



MOBIONE

Check, Test and Wipe

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PRE-REQUISITS

If you are an existing MobiCode user then before installing MobiOne you will need to uninstall all previous existing versions of MobiOne, Mobi10 and MobiWIPE.

To uninstall Mobi10 open Apps and Features in Windows settings and uninstall MobiCode Mobile Phone Software.

To uninstall the legacy version of MobiOne, open Apps and Features in Windows settings and uninstall MobiOne.

To uninstall MobiWipe, navigate to C:\Program Files (x86)\MobiCode and delete the MobiWIPE folder.

Please note that if you are a new user then you can install MobiONE without removing previous versions

Windows User Account:

You **must** use an Administrator level account to run MobiOne. This is to grant the program the access required to connect to devices, read their details and send commands.

Minimum Specifications:

- Windows 7 Professional 64 bit
- 4GB RAM
- 500 GB HDD

Recommended Specifications:

- Windows 10 Professional 64 bit
- 8GB RAM
- 500GB SSD

If you are using laptop:

- Keep the laptop plugged in and on charge
- Set the Laptop Power Options so the Laptop does not sleep when plugged in

USB Hub:

- If you intend to connect to a USB hub it is highly recommended that you use a powered USB hub otherwise you may encounter problems when connecting multiple devices to your test bench.

Internet access:


- Either LAN or Wi-Fi Access to the internet is required

Firewall settings / Anti-Virus Settings:

- Ensure MobiWIPE.exe is added as exception


INSTALLATION

To download the application, you will need to navigate to the download section of the MobiCode portal. Under the download categories you will find “MobiOne Check Test & Wipe PC Base”.



MobiOne Check Test & Wipe PC Based
MobiOne Check, Test & Wipe Tool, PC based application.
Files: 2

Open the link and on the subsequent page click the download link shown beneath the installation package. This will download the installer to your machine.



MobiOne PC - Check, Test & Wipe
Details: Installer for the the new MobiOne Check, Test & Wipe PC based tool.
Type: application/x-dosexec
Size: 62187328 bytes
[Download](#)

Run the executable to install MobiOne to your machine.

The program will be installed in the directory "C:\Program Files (x86)\MobiCode\MobiOne"

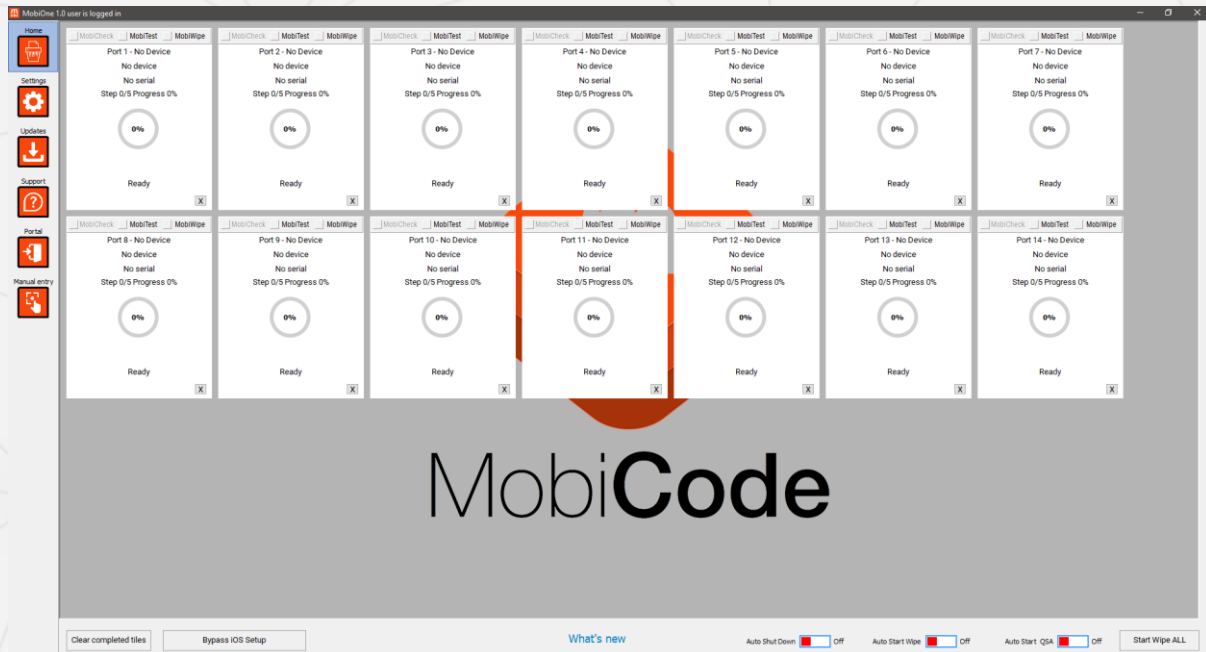
Drivers:

The required Android and iOS drivers will be installed automatically. You may be asked to progress some of the driver installations depending on your PC setup at the time of installation.

Updates:

The installer will automatically check for any updates during installation.

NAVIGATION



On the left side of the program window, you will find the following icons to access the different screens available in MobiOne.

Check, Test and Wipe



The check, test and wipe screen is the primary screen you would use to interact with MobiOne. Here you will see several “tiles” which represent the ports you have set up to connect devices to MobiOne. The tiles will display the device details and change colour depending on the status of the device and any actions being performed.

Settings



The settings screen is where you will find the login page, as well as the port configuration screen, printer and monitor settings and various other settings that you may wish to edit. You can customise the function of MobiOne, such as turning off automatic installation of MobiOne to devices or set various workflow blocks to define how you want to interact with devices.

Updates



The updates screen is used to check for any updates to MobiOne as well as download any updated firmware that may be required for connected devices. MobiOne will automatically download any updates if it is restarted, but you can use this screen to manually download any updates that have come out since you last restarted the program.

Help



The help screen will allow you to access the support desk and raise a ticket from directly within MobiOne in the event you encounter any technical problems. Please note that you will need to set up an account on the support desk to log a ticket.

Portal



The portal button will launch and then automatically log you in to your MobiCode portal account on your default web browser.

Manual Testing



The manual testing screen gives you the ability to test a device not supported directly by MobiOne through the main screen. In these instances, you can manually test the device and record the results on the portal as you would for a supported device.

In addition to the menu buttons on the left, you will find several more buttons on the lower portion of the screen along with some quick access settings.

Clear completed tiles

This button will clear any tiles still showing information for a wiped device or a device that has encountered a workflow blow and cannot be processed.

Bypass iOS Setup

The Bypass iOS Setup button allows you to bypass the “Hello” screen setup on all connected iOS devices instead of bypassing them one at a time.

Start Wipe ALL

This button will wipe all connected devices instead of wiping them all individually.

Auto Shut Down ☐ Off

Auto Start Wipe ☐ Off

Auto Start QSA ☐ Off

Auto Shut Down will turn off any iOS device once it has been wiped.

Auto Start Wipe will enable automatic wiping of any device connected if it does not encounter a workflow block. Turning this option on will disable the ability to install the test application.

Auto Start QSA will automatically bypass the setup on any iOS device connected.

What's new

You will also find a quick link to the change log where you can review any recent additions to MobiOne.

SETTINGS

Logging in

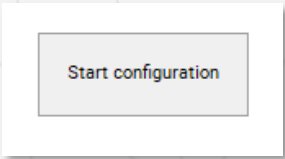
To log in, open the settings tab and then navigate to the License tab. Enter your MobiOne username and password and click 'Save & Login'. If you are unsure of your credentials, they can be found on the web portal under **User > Account Credentials**.

