

# Mobile Device Processing Checklist

Step 1: Does it start up?	Y	N
<b>a. Does it turn on?</b> <ul style="list-style-type: none"> <li>○ If it turns on, go to next step</li> <li>○ If not, continue to step 2</li> </ul>		
<b>b. Does it charge?</b> Plug in charger, to see if it charges <ul style="list-style-type: none"> <li>○ If it charges, charge up a little and go back to 1</li> <li>○ If it doesn't charge up, proceed to step 5</li> </ul>		
Step 2: Is it locked?		
<b>a. Is it screen-locked?</b> Does a screen appear, asking you to enter a passcode/pin? <ul style="list-style-type: none"> <li>● If so, it is screen-locked. Power off, go to step 3 and try a hard reset</li> <li>● If not, continue</li> </ul>		
<b>b. Is it cloud-locked?</b> Go through start-up screens, connect to WiFi etc <ul style="list-style-type: none"> <li>● If it asks you to login with the account associated with this phone, it is cloud-locked. Go to Step 5</li> <li>● If not, continue</li> </ul>		
<b>c. Is it stolen?</b> Check if stolen/lost at <a href="https://www.tcf.org.nz/mobile/mobile-imei-checker-tool">https://www.tcf.org.nz/mobile/mobile-imei-checker-tool</a>		
<b>d. Is it network-locked?</b> Test One NZ & Spark networks with SIMs <ul style="list-style-type: none"> <li>● If locked to network, make a note of this               <ul style="list-style-type: none"> <li>○ Spark phones must be reset in-store</li> <li>○ One NZ phones can be unlocked with IMEI number at <a href="https://one.nz/help/mobile-phones/unlock/">https://one.nz/help/mobile-phones/unlock/</a></li> <li>○ 2degrees phones can be unlocked with IMEI number at <a href="https://www.2degrees.nz/help/mobile-help/troubleshooting/unlock-your-phone/">https://www.2degrees.nz/help/mobile-help/troubleshooting/unlock-your-phone/</a></li> </ul> </li> </ul> <p>You can usually find the IMEI number on or under the device battery</p>		
<b>e. Will it run on Spark network?</b> Check the network compatibility of your phone at <a href="https://www.spark.co.nz/shop/mobile/network/">https://www.spark.co.nz/shop/mobile/network/</a>		

## Step 3: Wipe & Factory Reset

See [this document](#) for how to wipe & Factory Reset the device you have access to. Before doing so, take note of the device model and OS version in Settings.

*Android Only:* If the device is locked, you can attempt a *hard reset*. Do a web search for the device model + “hard reset” to find the specific hardware buttons you need to press to bring up the recovery menu.

## Step 4: Test everything

We need to make sure everything is working.

1. Speaker & Microphone jack - are they working?
2. Microphone - record something and play it back
3. Volume up/down keys
4. Fingerprint keys
5. WiFi & Mobile networks

## Step 5: Identify, Record, & Sticker

1. Try to identify the brand, model etc of the device
  - a. Look for model number on the back, or if the back is easily removed, on the battery inside.
  - b. If you can access the device OS, look in the Settings
2. Connect to WiFi and update software, if possible
3. Put a sticker on the device with model and outcome:
  - a. Working
  - b. Locked
  - c. Won't charge
  - d. Won't start (e.g. reboot loop)
  - e. Damaged (with detail)
4. If working, go to Step 6, else Step 7

## Step 6: Prep for Use/Sale

1. Clean with non-alcoholic wipe and micro-fibre
2. Look up device specs and write down
3. Decide on Sale Price - you can use [TradeMe](#) and [OneNZ TradeIn](#) to get a rough idea of market value
4. Make sure device is fully charged

## Step 7: Disassemble for parts

1. Remove battery