

BitRaser® Mobile Diagnostics – Diagnosing Android® Devices

This guide walks you through step-by-step instructions on how to diagnose all Android® devices including OnePlus 9 Pro, Google Pixel 4a, Samsung Galaxy S21 Ultra, Samsung Galaxy Note 20 Ultra, OnePlus 9, Moto G Power (2021), Samsung Galaxy S21, Google Pixel 4a 5G etc., and Android® tablets by using BitRaser Mobile Eraser & Diagnostics software. Instructions given in this manual are divided into 3 stages to provide you an easy-to-understand and practical method for performing automated & assisted diagnostic tests on Android devices with minimal efforts.

STAGE 1 (One-time) 1 MINUTES 🕒

Download BitRaser Mobile Diagnostics Tool executable file from the email received post purchase.

STAGE 2 (One-time) 4 MINUTES 🕒

Install the BitRaser Mobile Diagnostics tool on the Windows machine.

STAGE 3

Launch and start the BitRaser Mobile Eraser & Diagnostics tool upon successful installation.

These instructions help you get started with diagnosing Android® devices in less than 5 minutes

REQUIREMENTS



Processor:
Intel-compatible (x86, x64)



RAM:
4 GB Minimum (8 GB Recommended)



Hard Disk:
1 GB of free space in boot volume



Operating System:
Windows 11, 10, 8.1, 8, 7



iOS Version for Device Erasure or Diagnostics:
All versions supported for Erasure



Android Version for Device Erasure or Diagnostics:
5.0 and above

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STAGE 1

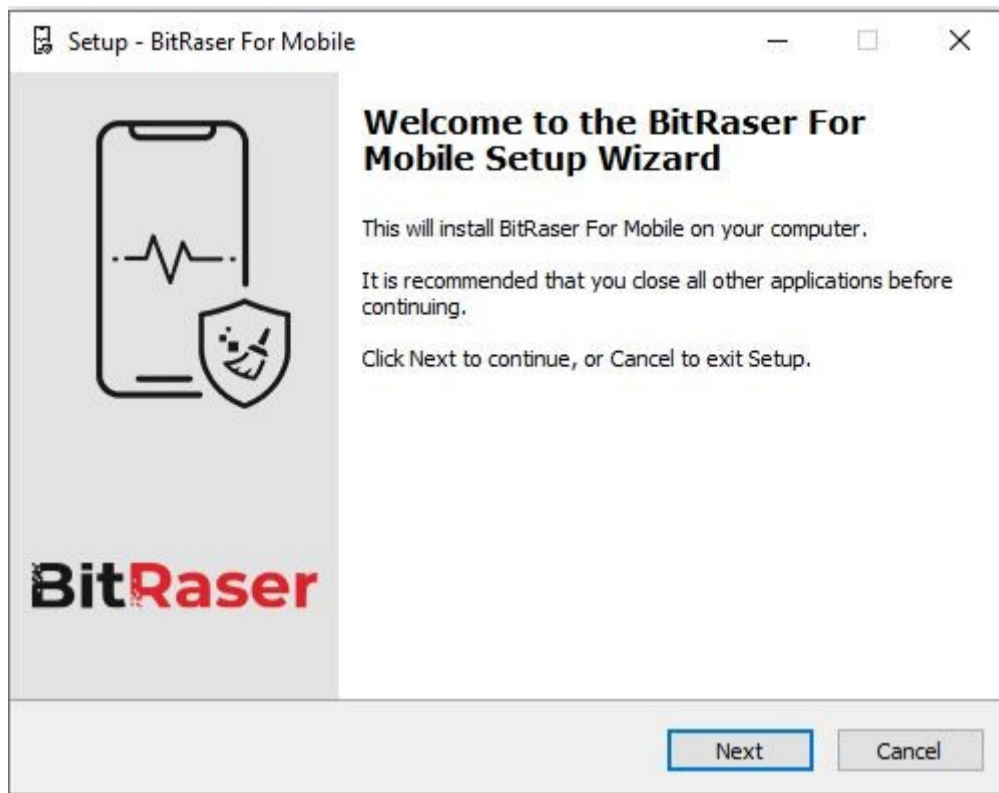
Download- BitRaser Mobile Diagnostics Tool executable file from the email:

- **STEP 1** Click on the application Download Link received on your email after purchase. Alternatively you can also download the set up file by login to your [Cloud account](#).
- **STEP 2** Once the download is complete, extract the setup from the ZIP file and start the installation to the default folder.