- On successful login it will advise on screen and display your current balance
- You can log out from your credentials using the 'Log Out' button
- Each license can only be used on one machine at a time

Port Configuration

You must configure the ports you are going to use for MobiOne before you can process a device.

- To configure the ports, you will require a powered on mobile device with USB data cable. Please do not use a memory stick
- To start, navigate to settings and then open the Port Configuration tab
- If you are using a hub, then make sure it is connected to the PC before you move on to the next step
- Click "Start configuration" in the bottom right corner of the screen



Start configuration

- Connect a device to the first port, and you will see it appear in the list
- A port that is correctly configured will look like this

```
PCIROOT(0)#PCI(1400)#USBROOT(0)#USB(2)... 1
```

- Repeat for all the ports you intend to use. You can use the same device for each port
- You **MUST** click 'Stop Configuration' to save your port settings

Erasure settings

The erasure settings tab allows you to define "workflow blocks" for MobiOne. This specifies how you wish MobiOne to handle any exceptions that may be generated by a connected device, such as if a SIM is present in the device, or if an FMIP account is detected.

The workflow blocks can be set to either ignore the exception or halt any further action. By moving the associated slider to either "yes" or "no". If MobiOne is set to ignore the exception, the tile will turn amber to show that an exception has been detected but is being ignored or will show an icon depicting the exception.

If MobiOne is set to halt on a particular exception, the tile will turn red and inform you of what the exception is.

The screenshot shows the MobiOne settings window, divided into two main sections: iOS and Android. Each section contains various workflow blocks with toggle switches and checkboxes, and some have associated input fields. At the bottom, there are buttons for 'Save', 'Load default settings', and a checkbox for 'Enable wipe'.

iOS Settings:

- Ignore FMIP: ☒ NO
- Ignore invalid IMEI: ☐ YES
- Ignore SIM: ☒ NO
- MobiCHECK: ☒ YES
- Slow or Fast wipe: ☐ Fast
- MobiCHECK Block: ☒ NO
- Battery min.% for wiping:
- Path to IPSW(!):

Android Settings:

- Erase or Erase & Wipe: ☒ EW
- Ignore ROOT: ☐ NO
- Ignore accounts: ☒ NO
- Clear User | System packages: ☒ SP
- Ignore KNOX: ☐ YES
- Ignore invalid IMEI: ☒ YES
- Ignore SIM Card: ☒ NO
- MobiCHECK: ☒ YES
- Ignore SD Card: ☒ NO
- MobiCHECK Block: ☒ NO
- Battery min.% for wiping:
- Amount wipe of rounds:

Buttons:

- Save
- Load default settings
- Enable wipe: ☒ Wipe disabled

iOS workflow blocks & settings:

Ignore FMIP: Tells MobiOne to either ignore Find My iPhone on a device or not.

Slow or Fast wipe: Tells MobiOne whether to perform a slow or a fast wipe.

Android workflow blocks & settings:

Erase or Erase & Wipe: Erase will either just erase data, or both erase data and wipe the device

Ignore accounts: Tells MobiOne whether to ignore a user account or not.

Ignore KNOX: Tells MobiOne whether to ignore a KNOX issue on a Samsung device.

Ignore SD card: Tells MobiOne whether it ignore any SD cards or additional storage.

Ignore ROOT: Tells MobiOne whether to ignore if the device.

Clear user/System packages: Clear user will clear only user installed apps. Clear system packages will clear user apps and system applications too.

Amount of wipe rounds: How many times MobiOne will wipe the device.

Shared workflow blocks & settings:

Ignore invalid IMEI: Will ignore if the IMEI of the device has been changed or not.

MobiCheck: Specifies whether MobiOne will run a blacklist check on a connected device.

MobiCheck Block: Tells MobiOne whether to ignore a blacklist on a device or not.

Battery min% for wiping: Defines how charged a device battery needs to be.

Enable Wipe: This button will allow you to disable the wipe functions to prevent accidental wiping of devices on the main screen.

Portal settings

There are several settings that you can amend on the portal that will affect the behaviour of MobiOne. These can be found under User > MobiOne General Settings.

General

Under the general tab you can enter details for your Wi-Fi network. This is used to automatically push a Wi-Fi profile to iOS devices when using the quick setup function to save you having to enter the network details manually on the device each time.

- Enter your network name in the field Wi-Fi SSID
- Enter your network password in the field Wi-Fi Password

Save the settings and your Wi-Fi profile will be stored for use when setting up iOS devices.

Labels

The labels tab will give you customisation options for the labels you produce during detection, testing or wipe. There are three options you can toggle.

- **Tester's Name** – This checkbox will allow you to enable or disable printing of the name of the individual testing the device on any test labels you produce
- **Remove Logos** – This checkbox will allow you to remove the MobiCode logo from any of your labels printed
- **Faults Label** – This checkbox will allow you to select whether you wish to only have a single basic summary label of the results of the test or an additional label which details the full outcome of the tests performed

Certificates

The certificates tab gives you additional customisation for the PDF certificates stored on the portal and locally on your machine. There are several customisable settings you can set which are useful for customer facing certificates and white labelling.

- **Hide Staff Member** – Remove the staff member names from PDFs
- **Customised Report** – Select whether you wish to produce only the standard PDF or both a standard and customised PDF using the following settings
- **Hide Failed** – Hide any failed tests from the custom report
- **Hide Skipped** – Hide any skipped tests from the custom report
- **Hide Summary** – Hide the overall pass/fail result from the custom report
- **Certificate Title** – Give the certificate your own title
- **Certificate Sub-Title** – Give the certificate your own sub-title
- **Top Bar Text** – Custom text for the report details heading
- **Certificate Logo** – Add your own company logo to the report
- **Device Info Title** – Custom text for the device information section
- **Footer URL** – Add your own company URL to the footer section
- **Footer Email** – Add your own company Email to the footer section

MobiTEST

MobiTEST settings

Install MobiTEST ☒ YES Motion Sensors

Install WIFI Profile ☒ YES

Save Update

The MobiTEST tab will provide you with two toggle switches. The first sets whether the testing application is pushed to connected phones or not.

The second sets whether Wi-Fi settings will be automatically pushed to iOS devices during the skip setup process.

You will also find a drop-down menu where you can select custom test

profiles to be installed to devices. These profiles are set on the portal and allow you to test only a subset of the hardware components depending on your requirements.

Please refer to the articles on the Knowledge Base for instructions on how to create test and wi-fi profiles.

Label Printer

Printer settings

Selected Printer: DYM0 LabelWriter 450

Enable printing: ☒ ON

Label width: 357

Label length: 885

Landscape | Portrait: ☒ Landscape

99012 Large Address: 357x885

Scale: 1.00

☐ Device label on connection

☒ Post Test Label

☐ Post Wipe Label

Select printer Save settings Print label

*Dymo label printers currently supported

To add a label printer to MobiOne, first make sure the printer is connected to the PC with the relevant drivers installed. Once you launch MobiOne, head to Settings > Label Printer. Now press 'Select Printers' and select your printer from the list and click 'Use Selected'.

Tick the check box next to 'enable printing engine'.

You can set the custom size and orientation of the

labels you are using or quick select the label size from the drop-down menu. Once done click 'Save Settings'.

On the right you will see several checkboxes that allow you to choose which label you would like MobiOne to automatically print. If you wish to print them later, they can also be found in the PDF folder within the MobiOne installation directory.

