Contents

1 PiceaServices installation ................................................................. 5

2 Activating PiceaServices .................................................................. 6

3 Software updates ............................................................................. 8

3.1 Installation of software updates ..................................................... 8

3.2 Installation of driver updates ......................................................... 10

4 Device settings .............................................................................. 11

4.1 Android devices ........................................................................... 12

4.2 iPhone/iPad .................................................................................. 14

5 Switch ............................................................................................ 15

5.1 How to transfer content ................................................................. 15

5.2 PDF report .................................................................................... 19

5.3 Content transfer methods .............................................................. 20

5.4 Automatic activation of target Apple device .................................. 21

5.5 Backup and Restore ...................................................................... 24

5.5.1 Backup to USB flash drive ....................................................... 24

5.5.2 Backup to local, external and network drives and cloud services .................................................. 26

5.6 Windows Phone ............................................................................ 28

5.7 Nokia S40 and Symbian ................................................................. 29

5.8 BlackBerry .................................................................................... 29

5.9 Feature phones and other devices ................................................ 29

6 Diagnostics ..................................................................................... 31

6.1 Purpose of the tool ........................................................................ 31

6.2 Supported Android devices ........................................................... 31

6.2.1 Prerequisite for Android devices ............................................. 31

6.3 Supported iOS devices ................................................................. 31

6.3.1 Prerequisite for iOS devices .................................................... 31

6.3.2 Diagnostics app PiceaOne for Android and iOS devices ............ 32

6.3.3 Diagnostics UI .......................................................................... 35

6.3.4 Diagnostics settings ................................................................. 37

6.3.5 Diagnostics profiles ................................................................. 38
6.3.6 Test cases and reports ................................................................. 40
6.3.7 Battery diagnostics without installing PiceaOne app ..................... 44
6.4 PiceaOne app .............................................................................. 48
6.5 Diagnostic tests ........................................................................... 48
6.6 AI powered diagnostics test .......................................................... 48

7 Eraser .............................................................................................. 51
  7.1.1 Multi-Eraser: multiple simultaneous device erasing ....................... 53
  7.1.2 Erasure profiles ....................................................................... 53
  7.1.3 Timed downloads for iOS flash files ........................................... 56

8 Verify .............................................................................................. 57

9 Volume ............................................................................................ 58
  9.1 Volume Quick Start Guide ............................................................ 58
  9.2 Settings ....................................................................................... 58
    9.2.1 Workflow operations .............................................................. 59
    9.2.2 Device tile ............................................................................ 60
    9.2.3 Verify ................................................................................... 63
    9.2.4 Diagnostics .......................................................................... 64
    9.2.5 Eraser .................................................................................. 66
    9.2.6 Reporting ............................................................................ 67
  9.3 Volume test execution .................................................................... 68
    9.3.1 Device history - view Diagnostics and Eraser history for the device ........................................................................... 71

10 Label printing .................................................................................. 72

11 Device and content support ............................................................. 73
  11.1 Switch: Device and content support .............................................. 73
    11.1.1 Supported content in Windows computers ............................... 73
    11.1.2 Supported content types in Mac computers .............................. 74
  11.2 Diagnostics: Device support ........................................................ 75
  11.3 Eraser: Device support ................................................................ 75
  11.4 Verify: Device support ............................................................... 76

12 Troubleshooting .............................................................................. 76
  12.1 General ...................................................................................... 76
12.2 Android devices ........................................................................................................... 77
12.3 iOS devices (iPhones and iPads) .................................................................................... 78

13 Reporting ....................................................................................................................... 78
13.1 Reporting API ............................................................................................................... 79

14 Transferring license to a new computer ........................................................................... 79
15 Additional information .................................................................................................... 80
16 Change log ....................................................................................................................... 80
1 PiceaServices installation

PiceaServices can be installed on Windows (7 SP1, 8.1 and 10 or later) or Mac OS X (Sierra (10.12) or later).

Customers will receive a specific download URL to PiceaServices installer (file size about 233 MB).

Installation requires administrator rights.

The computer must be connected to internet during installation and usage.

Before installation the language must be selected (language can be later changed from Menu: Tools > Settings...)

There are currently 18 languages supported.

Default installation folder is C:\ProgramData\Piceasoft\PiceaSwitch

(Please note that the ProgramData folder is hidden by default)

Depending on the computer and network speed the complete duration of the installation varies from 6 to 10 minutes (PiceaServices installation takes less than 1 minute; additionally the drivers installation takes from 5 to 10 minutes).

End User License Agreement (EULA) must be accepted.
PiceaConf is a command line PiceaServices configurator tool intended to assist software installation. It can be used together with PiceaServices installer or as a standalone application in centralized and/or remote access installation. PiceaConf supports PiceaServices activation as well as setting proxy and language settings. PiceaConf uses XML structure for configuration and XML file can be either stored in local file system or behind network URL. Contact support@piceasoft.com for more information.

2 Activating PiceaServices

Customers will receive an activation key.

The expiry date agreed with Piceasoft will be shown.
After filling in the **Activation key** and the **Identification information**, PiceaServices can be activated.
It is important to write a descriptive **Group name**, and also **Address**, **Region (optional)** and **Country**. Group name is normally the store name. This information will be shown in all reports and in PiceaReporting. With the information provided we will be able to locate the store in case of troubleshooting.

When PiceaServices starts, it opens in **Home view**. The number of services shown depends on which services have been licensed.

---

3 Software updates

3.1 Installation of software updates

Notifications about software updates will be automatically shown on the UI.
You can install the update by clicking the button ‘Restart to apply update’.

You can check the current version from menu Help > About. If an update is available, there is the button ‘Restart to apply update’ visible.

If you are not received the latest available update, try following:

- Restart PicaServices
- Go to menu Help > About
- Wait that the update is downloaded and click the button ‘Restart to apply update’.
3.2 Installation of driver updates

Notifications about driver updates will be automatically shown on the UI.

You can check the available driver updates and new available drivers in menu Tools > Manage drivers. The updates and new available drivers can be installed by selecting the drivers and clicking Install button. Devices should be first uninstalled.
4 Device settings

Turn on the right mode on the devices before connecting them to the computer.

Online instructions will be displayed after connecting the devices.
4.1 Android devices

a) Connect the device with USB cable and set USB connection type to MTP (Media Device):

Android 4.0 and later:
Set the Media Device (MTP) mode on: Open Notification Panel by swiping down from top of the device display and choose USB connected and then Media device (MTP).

