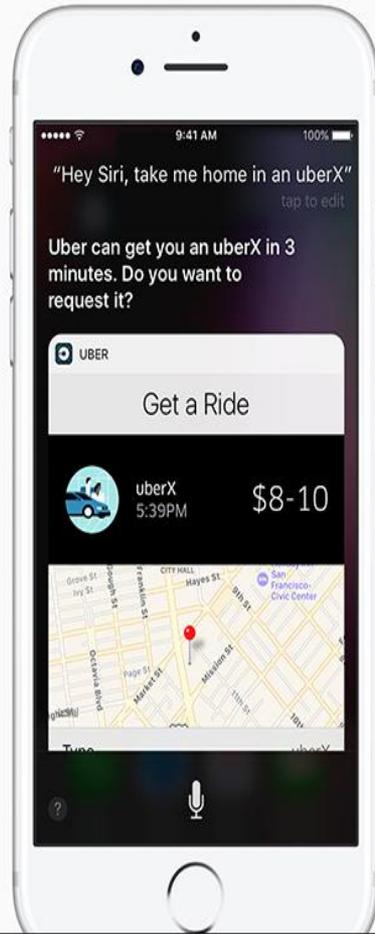
iOS

iMessage new features



iOS

Siri



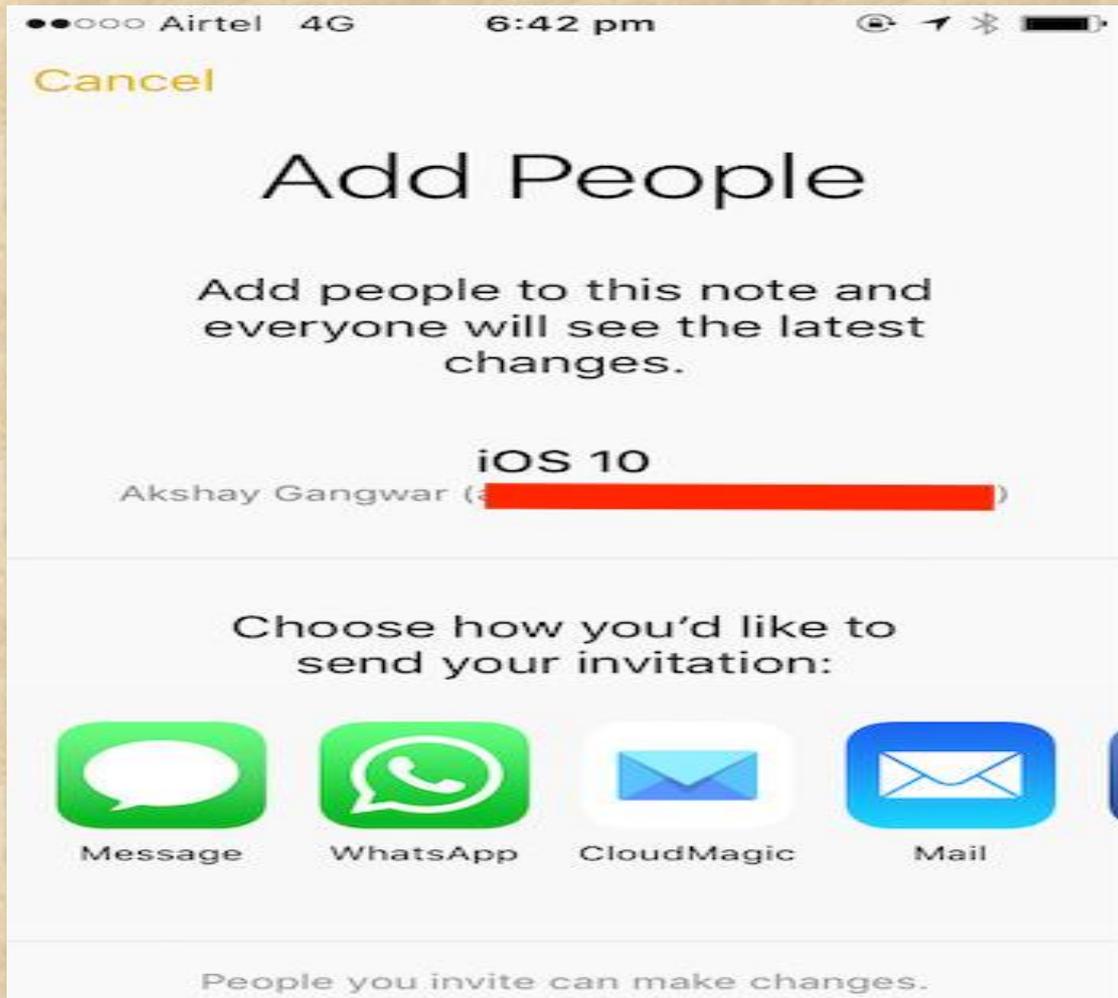
- Contextual predictions in QuickType
- Suggested Apps in the Keyboard
- Suggested Locations
- Suggested content between apps
- Intelligent Scheduling
- Calendar availability
- Multilingual language