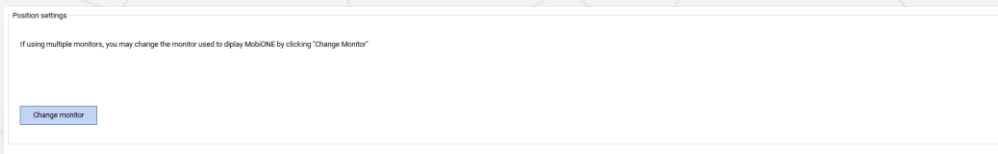
With Dymo printers the paper size is not always correctly recognised, and you may find your labels do not fit the label correctly. This is a limitation within the Dymo software, but you can set Windows so that it knows the correct labels installed in your printer.

Open your control panel and select “Devices and Printers”. Right click on your Dymo printer and select “Printing Preferences”. Open the “Advanced” options in the lower right and under the “Paper Size” drop-down, select the paper size installed in your printer and select “OK” to save.

N.B At this time only Dymo label printers are currently supported.

Main Monitor settings

If your test rig has multiple screens, you can use this tab to set which screen you would like MobiOne to appear on.



Pressing the “Change Monitor” button will cause MobiOne to move across each attached screen until it is shown on the monitor of your choice.

BEFORE YOU CONNECT A DEVICE

Before you start testing a device it is recommended that you:

- Remove any SIM card.
- Remove any removable micro-SD card.
- Remove any user accounts from the device.
- Remove any activation locks* from the device.
- Restart the device from fresh before connection to wipe.
- Ensure you have at least 25% of battery life.
- Always keep the device connected during a wipe.

* An activation lock would include iCloud / Find My iPhone locks, Samsung Reset Protection locks for example.

CONNECTING ANDROID DEVICES

Enabling developer mode:

Before you connect an Android device you will need to first enable Developer Options through the device’s settings menu.

To enable Developer Options, you need to locate the Build Number in the device settings. This can be found in a few areas depending on device.

- Settings > About phone > Build number.
- Settings > About device > Build number.
- Settings > About phone > Software information > Build number.
- Settings > About > Software information > More > Build number.

Tap 7 times on the Build Number to enable Developer Options.

Once enabled you then need to click back until you see Developer Options listed in the device's Settings Menu.

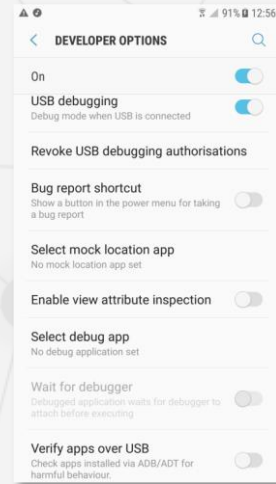
Enabling USB debugging:

Now you have enabled Developer Options, open it to access additional phone settings.

You will need to select the following settings.

- USB Debugging > On.
- Verify Apps via USB > Off.
- For Android version 4 and older please check 'Stay Awake'.

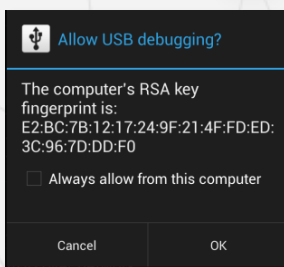
Now that the device is set up you can proceed to the next stage.



Authorising the connection:

Ensure the device screen is on and the screen unlocked, then connect the android device into one of the previously configured USB ports.

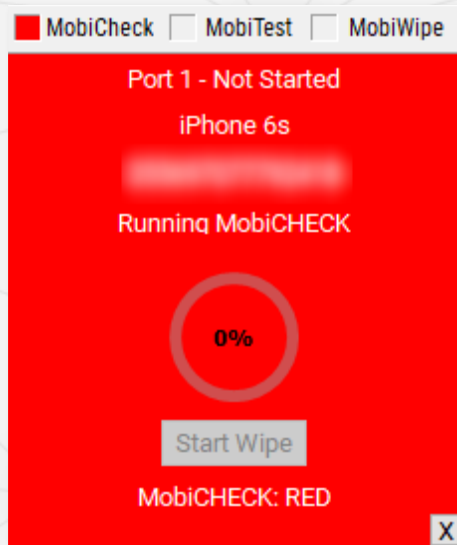
Once connected you will be presented with a trust prompt requesting permission to allow USB debugging.



Tick the checkbox "Always allow from this computer" and then press OK.

If any additional permission requests appear you need to accept those also.

MOBICHECK



Upon successful connection of a device, a MobiCheck will automatically run unless it has been disabled in your workflow settings.

The MobiCheck will look up the device on the GSMA database to ensure that it has not been reported lost, stolen or had another flag raised against it that may be of concern.

A MobiCheck will only be run once every 24 hours, so if you have previously connected the device and attempt to do so again within 24 hours, the previous result will be displayed.

If the device failed the MobiCheck the tile will show red.

If the MobiCheck result is a failure, you can check on the archive section of the portal for further clarity on the reason for the failure.

EXPLAINING TILES

Status boxes

At the top of each tile you will see three status boxes labelled **MobiCheck**, **MobiTest** and **MobiWipe**. The colour of the box indicates the progress that has been made and is updated live.



MobiCheck

Grey: Waiting for device
Purple: MobiCheck requested
Green: MobiCheck passed
Red: MobiCheck failed

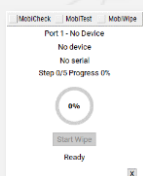
MobiTest

Grey: Waiting for device
Purple: Installing application
Blue: App installed.
 Awaiting results
Green: Results uploaded

MobiWipe

Grey: Waiting for device
Green: Wipe completed

Tile colours explained



White tile: Indicates that no device is currently connected or detected.



Cyan tile: Indicates a connecting or connected device.



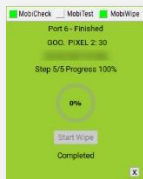
Red tile: Device error or failed exception based on workflow block settings.



Amber tile: User interaction required due to exception encountered or device status (e.g USB debugging required on Android or Trust required on iOS device).



Blue tile: Device undergoing a wipe.



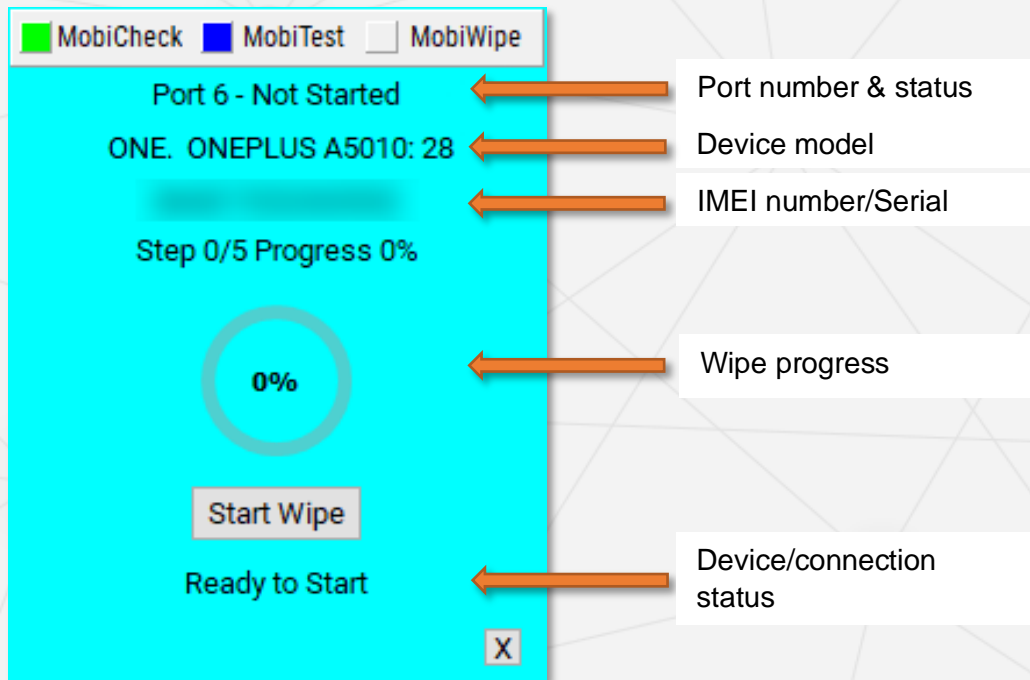
Green tile: Device wiped successfully.