Android 2.0-3.x:
Set the USB mass storage on: Open Notification Panel by swiping down from top of the device display.
Tap ‘USB Connected’ and touch ‘Connect Storage to PC’

b) Turn on Developer options and USB debugging mode:

Android 4.2 - >:
Go to Settings and locate Build number. It is normally in Settings > About phone > Software information > Build number
Keep tapping Build number until the pop-up note ‘You are now a developer!’ is displayed. Then turn on Developer mode and USB debugging in Settings > Developer options > USB debugging.

Android 3.x-4.1:
Build number can be found in Settings > Developer options > USB debugging.

Android 2.x:
Build number can be found in Settings > Application settings > Development > USB debugging

The following link shows instructions for setting Developer mode and USB debugging mode for different Android releases: Android USB connectivity

Example: The screenshots below refer to Samsung Android devices:
USB MTP mode selection

To make all device content visible, a correct USB mode must be selected. Instructions vary based on the device.

**Samsung Android 8.0 - 9.x**

1. Swipe down from top of the device screen to open Android notification panel
2. Tap Android System notification (with USB icon)
3. Tap Tap for other USB options
4. Tap Transfer files
5. MTP USB mode has now been enabled. You can check the status by swiping down from top of the device screen again.

To check Android version, open device **Settings**, find **About phone** and check the **Android version** field.

---

Android USB debugging

USB debugging mode must be enabled on Android device to extend connectivity. Instructions vary based on Android version of the device.

Before you start, please set up MTP file transfer mode by following these instructions.

**Samsung Android 4.2.x and 4.4 - 9.x**

1. Open Settings and tap **About phone**
2. Tap **Software information / Software info**
3. Tap Build number 7 (seven) times until a note Developer mode has been enabled appears. A new item Developer options is added to **Settings**.
4. Go back to **Settings** main level and open Developer options
5. Enable USB debugging, if USB debugging is dimmed, switch Developer options Off and then back on
6. Accept confirmation dialog by tapping OK button
7. Ensure that the device is connected to computer with a USB cable.

Accept the USB debugging confirmation pop-up window by tapping OK button. If it isn’t shown automatically, disconnect the device and connect it again.

Note! In case driver installation is required, keep the device connected and wait until the installation is complete.

To check Android version, open device **Settings**, find **About phone** and check the **Android version** field.
Do not forget to allow USB debugging mode on device display, after connecting it with USB cable:

c) Disable the device screen lock

d) Accept all requests on device UI

4.2 iPhone/iPad

- Insert SIM card into target iPhone
- Activate the phone
- Apple id is not necessary
- Turn off the passcode from source iPhone and don’t create the passcode in the target iPhone settings:
  - Settings>Passcode or
  - Settings>General>Passcode or
  - Settings>General>Passcode lock
• Turn off Find My iPhone. Don’t enable iCloud sync in the target iPhone before the transfer because that enables also Find My iPhone.

• After connecting an iPhone with USB cable, answer Trust on iPhone UI to question whether you trust this computer

5 Switch

Switch allows transferring personal content from an old to a new phone as well as a secure backup and restore to the same or other device. Switch can also be used for transferring personal content to a loan phone before the current phone is sent for repair.

5.1 How to transfer content

• Connect devices with compatible USB cables to computer.

![Switch Interface](image)

• If the source device has a memory card and SIM card inserted which will be used in the target device, those can be removed and placed into the target device (if it is supported). This will reduce transfer time and prevent duplicated content.

• Activating the Google account in the target device before the transfer reduces transfer time and prevents duplicated content.

• Disable screen lock and turn on right settings as described in the previous chapter for both devices. Follow the instructions on PiceaServices window and on both device screens.
• Remember to allow USB debugging on device display. You can get the notification again by clicking Ask again on device button.

• You can preselect only those content types which will be transferred to save time in reading the content by clicking the content type icons. (This applies to Android phones, not iOS devices). This is an optional feature and can be enabled by Piceasoft. Please contact Piceasoft Support at support@piceasoft.com if you are interested in this feature.
• Transfer direction is always from left to right.
• It is possible to select/deselect the content types by clicking the content type icons
• The selected content types are highlighted
• The bar under the target device shows the size of selected content and the space left in the target device.

Move to the next step by clicking the **Start transfer** button

The progress is shown during the transfer
Numbers of the transferred content is shown after the transfer. By clicking the i button you can get the details of transferred content.
• You can find the list of supported device platforms and content types in chapter PiceaServices device support later in this document.

5.2 PDF report

• By clicking the Report button you can view or save the PDF report or send it to an email address.
• The PDF report can be printed and signed by the operator and supervisor.
• PiceaServices Reporting API provides a REST API to access Piceasoft reporting data. It can be used to query information about device transaction history and device details. Please contact Piceasoft Sales at sales@piceasoft.com if you are interested in the API.
• An example of a Switch report is shown below:
The link to PDF report is:

5.3 Content transfer methods

Switch with content selection is still available as an option, but two new transfer methods are added for better customer service:

<table>
<thead>
<tr>
<th></th>
<th>Clone</th>
<th>Easy cloning of device content (iOS &gt; iOS, Android &gt; Android).</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Switch</td>
<td>Content transfer with option to select content types (identical with Switch in release 4.6 and earlier)</td>
</tr>
</tbody>
</table>
| 3 | Lite Switch | • Either old device or new device needs to be iOS device (iOS 10 or later)  
  • Lite Switch enables fast content transfer from/to iOS device for contacts, photos and videos  
  • Lite Switch allows content transfer with small disc space, no need for temporary files during transfer  
  • Supports also backup to USB stick, computer or cloud service  
  • Wi-Fi or mobile network connection is needed in iOS devices |
See following document for supported content in Switch:
http://www.piceasoft.com/uploads/images/PiceaServices_Switch_content_support_table_EN.pdf

5.4 Automatic activation of target Apple device

Target Apple devices are activated automatically. Power on the target Apple device and connect it to computer with a USB cable.
Select the target Apple device.

Select **Next** to approve Apple Terms and Conditions and to activate the target Apple device.
Select a transfer method.
After a completed transfer a note is displayed on the summary page. We guide the user to open settings on Apple device and perform the setup.

Before the transfer we set device language and the country. Device language is set according to PiceaServices language and country according to regional setting of your computer.