10.X



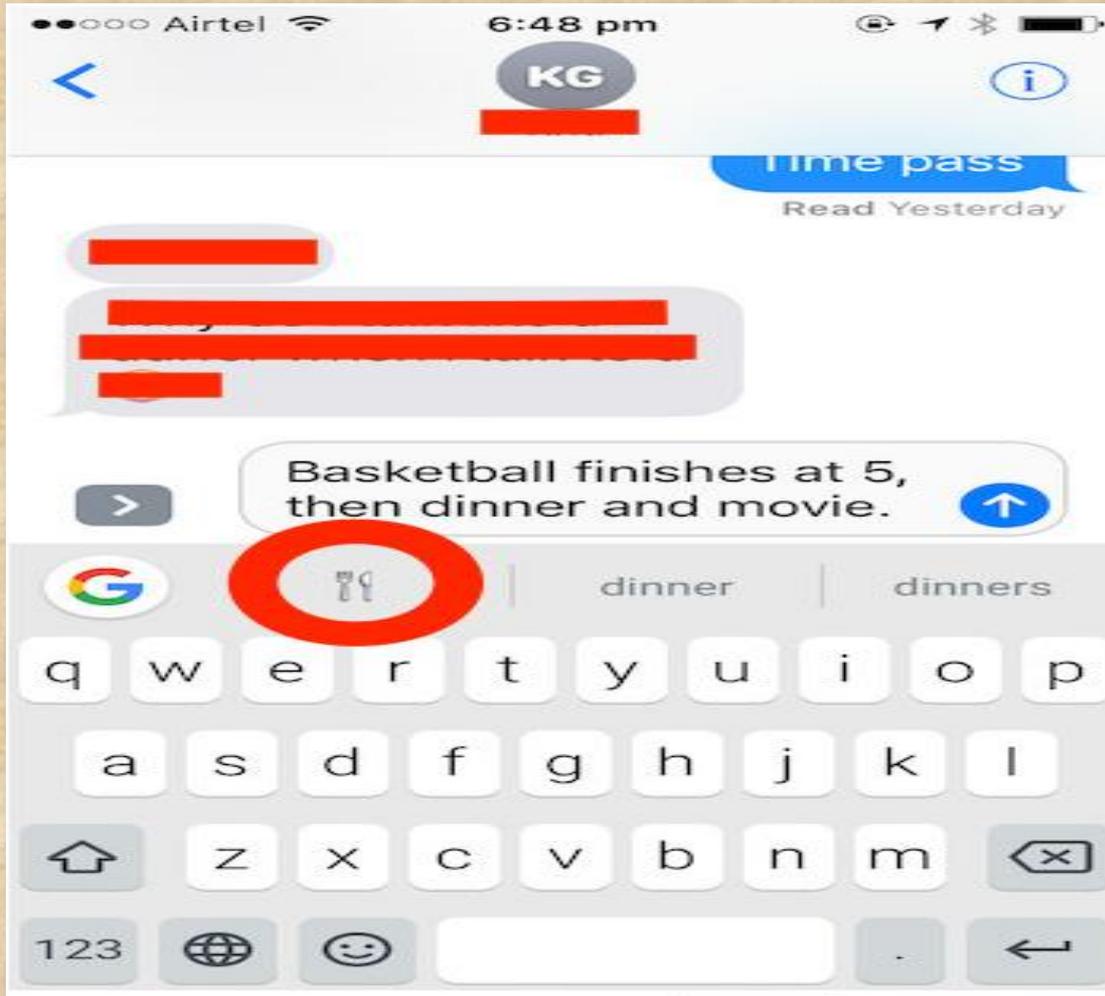
iOS

Collaboration in Notes



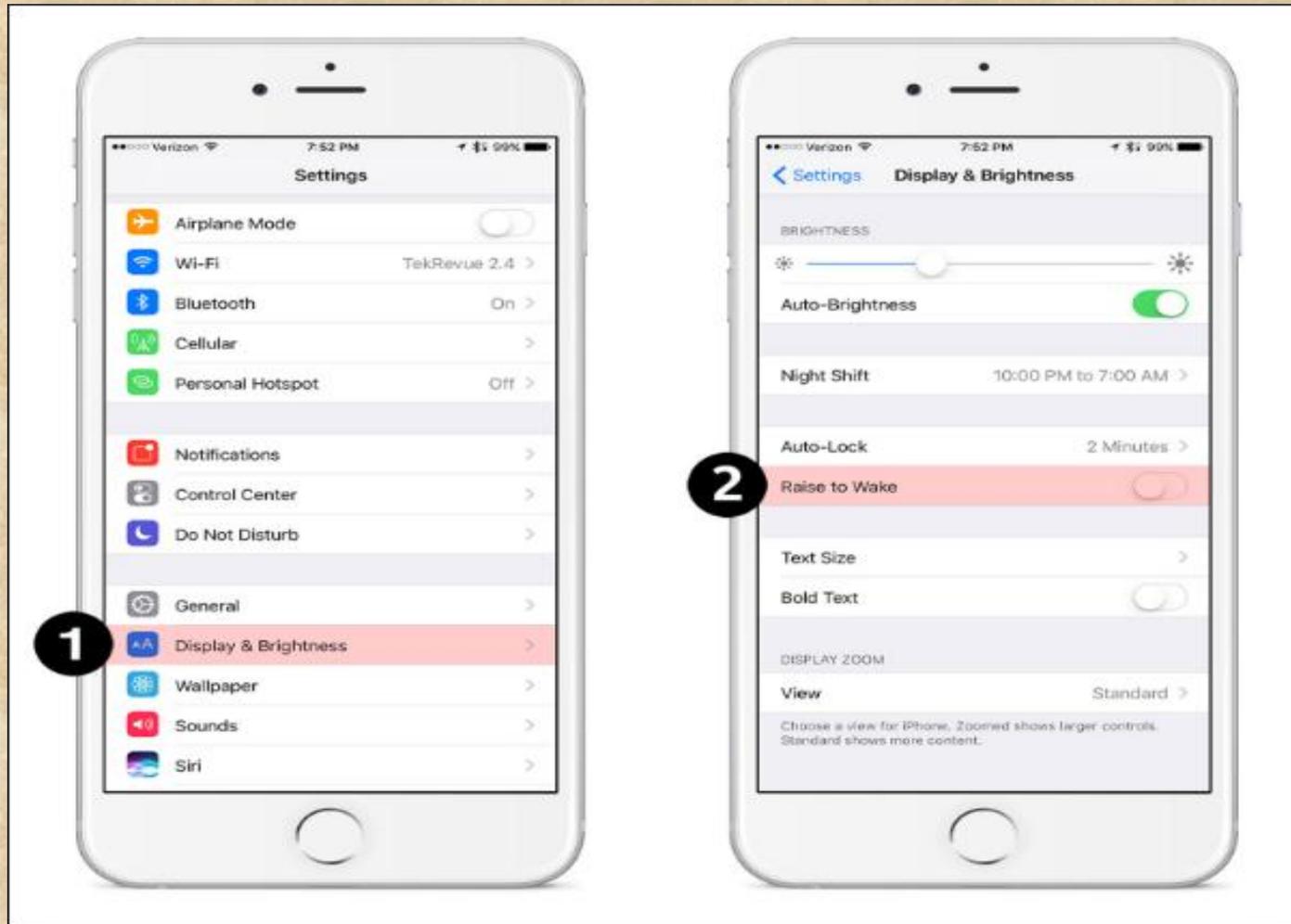
iOS

Emoji Suggestions in Keyboards



iOS

Raise to Wake



iOS

Lock-screen Changes



9.X



10.X

Overview: Mobile APPS

➤ Categories

➤ Types

➤ Distribution/Installation/Logs

➤ Mobile Test Industry Standards

➤ Remote Device Access (RDA)

➤ Emulators

➤ Simulators

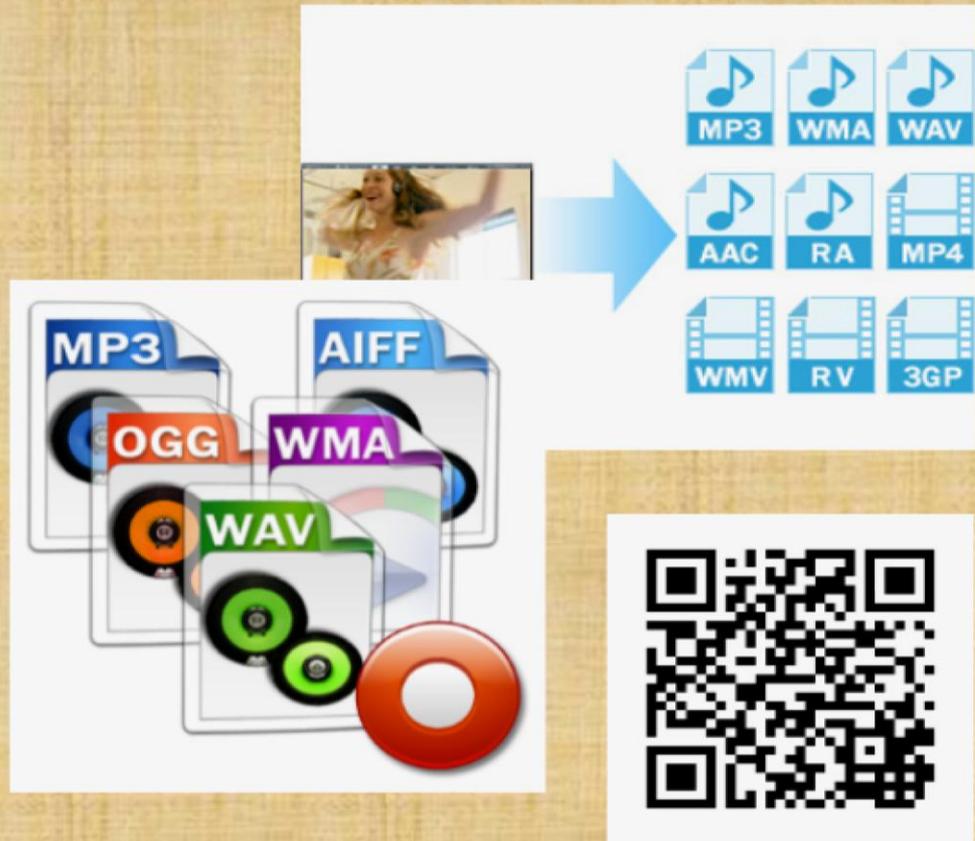
➤ Troubleshooting Guide

➤ App Risk Analysis

Troubleshooting Guide

Media File Formats: Audio

- ▶ **.aif** Audio Interchange File Format
- ▶ **.iff** Interchange File Format
- ▶ **.m3u** Media Playlist File
- ▶ **.m4a** MPEG-4 Audio File
- ▶ **.mid** MIDI File
- ▶ **.mp3** MP3 Audio File
- ▶ **.mpa** MPEG-2 Audio File
- ▶ **.ra** Real Audio File
- ▶ **.wav** WAVE Audio File
- ▶ **.wma** Windows Media Audio File



Troubleshooting Guide

Media File Formats: Video



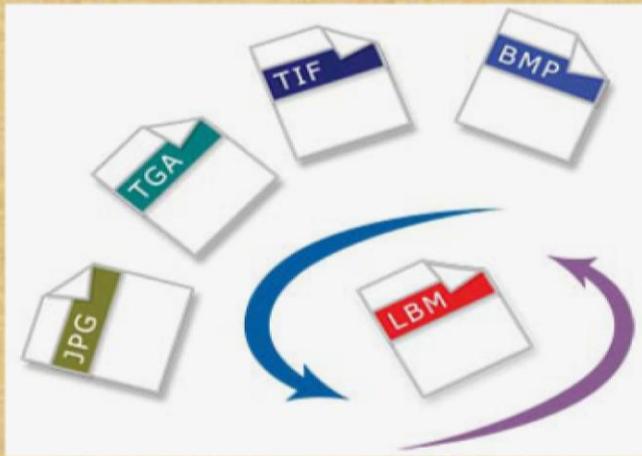
- ▶ [.3g2](#) 3GPP2 Multimedia File
- ▶ [.3gp](#) 3GPP Multimedia File
- ▶ [.asf](#) Advanced Systems Format File
- ▶ [.asx](#) Microsoft ASF Redirector File
- ▶ [.avi](#) Audio Video Interleave File
- ▶ [.flv](#) Flash Video File
- ▶ [.mov](#) Apple QuickTime Movie
- ▶ [.mp4](#) MPEG-4 Video File
- ▶ [.mpg](#) MPEG Video File
- ▶ [.rm](#) Real Media File
- ▶ [.srt](#) SubRip Subtitle File
- ▶ [.swf](#) Shockwave Flash Movie
- ▶ [.vob](#) DVD Video Object File
- ▶ [.wmv](#) Windows Media Video File

Troubleshooting Guide

Media File Formats: Image

3-D Images

- ▶ **.3dm** Rhino 3D Model
- ▶ **.3ds** 3D Studio Scene
- ▶ **.max** 3ds Max Scene File
- ▶ **.obj** Wavefront 3D Object File



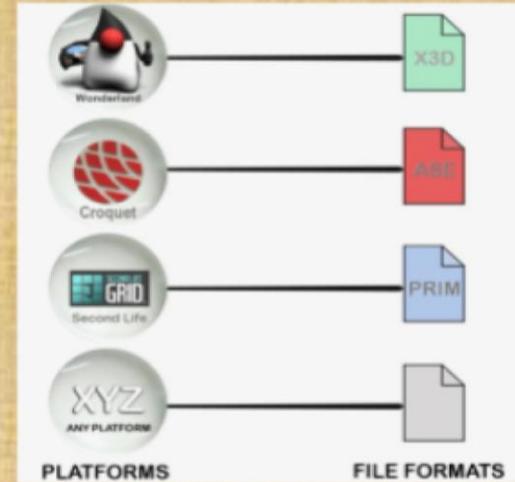
Raster Image Files

- ▶ **.bmp** Bitmap Image File
- ▶ **.dds** DirectDraw Surface
- ▶ **.gif** Graphical Interchange Format File
- ▶ **.jpg** JPEG Image
- ▶ **.png** Portable Network Graphic
- ▶ **.psd** Adobe Photoshop Document
- ▶ **.pspimage** PaintShop Pro Image
- ▶ **.tga** Targa Graphic
- ▶ **.thm** Thumbnail Image File
- ▶ **.tif** Tagged Image File
- ▶ **.tiff** Tagged Image File Format
- ▶ **.yuv** YUV Encoded Image File

Troubleshooting Guide

Media File Formats: Game

- .dem** Video Game Demo File
- .gam** Saved Game File
- .nes** Nintendo (NES) ROM File
- .rom** N64 Game ROM File
- .sav** Saved Game



Troubleshooting Guide

Media File Formats: Executable Files



- ▶ **.apk** Android Package File
- ▶ **.app** Application file
- ▶ **.bat** DOS Batch File
- ▶ **.cgi** Common Gateway Interface Script
- ▶ **.com** DOS Command File
- ▶ **.exe** Windows Executable File
- ▶ **.gadget** Windows Gadget
- ▶ **.ipa** iPhone archive File
- ▶ **.jar** Java Archive File
- ▶ **.pif** Program Information File
- ▶ **.vb** VBScript File
- ▶ **.wsf** Windows Script File

Troubleshooting Guide

Media File Formats: Web Files

- ▶ **.asp** Active Server Page
- ▶ **.aspx** Active Server Page Extended File
- ▶ **.cer** Internet Security Certificate
- ▶ **.cfm** ColdFusion Markup File
- ▶ **.csr** Certificate Signing Request File
- ▶ **.css** Cascading Style Sheet
- ▶ **.htm** Hypertext Markup Language File
- ▶ **.html** Hypertext Markup Language File
- ▶ **.js** JavaScript File
- ▶ **.jsp** Java Server Page
- ▶ **.php** PHP Source Code File
- ▶ **.rss** Rich Site Summary
- ▶ **.xhtml** Extensible Hypertext Markup Language File