Purple tile: (iOS only) Setup assistant bypass complete.

Tile details

The tile will display various details relating to the device connected and its status.



MobiTest

Overview

MobiTEST is a new application within MobiOne for the purpose of performing hardware diagnostics of Android and iOS devices.

Upon connecting a device successfully to MobiOne, MobiTest will install automatically provided it is set to do so in the settings.

The application currently supports the following mobile operating systems:

- Android 4.2 and above
- iOS 10 and above

To install MobiTest on devices, simply connect them to your PC whilst MobiOne is running. You can connect as many devices as you have available ports.

Application installation

Android

On Android devices the application will install and then automatically launch. You will be asked to accept various permissions necessary for MobiOne to perform the hardware testing.

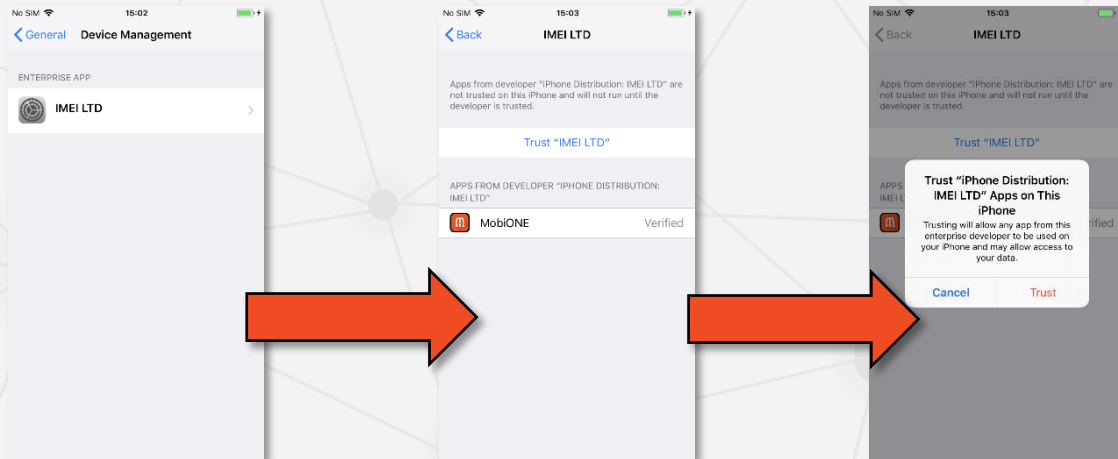
iOS

When connecting an iOS device, you will see a trust prompt that you will need to accept to allow a connection.



Once you have trusted the connection you will then need to trust the software.

Navigate to Settings > General > Device management and then trust the software.



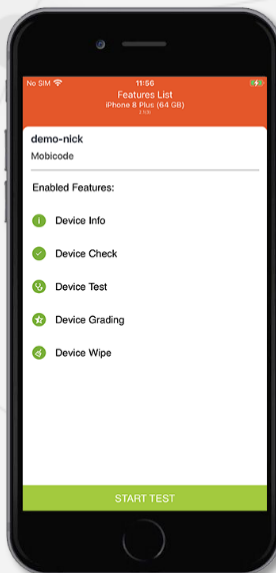
Test screens

Below you will find a detailed description of the various test screens available in the testing application, how they appear and how they function.

There are two types of test performed by MobiOne: automatic tests and interactive tests.

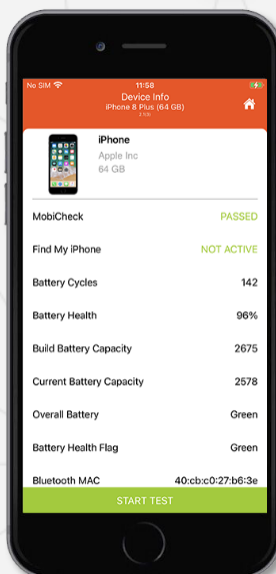
Interactive tests are those that require user interaction with the device, such as the hardware button test, where you are required to press a button to ensure the device detects that it has been pressed.

Automatic tests run in the background as soon as the application starts. These include the Wi-Fi test, GPS test, Bluetooth tests and tests of all the movement sensors such as the barometer, accelerometer, gyroscope, and compass. These tests do not require interaction and will pass automatically. If they do not pass automatically for any reason during testing, you will be given the option to test the sensor interactively.



Feature List

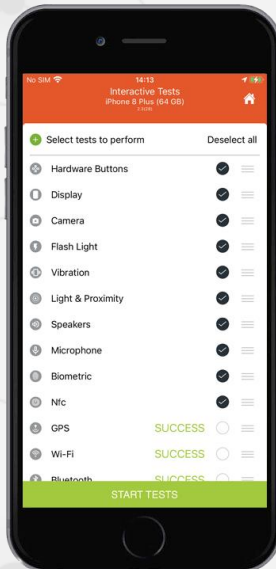
The feature list screen provides details as to what features are enabled on the testing application. The features can be turned on and off at the user request.



Device info

The device information screen provides various details about the device. You can view the battery status, storage capacity, details on the software version and various other details about the device.

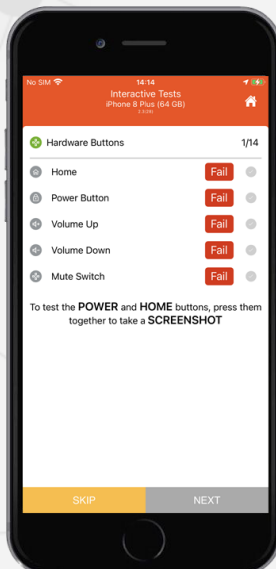
On iOS you can also see a report on hardware authenticity to see if any of the components have been replaced.



Test overview

The test overview page provides a summary of the tests available for the device and allows you to select which tests you want to run.

If an automated test has already passed when you reach the overview page, you will see them marked as having succeed as seen in this image.



Hardware Buttons Test

The Hardware Buttons test will allow you to check the hardware and software buttons on the device.

Press each button in turn and the result section to the right will show a green tick to indicate that it has been detected correctly.

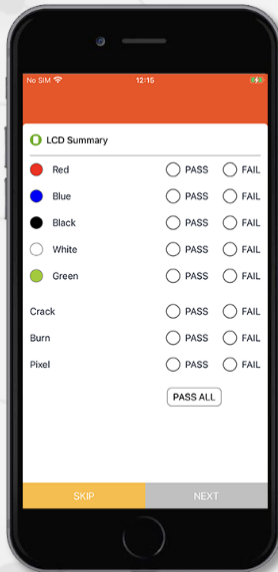
If a button press is not registered, then tap the 'Fail' button on the test screen.