After the transfer you can change the language and the country, and optionally add iCloud, Wi-Fi and other settings.

**Note:** When using the **Clone method** all settings are copied from source to target iOS device, and device setup is not required. When using **Switch** and **Lite Switch** methods only device language and country are set. Setup the device after the transfer.

### 5.5 Backup and Restore

#### 5.5.1 Backup to USB flash drive

When one mobile device and a USB flash drive are connected, Switch automatically offers to Backup or Restore content.
5.5.1.1 Export of contacts, calendar items and messages as text files

Note that if you don’t fill in the optional password for USB flash memory backup, then contacts, calendar items and messages can be exported as text files (not encrypted) by selecting the option before starting the backup. Select the check box to export:
The export file formats:

An extra folder is created on a USB flash drive: contacts are exported as a vCard file, calendar entries in a vCal file, and text messages in a separate CSV file.

5.5.2 Backup to local, external and network drives and cloud services

**Backup** and **Restore** operations are performed in five simple steps using wizard.

In addition to USB memory stick, it is possible to make backups also to local hard drive, external hard drive, network drive and a customer specific cloud service.
### Summary of backup targets locations and encryption:

<table>
<thead>
<tr>
<th>Nr.</th>
<th>Backup target</th>
<th>Encryption</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>USB flash memory</td>
<td>Optional</td>
<td>Contacts, calendar entries, messages and bookmarks are always encrypted. Media files encryption is optional.</td>
</tr>
<tr>
<td>2</td>
<td>Local hard drive</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>External hard drive</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Network drive</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Cloud service</td>
<td>Yes</td>
<td>Backup to cloud storage services is an optional feature. It is possible to integrate a customer specific cloud service. Contact <a href="mailto:sales@piceasoft.com">sales@piceasoft.com</a> for more information.</td>
</tr>
</tbody>
</table>
5.6 Windows Phone

Transfer content from the Windows Phone:

1. Connect your device to computer with a USB cable.
2. To transfer contacts and messages follow the instructions on the screen.
3. Create a backup using contacts+message backup app
4. Open Store application on the device
5. Search for the ‘contacts+message backup’ application. Verify the publisher of the application is Microsoft Corporation.
6. Tap the install button
7. In Windows 8 devices: After successful installation, open Settings > system, find the ‘contacts+message backup’ item and tap it
8. In Windows 10 devices: After successful installation, open Settings > Extras, find the ‘contacts+message backup’ item and tap it. If you don’t find it, restart the phone and try again.
9. Tap the agree button to accept the license terms
10. If memory card is not present, tap ‘pick folder’ button
11. Tap documents folder
12. Tap backup button
13. Select content types, and tap the backup button to start the operation
14. Wait for the backup to complete
15. Disconnect and then reconnect the device
16. Check that the target device is ready for the transfer
17. Continue with the transfer process

If you connect Windows Phone with USB and then pair it via Bluetooth with the computer without installing the contacts+message backup app, it is possible to transfer contacts, music, photos, videos and documents but not messages. When only Bluetooth connection is used, contacts can be transferred.
5.7 Nokia S40 and Symbian

Use Nokia Suite (or Ovi Suite or PC Suite) mode: Settings > Connectivity > USB > Nokia Suite. But for e.g. Nokia 208, 301, 515: Use Modem mode.

5.8 BlackBerry

Connect the phone with USB cable and choose ‘USB drive’ setting on the phone display to transfer media files. Pair the phone with computer via Bluetooth to transfer contacts (and messages; selected phones only, e.g. BlackBerry 9790).

5.9 Feature phones and other devices

If Switch does not already have a driver for new Android phone, the driver is generated automatically on Piceasoft server and distributed to all customers globally via automatic updates.

Support for the following device platforms is restricted:

- Proprietary platforms from Samsung, Sony-Ericsson, Siemens etc., for example Bada phones.
- Content should be transferred with Bluetooth connection, for example Sony-Ericsson K501i and Doro 520:
6 Diagnostics

6.1 Purpose of the tool

Diagnostics is a software tool that helps retail stores avoiding No Fault Found (NFF) returns and unnecessary repair center deliveries by checking the device for faults.

Diagnostics tool is designed to assist and accelerate testing of the critical functions in Android OS and iOS devices and report the testing results. The tool performs both fully automated as well as user-assisted test cases and software analysis.

Diagnostics tool verifies that all device hardware will function as expected during normal usage. Diagnostics tool will/can perform tests and analyze the results via any available Android OS or iOS software interfaces. In user-assisted test cases, the tool will control the test application but the operator will need to decide whether the result was successful or not.

6.2 Supported Android devices

You can find the list of supported device platforms and content types in chapter PiceaServices device support later in this document. This applies to devices that are tested and to the phone used as the phone call counterpart.

6.2.1 Prerequisite for Android devices

In order to successfully run Diagnostics test cases with full testing capacity, two (2) valid SIM cards are needed: one for the phone call answering client (counterpart) and the other for the device to be tested.

Also an SD card is needed in SD card test for devices including a slot for the card.

Tests can be run only for one device at a time.

A Wi-Fi access point and a Bluetooth counterpart will also be needed. It is recommended to have a Bluetooth counterpart on a computer as a Bluetooth receiver connection will be more stable via computer. A phone is not recommended as a Bluetooth counterpart, because usually a Bluetooth connection on the phone will stay active only 120 seconds at a time and it requires constant reactivating.

6.3 Supported iOS devices

You can find the list of supported device platforms and content types in chapter PiceaServices device support later in this document.

6.3.1 Prerequisite for iOS devices

In order to successfully run Diagnostics test cases with full testing capacity, two (2) valid SIM cards are needed: one for the phone call answering client (counterpart) and the other for the device to be tested.
Tests can be run only for one device at a time.

A Wi-Fi access point and a Bluetooth counterpart will also be needed.

The Wi-Fi connection needs to be enabled and Wi-Fi credentials needs to be given manually to the device to be tested before starting the tests.

For Bluetooth testing a Bluetooth Smart or Smart Ready device is needed (a device supporting Bluetooth LE connectivity. This could be e.g. an iOS device.

6.3.2 Diagnostics app PiceaOne for Android and iOS devices

PiceaOne iOS and Android app allow reliable and efficient diagnostics testing. The user experience has been enhanced to provide the same look and feel across all test cases whether they are Android or iOS.

