



Universal troubleshooting checklist

A calm, repeatable way to narrow down everyday technology problems.

1. Safety first

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Stop if you see swelling, smoke, sparks, unusual heat, liquid inside the device, or damaged power parts. Disconnect power only when it is safe to do so and use official support.

Save work before restarting. Back up important files before resets, removals, or repairs that could affect data.

Do not open electrical equipment, bypass warnings, or insert objects or liquid into ports.

2. Record the problem

Device and model:

Exact message or symptom:

When it started and what changed:

3. Test in this order

1**Confirm the symptom**

Try the same action once more and note exactly what happens. Test another app, file, cable, or device only when safe.

2**Check power and connections**

Inspect without forcing anything. Reseat normal connectors and test one known-working compatible cable, adapter, outlet, or battery at a time.

3**Restart normally**

Save work, close apps, and use the device's normal restart control. Avoid a factory reset unless official instructions specifically call for it.

4**Separate device from service**

Compare another device, network, input, app, or account to learn whether the problem follows the device or the service.

5**Check settings and updates**

Review the setting directly related to the symptom. Use built-in updates and diagnostics; avoid unknown cleaner or driver tools.

6**Stop and record the result**

When a step works, stop changing things. Write down what fixed it. If nothing works, collect the results before contacting support.



Write down what changed

Keep the results you will need for official support or a repair provider.

Test log

Test 1

Date/time: _____

What I changed:

Result: worked / partly worked / no change

Test 2

Date/time: _____

What I changed:

Result: worked / partly worked / no change

Test 3

Date/time: _____

What I changed:

Result: worked / partly worked / no change

Test 4

Date/time: _____

What I changed:

Result: worked / partly worked / no change

Before contacting support

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I have the model name, operating system or software version, and exact error message.

I can explain which tests worked, partly worked, or made no change.

I removed passwords, verification codes, payment details, addresses, and private files from anything I plan to send.

I checked the device maker's current instructions for my exact model.

When to stop

Stop troubleshooting and get qualified help when safety is uncertain, the device is physically damaged, important data may be at risk, account ownership must be verified, or official steps require tools or skills you do not have.

This checklist provides general information, not a guaranteed diagnosis. Find model-specific step-by-step guides at devicefixguide.info.