The test is intuitive and will only show tests for the buttons relevant to the device being tested.



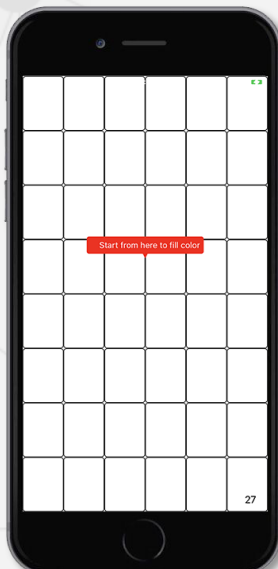
Display Test

The display test will show 5 different coloured screens. This is to help you identify dead pixels, screen burn or haze.



LCD Summary

Once you have tapped through the 5 colours you will be able to Pass/Fail each colour as well as the LCD/screen condition.



Touchscreen Test

The touchscreen test will allow you to check the touchscreen by registering your finger movement across the grid.

Tap the screen then use your finger to turn each square red. If you cannot fill the whole grid it will automatically fail the test after 30 seconds and proceed to the next test.



Multi-Touch Test

The multi-touch test will allow you to confirm whether the device registers multiple touches simultaneously.

If you press the screens with two fingers and nothing happens then the phone has not detected the touches and you should fail the test.

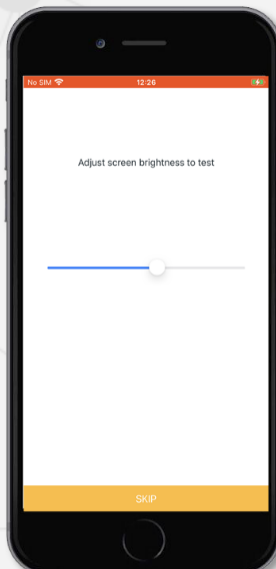


Force/Long Press Test

This will test the force press function on iOS devices and the long press function on Android devices.

On an iOS device, firmly press the circle in the centre of the screen until it turns green.

On an Android device simply press lightly on the circle and hold until it turns green.

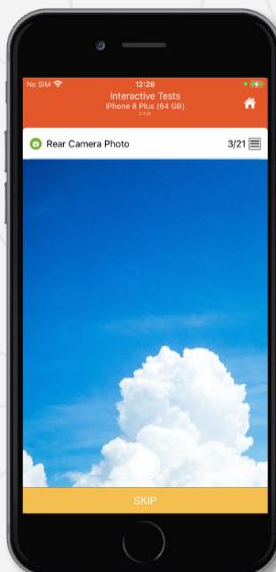


Screen Brightness Test

The screen brightness test will check the ability to dim and brighten the screen. The app may take you to a settings page to allow permission for this.

Press on the slider and drag it to the left and the right to ensure the screen responds correctly.

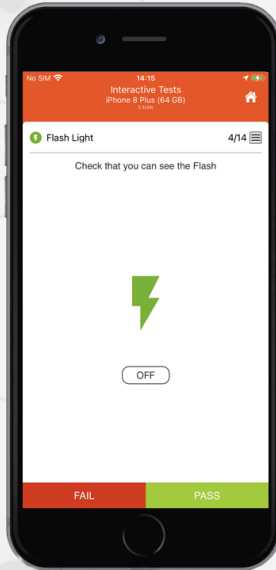
If moving the slider does not dim or brighten the screen the phone has not registered this, and the test should be failed.



Camera Tests

These will test the front and rear cameras by taking an image on each one and then displaying it for you to review, which you will then pass or fail.

Next it will do the same by taking video and then playing back for you to pass or fail



Flashlight Test

The flashlight test will allow you to test if the flash is working. The light will turn on automatically, so you just need to turn the device around to check that it is on and pass or fail the test accordingly.

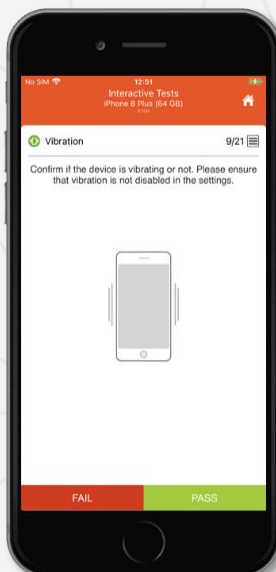


Light & Proximity Sensor Test

Cover the top of the device as indicated by the dark grey area on the image of the phone.

The two symbols beneath the phone image will turn green to show the sensor has passed.

Once one test has passed an internal countdown will begin, and if the other sensor does not pass during this window it will turn red to show it has failed. You can still cover the top area of the screen to test the remaining sensor again if for any reason you were unable to during the timeout period.



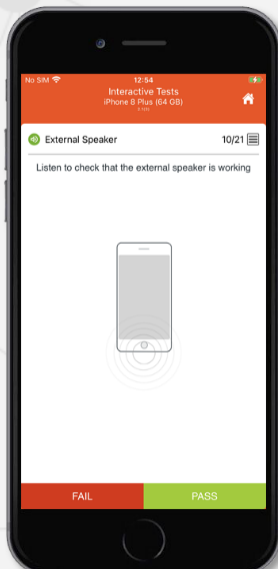
Vibration Test

This will test the vibration motor of the device. The device will start vibrating automatically. pass or fail the test based on whether you can feel the device vibrating or not.



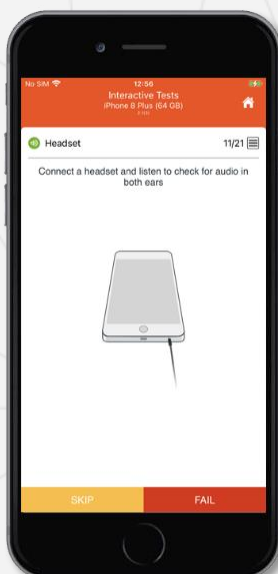
Internal Speaker Tests

These tests will allow you to make sure that the internal speakers are working correctly. The audio will play automatically first through the top speaker. Simply pass or fail the test based on whether you can hear audio coming from the earpiece.



External Loudspeaker Test

The audio will then automatically play through the lower loudspeaker and you can again pass or fail accordingly.



Headphone Test

This tests the device's ability to play audio through headphones. The audio will start to play automatically once a pair of headphones are connected.

Be sure to check both earpieces to ensure the music is being played through both channels.

You can then pass or fail the test depending on the outcome.

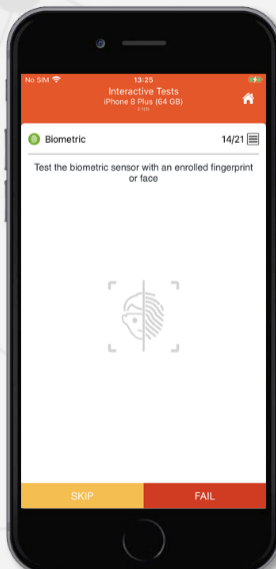


Microphone Tests

This will test the microphone on the device. First press the 'RECORD' button on screen. The app will then record for 5 seconds and then play back the recording automatically.

You may then pass or fail the test based on the results you hear.

On iOS devices the test will check all microphones on the device, indicating their location with a red circle on the device image.



Biometric Security Test

This will test the biometric security functions on the device, such as fingerprint and facial recognition.

If biometrics have not been set up the app will redirect you to the settings page to set them up if this is permitted by your organisation. Simply tap back on the screen once set up to return to the test.