6.3.2.1 Installing PiceaOne app

6.3.2.1.1 Android devices: PiceaOne app is pushed locally to the device. No installation from Play Store is needed.

6.3.2.1.2 iOS devices: Diagnostics app PiceaOne can be installed either

1) by local installation
2) from App Store.

The default value in Diagnostics settings is Local installation.
1) Local installation:

After connecting the device, you will get instructions to trust Piceasoft apps on your device and install the app:

Go to device settings and trust Piceasoft apps on the device:

4. Select Trust Piceasoft OY

5. Accept confirmation by tapping Trust

6. Go to home page and locate PiceaOne icon and launch it

2) From App Store:

After connecting the device, go to device settings and trust Piceasoft apps on the device:

1. Open App Store on the device
2. Sign in
3. Search for PiceaOne
4. Tap Get
5. Tap Install
6. Open PiceaOne
6.3.3 Diagnostics UI

When you connect the device to computer, Diagnostics start goes directly to the test case selection view.

The test cases are categorized in test sets, for example Audio, Camera and Display test sets.

By default, all test cases have been selected. The test cases can be selected/unselected individually or by test sets.
By clicking Details button under the device icon, summary of device condition and specs is shown:

![Device Condition and Spec Summary](image-url)
6.3.4 Diagnostics settings

Following settings need to be set before testing:

- For WiFi test, fill in the SSID and password
- For Call test, fill in the Outgoing call test number
6.3.5 Diagnostics profiles

Diagnostics profiles can be defined locally and in PiceaReporting server.

6.3.5.1 Local Diagnostics profiles

Local Diagnostics profiles can be defined in menu Settings>Diagnostics:
Profiles can be created separately for Android and iOS devices:

Note: Local profiles can’t be created if profiles are locked in PiceaReporting server.
6.3.5.2 PiceaReporting server profiles

Diagnostics profiles in PiceaReporting can be created by users who have access to PiceaReporting Diagnostics settings.

Profiles can be created separately for Android and iOS devices.

6.3.6 Test cases and reports

Test results are shown with different colors and symbols. The test results symbols are as follows:

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅</td>
<td>Passed</td>
</tr>
<tr>
<td>🚨</td>
<td>Passed with issues</td>
</tr>
<tr>
<td>✗</td>
<td>Failed</td>
</tr>
<tr>
<td>⌐</td>
<td>Canceled</td>
</tr>
<tr>
<td>❌</td>
<td>Not supported</td>
</tr>
<tr>
<td>⌚</td>
<td>Skipped</td>
</tr>
</tbody>
</table>
A PDF report can be opened and saved from Report button.

An example of a PDF report for an Android device:
### TEST STATUS REMARKS

<table>
<thead>
<tr>
<th>Connector</th>
<th>Status</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accelerometer</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Gyroscope</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Proximity</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Microphone</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Fingerprint</td>
<td>Cancelled</td>
<td>Fingerprint test case cancelled</td>
</tr>
</tbody>
</table>

### Connectors

<table>
<thead>
<tr>
<th>Connector</th>
<th>Status</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>USB port</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Accessory connector</td>
<td>Failed</td>
<td>Accessory connector test case failed</td>
</tr>
<tr>
<td>Charger port</td>
<td>Passed</td>
<td></td>
</tr>
</tbody>
</table>

### SOFTWARE

<table>
<thead>
<tr>
<th>Software</th>
<th>Status</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software updates</td>
<td>Passed with errors</td>
<td>Software update available</td>
</tr>
<tr>
<td>Security updates</td>
<td>Passed with errors</td>
<td>Security updates test case passed with issues Device security updates are over 100 days old</td>
</tr>
<tr>
<td>Optimize</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>RAM</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Storage</td>
<td>Passed</td>
<td></td>
</tr>
</tbody>
</table>

### BATTERY

<table>
<thead>
<tr>
<th>Battery Health</th>
<th>Status</th>
<th>Remarks</th>
<th>Battery grade: 4.6/5.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Battery Performance</td>
<td>Passed</td>
<td></td>
<td>Battery grade: 4.6/5.0</td>
</tr>
</tbody>
</table>

### DEVICE CONDITION

<table>
<thead>
<tr>
<th>Condition</th>
<th>Status</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back cover</td>
<td>A-</td>
<td></td>
</tr>
<tr>
<td>Screen damage</td>
<td>A-</td>
<td></td>
</tr>
<tr>
<td>Body shape</td>
<td>A-</td>
<td></td>
</tr>
<tr>
<td>Liquid Crystal indicator (LCD)</td>
<td>Not triggered</td>
<td></td>
</tr>
<tr>
<td>Device grade</td>
<td>A-</td>
<td></td>
</tr>
<tr>
<td>Sales box content</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Free description</td>
<td>Passed</td>
<td>A small scratch on the upper left corner of the display</td>
</tr>
</tbody>
</table>

### Battery Performance

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Status</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycle count</td>
<td>Not available</td>
<td></td>
</tr>
<tr>
<td>Full charge capacity</td>
<td>Not available</td>
<td></td>
</tr>
<tr>
<td>Design capacity</td>
<td>3320 mAh</td>
<td></td>
</tr>
<tr>
<td>Battery health</td>
<td>Good</td>
<td></td>
</tr>
<tr>
<td>Battery grade</td>
<td>4.6/5.0</td>
<td></td>
</tr>
</tbody>
</table>

### Battery Evaluation

- Battery performance is above average

---

1. Herewith state that the diagnostics process has been carried out in accordance with the given instructions.

   - Operator
   - Supervisor

   Scan QR code to view original report.
An example of a PDF report for an iOS device:
PDF report examples can be found in following links:


iPhone:  [http://piceasoft.com/uploads/images/Diagnostics_Apple_iPhone%20SE%2032%20GB.pdf](http://piceasoft.com/uploads/images/Diagnostics_Apple_iPhone%20SE%2032%20GB.pdf)

6.3.7 Battery diagnostics without installing PiceaOne app

Battery diagnostics for iOS and latest Samsung devices can be performed from Diagnostics device details view without installing PiceaOne app.

6.3.7.1 iOS devices:

- Click Details button under the device icon:
• iOS battery diagnostics graph improvements: Now you can view Cycle count, Charging capacity and Battery evaluation graphs on Diagnostics UI. Same graphs are included into Diagnostics PDF report and available in Reporting website.
iOS battery grade threshold value and custom text for battery notes can be defined from Reporting website. This is an optional feature. Please contact support@piceasoft.com for more details.

