Mobile Device Troubleshooting Guide

If a mobile device is not functioning with required work apps, follow the steps to update it.
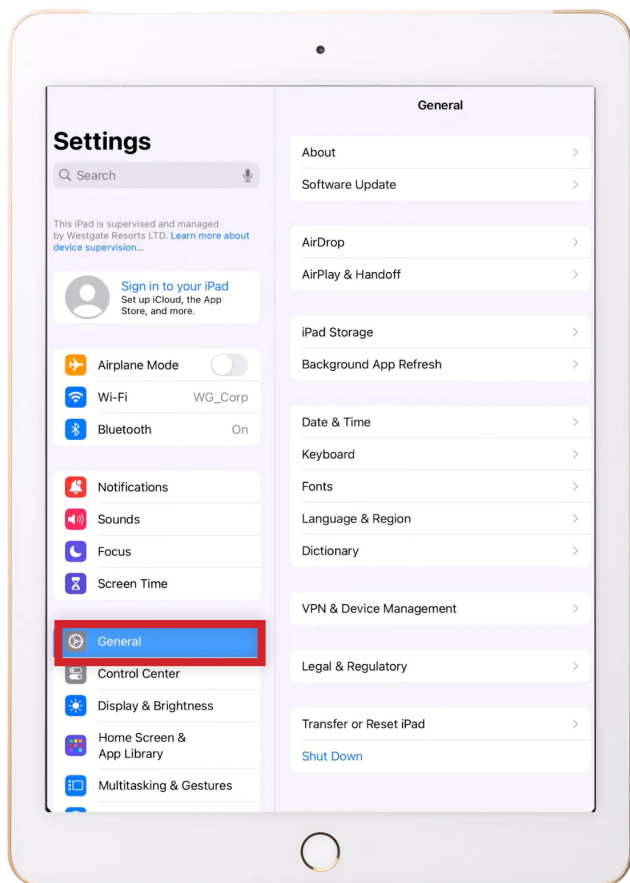
Select the section you wish to view:

- [Step 1: Update iOS System](#)
- [Step 2: Configure Camera App](#)
- [Step 3: Verify Wi-Fi](#)
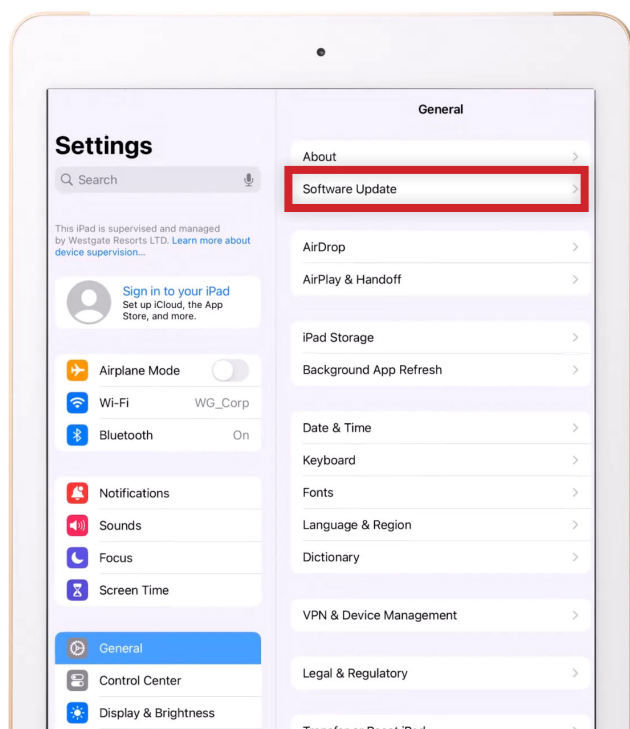
Step 1: Update iOS System