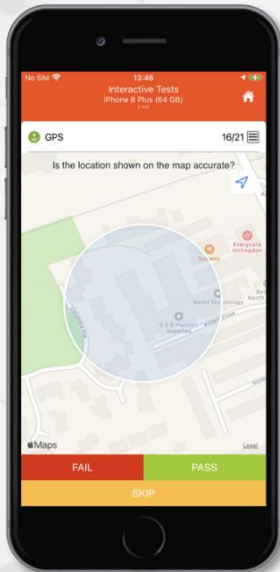
The fingerprint will go green if the biometrics are working correctly.



NFC Test

This will test the NFC function on the device. Simply hold the device to an NFC tag and if detected, the test will pass automatically.

iOS developer mode is heavily restricted and at present NFC tests will not work with any payment-oriented NFC tag or devices such as Ambibos or Skylanders.



GPS Test (Automated)

At application launch the location services on the device will be enabled and the GPS test will run automatically in the background while you test the device.

You will only see the test screen as shown if the device has not passed the GPS test automatically for any reason.



Wi-Fi Test (Automated)

If Wi-Fi has already been enabled and set up on the device, the Wi-Fi test will run automatically in the background while you test the device.

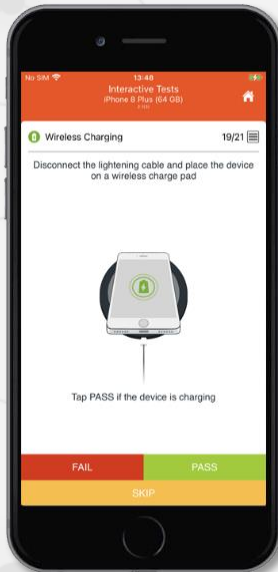
You will only see the test screen as shown if the device has not passed the Wi-Fi test automatically for any reason.



Bluetooth Test (Automated)

The Bluetooth test will also run automatically in the background and attempt to scan for Bluetooth devices. If one is found, then the test will pass.

You will only see the test screen as shown if the device has not passed the Bluetooth test automatically for any reason.



Wireless Charging Test

Place the device on a wireless charging device.

If the device correctly detects the charge, it will show a charge symbol on the image of the device and then automatically pass the test.

This test will show on all devices even if they do not have wireless charging functions.



Wired Charging Test

Connect the device to a charge or data cable that is connected to either a charger or your computer.

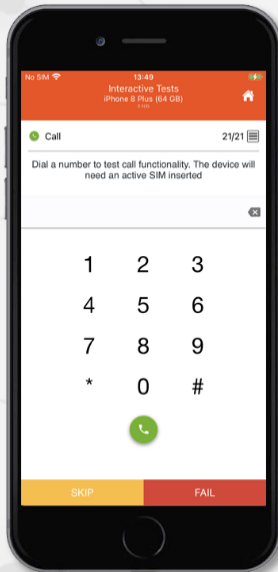
If the device correctly detects the connection, it will show a charge symbol on the image of the device and then automatically pass the test.



Motion Sensors Test (Automated)

As soon as the application starts, it will check the various movement sensors silently in the background to check they are working correctly. This includes the compass, barometer (if present), accelerometer, and gyroscope. During testing it is likely these sensors will pass automatically as you handle the device.

If for any reason a sensor has not passed, you will see this test screen with one of the symbols either entirely or partially showing red. Move the device as indicated in the image to test the remaining sensor axes.

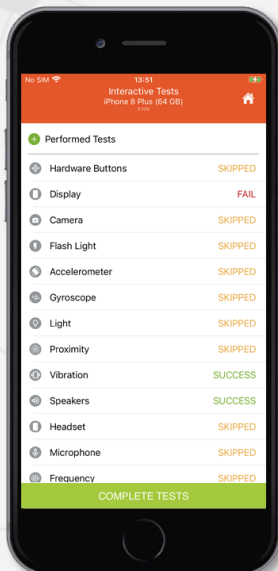


Call Test

This tests the devices ability to make a successful call. This will require an active SIM card in the device.

This test will make sure the modem and main board can play audio through the speakers.

If there is a fault with one of these, the speaker tests alone will not detect it.



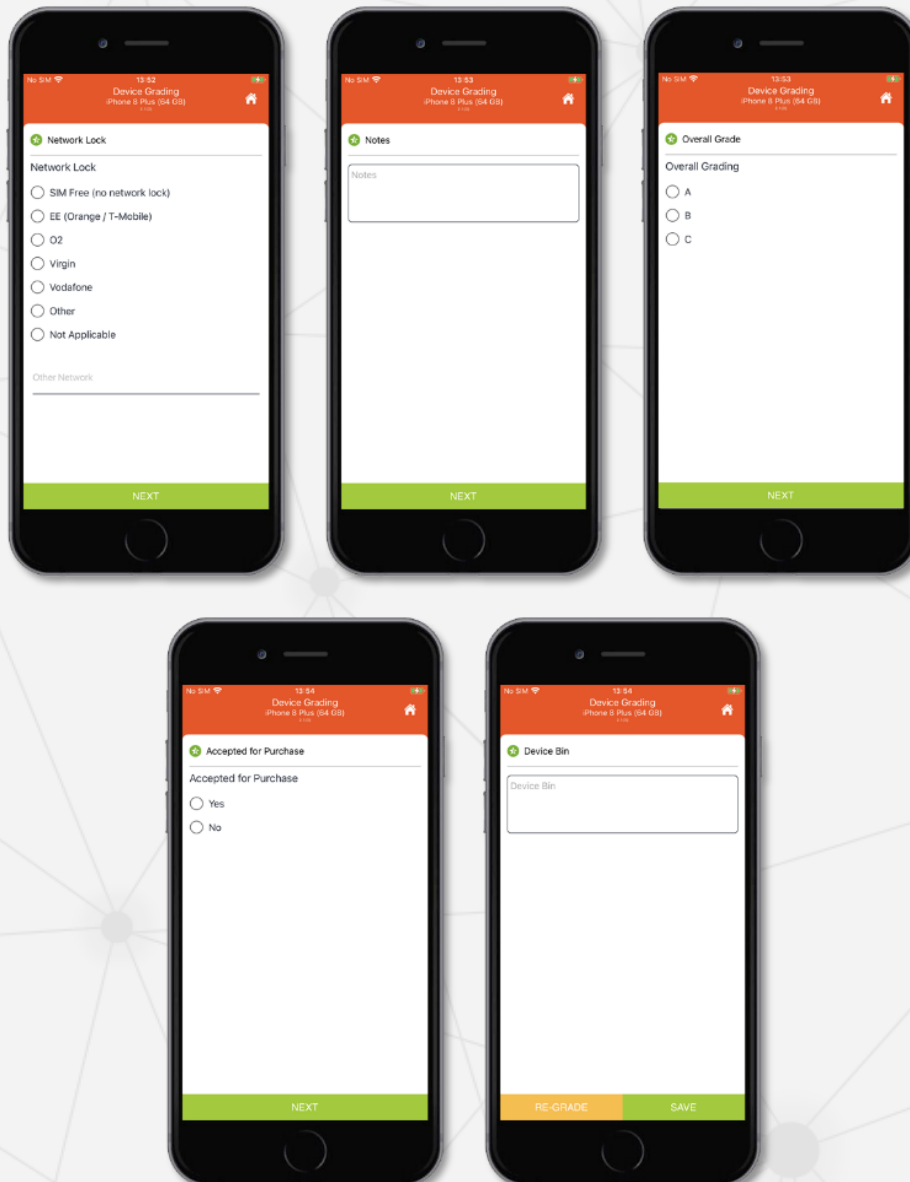
Results screen

When you have finished the tests that you will be presented with the results screen to show the outcome, whether the test passed, failed, or was skipped. You can then complete the results and either retest sections or move on to grading the device.