6.3.7.2 Samsung devices:
Battery cycle count and battery design capacity information from latest Samsung devices:
Battery cycle count graph and battery design capacity graphs available in Diagnostics device details view, Diagnostics PDF report and Reporting website.
**Picea® Services User Guide**

**System**
- Installed app: 3
- OS: Android 8.0.9
- Update the device software

**Battery**
- Health: Excellent
- Level: 100%
- Temperature: 25°C
- Voltage: 4332 mV
- Charging: No

**Storage**
- Phone: 48.55 GB free of 52.53 GB

**Tech specs**
- Model: Samsung Galaxy S9 DS
- Internal memory: 64 GB
- IMEI: 352715071775256
- OS: Android 8.0.9

**CPU**
- Architecture: armv8
- Cores: 8
- Speed: 1.79 GHz

**Cycle Count (Age)**
- Bad
- Excellent

**Charging Capacity (Health)**
- Bad
- Excellent

**Battery Evaluation**

---

Company Confidential
6.4 PiceaOne app

Following screenshots show examples of PiceaOne app on the device:

Instructions for each test case are shown on screen. It is possible to pass the test, retry, or mark as failed using the buttons on the bottom of the screen.

6.5 Diagnostic tests

Following document includes test case descriptions for iOS and Android devices:

6.6 AI powered diagnostics test

AI powered screen grading test makes screen condition analysis more efficient.

- Connect first the tested device with USB cable to the computer
- Connect then an assistant device with USB cable. Install PiceaAssistant to the assistant device.
- Follow the instructions on screen:

  - Scan the device
  - Align the device inside the frame
  - Accept or scan again
  - Grading is completed
The PDF report includes the screen grading and overall grade. The graph is also available in PiceaReporting.

### Recommended devices:

Use Android 9 or later as an assistant device.

We recommend devices with a minimum 10 MP camera.

PiceaAssistant does not run on iOS, Xiaomi Android, Huawei Android and Windows Phone devices.

Contact Piceasoft sales at sales@piceasoft.com if you are interested in this test.

More information about PiceaAssistant can be found in following page: https://services.piceasoft.com/support/screen_grading?lang=en

7 Eraser

Eraser erases the device's memory as well as system storage. Afterwards, the consumer who is either giving their mobile away or selling it to be recycled can rest assure that no personal information will end up in anyone else's hands. Proven security - technology certified by ADISA Product Claims Test Method v1.0.
Instructions for Eraser™:

Before you start testing Eraser, please note following:

- See the supported devices in the next chapter
- One device can be erased at a time. Multi Eraser is an optional feature which provides the capability to erase many (by default 8) iOS and Android devices at the same time (in any combination).
- Remove SIM card and memory card from the device
- Developer option and USB debugging mode has to be enabled manually before testing in Android devices
- Make sure that the device is not locked. Turn off Passcode and ‘Find My iPhone’ feature in iOS devices.
- Select Media Device (MTP) mode if asked
- GSMA Device Check™ (Is the phone stolen or lost?) This is an optional feature. The usage of GSMA Device Check™ is transaction/usage based.
- The erasure time depends on the device model, the memory size and how much user data exists. For iOS devices the erasure time is usually between 5 to 15 minutes. For Android devices the erasure time varies from 5-10 minutes up to some tens on minutes.
• As a part of iOS devices erasing the firmware is also updated. The Android device erasure does not update the firmware.

• After the erasure the device is functional. Naturally the normal setup / start procedure needs to be done.

7.1.1 Multi-Eraser: multiple simultaneous device erasing

Computer used for Switch and/or Diagnostics can be used for erasing multiple devices. There is no need for a separate workstation. Up to 8 devices can be erased at the same time (in any combination).

Multi-Eraser is a separately licensed feature. To have it enabled, please contact your sales agent or distributor.

7.1.2 Erasure profiles

The Erasure profile settings can be found in menu Tools > Settings > Eraser.
Erasure profiles can also be created in PiceaReporting by users who have PiceaReporting account.

The Erasure profile settings can be found in PiceaReporting menu Application settings > Erasure settings > Profiles.
## Erasure profiles - New profile

**Basic details**

- **Name:** Name
- **Product:** Backoffice (6DFD0346-36F7-7814-7F21-2CEBED01A4A6)

**Devices**

<table>
<thead>
<tr>
<th>Device</th>
<th>Erasure method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android 2.2 and Earlier</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android Gingerbread (2.3.x)</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android HoneyComb (3.x)</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android ICS (4.0 - 4.0.4)</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android JellyBean (4.1 - 4.3.1)</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android Kitkat (4.4 - 4.4.4)</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android Lollipop (5.x)</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android Marshmallow (6.x)</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android Nougat (7.x)</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android Oreo (8.x)</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>Android Any Future</td>
<td>Baseline overwrite</td>
</tr>
<tr>
<td>iOS Any</td>
<td>Cryptographic Sanitization</td>
</tr>
</tbody>
</table>
7.1.3 Timed downloads for iOS flash files

It is possible to start iOS flash files download immediately or schedule the download to happen outside office hours. The files are stored locally in the defined folder. Having the iOS flash files already stored makes erasing of iOS devices more efficient.
8 Verify

Verify™ is a new service for Diagnostics and Eraser users.

Verify™ checks that the device is acceptable for resale/service: Are Anti-Theft locks (de)activated (Google Anti-Theft, Find my iPhone); Are SIM card and Memory Card inserted; Are Google accounts removed?
9 Volume

Volume performs efficient workflow for the devices, by first performing quick verification of the device, then comprehensive diagnostics testing and finally performs secure erasing of the device.

Volume supports connecting as many devices as the computer supports.

All data collected during verification, diagnostics and erasure is available in PiceaReporting database.

9.1 Volume Quick Start Guide


9.2 Settings

Volume tab contains the settings for the operation transitions and the complete flow ending.
9.2.1 Workflow operations

Allow to define which operations are included into the volume flow. The volume flow can consist of one or multiple operations. The volume flow is applied to all connected devices with applicable parts (e.g. Windows Phones cannot be diagnosed etc.). The order of the operations execution is always 1) Verify 2) Diagnostics 3) Eraser

Ask for each connected device: For each connected device is asked which operations are executed: Verify, Diagnostics and/or Erasure.

