Mobile Device Processing Checklist

Step 1: Does it start up?	Y	N
a. Does it turn on? ○ If it turns on, go to next step ○ If not, continue to step 2		
b. Does it charge? Plug in charger, to see if it charges ○ If it charges, charge up a little and go back to 1 ○ If it doesn't charge up, proceed to step 5		
Step 2: Is it locked?		
a. Is it screen-locked? Does a screen appear, asking you to enter a passcode/pin? ● If so, it is screen-locked. Power off, go to step 3 and try a hard reset ● If not, continue		
b. Is it cloud-locked? Go through start-up screens, connect to WiFi etc ● If it asks you to login with the account associated with this phone, it is cloud-locked. Go to Step 5 ● If not, continue		
c. Is it stolen? Check if stolen/lost at https://www.tcf.org.nz/mobile/mobile-imei-checker-tool		
d. Is it network-locked? Test One NZ & Spark networks with SIMs ● If locked to network, make a note of this ○ Spark phones must be reset in-store ○ One NZ phones can be unlocked with IMEI number at https://one.nz/help/mobile-phones/unlock/ ○ 2degrees phones can be unlocked with IMEI number at https://www.2degrees.nz/help/mobile-help/troubleshooting/unlock-your-phone/ You can usually find the IMEI number on or under the device battery		
e. Will it run on Spark network? Check the network compatibility of your phone at https://www.spark.co.nz/shop/mobile/network/		

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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

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