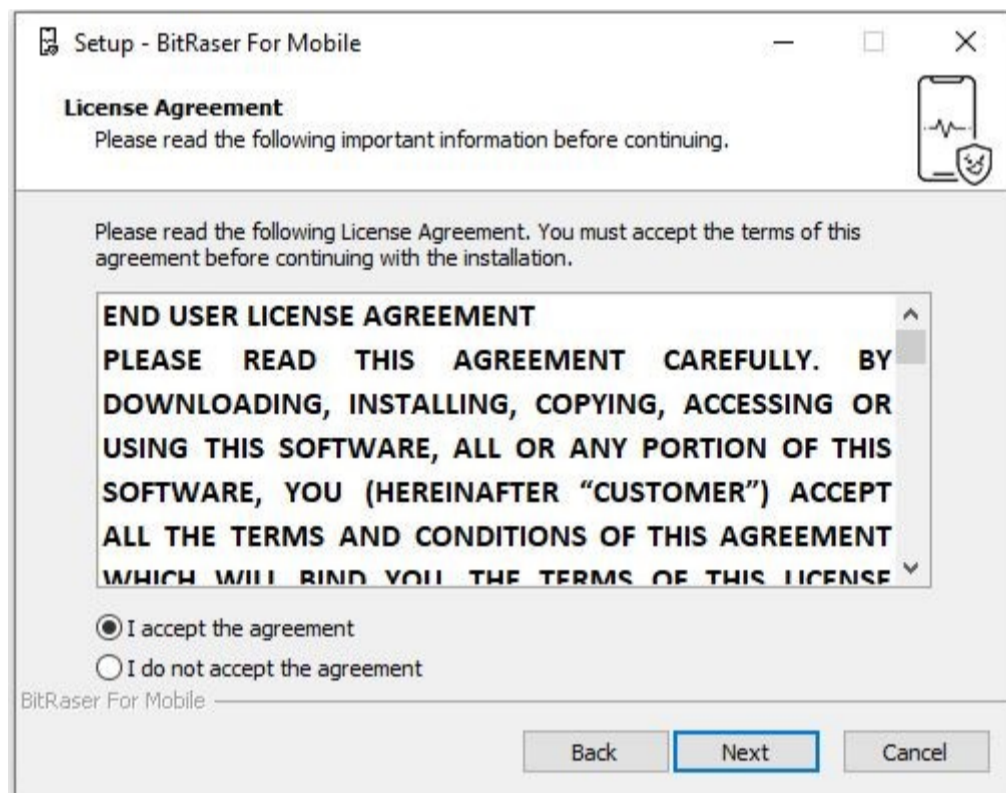
STAGE 2

Install the BitRaser Mobile Diagnostics tool on the Windows machine:

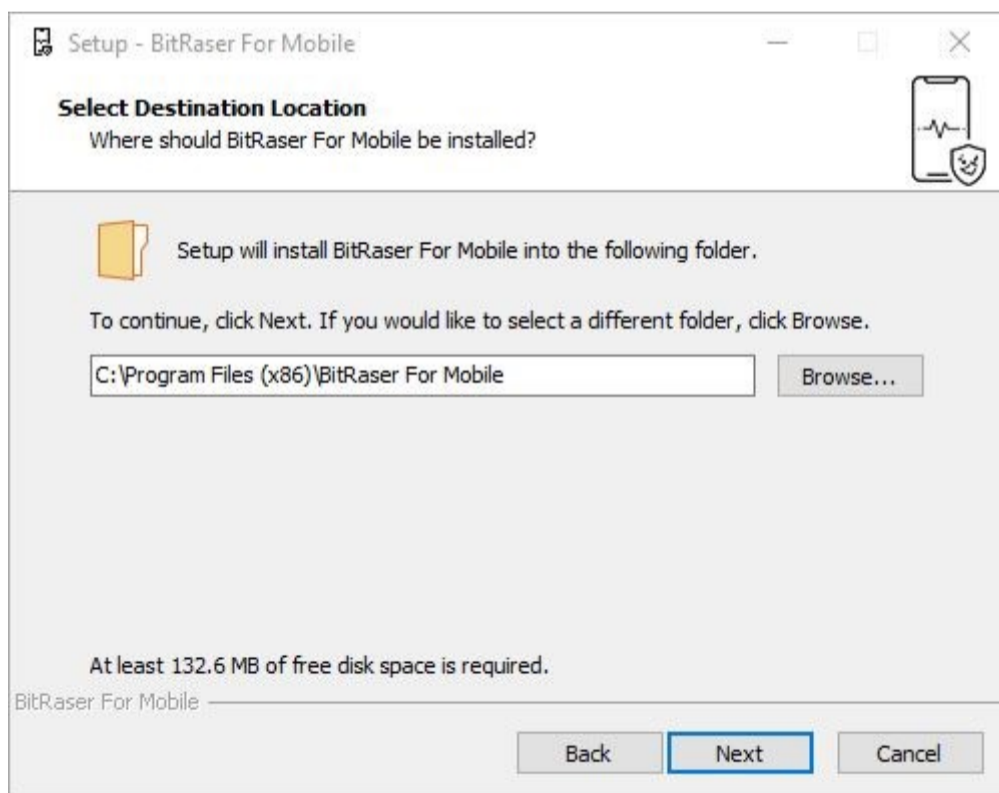
- **STEP 1** Double click the- executable file to start the installation process.
- **STEP 2** Refer the following screens to complete the installation



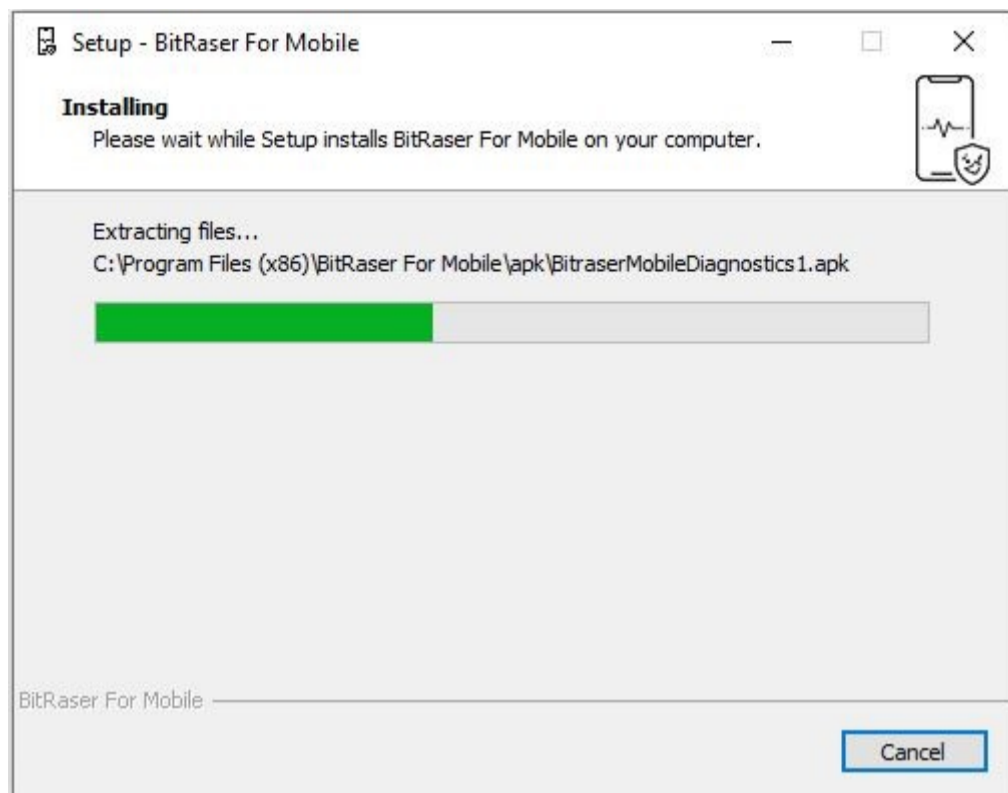
- **STEP 3** Accept the License agreement and click 'Next'