Always perform these operations: If selected the operations set by tick boxes are executed automatically for each connected device (also erasing).

Verify: The Verify check points can be selected from Verify tab.

Diagnostics: If selected, Diagnostics operation will be a part of the automatic flow. The test sets and cases are selected under Diagnostics tab.

Eraser: If selected, Eraser operation will be part of the automatic flow. The erasure related triggers, exceptions and rules are set under Eraser tab.

Workflow options
With workflow options user can set how the flow/transition between the operations in continued. Is it happening automatically or not until the user has interacted and given permission for the flow to continue.

**When operation completes:** This setting defines how the flow is continued after a successful operation.

- **Wait for input:** If selected the flow doesn’t continue after a successful operation until the user gives permission to proceed.

- **Continue after timeout:** If selected the flow continues automatically after a successful operation after the given timeout period.

- **Timeout:** Wait time between the operations.

**When operation fails:** This setting defines how the flow is continued after a failed resulted operation.

- **Wait for input:** If selected the flow doesn’t continue after a failed resulted operation until the user gives permission to proceed.

- **Continue after timeout:** If selected the flow continues automatically after a failed resulted operation after the given timeout period.

- **Timeout:** Wait time between the operations.

**Tile closing settings**

With the device closing settings the user can set if the device information is cleared after given wait time automatically after the volume flow is finished. If automatic closing is not selected the user needs to clean devices manually.

- **Close competed devices automatically:** If selected the device information is cleared automatically after successfully performed flow.

- **Close failed devices automatically:** If selected the device information is cleared automatically after failed resulted flow.

- **Timeout:** Wait time before the device information is cleared automatically after a failed resulted flow.

**9.2.2 Device tile**

**Device tile size**

The tile size can be set to Large or Compact.
## Settings

<table>
<thead>
<tr>
<th>General</th>
<th>Network</th>
<th>Diagnostics</th>
<th>Eraser</th>
<th>Device Software</th>
<th>Trade-in</th>
<th>Volume</th>
<th>Label Printing</th>
<th>Report</th>
</tr>
</thead>
</table>

### Device tile size
- Large
- Compact

**Reset device tile configuration**

---

**Large size:**

### iPhone 6 16 GB
- Manufacturer: Apple
- Model: iPhone 6 16 GB
- IMEI: 35566066773130
- USB location: Port 5 of hub 5
- OS: iOS 11.2

- Verify completed with exceptions
- Eraser completed successfully

### iPhone 5c 8 GB
- Manufacturer: Apple
- Model: iPhone 5c 8 GB
- IMEI: 3566004552717738
- USB location: Port 2 of hub 6
- OS: iOS 10.3.3

- Verify completed successfully
- Eraser completed successfully

### Galaxy S5 Neo
- Manufacturer: Samsung
- Model: Galaxy S5 Neo
- IMEI: 3550100144086
- USB location: Port 3 of hub 6
- OS: Android 6.0.1

- Verify completed with exceptions
- Eraser completed successfully

### Galaxy S8
- Manufacturer: Samsung
- Model: Galaxy S8
- IMEI: 350037664748226
- USB location: Port 3 of hub 7
- OS: Android 7.0

- Verify completed with exceptions
- Diagnostics completed with exceptions
- Eraser completed successfully

### MI MAX 2
- Manufacturer: Xiaomi
- Model: MI MAX 2
- IMEI: 841660031604766
- USB location: Port 4 of hub 7
- OS: Android 7.1.1

- Verify completed with exceptions
- Eraser completed successfully

### iPhone 6 16 GB
- Manufacturer: Apple
- Model: iPhone 6 16 GB
- IMEI: 353668968458062
- USB location: Port 5 of hub 7
- OS: iOS 11.2

- Verify completed with exceptions
- Diagnostics failed
- Failed 6/32
Compact size:
Compact view allows viewing 32 device tiles at the same time. More devices can be viewed at the same time by scrolling the screen.

USB port setup
USB port setup for easier Volume usage: Easily match device tile names in Volume UI with corresponding USB ports in hub. Click button ‘Reset device tile configuration’.
9.2.3 Verify

**Verify options**

Set of verify check points. The Verify settings apply only to the Volume verify and the selected options are applied only for the applicable devices (e.g. FMI to iOS devices and Google account to Android devices).

**GSMA Device Check™**: Device status check against GSMA Device Check™ database (Android / iOS / Windows Phone). Note! GSMA Device Check™ option is not visible if the customer has not bought GSMA Device Check™ License.

**Lock screen status (manual)**: Manual screen lock check from iOS devices, Windows Phone devices and older Androids (Android OS 4 or lower).

**Lock screen status (automatic)**: Automatic screen lock check from newer Androids (Android OS 5 or higher).

**Root access check**: Checked if the device is rooted (Android).

**User accounts**: Checked if device has any user accounts (Android).
**Google accounts:** Checked if device has Google Anti-Theft enabled (Android OS 5 or higher).

**Xiaomi account:** Checked if device has Xiaomi account (Android).

**Samsung account:** Checked if device has Samsung account (Android).

**Find My iPhone status:** Checked if device has FMI enabled (iOS).

**SIM card:** Checked if device has SIM card (Android / iOS).

**Memory card:** Checked if device has memory card (Android). Erasing is not possible if a memory card is detected.

### 9.2.4 Diagnostics

![Diagnostics settings](image)

**Wireless network**

Wireless network settings must be set in Settings > Diagnostics.

- **Network SSID:** Wi-Fi network name used in testing.
- **Security:** Wireless security standard used in testing Wi-Fi network.
- **Password:** Password for the testing Wi-Fi network.
- **Hidden Wi-Fi:** Selected if the testing Wi-Fi network is hidden (hidden Wi-Fi networks won’t show up in the normal network list).

**Diagnostics profile**

**Manage profiles:** Opens Manage test profiles view for selecting and defining the test sets and cases. The settings are separate for single device diagnostics and Volume diagnostics.
In Manage test profile view user can define executed test cases. The selection is gathered into profiles which can be managed locally or cloud based in PiceaReporting server.

If cloud based server profiles are enabled the local profiles cannot be edited or set as default. Cloud profiles can be configured in PiceaReporting site. This feature is optional. Please contact Piceasoft Support at support@piceasoft.com for more information.

It is also possible to export and import profiles in html file. This helps managing profiles between different installations.

It is also possible to allow or deny manual selection of cases in the profile settings.