On this screen you can press any of the tests to repeat them if desired, including testing the various movement sensors individually.

Post-Test Screens

Once testing has been completed there are a few post-test screens you can complete. These are to capture additional information about the device for your records. You can grade the device, record the carrier it is locked to if known, enter a device bin ID and add notes.



The post-test screens are customisable and depending on your account we may be able to provide custom grading and post-test screens for you.

Test Results

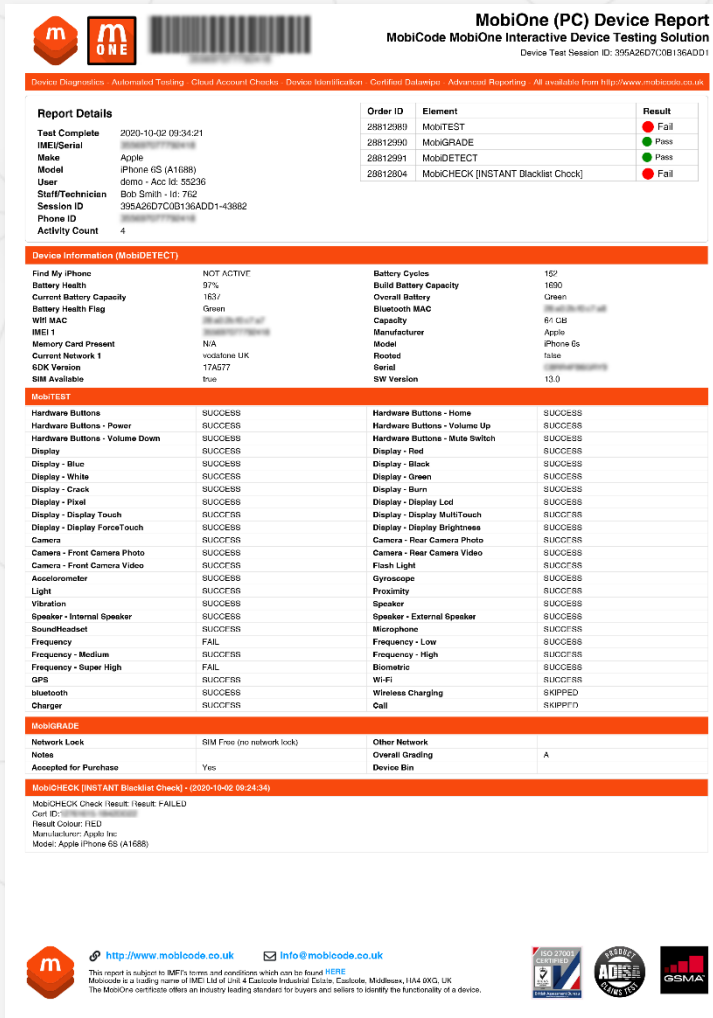
Once the tests have been completed, they will be saved both locally on your test machine as well as on your portal account.

Local results

The results will save locally as a PDF in the installation directory of MobiOne:

C:\Program Files (x86)\MobiCode\MobiOne\PDF\MobiTest

The filename will contain the IMEI to make it easier to find the correct .PDF file.



At the top of the results you will find a scannable barcode representing the device IMEI.

The report will contain the device information, such as battery health, number of charge cycles (iOS), the IMEI number and various other pieces of information relating to the device.

You will then see the results of the various tests, whether they were passed, skipped, or failed.

Next you will see any grading information you also entered, such as device condition, network locks or any device bin information.

Finally, if a MobiCheck has been performed you will see this and the results at the bottom of the page.

The report can be printed and stored with the device as a record of its test history.

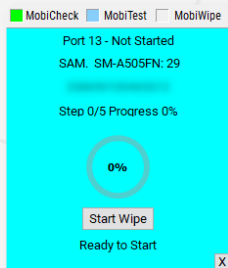
Online results

For your convenience, the same PDF file is stored on the portal so you can access it anywhere you have access to the internet.

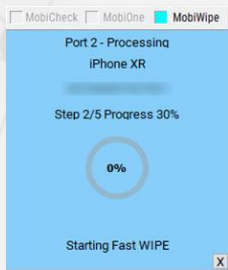
To find the report you can navigate to Archive > MobiOne activity and enter the device IMEI in the search field

MobiWipe

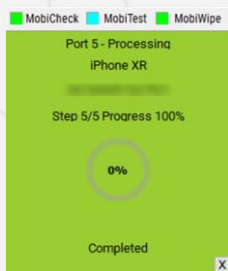
The MobiWipe is an ADISA accredited wipe. This means that it is the highest tier of wiping possible to ensure no data is left on a device to ensure your peace of mind.



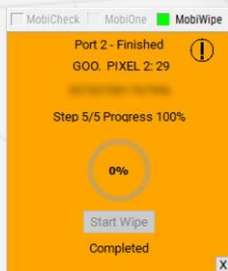
To wipe a device, you simply need to select Start Wipe on the tile for the device in question.



The tile will turn light blue when the wipe is running.



Once the wipe is completed, the tile will turn green to show it has completed.



If for any reason there is an exception, but the wipe has still completed, the tile will turn amber.

Wipe certificate

Once your wipe has been completed, the certificate will be stored in your account archive on the MobiCode portal.

A local copy of the certificate will also be stored in the following location on your C drive.

Local results

The results will save locally as a PDF in the installation directory of MobiOne:

C:\Program Files (x86)\MobiCode\MobiOne\PDF\MobiWipe

The filename will contain the IMEI to make it easier to find the correct .PDF file.

MobiWipe Report
MobiCode MobiWipe Secure Data Erasure
Secure DataWipe ID: 7CE49-F7FA3-7E1E1-0

Device Diagnostics · Adware/Rootkit Testing · Cloud Account Checks · Device Identification · Certified Databases · Advanced Reporting · All available from <http://www.mobicode.co.uk>

Secure Data Erasure Environment Details

Wipe Completed	2020-10-09 12:37:06
Licensed User	demo-nick
Company	MobiCode
MobiWipe Version	1.0.0.1527
PC Environment	Windows 10 (Version 10.0, Build 18362, 64-bit Edition)
Session ID	7CE49-F7FA3-7E1E1-0
OS Version	13.0

Device Details

IMEI	[Redacted]
Serial	[Redacted]
Model	Apple iPhone 6s (iPhone8,1)
Hardware Model	
Model Number	NKQ2
Phone OS	IOS
OS Version	13.0

Wipe Process

Method	Fast wipe
Operation	Full wipe
Start Time	October 9, 2020, 1:37 pm
End Time	October 9, 2020, 1:37 pm
Comments	Activation Exit code : 0 Process code: 0Device ID Exit code: 4294967295 Process code: 0 iPhone_4.7_14.0.1_16A393_Restore.ipsw
Wipe Status	SUCCESS

<http://www.mobicode.co.uk> info@mobicode.co.uk

This report is subject to IMEI's terms and conditions which can be found [HERE](#)
MobiCode is a trading name of IMEI Ltd of Unit 4 Creative Industrial Estate, Castleway, 1104 9XC, UK
The MobiCode certificate offers an industry leading standard for buyers and sellers to identify the functionality of a device.

TRADE MARK
AUS
GSM

At the top of the results you will find a scannable barcode representing the device IMEI.