Troubleshooting Guide

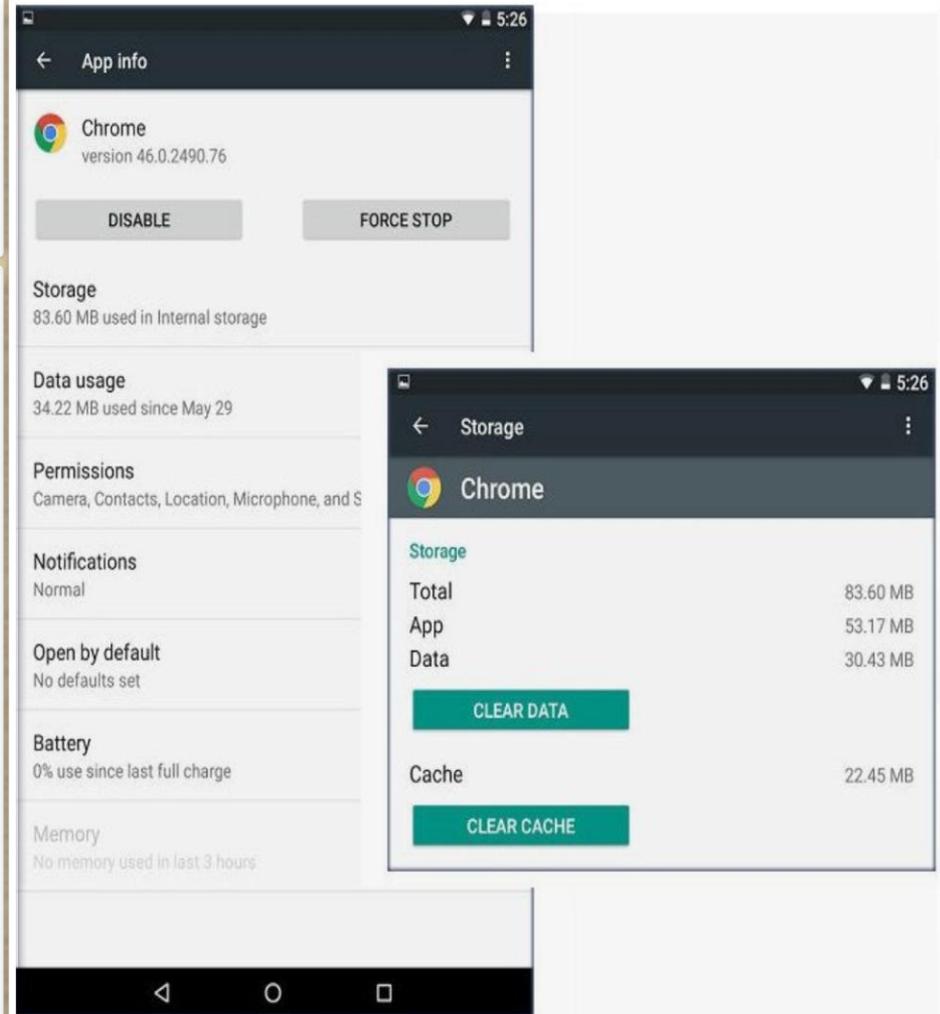
Clear App Cache And App Data : ANDROID

Among the changes that happened between Android 5.0 and 6.0 is the placement of the buttons for clearing the app caches and data.

Step 1: Head to the Settings menu. This can be done by tapping the cog icon in your notification shade.

Step 2: Find Apps (or Applications, depending on your device) in the menu, then locate the app that you want to clear the cache or data for.

Step 3: Tap on Storage and the buttons for clearing the cache and app data will become available (See Right→).



Troubleshooting Guide

Clear App Cache And App Data : iOS

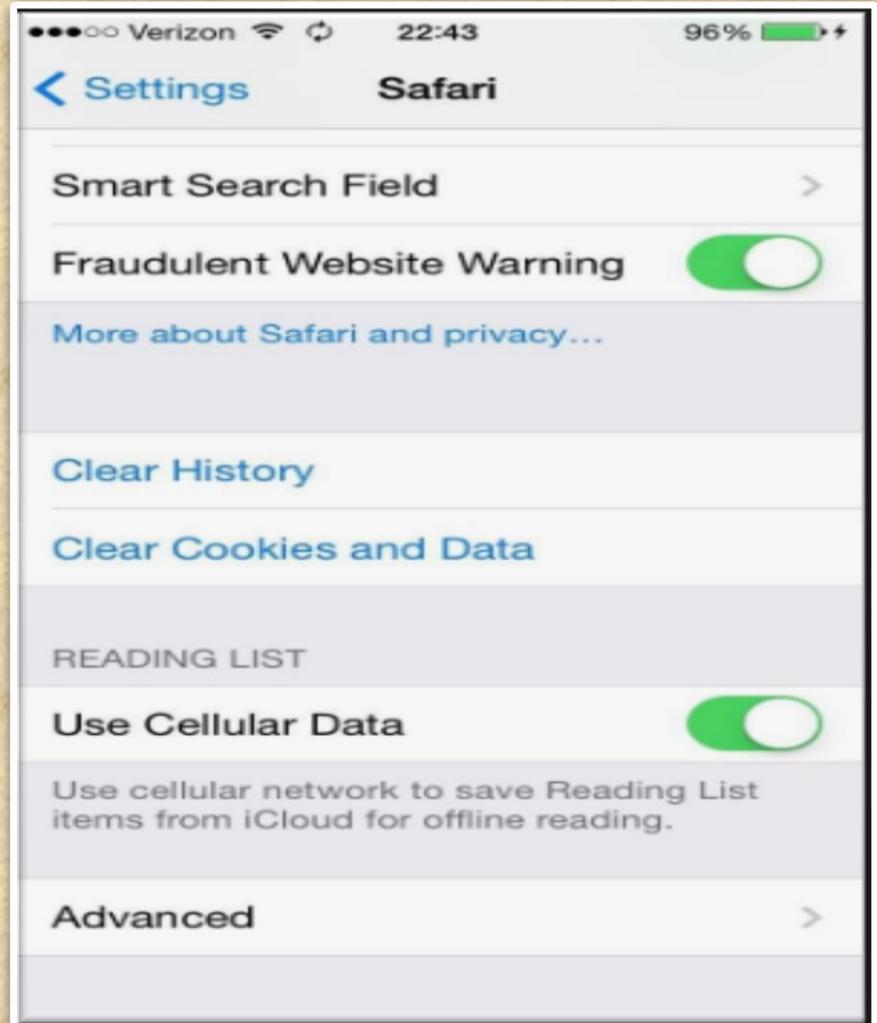
Delete Safari Cache :

1. Press Settings > Safari
2. Scroll down and tap Clear History and Website Data.
3. Tap Clear History and Data.

How to clean out your iPhone's memory:

Remove file data

1. Tap Settings > General > Storage & iCloud Usage
2. Tap Manage Storage.



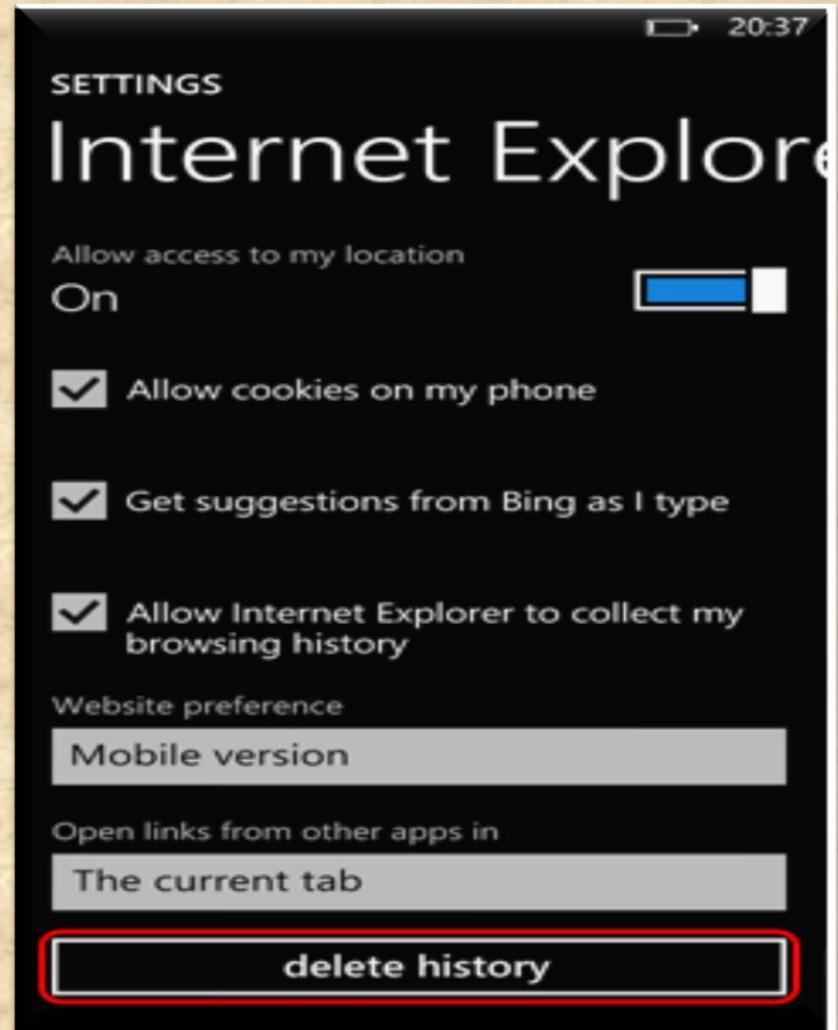
Troubleshooting Guide

Clear App Cache And App Data : WinPhone

Internet Explorer (Windows Phone) - Clearing Cache and Cookies

1. Tap the Internet Explorer live tile on the home screen.
2. Tap on the ellipses (...) at the bottom right.
3. Scroll down and tap settings.
4. Scroll down and tap delete history.
5. Tap delete to confirm.

Wait a few seconds for the cache and cookies to clear.



Troubleshooting Guide

Clear App Cache And App Data : WinPhone

1. On the Home screen of the **BlackBerry** smartphone TAP BROWSER.
2. Tap Menu key
3. Tap Options.
4. Scroll to the very bottom of the options list where there will be a section called **Clear** Browsing Data.
5. Select the desired options and choose **Clear**

For more options

<http://support.blackberry.com/kb/articleDetail?articleNumber=000003865>



Troubleshooting Guide

COMMON ANDROID PROBLEM TROUBLESHOOTING

Common Android USB Connection Problems

- One of the most often reasons for the Android USB connection problem is the faulty USB cable.
- They wear down very quickly, so make sure have a new and working one.