- **STEP 4** Select the path for the installation directory.



- **STEP 5** You will then see a progress bar showing Installation process.

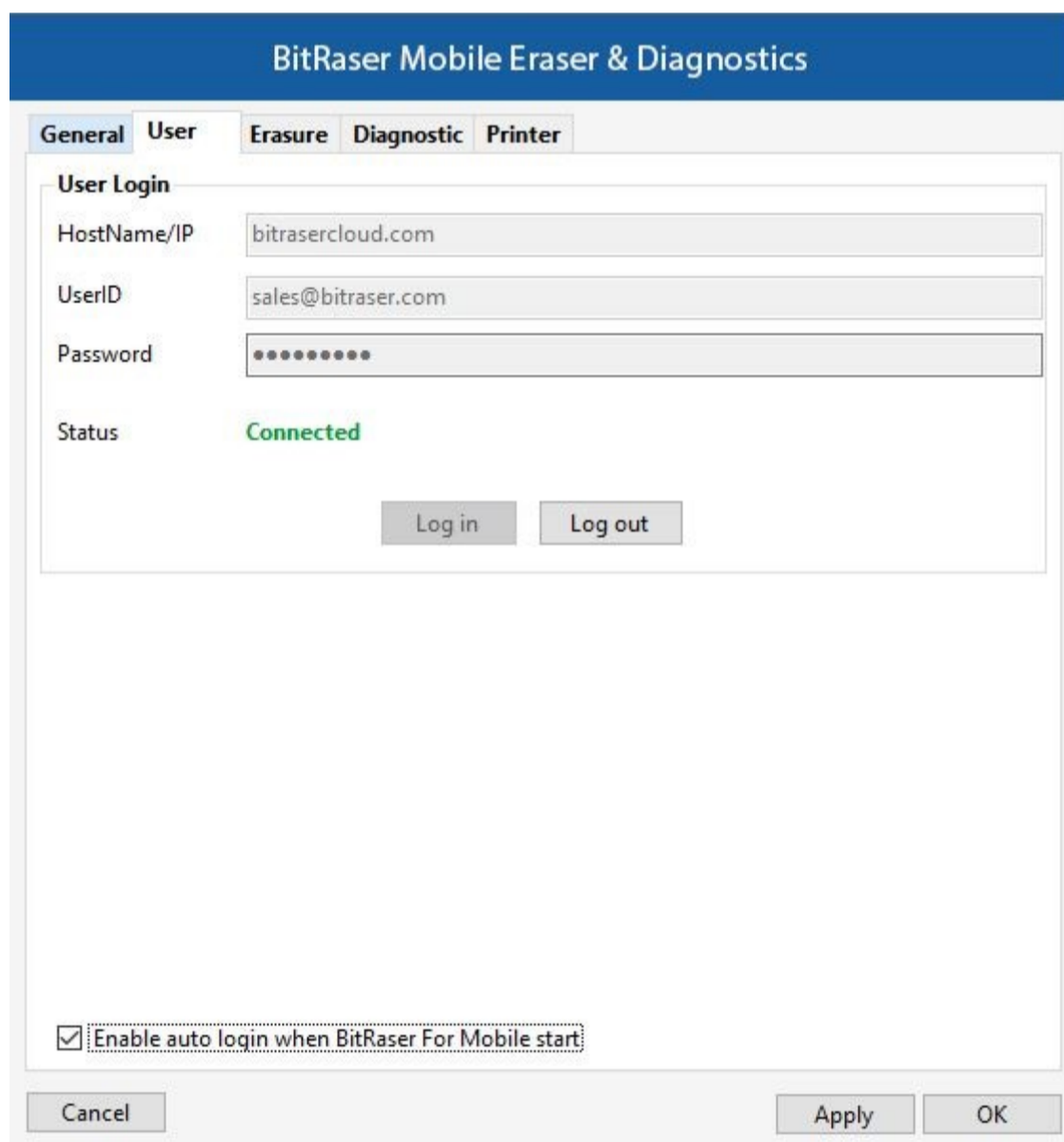


- **STEP 6** Software installation is completed.

STAGE 3