The report will provide details about user who performed the wipe, some details of the test machine and a time and date.

The next section provides details about the device include the IMEI, serial and OS version.

Lastly, the final section will provide details on the type of wipe performed as well as the outcome.

As with the test report, the wipe report can be printed and stored with the device as a record of its test history.

Online results

To find the report you can

navigate to the Archive and enter the device IMEI in the search field.

Click on the blue hyperlinked IMEI details against the service titled "MobiWipe_Secure"

Date Submitted ▼	Order ID ▲	Service ▲	Sales Cat ▲	Model ▲	IMEI/SERIAL ▲	Opt Ref ▲	Status ▲	MobiCHECK ▲
2020-11-06 11:06:55	29329869	MobiCHECK Retrieval		Apple iPhone 7 (A1778)			solved	red
2020-11-06 10:57:37	29329777	MobiWipe_Secure		Apple iPhone 7 (A1778)			solved	

On the subsequent page that loads you will see a text version of the wipe report along with a link titled "Wipe Certificate". Click the hyperlink and the PDF version will be displayed.

Order Details IMEI: [REDACTED], ORDERNO: 29329777

IMEI	[REDACTED]	Requested By	[REDACTED]
Order ID	29329777		
Status	solved		
Date Submitted	2020-11-06 10:57:37	Credits Deducted from	
Date Returned	2020-11-06 10:57:37	Cost	
Service	MobiWIPE_Secure		
Service ID	1-128		
Order Details			

File [WIPE Certificate](#) 

Date: 2020-11-06 10:57:37

Enviroment
UserOS: Windows 10 (Version 10.0, Build 19041, 64-bit Edition)
product: MobiOne
version: 1.0.0.1530
fingerprint=: fcbc794e637cfc5685669b930655ec89

Device Details
manufacturer: Apple
model: iPhone9,3
modelName: iPhone 7
hardwaremodel:
modelnumber: MN8X2
imei: [REDACTED]
serial:
os: 12.3.1
ipsw: iPhone_4.7_P3_14.1_18A8395_Restore.ipsw
sim present: false
fmip active: false

Wipe Process
IPSWDir: C:\ipsw
working dir: C:\Program Files (x86)\MobiCode\MobiOne
method: Fast wipe
operation: Full wipe
time start: 1604660256
time end: 1604660258
exception:
comments: Activation Exit code : 0 Process code: 0 Device ID Exit code: 4294967295 Process code: 0; iPhone_4.7_P3_14.1_18A8395_Restore.ipsw

Wipe Success: SUCCESS

Manual Testing

MobiOne is designed to support iOS devices running iOS 10 and above, as well as Android version 4.2 and above. If you wish to test a device with an operating system version lower than these, or a device that is otherwise supported for any other reason you will need to use the manual testing screen.

Upon opening the screen, you will see some basic details about your account and a couple of links.

User: demo-nick

Balance: 20.28

In the upper left you will see your account name along with your current available balance.

New Manual Test

Test Archive

The “New Manual Test” link what you will select if you wish to test a new device. The “Test Archive” link is what you will select to view previous test results. You can also use this to view results of devices tested in the normal manner through the phone application.

New Manual Test

To test a device, press the “New Manual Test” button. To the right an input form will load with basic details to be entered.

Device manual test entry

Enter IMEI/SERIAL	<input type="text" value="Enter IMEI or Serial"/>	<input type="button" value="Lookup"/>
Make	<input type="text" value="or start typing the Make"/>	
Storage Size	<input type="text" value="Please select"/>	
Network Lock	<input type="text" value="Please select"/>	

Enter the device IMEI in the first field and then press the lookup button to query the device make and model details.

Device manual test entry

Enter IMEI/SERIAL	<input type="text" value="XXXXXXXXXX"/>	<input type="button" value="Lookup"/>
Make	<input type="text" value="LG"/>	
Model	<input type="text" value="Nexus 5X (LG-H791)"/>	
Storage Size	<input type="text" value="64GB"/>	
Network Lock	<input type="text" value="O2"/>	
<input type="button" value="Continue"/>		

Once you have done this the “Make” field will auto-populate with the device make and model. You can then enter the storage capacity of the device and the network it is locked to if known.

You can now press the continue button to begin the manual test process.

Device Check Services

MobiCheck	<input type="button" value="Submit to MobiCheck"/>
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You will first need to run a MobiCheck on the device to check whether it has been blacklisted or not. Press the “Submit to MobiCheck” button to proceed.

Manual Test Results Entry

Pass All Fail All Skip All

Camera

Pass All Fail All Skip All

Camera Rear Video	<input type="radio"/> Pass	<input type="radio"/> Fail	<input type="radio"/> Skip
Camera Rear Photo	<input type="radio"/> Pass	<input type="radio"/> Fail	<input type="radio"/> Skip
Camera Front Video	<input type="radio"/> Pass	<input type="radio"/> Fail	<input type="radio"/> Skip
Camera Front Photo	<input type="radio"/> Pass	<input type="radio"/> Fail	<input type="radio"/> Skip

Bluetooth

☐ Pass ☐ Fail ☐ Skip

Wi-Fi

☐ Pass ☐ Fail ☐ Skip

Display

Pass All Fail All Skip All

Display Brightness	<input type="radio"/> Pass	<input type="radio"/> Fail	<input type="radio"/> Skip
Display ForceTouch	<input type="radio"/> Pass	<input type="radio"/> Fail	<input type="radio"/> Skip
Display MultiTouch	<input type="radio"/> Pass	<input type="radio"/> Fail	<input type="radio"/> Skip
Display Touch	<input type="radio"/> Pass	<input type="radio"/> Fail	<input type="radio"/> Skip

The manual test page will then load. You will need to test the device manually and then record the results by pressing the relevant radio button.

For example, record a video using the device's rear camera, and if it works correctly, press the "Pass" radio button to record the result. For convenience there are "Pass All", "Fail All" and "Skip All" buttons for the test as a whole and for each section to allow you to record results en-mass.

Save Test Results

Once you have completed the test, use the "Save Test Results" at the bottom of the page to complete the test hardware test.

Finally, you will see a grading section where you can record details about the condition of the device and any notes you may wish to make.

Test Archive

MobiOne activity archive

Bulk Search (IMEI)

Fast Set Date

Select Date Range

Start Date

End Date

Search

Export

Search (IMEI)

Previous 1 Next

[Page 1 of 1] Total Found: 6

Last Update	Serial	Make	Model	Action Count	Actions
2020-12-15 14:12:52		Huawei	P20 Pro	3	DETAILS - PDF REPORT
2020-12-15 14:12:03		LG	Nexus 5X (LG-H791)	3	DETAILS - PDF REPORT
2020-12-15 14:10:16		Google	Pixel 2 (G011A)	3	DETAILS - PDF REPORT
2020-12-15 14:09:55		Samsung	Galaxy A50	3	DETAILS - PDF REPORT
2020-12-15 10:21:32		LG	Nexus 5X (LG-H791)	3	DETAILS - PDF REPORT
2020-12-15 10:20:05		LG	Nexus 5X (LG-H791)	3	DETAILS - PDF REPORT

Previous 1 Next

[Page 1 of 1] Total Found: 6

In the test archive section, you will find a list of recently completed tests, both manual and through the testing app on the phone. You can use the various search filters so look for a specific device by IMEI or search for any devices tested during a certain time frame.

To the right of and in line with the device IMEI you will see two hyperlinks for "Details" and "PDF Report". You can use these to see details of tests performed or download a PDF file of the results.