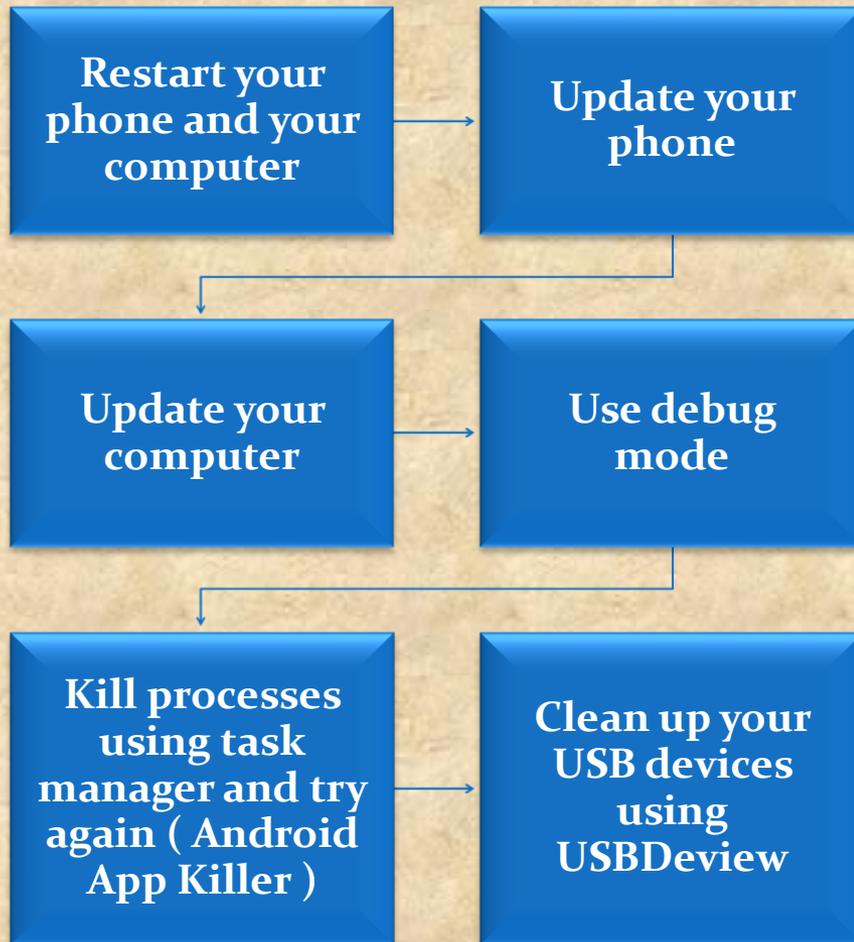


- the computer doesn't recognize your plugged Android device (your Android USB connection now showing up)
- the computer does recognize it but you still can't access its memory (your Android USB connection not working properly)
- either the phone or the computer hangs up after plugging in your device
- you plug your Android device in but "nothing happens" (your Android USB is connected but now showing up or your PC is not detecting phone)
- you plug your Android device in but Windows fails to install necessary drives so you can't access phone storage
- the automatic installation of PC suite provided by your device's manufacturer fails

Troubleshooting Guide

COMMON ANDROID PROBLEM TROUBLESHOOTING

Common Android USB Connection Problems Possible Solutions



Android Heating Problem

- Problems with the USB cable, charger or battery (Android battery overheating)
- You are using your phone too heavily (Android CPU heating)
- External conditions may impact your Android phone overheating too.

- There may be in fact a lot of possible reasons why your Android phone keeps heating up.
- However, some reasons are much more prominent than others.



Troubleshooting Guide

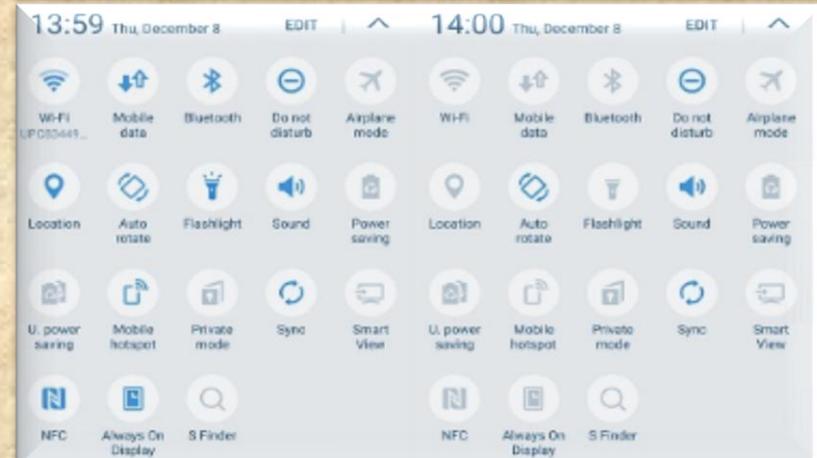
COMMON ANDROID PROBLEM TROUBLESHOOTING

Common Android Heating Problems Possible Solutions



Don't enable a feature unless you are going to actively use it. Each feature, when enabled, consumes some CPU resources and overloads your phone in some way.

If there are just too many such features enabled (in addition to useless apps running in the background), your device may quickly end up overheating.



Common Android Wi-Fi Problems

- If you don't have the unlimited data plan, you must rely on the Wi-Fi connection almost entirely.
- It may become really frustrating if you are experiencing Wi-Fi problems on your Android phone at the moment when you really need to be online.
- In most cases the reasons for Android Wi-Fi problems are very trivial and you can solve them within seconds.

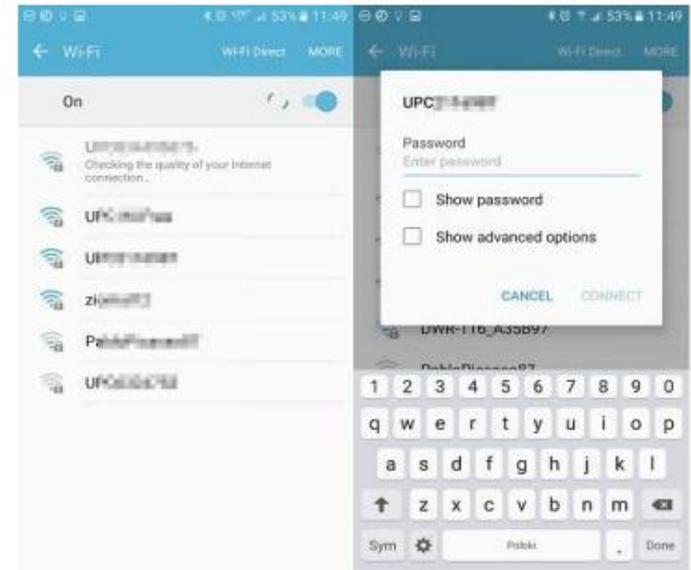
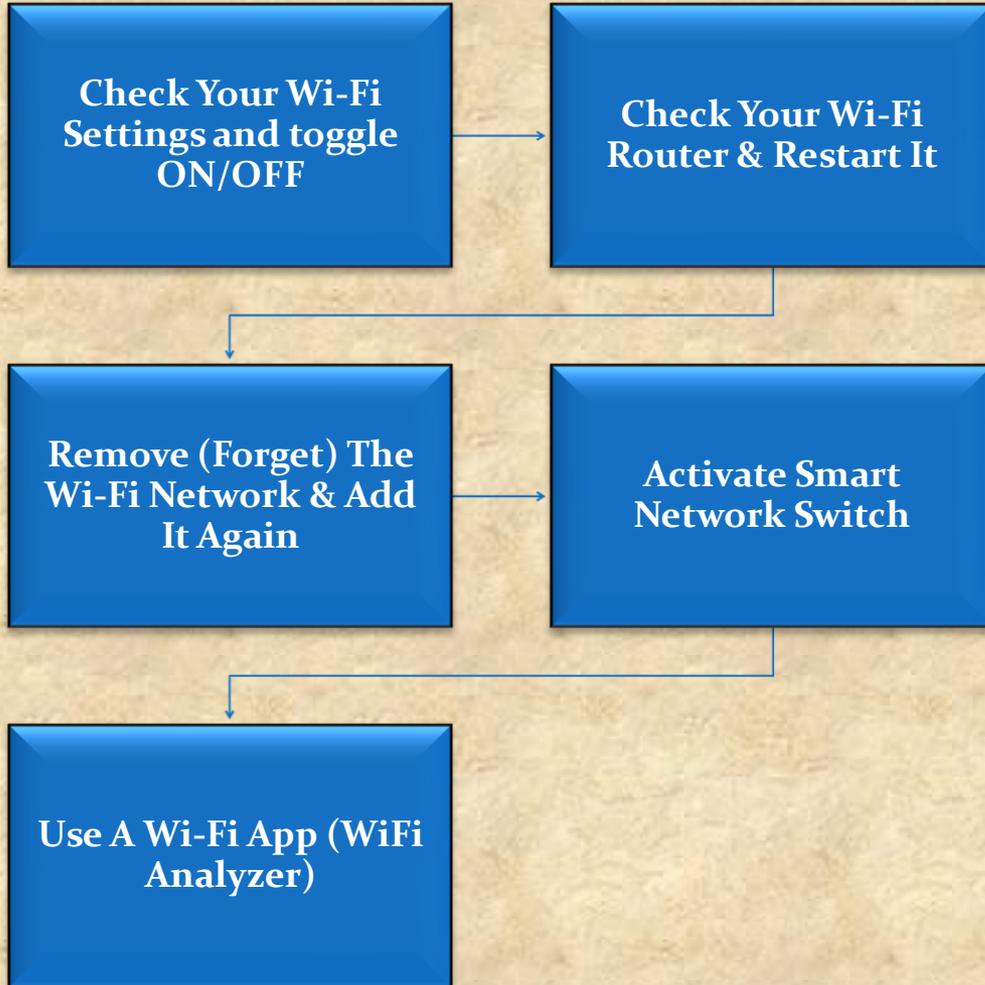
- In 95% of cases the five (next slide) methods worked.
- In the remaining 5% the problem was very specific or software/hardware related



Troubleshooting Guide

COMMON ANDROID PROBLEM TROUBLESHOOTING

Common Android Wi-Fi Problems Possible Solutions



Android WiFi Problem Fix: Connect to the right Wi-Fi network and type the correct password.

If you type the password correctly, your phone will connect to the network and you will see the Wi-Fi on the upper part of the screen.



If you don't see the Wi-Fi icon on the screen of your phone as showed on the screenshot above, you didn't connect to the Wi-Fi network properly.

Flashlight Android App Problems

- The most often symptoms of problems with flashlight apps include:
 - One or more flashlight apps installed simply don't turn the flash on. They seem to work perfectly, but no flashlight comes from our Android device.
 - One or more flashlight apps crash after installing so there is not even a chance to check if they really work.
 - Generally, a flashlight app works but some of its specific options (e.g. Morse code) don't.