Diagnostics Process - launch and start the BitRaser Mobile Eraser & Diagnostics tool upon successful installation:

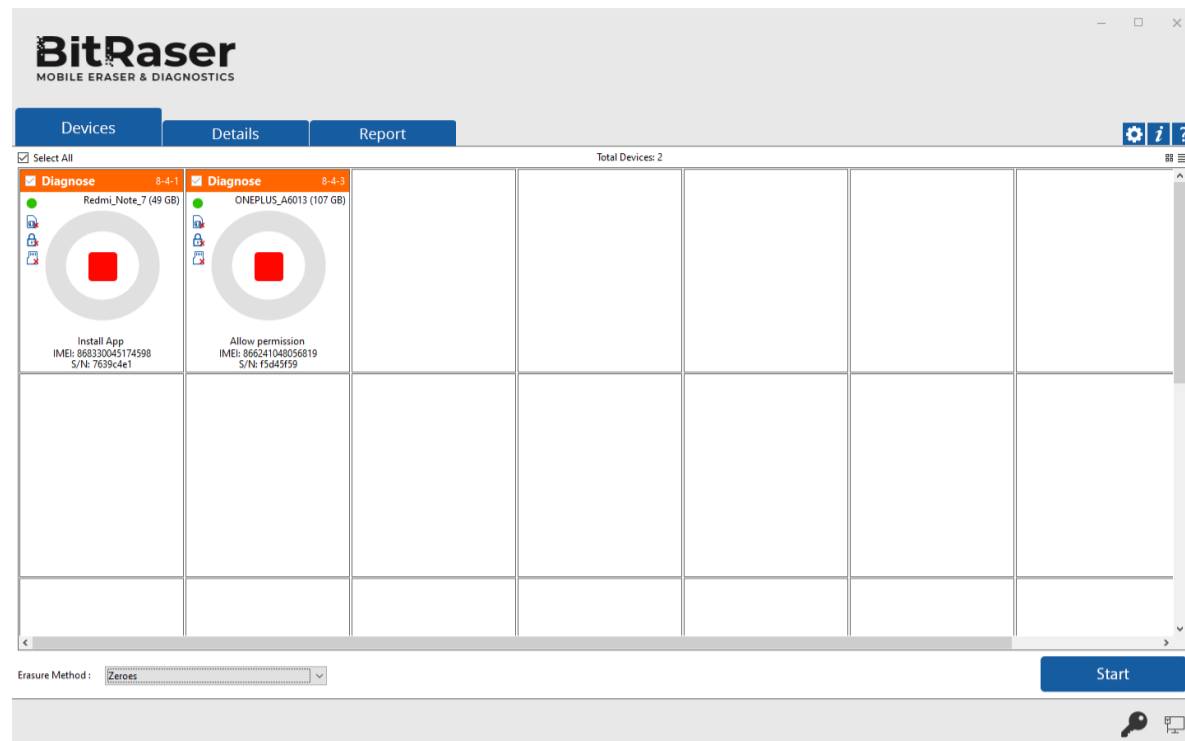
- **STEP 1** Login to your Cloud account to acquire the licenses from the pop-up window.