**Android profiles:** List of Android profiles. Asterisk icon indicates the default profile. Lock icon indicates the profile cannot be edited.

**iOS profiles:** List of iOS profiles. Asterisk icon indicates the default profile. Lock icon indicates the profile cannot be edited.

**New:** Opens editor for a new profile. The profile selector on the left defines under which platform the new profile is created.

**Import:** The profile can be imported from a html file.

**Export:** The profile can be exported to a html file.
There can be several profiles and the one set as default is used when executing diagnostics.

**Set as default:** Sets selected profile to be the default profile.

**Edit:** Opens profile for editing.

**Camera focus test image**

The QR code can be printed to make Camera focus testing easier

**Outgoing call test number**

For Call test, fill in the Outgoing call test number.

9.2.5 **Eraser**

The eraser settings are for adjusting device specific settings. The Eraser settings apply only for the Volume erasures.
iOS erasure exceptions

Erase only activated, unlocked and trusted devices: erasure is not started until the conditions are met.

Ask what to do when locked device connected: erasing requires user confirmation.

Erase device automatically: devices are erased without trust confirmation and do not need to be activated.

Erasure rules set the operating system level rules by which the device is either erased securely or factory reset only. By default all are securely erased.

Operating system: defines the operating system and version the rule is applied to.

Erasure method: defines the erasure method applied to the operating system and version.

NOTE: Erasing is not possible if a memory card is detected.

9.2.6 Reporting

Report custom fields are additional report entries which can be used for identifying the devices or batches under which the devices are processed. The field names and values can be used later on in Reporting filtering/searches.

Field name: Name of the field. Visible in the UI and report.

Default value: This value is written by default

Mandatory: if set operation is not finished until a value for the field is entered.

Report name settings define how the local PDF reports are named.

Make-Model-IMEI: The PDF file name contains make-model-IMEI (equipment identification).
IMEI/Serial number: The PDF file name contains device identification (IMEI/Serial number)

Unique id: The PDF file contains a unique id.

Operation time: The PDF file name contains the operation time.

Include status in report name: The result of the operation is included in the PDF file name.

Report language
The language can be set to the language used in application (In Settings>General) or changed to another language.

Report location
The default location is the Documents folder. The location can be modified by clicking button Change path. Separate path can be set to failure reports.

9.3 Volume test execution
The steps needed to use Volume:

- Remove memory cards from devices
- Connect all the devices with USB cables
- Check that the settings are correct (USB debugging, NTP mode, turn off Find my iPhone)
- Select the operations for each device if not set automatic in settings as described in previous chapter.
Details of each device is visible in an own tile. And the progress is shown during the execution (compact view):
Test results are visible after the execution for each tested device.

9.3.1 Device history - view Diagnostics and Eraser history for the device

- If a device has been processed earlier by the same customer using PiceaServices, Volume UI will notify that the device has been processed earlier.
- Device history is supported in Volume for Diagnostics and Eraser operations.
- Operator can see earlier results of Diagnostics and Eraser and decide if to use earlier results or to process the device again.
- Operator can select how long back in history Diagnostics and Eraser operations are checked.
- Device history is an optional feature which needs to be requested from Piceasoft support at support@piceasoft.com

In Settings > Volume > Workflow you can set the Device history time range.
User can select the previous result check box or start a new diagnosis or erasing.

If the previous result is selected the PDF report shows the link to the previous result.

10 Label printing

In Settings > Label printing you can set label contents, orientation and paper settings. For IMEI, IMEI2, Serial number and MEID number also Barcode can be added:
Below you can find examples of labels:

### 11 Device and content support

#### 11.1 Switch: Device and content support

##### 11.1.1 Supported content in Windows computers

<table>
<thead>
<tr>
<th>Device platforms: Source -&gt; Target</th>
<th>Contacts</th>
<th>Calendar</th>
<th>Messages (SMS &amp; MMS)</th>
<th>Bookmarks</th>
<th>Music</th>
<th>Photos</th>
<th>Videos</th>
<th>Documents</th>
<th>Apps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android -&gt; Android</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ (6)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Android -&gt; iPhone</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ (6)</td>
<td>✓ (1)</td>
<td>✓</td>
<td>✓</td>
<td>✓ (1)</td>
<td></td>
</tr>
</tbody>
</table>
### Supported Content Types

#### 11.1.2 Supported content types in Mac computers

<table>
<thead>
<tr>
<th>Device platforms: Source -&gt; Target</th>
<th>Contacts</th>
<th>Calendar</th>
<th>Messages (SMS &amp; MMS)</th>
<th>Bookmarks</th>
<th>Music</th>
<th>Photos</th>
<th>Videos</th>
<th>Documents</th>
<th>Apps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android -&gt; Android</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td>✓</td>
</tr>
<tr>
<td>Android -&gt; iPhone</td>
<td>✓</td>
<td>✓</td>
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<td>✓</td>
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<td>✓</td>
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<tr>
<td>Android -&gt; Windows Phone (WP)</td>
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</tbody>
</table>

- Call logs can be transferred between two Android or iPhone devices (also cross-platform)
- Messages cannot be transferred to Android tablets without SIM card slot (Wi-Fi only)

**Other devices: Contacts can be read via Bluetooth**

- BT: Contacts can be read via Bluetooth connection
- (1): Music and documents can be copied to a USB memory stick
- (2): From Windows Phone SW version 8 or newer. From Windows 7.8 only contacts via Bluetooth.
- (3): In Windows 7 and 8
- (4): BlackBerry Android devices: similar support as for other Android devices.
  - BlackBerry OS 6 and 7: music, photos and videos can be copied via USB cable.
  - BlackBerry OS 6, 7 and 10: contacts can be transferred via Bluetooth connection. No content can be transferred to BlackBerry OS 6,7 and 10.
- (5): From iOS 8 and older
- (6): Bookmarks can be read from Android 5.x and older and written to Android 5.x and older
<table>
<thead>
<tr>
<th>Source</th>
<th>Target</th>
<th>4.1</th>
<th>4.2</th>
<th>4.3</th>
<th>4.4</th>
<th>4.5</th>
<th>4.6</th>
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<tr>
<td>iPhone -&gt; WP</td>
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(1) Music and documents can be copied to a USB memory stick
(2) From Windows Phone SW version 8 or newer
(3) In Windows 7 and 8
(4) BlackBerry Android devices: similar support as for other Android devices
   Blackberry OS 6 and 7: music, photos and videos can be copied via USB cable.
   No content can be transferred to Blackberry OS 6,7 and 10.
(5) From iOS 8 and older
(6) Bookmarks can be read from Android 5.x and older and written to Android 5.x and older