- Even though flashlight apps are generally great and very useful, they sometimes create problems



Troubleshooting Guide

COMMON ANDROID PROBLEM TROUBLESHOOTING

Flashlight Android App Problems Possible Solutions

Use an in-built flashlight app

Update your Android or look for an app which supports your Android version

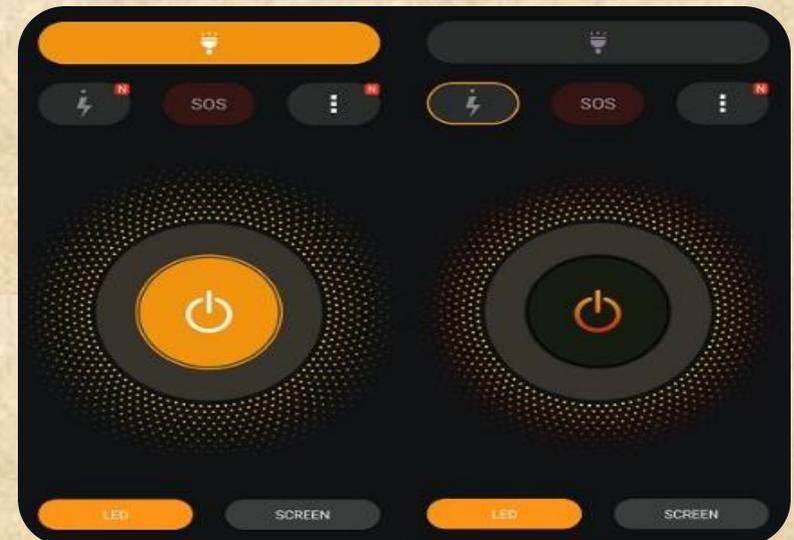
Try a different app
Make sure that LED is checked in your flashlight app settings

Don't use many flashlight Android apps simultaneously

Restart your phone

Download other free Android flashlight apps

[High-Powered Flashlight](#)
[Flashlight by smallte.ch](#)
[Flashlight by App Phobia](#)
[Flashlight for Kindle](#)



Android Photo Contact Problems

- Even though Android phones are the most reliable devices, you may sometimes experience a few problems.
- One of the most often ones concern contact photos. We want them to appear but they just won't do it.
- We want them to be in high quality, but they will appear downsized and pixelated.

There are three main issues with Android contact photos:

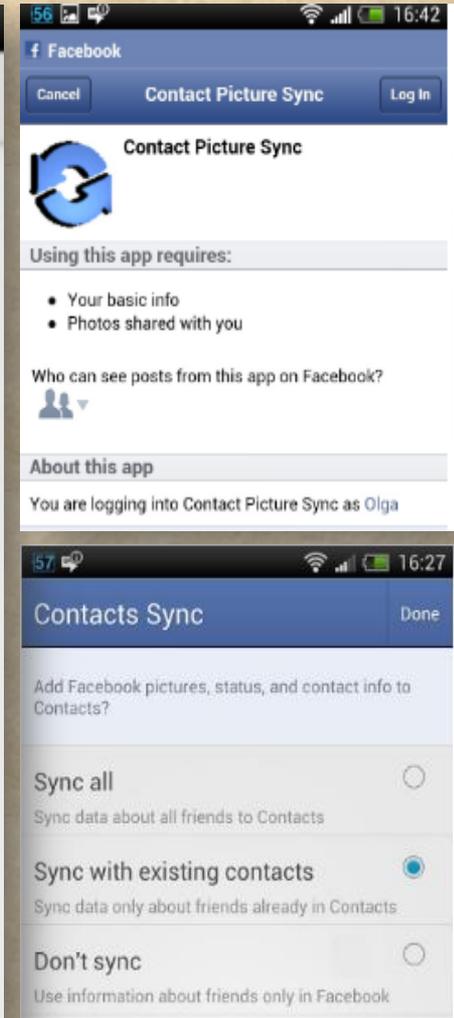
1. Facebook contact picture sync problem
2. Poor quality of contact photos after syncing back
3. Problems with assigning many different contact photos to a greater number of contacts



Troubleshooting Guide

COMMON ANDROID PROBLEM TROUBLESHOOTING

Android Photo Contact Problems Possible Solutions



Memory Problems With Android

- Memory problems with Android are quite popular especially among users of a bit older phones (and older versions of Android)
- Android phones after a couple of months begin to display tons of different notifications, such as, memory full problem (or memory low) or memory card problem and much more.



Troubleshooting Guide

COMMON ANDROID PROBLEM TROUBLESHOOTING

Memory Problems With Android and Possible Solutions

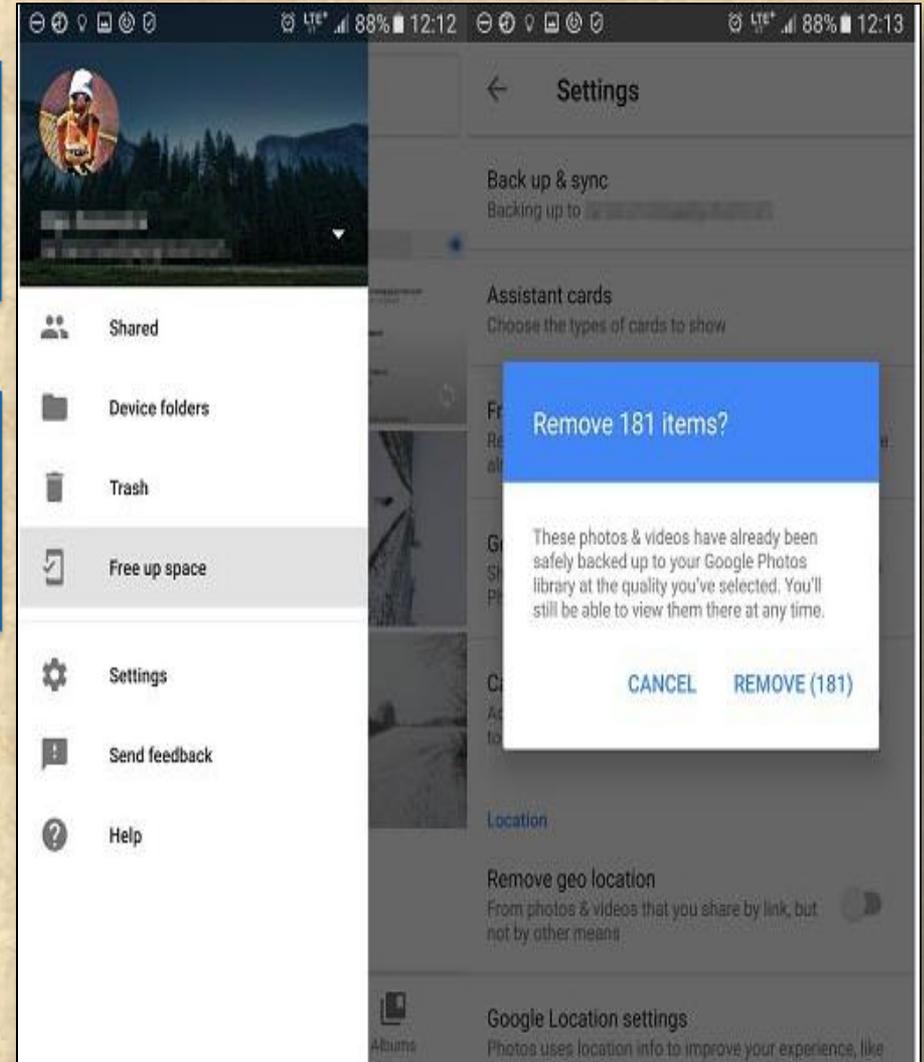
Back Up Photos To
The Cloud
(Settings > Backup
& sync >TURN ON

Turn cellular data
backup (Google
Photos>swipe right
>Click on Free up
space

Save Photos To
Memory Card
(Storage > set to SD
card.

Transfer Apps To SD
Card

Backup your phone
& restore it



Troubleshooting Guide

COMMON ANDROID PROBLEM TROUBLESHOOTING

Android Apps & Problems Downloading From Google Play

- Do you experience problems with downloading Android apps from Google Play?
- Does everything seem O.K. but suddenly download of your favorite game or app fails?

Error DF-BPA-09	DF-BPA-30 error	DF-DLA-15 error	Rpc error: AEC: 0
Error rh01 / rpc: s-5: AEC-0	Recovery error	Error-06 BM-GVHD	Error rpc: s-3
Error: "Authentication required"	Error "Package file invalid"	Error 8	Error 18
Error 20	Error 24	Error 101	Error 103
Error 110	Error 194	Error 403	Error 406
Error 413	Error 481	Error 491	Error 492
Error 495	Error 497	Error 498	Error 501
Error 504	Error 505	Error 905	Error 906
Error 907	Error 911	Error 919	Error 920
Error 921	Error 923	Error 924	Error 927
Error 940	Error 941	Error 944	Error 961
Error 963	Error 975		

Troubleshooting Guide

COMMON ANDROID PROBLEM TROUBLESHOOTING

Android Apps & Problems Downloading From Google Play and Possible Solutions

Restart Your Android Device

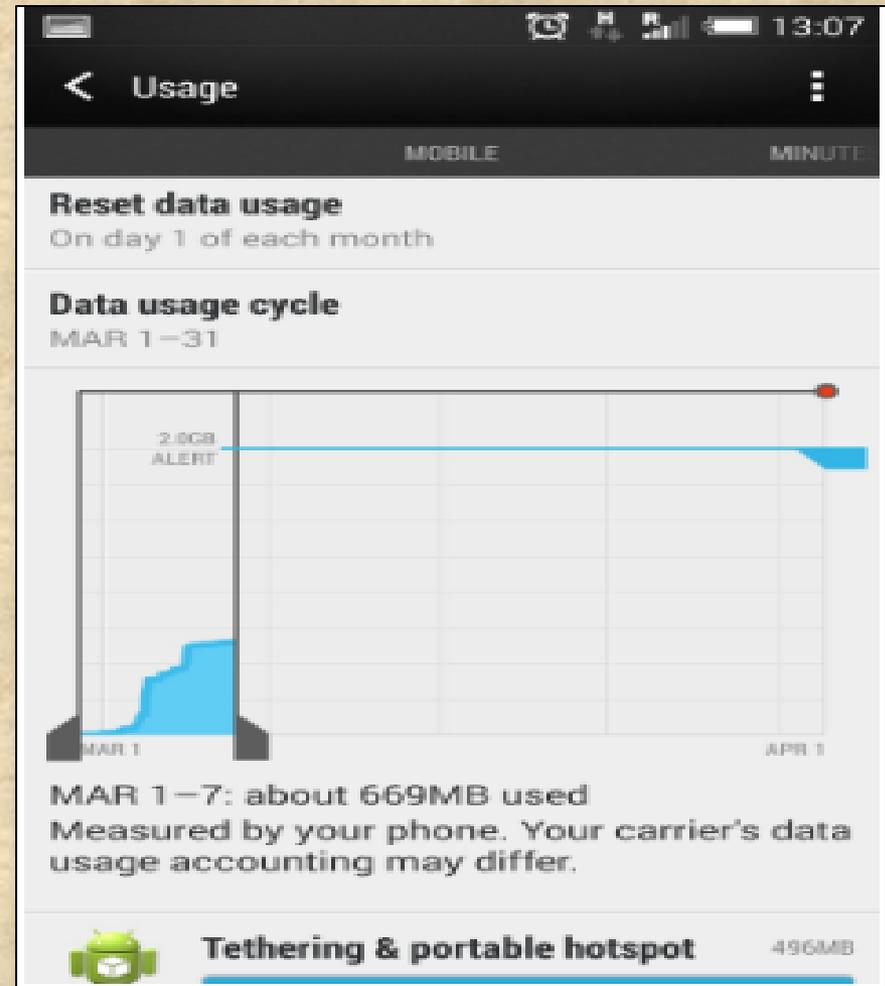
Make Sure Your Data Connection/WiFi Is Turned On And Working

Clear Cache Of Google Play App

Make Sure You Have Data Enough Phone Storage Available

Update Your Phone And Google Play App

Restore Factory Settings If Nothing Helps



Android Reboot Problem

➤ Most Often Symptoms Of The Android Phone Reboot Problem:

- Device restarts in specific situations
- Device restarts when many apps are running simultaneously
- Device restarts "on its own" (known as Android self reboot problem) for no apparent reason

• There Are Actually Two Types of Reboot

1. The phone restarts completely (all apps are loaded again), which takes up to a few minutes. With this kind of restart, you usually hear the welcome ringtone and see your manufacturer's logo.
2. There is also a softer type of reboot when only Android OS restarts. It usually takes a few seconds and you see a white screen for a few moments



Troubleshooting Guide

COMMON ANDROID PROBLEM TROUBLESHOOTING

Android Reboot Problem and Possible Solutions



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : iOS 10 Software Update Failed Error

Method 1:

Tap on the Close option and try to update again.