Goal: Ensure the iOS operating system is updated to the latest version to maintain device performance, security, and compatibility with required work applications.
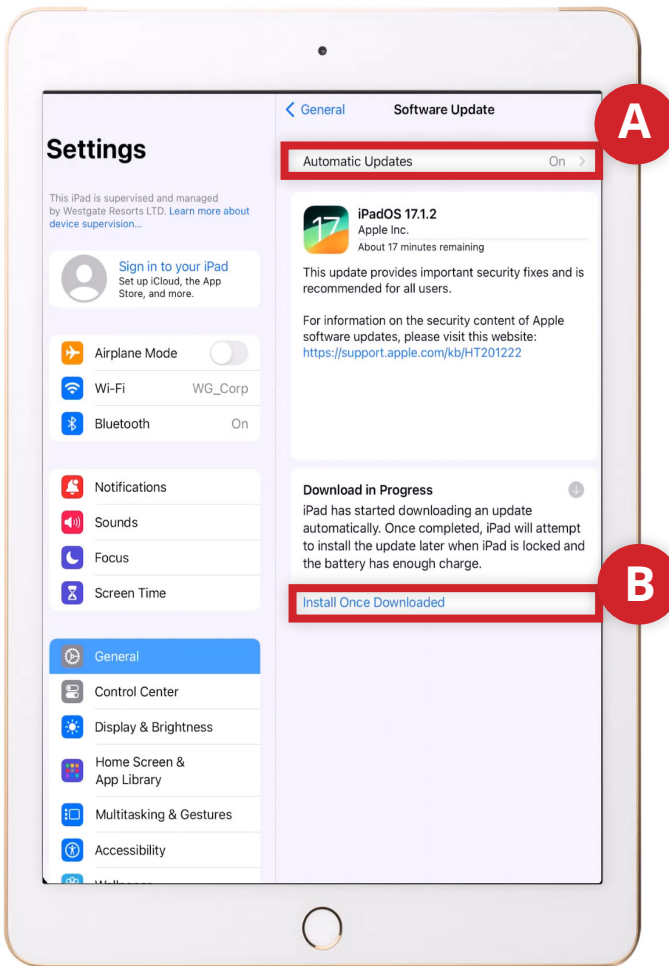

1. Select the **Settings app.**

2. Select **General.**

3. Select **Software Update.**

4. A. Ensure **Automatic Updates** are **On.**

B. If an iOS update is available, select **Download and Install** (or **Install Once Downloaded**). The device will update and restart automatically.

After restart, the device should display **iOS is up to date.** If not, repeat step 4.B. until the latest version is installed.
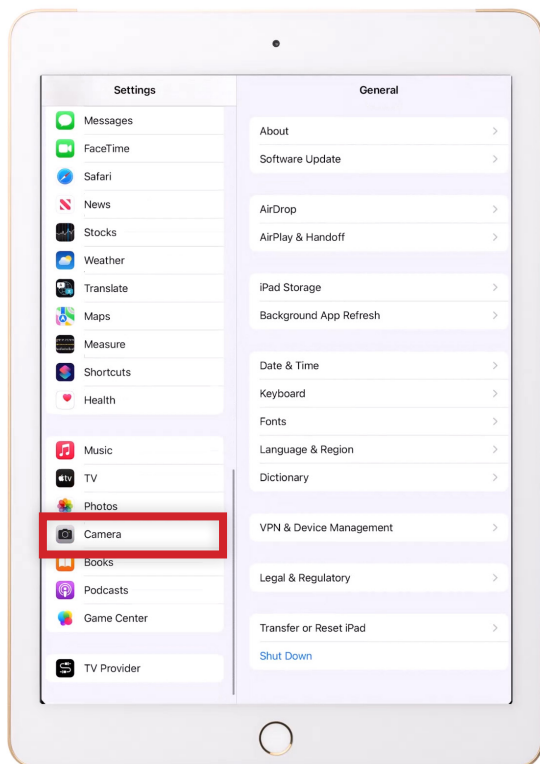
Note: If the device lacks sufficient storage or is no longer supported by Apple, it must be replaced with a newer model.
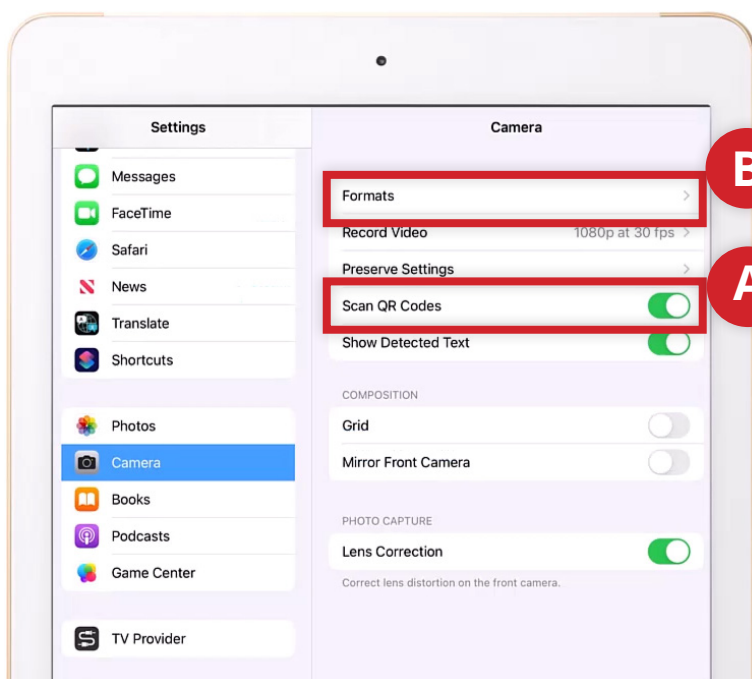
Step 2: Configure Camera App

