

Mail-In Device Functionality Checklist



Contact Information

Full Name

Return Address

Phone Number

E-mail

Device Information

Name and Model # of Device

Serial Number (Optional)

Functionality Test

A. Power & Connectivity

1. Does the device power on?

4. Does the device charge up when connected to a charger?

2. Does the device get recognized by a computer when connected via USB?

5. Test the Wi-Fi Antenna by connecting to wireless network from device

3. Please indicate the condition of the battery

B. Screen + Buttons Functionality

1. Please select the condition of the screen of your device

2. Does the power/
lock button work?

3. Does the home
button work?

4. Do the volume up/
down buttons work?

5. Does the vibrate toggle/
Silent switch/button work?

6. For Galaxy devices test the 2
additional buttons on the screen

C. Cellular Antenna, Cameras, Microphones, Speakers + Proximity Sensor

*****Please note that in order to test some device functionality, you may have to use cellular data and voice features. Standard carrier usage rates may apply.**

The **next 3** tests are for **phones only**. When making the test call make sure your volume is turned all the way up.

-Dial 611 for customer service. When connected listen to the recorded greeting.

-Then place the palm of your hand over the top portion of the screen.

-End the call, then proceed to answer the questions below.

1. Did your call connect?	2. Were you able to hear recorded greeting?	3. Did the screen display turn off when you placed your hand over the top half of screen?
---------------------------	---	---

4. Cellular Data for iPad and other tablets: Please test cellular data by turning off the Wi-Fi antenna, making sure that cellular data is on, and attempting to access one or two different sites.

5. Camera Test: Turn on the camera application to activate back camera. Then switch over to the front camera. Select appropriate results

6. Test the long-range microphone

Record a voice note/memo of you speaking and play it back and select appropriate results

7. Test the short-range microphone and speakerphone: Record a video of yourself speaking. Play it back. Make sure your device is not on silent and the volume is turned completely up. Select the appropriate answers

I acknowledge that I performed all the device functionality tests as instructed and have recorded the most appropriate/accurate results, to the best of my knowledge, and ability to do so.