Method 2:

Wait for few hours or even several days and then download iOS 10 again.

Method 3:

Try updating via iTunes on computer.

Method 4:

For advanced users: try upgrading with IPSW File.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : iPhone Stuck on Verifying Update

Method 1 :

Try locking and waking your iDevice using power button and repeat it.

Method 2:

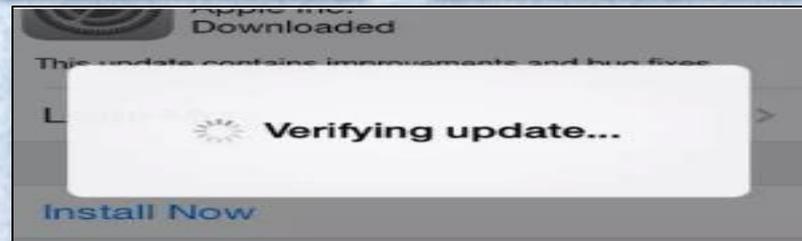
Do a hard reset or hard reboot.

Method 3:

Restore your iDevice with iTunes.

Method 4:

Update to iOS 10 with iTunes on computer.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : iOS 10 Stuck on Slide to Upgrade Screen

Step 1 :

Update your iTunes to the latest version.
Connect your iPhone and run iTunes.

Step 2:

Click the device button.

Step 3:

Select Restore Backup...
and choose a recent backup file.

Step 4 :

click Restore.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : iPhone Stuck in Recovery Mode

Method 1 :

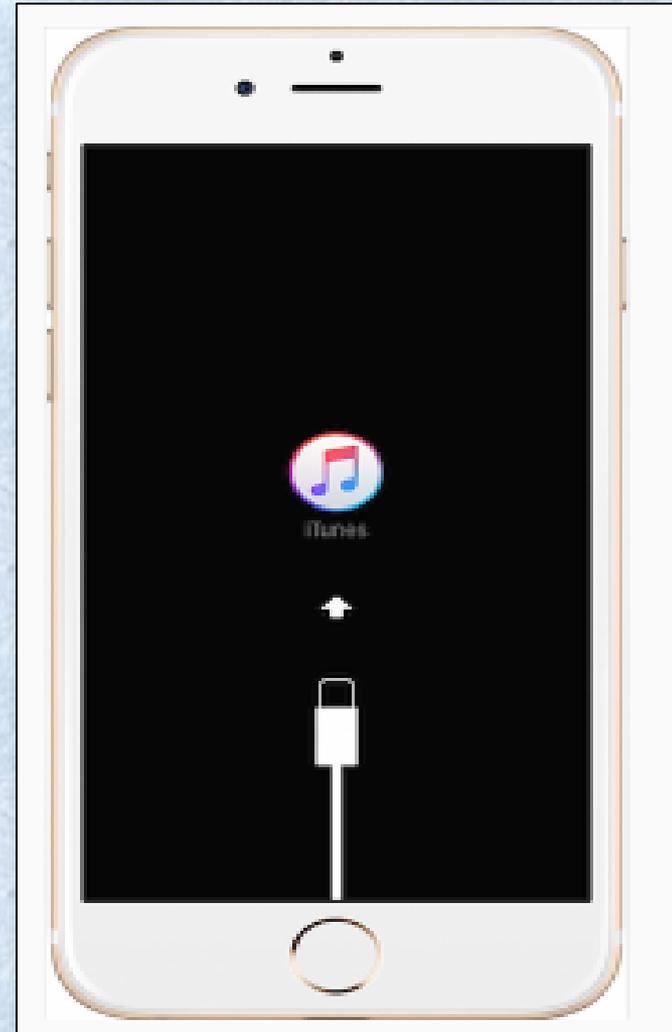
"Force Restart" your device by holding both Power and Home buttons.

Method 2:

Recover your device using iTunes. You can connect your device to iTunes on your computer and recover in Recovery Mode.

Method 3:

Use iOS repairing software to fix this issue.



How to Fix : iPhone Stuck on Apple Logo During iOS 10 Update

Method 1:

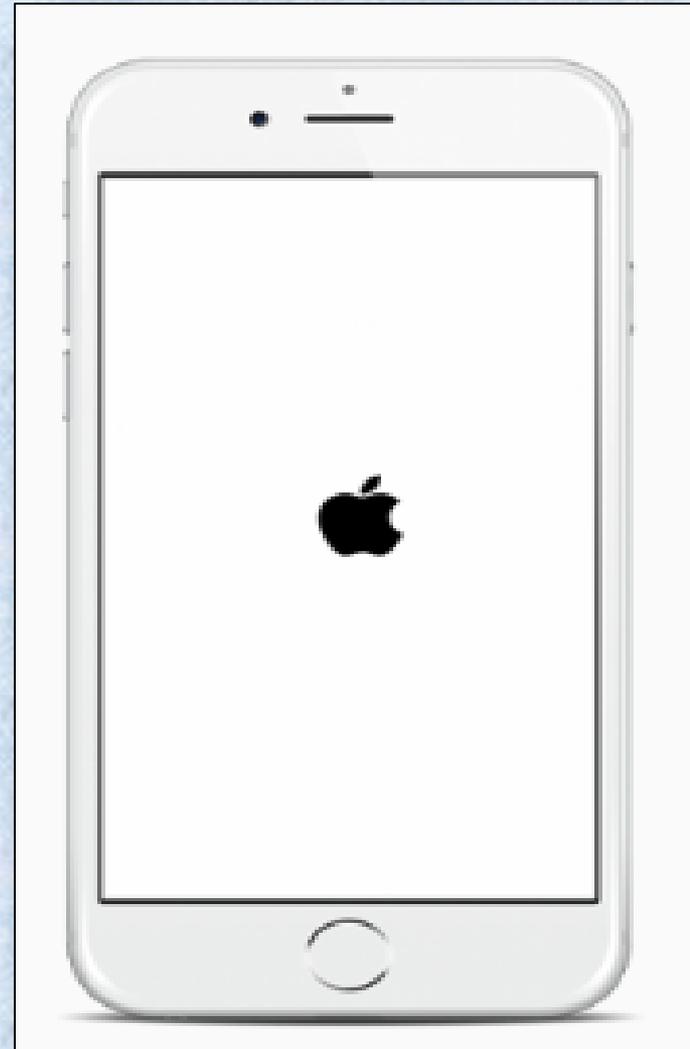
Force Restart your iPhone or iPad. Usually, this tip can make your device work again.

Method 2:

If Method 1 doesn't work, you may need to recovery your device in Recovery Mode.

Method 3:

There are some professional tools that you can use to repair your device.



How to Fix : Failed to Activate iPhone After iOS 10/10.1 Update

Method 1: Wait and Retry

- There are a lot of people waiting for activation after the release of iOS 10.
- You can try again later to activate your iPhone/iPad/iPod.

Method 2: Continue the Activation via iTunes

- Step 1. Download the latest version of iTunes and open it > Plug in your device.
- Step 2. Select your device > Then you will see the activate screen on iTunes.
- Step 3. Enter your Apple ID and password > Click on Continue

Method 3: Release the Activation Lock in iCloud

- Step 1. Turn off the power of your device.
- Step 2. Go to [iCloud.com](https://www.icloud.com) > Sign in with your Apple ID.
- Step 3. Click on Find iPhone > Click on All Devices > Choose the device that can't be activated > Remove from Account.
- Step 4. Turn on your device and try to activate it again.

Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : iOS 10/10.1 Bluetooth Issues

Method 1:

Check and make sure Bluetooth is turn on.

Method 2:

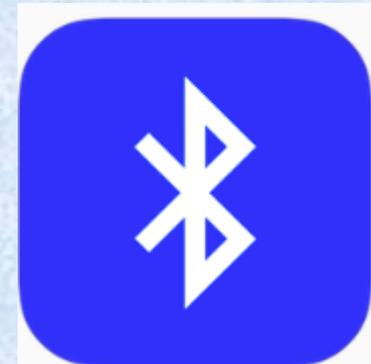
Confirm your iDevice and Bluetooth accessory are close to each other.

Method 3:

Turn off Bluetooth and restart your iPhone, iPad.

Method 4.:

Pair the iDevice or car you connect again:
Settings > Bluetooth > Choose the device you are having issues with > Tap on the info button next to the device > Tap on Forget This Device.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : Message/iMessage Not Working

Method 1 :

Make sure you have connected to Wi-Fi or 3G/4G network.

Method 2:

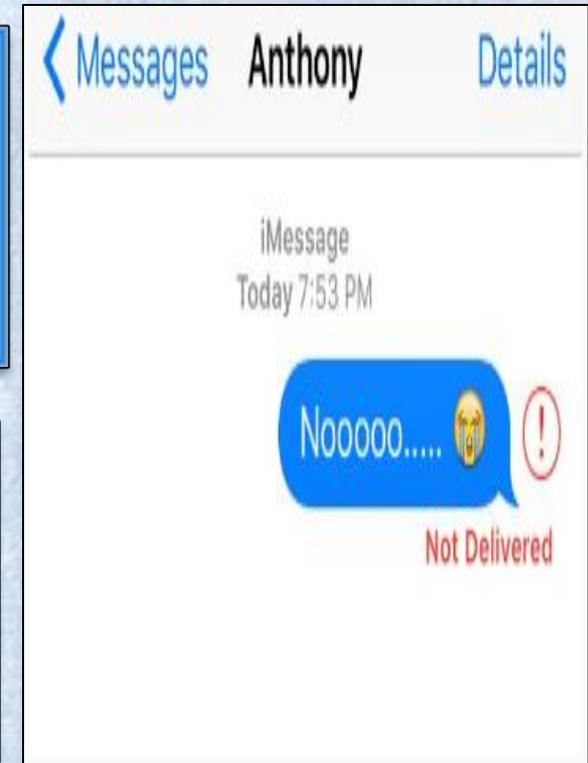
Turn iMessage off and then turn it on again.

Method 3:

Make sure Date & Time are correct.

Method 4:

Turn on Airplane mode and turn it off.