Goal: Ensure the Camera app is set to Most Compatible to reduce image size and confirm that the QR Code Scan is enabled.
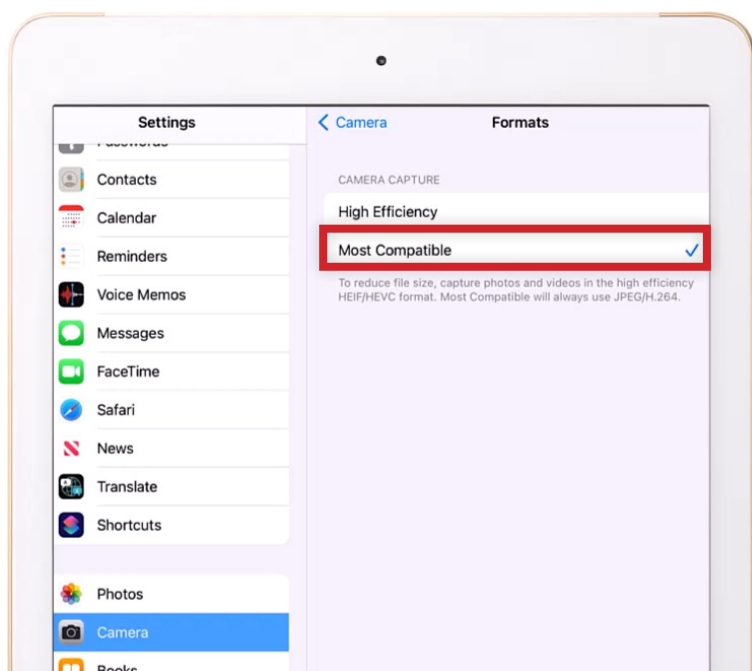

1. Open the **Settings** app.

2. Select **Camera**.

3. A. Ensure the Camera app's **Scan QR Codes** option is enabled.
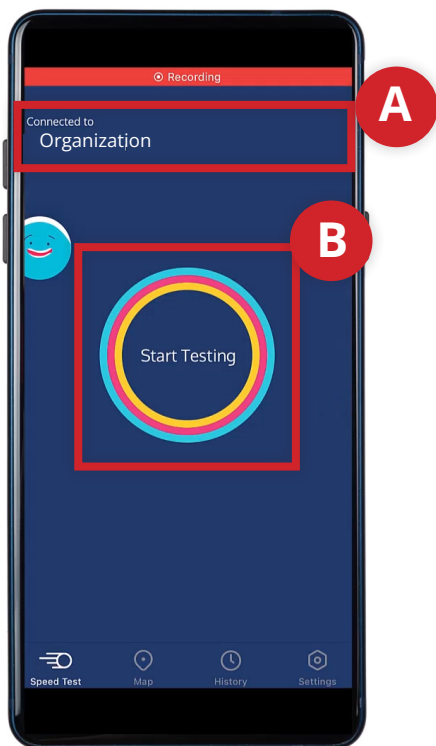
B. Select **Formats**.

4. Select **Most Compatible**.
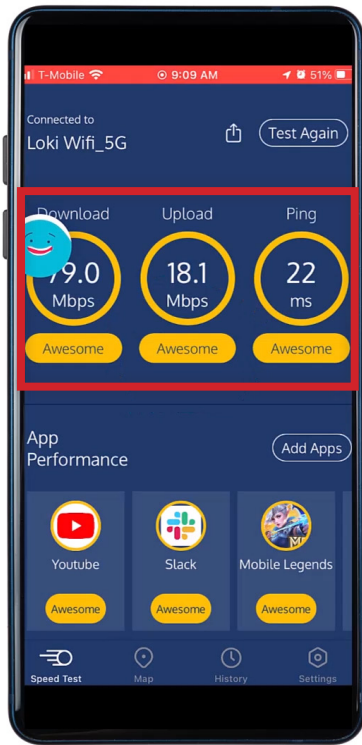
Step 3: Verify Wi-Fi

Goal: Verify connectivity and run a speed test on any device using the Organization Wi-Fi. This applies to all department mobile devices.

1. Select the **Meteor App** on your mobile device to run a Wi-fi speed test.

2. A. Confirm the device is connected to the **Organization** Wi-Fi.

   B. Select **Start Testing**.

3. After testing, the results will be displayed.

Note: If a weak signal is identified, record the results in the Organization app to report weak signal areas to IT.