

Commonly Used troubleshooting Terms in Mobile

- | | |
|---|----------------------------------|
| 1. The actual phone number one would dial to reach a specific mobile phone | A. iPhone |
| 2. An area where wireless service is made available for wi-fi enabled devices or computers to access the internet | B. IMEI |
| 3. A 15-digit number that uniquely identifies an individual wireless device | C. Operating system |
| 4. A globally unique number that identifies a SIM Card. | D. SIM cards |
| 5. It's the technology that allows traditional text messages to be sent and received on all mobile phone networks | E. Coverage |
| 6. It is the chip that identifies the mobile number and mobile account to the network | F. ICCID |
| 7. means using your phone in another country and on another network | G. SMS |
| 8. software that powers smartphones. Examples iOS, Android, and windows | H. Roaming |
| 9. This is the area in which you get mobile phone signal from your network | I. Hot Spots |
| 10. technology that creates a 'local' wireless connection | J. iOS |
| 11. This is software developed by Google that powers smartphones manufactured by the likes of Samsung, HTC and Sony | K. Bluetooth |
| 12. A line of smartphones designed and marketed by Apple Inc. that use Apple's iOS mobile operating system | L. (MDN) Mobile Directory Number |
| 13. An operating system used for mobile devices manufactures by Apple Inc.. | M. Android |