How to Fix : Wi-Fi Issues on iPhone iPad

1. Potential Solutions to iPhone/iPad not connecting to Wi-Fi After iOS Update

1. Check Wi-Fi router.

2. Ensure your iPhone/iPad's Wi-Fi button is on, and you can see your network.

3. Input password when it is necessary.

4. Check all the cables and connections, and make sure your router is connected to the modem and it is turned on.

5. Restart Your iPhone/iPad, Router, Cable/DSL mode.

6. Reset network settings on your iPhone iPad.

How to Fix : Wi-Fi Issues on iPhone iPad

2. Potential Solutions to iPhone iPad Wi-Fi Greyed out/won't turn on After iOS 10 Upgrade

1. Check if this problem also happened on your other devices

2. Renew Lease

3. Forget this network

4. Reset network settings

How to Fix : Wi-Fi Issues on iPhone iPad

3. Potential fixes to iPhone iPad Keeps Dropping Wi-Fi After iOS 10 Upgrade

1. Upgrade your iPhone iPad to the latest iOS version

2. Reset network settings on iDevice

3. Forcibly reboot iDevice

4. Backup and restore iDevice

5 .Reset your router

How to Fix : Wi-Fi Issues on iPhone iPad

4. How to Fix: iPhone iPad Slow on Wi-Fi After iOS 10 Upgrade

1. Find out it is a network problem or iDevice problem.

2. Update iDevice to the current iOS version.

3. Reset network settings.

4. Change iOS Default DNS to Google DNS.

5. Disable QoS, MMS, WMM on your router.

6. Changing the wireless channel between 1, 6 and 11.

7. Turn off the background Apps.

How to Fix : Wi-Fi Issues on iPhone iPad

5. Quick Solutions to iPhone iPad Unable to Join Wi-Fi After iOS 10 Update

1. Find out it is a network problem or iDevice problem.

2. Update iDevice to the current iOS version.

3. Reset network settings.

4. Change iOS Default DNS to Google DNS.

5. Disable QoS, MMS, WMM on your router.

6. Changing the wireless channel between 1, 6 and 11.

7. Turn off the background Apps.

Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

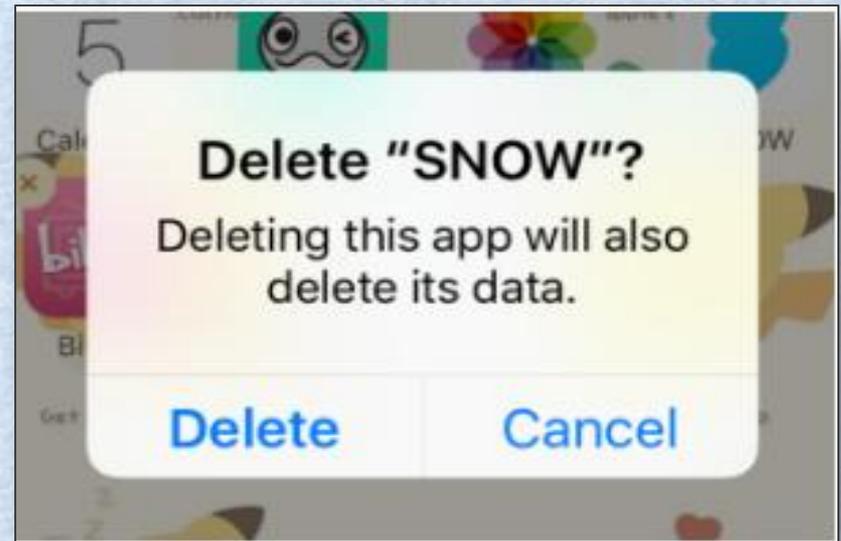
How to Fix : App Issues on iPhone/iPad After iOS 10/10.1 Update

Solution 1: Reboot Your iDevice.

Solution 2: Update the App to the Latest Version.

Solution 3. Delete the App and Reinstall.

There are certain issues with apps on your iPhone or iPad after downloading iOS 10. Several iPhone users have been reported that app keeps crashing and some apps getting crashed at launch



Troubleshooting Guide

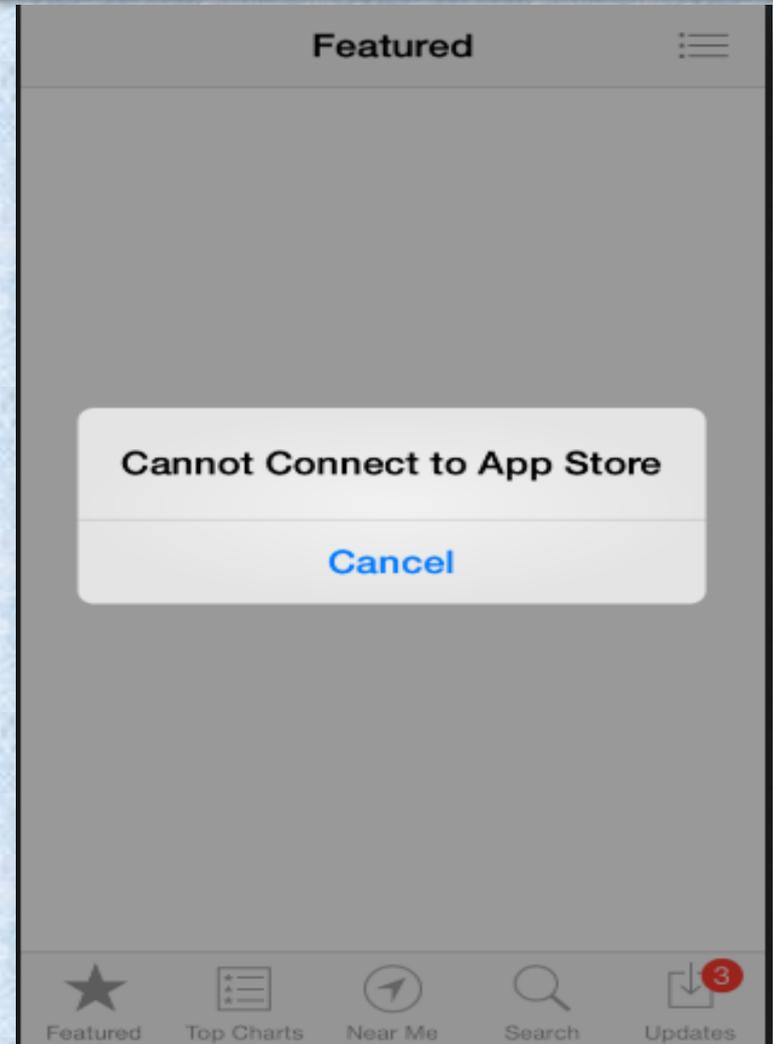
COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : App Store Problems

Tip 1. You can check whether your device is connected to a stable network.

Tip 2. If the network goes well, you can restart or force restart your device, and run App Store to see whether it works normally.

Tip 3. Some caches may save the old images and texts on your App Store, and when you view your visited pages, it doesn't refresh and shows you the latest interface or info. So you can clean these cached files to make your App Store work in normal.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

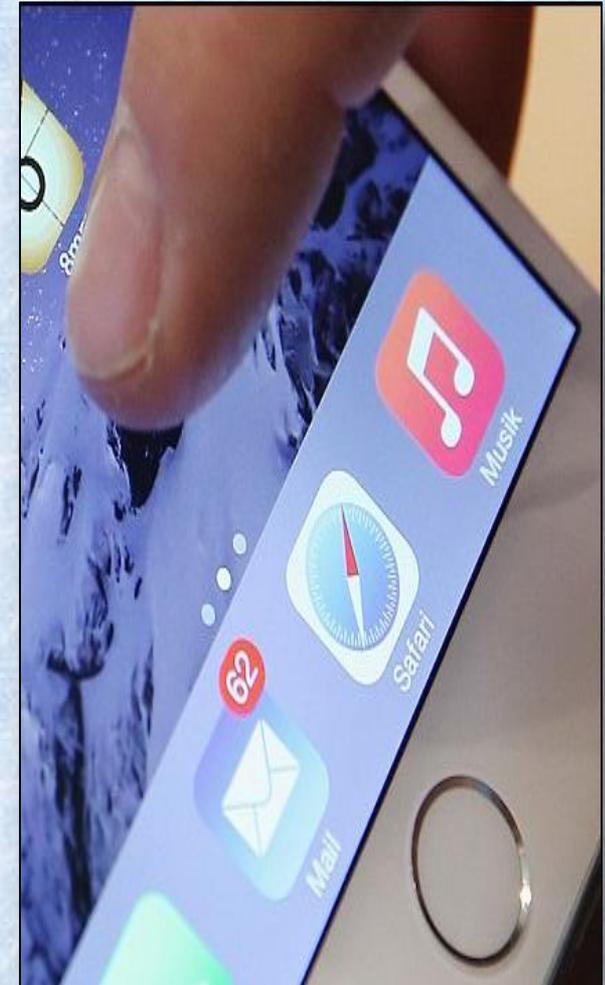
How to Fix : Safari Issues on iPhone iPad

Actually this common problem is usually caused by bad network.

Try to change another network, or reset your Network Settings.

Cleaning Safari junk could be another tip to fix this Safari problem in iOS 10.

Simple "Restart" works to fix this iOS issue.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : Battery Issues on iPhone or iPad After iOS 10/10.1 Update

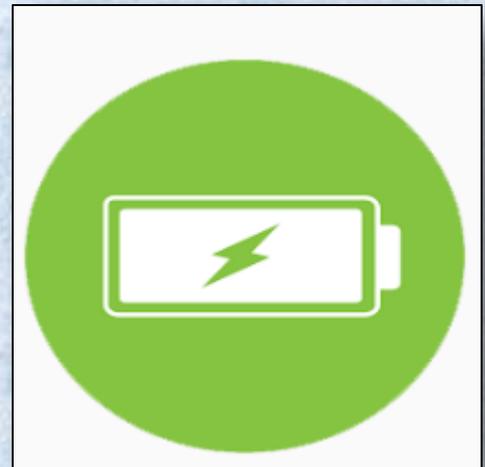
Solution 1:
Reboot your device.

Solution 2:
Erase All Settings. Open Settings app > General > Reset > Reset All Settings to factory default.

Solution 3:
Turn on Airplane Mode if you don't use Device for a long time.

Solution 4:
Turn off Background App Refresh. When you enable this feature, the app will work in the background and use the battery.

Solution 5:
Enable Location Services When Using the App. Go to Settings app > Privacy > Location Services to set it.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : Cellular Data Issues

Solution 1:

Turn Cellular Data Off and On. Go to Settings to turn off Cellular data and turn it on again after a few seconds.

Solution 2:

Check Out Carrier Update. Settings app > General > About to have a check.

