

















TEL/Q2201 - Handset Repair Engineer-II – V1

Review Date - 01/06/2025

**Theory:**

| S No | Question Text   | Choice 1  | Choice 2   | Choice 3   | Choice 4  | Correct Choice |
|------|---|---|--|--|---|----------------|
| 1    | While receiving a faulty handset from the customer facing team, you did not receive the complaint copy. What should you do in such a situation?       | Return the device to the customer without repairing and ask him/her to raise the complaint again    | Replace the handset model with a brand new one and handover it to the customer facing team       | Inform the customer facing team about the missing document and ask them to provide the same    | Diagnose the device once again and find the fault yourself                                    | Choice 3       |
| 2    | You need to solder some small components in a faulty mobile set. Which of the following tools would you use for the same?                             |                   |               |             |            | Choice 1       |
| 3    | You need to remove the screws from the back panel of the mobile phone in order to repair it. Which of the following tools would you use for the same? | Screwdriver<br> | Tweezer<br> | Pliers<br> | Filer<br> | Choice 1       |
| 4    | You were facing a problem during the creation of the record sheet of repaired products. Whom should you contact for the same?                         | Customer  | Supervisor   | Family   | Friend  | Choice 2       |

|    |   |   |   |  |  |          |
|----|---|---|---|--|--|----------|
| 5  | You were working on a high voltage device. Which of the following tools will help you to prevent the build up of static electricity?                            | Tweezer<br> | Moisture meter<br> | Screwdriver<br> | Anti-static bands<br> | Choice 4 |
| 6  | Your supervisor asked you to perform predictive diagnosis to analyse the defects and faults in an equipment. Which of the following would you use for the same? | Fault Detection and Diagnostics (FDD) Engine  | Mean time to repair (MTTR)  | Mean time to failure (MTTF)  | Failure time (FIT) in  | Choice 1 |
| 7  | In order to correct an iOS mobile device which is not receiving/sending text messages. What will you do?  | Check the network connection of the smartphone  | Restart the phone   | Check the message settings of the mobile phone   | All of the given options   | Choice 4 |
| 8  | You need to find the ESD (Electrostatic discharge) information of any specific electronic components. Whom will you contact?                                    | Handset manufacturing team  | Manufacturer of the component itself  | Customer service team  | Maintenance department   | Choice 2 |
| 9  | _____ is responsible for the collection of faulty tablets from the customer and noting the faults in it?  | Maintenance team  | Customer facing team  | Supervisor   | Handset repairing team   | Choice 2 |
| 10 | Which of the following image indicates a neat and clean tablet?   |           |                  |               |                     | Choice 4 |

**Practical and Viva:**

| S No. | Question Type | Question Text   | Suggestion Solution  | Equipment Required                                    |
|-------|---------------|---|--|---|
| 1     | Practical     | You receive a faulty handset from the customer facing team and you have to:<br>A. Replace a defective mother board<br>B. Replace a damaged screen | <b>The candidate mentioned:</b><br><br>1. Took the required documents from the customer facing team<br>2. Checked that the complaint is clearly registered<br>3. Checked that the documents match the handset specifications<br>4. Removed the back cover of the phone<br>5. Removed all the screws that hold the back panel to the phone body<br>6. Disconnected the damaged screen from the motherboard<br>7. Replaced the motherboard<br>8. Connected a new screen to the motherboard<br>9. Placed the back panel and replaced the screws | 1. Screwdriver<br>2. Plastic opener<br>3. Motherboard |
| 2     | Viva          | Mention the steps that you will take in order to reload the Wi-Fi driver of a smartphone.   | <b>The candidate mentioned:</b><br><br>1. Open dialer of the mobile phone<br>2. Dial *##*526#*##*<br>3. Reload the Wi-Fi driver<br>4. Reboot the smart phone, once the Wi-Fi driver has been reloaded  |   |