- Call logs can be transferred between two Android or iPhone devices (also cross-platform)
- Messages cannot be transferred to Android tablets without SIM card slot (Wi-Fi only)

### 11.2 Diagnostics: Device support

**Supported devices in Windows and Mac computers:**
- Android release 4.1 devices and later
- iOS devices v 9.0 and later

### 11.3 Eraser: Device support

**Supported devices in Windows computers:**
- Android release 2.0 devices and later
- iOS devices
- Windows Phone (MS/Nokia SW version 8.0 and later), only in Windows computers

**Supported devices in Mac computers:**
- Android release 2.0 devices and later
11.4 Verify: Device support

Supported devices in Windows and Mac computers:
- Android release 4.1 devices and later
- iOS devices v 9.0 and later
- Windows Phone (MS/Nokia SW version 8.0 and later)

12 Troubleshooting

If you have issues with PiceaServices, perform the steps in the order described below.

12.1 General

Device cannot be detected
1. If the device is not detected by Windows, then it can’t be detected in PiceaServices either. Open file system and look if the device is detected by Windows.
2. Check that the device is powered on
3. Try reconnecting the device
4. Try another USB port in the computer
5. Change the USB cable
6. Check that you have activated the device and gone through all the steps in the setup wizard
7. Restart the device
8. Restart PiceaServices
9. If you are using a USB hub, disconnect that and try to connect the devices directly to computer’s USB connector. USB hubs should be externally powered.
10. Check that all drivers have been updated. Go to menu Tools>Manage drivers. See detailed instructions in next chapters.
11. Check in Device manager if the USB driver has updates available
12. Check that none of the following SW has been installed in the computer. If yes, uninstall those.
   - Samsung Kies
   - Sony Companion
   - Samsung Smart Switch
   - HTC Sync
   - Huawei HiSuite
   - LG PC Suite
   - Nokia Suite/PC Suite/Ovi Suite
   - Wondershare products
13. iTunes can be installed but it is recommended to close it and do following change in settings: Go to Edit > Preferences>Devices. Then check the box ‘Prevent iPods, iPhones and iPads from syncing automatically’
14. Open Task Manager
   - Open Processes tab and check that following processes are running when the device is connected and that none of the processes are duplicated:
     • PiceaAdb.exe
     • PiceaEngine.exe
     • PiceaService.exe
     • PiceaServiceApp.exe
   - If some of these processes are not running, some other SW or an antivirus software may block the process.

All content types cannot be read from the device
   1. Check that the correct settings have been set. See details in chapter Device settings earlier in this document
   2. Check which content is supported for that model from chapter Device and content support earlier on this document

Computer need to be replaced
   - Contact support@piceasoft.com and ask to release the license for a new computer

PiceaServices is not starting
   - Check that the internet connection is working properly
   - Restart PiceaServices
   - Restart the computer
   - Reinstall PiceaServices

License is expired
   - Contact support@piceasoft.com

USB port of the device is broken
   - It is possible to read contacts over Bluetooth connection. See chapter Switch-Feature phones for more details

12.2 Android devices
In case of Android devices, check also following things:

1. Check that the correct settings have been set. See details in chapter Device settings earlier in this document
2. If the device can’t be detected, go to Manage drivers > Uninstall Piceasoft drivers. Then reinstall Piceasoft drivers
3. Some older devices don’t support USB 3 so try to connect to a USB 2 port
4. Some Android 2.x devices don’t have internal memory so a memory card is needed.
12.3 iOS devices (iPhones and iPads)

In case of iOS devices, check also following things:

1. Check that the correct settings have been set. See details in chapter Device settings earlier in this document
2. If iPhone content can’t be read, reinstall Apple drivers:
   - Close PiceaServices
   - Disconnect the devices
   - Open PiceaServices
   - Uninstall Apple drivers (Apple Application Support and Apple Mobile Device Support) from menu Tools>Manage drivers. Click Uninstall on the right side of ‘Apple’.
   - After uninstallation, reinstall the Apple drivers from button ‘Install’ on the bottom. The button should have changed from grey to blue.
   Restart your PC and open PiceaServices. Then reconnect the iPhone and try again.

13 Reporting

Reporting is a useful web reporting tool for managers to collect all data for business follow up: marketing campaigns, sales monitoring etc. It gives tools for following market trends and optimizing pre-orders. It shows statistics at shop and company level: top device and manufacturer pairs, transfers between platforms, Diagnostics and Eraser statistics etc.

You can also configure daily/weekly/monthly/email reports of PiceaServices usage.

Please contact Piceasoft Support at support@piceasoft.com if you are interested in this feature.
13.1 Reporting API

Piceasoft customers can use Reporting API to query information about operation performed with Piceasoft solutions. Customers can easily query for example has specific device been erased or not. Or query, which devices have failed in diagnostics testing.

Use case examples for Reporting API usage:

- Integration with customer’s ERP system.
- Following up, that loan phones have erased when returned to store.
- Following up refurbishment center operations.

14 Transferring license to a new computer

It is possible to release PiceaServices license from the current computer to a new computer for example in cases when the current computer needs to be replaced. The current computer must be functioning to be able to open PiceaServices and transfer the license.

This is an optional feature which needs to be requested from Piceasoft support by sending email to support@piceasoft.com.

You can release the license from menu Help > License information and then install again to another computer with the same activation key. Before releasing the licenses make sure you have the activation key available.
15 Additional information

Piceasoft on the internet:
➢ http://www.piceasoft.com/

Product information and videos:
➢ http://piceasoft.com/products/

Piceasoft Help Center:
➢ https://piceasoft.zendesk.com/hc

Feedback can be sent directly from UI:
➢ Menu: Help > Send feedback...
➢ or by email to support@piceasoft.com

PiceaServices User Guide:

16 Change log

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<th>Version</th>
<th>Changes</th>
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| 4.6.3   | Switch: Added new Switch methods: Lite Switch and Clone  
         | Added new History service |
| 4.6.4   | Switch: Added Automatic activation of target Apple device |
| 4.6.6 | Switch: Removal of cloud service backup option  
Diagnostics: Added information about AI powered screen grading test |