





TEL/Q2201 - Handheld Devices (Handset & Tablet) Technician - V4

Review Date - 01/06/2025

Theory:

S No.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	What should you do first with faulty handheld devices?	Collect them from executives	Repair them yourself	Replace them immediately	Ignore them	Choice 1
2	What is the key step in diagnosing a fault in a handheld device?	Guess the issue	Check the fault in the company database	Ignore the problem	Assume it's a hardware issue	Choice 2
3	What should you do before performing repairs on a device?	Backup all user data using authorized methods	Delete all user data	Use any random method to backup data	Ignore the data on the device	Choice 1
4	When diagnosing a fault in the company database, how can you determine if it is a hardware or software issue?	Check error logs and system event viewer for software errors	Perform a hardware diagnostic test	Consult the company's technical support team	Analyze fault symptoms and compare with known issues	Choice 4
5	When inspecting a repair table and area, what should you check to ensure it is clean and dust-free?	Verify if tools are organized and stored	Check if the table surface is free from debris or spills	Ensure the area is well-ventilated and dust-free	Confirm if the equipment is in good working condition	Choice 2
6	When dismantling a tablet and removing its components, what should you follow to ensure compliance with organizational guidelines and manufacturer specifications?	Refer to the tablet's user manual	Seek guidance from the manufacturer's technical support	Follow organizational guidelines and procedures	Consult online forums and communities	Choice 3
7	When testing the effectiveness of a repair, what should you utilize to ensure accurate results?	Conduct a visual inspection	Consult the repair technician's assessment	Use appropriate testing equipment	Rely on user feedback	Choice 3
8	When determining a chip-level issue with a mobile phone, which tools should you use to examine sections like charging, MMC, touchpad, and camera?	Multimeter, SMD tester, F-Finder Tool	Screwdriver, tweezers, magnifying glass	Oscilloscope, logic analyzer, signal generator	Software diagnostic tool, firmware updater, USB cable	Choice 1

9	When removing the LCD screen from a panel, which tool should be used?	Screwdriver and pliers 	Hot air gun 	Hammer and chisel 	Tweezers and magnifying glass 	Choice 2
10	When soldering a module following chip-level technology, what is the primary objective?	Create a strong electrical connection	Apply appropriate heat to avoid damage	Use correct technique to prevent solder bridges or cold joints	Ensure the module is securely fastened	Choice 4

Practical and Viva:

S No.	Question Type	Question Text	Suggestion Solution	Equipment Required
1	Practical	Demonstrate the steps that you will perform in order to replace the faulty motherboard of the smartphone.	<p>The candidate:</p> <ol style="list-style-type: none"> 1. Removed the back cover of the smartphone 2. Removed the battery of the smartphone 3. Removed all screws using a precision screwdriver 4. Disconnected various parts attached to the motherboard 5. Disconnected screen from the motherboard 6. Changed the motherboard 7. Connected screen to the motherboard 8. Connected all the other parts to the motherboard 9. Screwed back all the components 10. Attached battery to the phone 11. Placed the back cover 12. Verified the phone by switching it ON 	<ol style="list-style-type: none"> 1. Precision tools such as tweezers and screwdriver 2. Mobile phone 3. Motherboard

2	Viva	A customer complained that few applications on his/her phone are not working properly. Mention the steps that you would follow to rectify the same.	The candidate: <ol style="list-style-type: none">1. Checking the versions of the software2. Checking for updates of the software3. Update the software4. Reinstalling the software, if required
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Sample Question Paper - Mercer-Mettl