Solution 3:

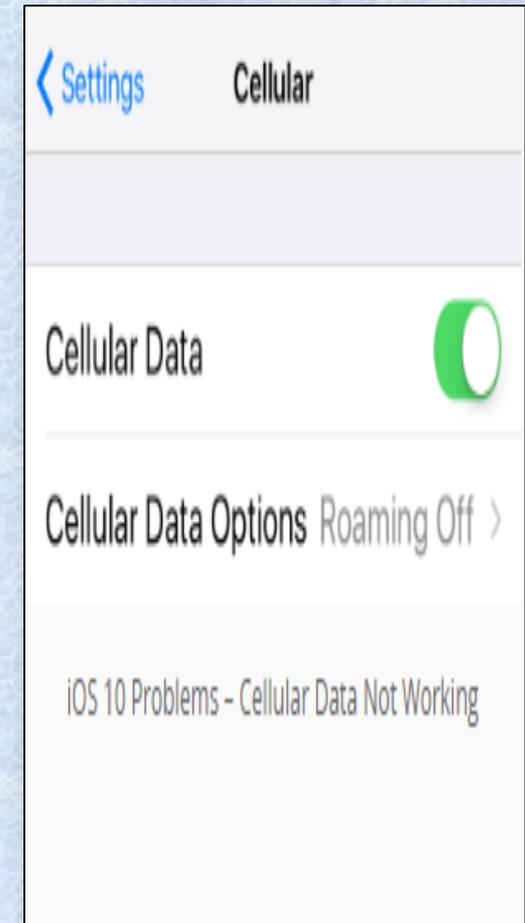
Reset Network Settings. Settings > General > Reset > Reset Network Settings.

Solution 4:

Turn Airplane Mode On and Off. Open Control Center > Turn on Airplane Mode > Turn it off after 30 seconds.

Solution 5:

Restart Your iDevice. Press and hold down the wake/sleep button > Drag slide to power off > Open your device.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : Touch Screen Issues on iOS 10/10.1 Devices

Solution 1:

Restart Your iDevice. Press and hold down the on/off button and drag slide to power off, and then turn on your iPhone/iPad/iPod touch after a few seconds.

Solution 2:

Reset Your iDevice. If you cannot restart your device, then you can reboot your device. Hold down the on/off button and the Home button until the Apple logo appears.

Solution 3:

Clean Your Screen. Have a check on your screen to see if there are some oily or liquid splits and clean the screen with soft cloth. If you have a screen protector, you can remove it to have a try.

Solution 4:

Restore Your iDevice. Restore your device via iTunes. Make sure to download and install the latest version of iTunes.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : How to Fix Charging Problems on iOS 10/10.1 Devices

1. Use an Apple-matched USB cable, and don't use any cheap low quality cables.

2. Check and make sure your USB cables is not damaged.

3. Try hard resetting your iPhone or iPad.

4. Change a USB cable if you have one.

5. Use an iPad Charger will make it faster to charge your iPhone.

Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : Siri Issues on iOS 10/10.1

1. Restart Siri: Settings > General > Siri > Turn off Siri > Turn Siri on again.

2. Reset Network Settings: Go to Settings app > General > Tap on Reset > Tap on Reset Network Settings > Enter your Passcode > Tap on Reset Network Settings to Confirm.

3. Enable Hey Siri: Settings > General > Siri > Tap on Allow Hey Siri.

4. Clean your iPhone/iPad Microphone and make sure it is unobstructed and not damaged.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : iPhone Ringtone Not Working Problem in iOS 10/10.1

Method 1:

Go to Settings > Sounds to adjust the volume of ringtone.

Method 2:

Make sure you have "mute" button set to ring instead of silent.

Method 3:

Restart your iPhone.

Method 4:

Update to new iOS 10 update.

Method 5:

Contact Apple.



Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : iPhone Won't Make or Receive Calls After Update

1. Reset Network Settings.

2. Update your carrier.

3. Verify blocked phone numbers.

4. Try re-inserting the SIM card.

5. Try to restore your phone and set it up as new.

iOS 10 Issues: iPhone Won't Make/Receive Calls



Cancel



Call Back

Troubleshooting Guide

COMMON IOS PROBLEM TROUBLESHOOTING (10 AND 10.1)

How to Fix : Fix iTunes Error 14 When Installing iOS 10/10.1

Solution 1:

Check Your USB Cable. iTunes error 14 may happens when you have a USB connection issue.

Solution 2:

Backup and Try Clean Restore. First backup your device and then perform a clean restore of iOS 9.3.5. Then have a clean restore of iOS 10. Finally restore your device with the backup you created after installing iOS 10 successfully.

Solution 3:

Update iTunes to the Latest Version. Apple has always released new version of iTunes to work with the new operating system, so go to have a check and update the iTunes to the latest version.

How to Fix : iPhone/iPad Software Update Server Could Not Be Contacted

Solution 1:

Check Your Network Connection. Open a browser to see if it can load a webpage. You can also restart your computer to have a try.

Solution 2:

Wait and Retry. There might be too many people waiting for update, just wait for a while.

Solution 3:

Update Your iDevice Over the Air. Go to Settings > General > Software Update to make it.

Overview: Mobile APPS

➤ Categories

➤ Types

➤ Distribution/Installation/Logs

➤ Mobile Test Industry Standards

➤ Remote Device Access (RDA)

➤ Emulators

➤ Simulators

➤ Troubleshooting Guide

➤ App Risk Analysis

APP RISK ANALYSIS

Setting Up a Mobile Test Lab

What mobile devices will you use to test?

What devices are officially supported?

Make a decision based on user statistics

How will you source the devices?

When will you use an emulator or a real device?

What software will be maintained on the mobile devices?

How will the devices be managed and stored?

How can you be effective with the device power consumption? Do the devices really need to be charging all the time?

How will you load apps onto multiple devices?

Is there a need for a booking system for test devices?

How will you label devices with useful information? (OS, screen resolution, pixel density)

Can you use a background image to communicate information to the user of the device? For example, device information or a reminder of guidelines.

APP RISK ANALYSIS

What Makes a Mobile App or Website...ACCESSABLE?

Does audio and voiceover function and make sense?

Can you zoom in and out effectively?

Does the app accommodate all sizes of text?

Does the full list of touch device options work?

How large can on-screen buttons and navigation be?

Is there voice activation or control?

Is color contrast at a sufficient accessible level?

Is it worth considering audible, visible and vibrating alerts?

How does the app look inverted in colors? For example, white on black.

Have you explored the accessibility features of the app and mobile device you are using?

What types of gesture controls are available

APP RISK ANALYSIS

What Makes a Mobile App or Website...Social?

Can you register as a user via the app?

Can you login via the app?

Do you remain logged in when the app is not in use? If not, how does that affect the user experience?

Does the app or website support social authentication methods?

How easy is it to share media content, links, or files as well as comments and notes?

How easy is it to disconnect updates and communications via the app?

Can notifications be switched off or changed?

APP RISK ANALYSIS

What Makes a Mobile App or Website...Secure?

Can the app be decompiled?

How secure is the connection to the cloud server, if used?

Can the data in transit be intercepted and decoded?

Is any data or temporary data that the app uses stored securely on the device?

Is all app data removed when the app is uninstalled?

Is the app obfuscated using ProGuard/Dex Guard (Android only)

Does the app authenticate? How?

After an update, is my data still safe?

Should the user automatically log out after a period of time?

Can security be changed from other devices or websites?

What happens if the user gets locked out?

APP RISK ANALYSIS

What about ... – The Product – What Are The Basics?

Can I download the app?

Can I download an update?

Can I update the app when there are multiple updates available?
What happens if I don't update?

What happens when the OS is updated?

With what systems should it be compatible? For example, OS, platforms and browsers.

Can I uninstall the app?

Can I re-install the app?

Can I downgrade?
Should I be able to downgrade?

APP RISK ANALYSIS

What about ... – Functional Testing – What Does it do?

Does the app perform the designed tasks?

Does the app perform non-designed tasks?

Is prevention of actions adequate?

Does the app ask me to turn on services? For example, location specific, Wi-Fi, and social media.

Is the user redirected?
If so, where? From app to Web or visa versa? What do errors look like?

Does the user interface (UI) and design work as intended? Is there room for misunderstanding or error?

Is the UI appropriate for the form factor? For example, phone versus tablet, screen size, resolution, and existence of hardware buttons or keyboard.

Does it comply with any standards, good practice and guidelines?

Is the mobile app consistent with the desktop version, if it exists?

APP RISK ANALYSIS

What about ... – Data – Testing What It Processes?

How time applied to the app? For example phone time and server time? What about time zones?

What does it track and update? For example, reward points, friends, purchases, check-ins, social updates and user activity.

Does it sync and update?

What happens when it can't sync or update because the

Connecting through a paywall and haven't yet authenticated (Wi-Fi in Starbucks, an airport, or a local pub)

Disconnected because Web filtering rejected the request

Is there consistency between Web and mobile?

What clues can analytics provide?

How are things like user details and data saved?

What about data input and output? What type of data is accepted? For example, locations, preferences, friends, contacts, languages, files, size, media and audio

APP RISK ANALYSIS

What about : Platform – What Does it depend on?

Change the device settings around.
What do you notice?

What permissions does the app need?

What tablet device is being used?
What version of hardware or software?

Review app store submission requirements

Test content.
For example, text size, content adjustment and responsive design.

Test the UI and touchscreen gestures.
For example, swipe, zoom, pinch, multi-touch, shake and orientation.

Test peripherals. For example, keyboards, Mi-fi devices, BT peripherals, iBeacon, and syncing peripherals.

Test Camera, if applicable.
For example, taking photos, using stored photos and photo data.

How does the app run when the device is locked?

APP RISK ANALYSIS

Operations – How Is It Used?

Wi-Fi

3G

4G

Intermittent

Airplane mode

NFC

Through a proxy

Testing under no,
low and partial
connectivity

APP RISK ANALYSIS

How Is Data Saved?

Does the app write to the SD card?

What happens if the SD card is full? What happens if it is removed?

Is data saved online (in the cloud)?

If the data is saved online, can it be retrieved after reinstalling the app, or will it be available on the app on a different device with the same user account?

If the cloud is used, how does lack of connectivity affect the user experience?

Is the data saved securely? (See “Security” section)

What if data is lost? Are there backups?

APP RISK ANALYSIS

Interruptions?

Phone calls

Text messages

App notifications

Battery Warning

Forced updates

Voicemail

Switching
between apps

Locking and
unlocking the
screen

Music playing
while using the
app

MAM/MDM
solution running
on the device

Out of memory
(general
performance
interruptions)

Data app
interruptions
(WhatsApp, Viber,
Tango)

Audio interrupts from multiple sources
(iPod, Media player, Other audio apps)

APP RISK ANALYSIS

Customer Feedback

What are customers saying about app?

App reviews

App ratings / comments

Comments, forum posts and articles on the (social) web

Complaints and support request

GREAT JOB , April 20th, 2017 !

Thank you for being such a hardworking students !

- I'm wishing you GOOD LUCK in finding a new job.
- Keeping my fingers crossed for each and every one of you.
- Please don't hesitate to contact me, if you need help.
- You will always have an access to our Google Drive in case you need to revive any material.