- **STEP 2** Click OK. Connect the device which you need to diagnose.
(Select the check box of auto login, so that when the next time you launch the tool, the application gets connected to the cloud account automatically)
- **STEP 3** Connect the mobile device to the machine via USB cable.

(The main interface will display all the connected devices with 'Erase' as the default action with checkbox. Click on 'Erase' to switch the process to 'Diagnose'.)

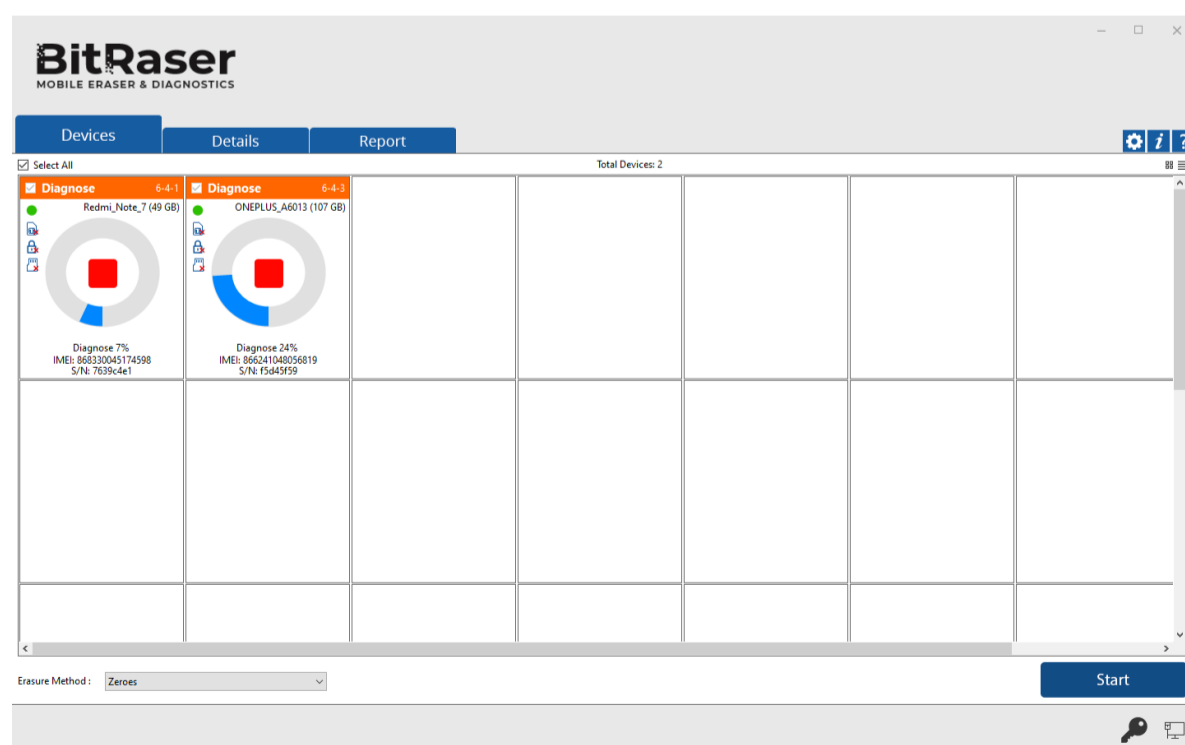
- **STEP 4** Click on the Play Button as displayed below to start the diagnostics process after enabling the USB debugging:



- On the device, go to settings > **About** < **device** >
- Tap **Build Number** under **About Device** for minimum seven times to make Developer Options available
- Go back to the Settings screen. Scroll down until you see "**Developer Options**".
- Select Developer Options
- On Developer Options screen scroll down and enable **USB Debugging**.

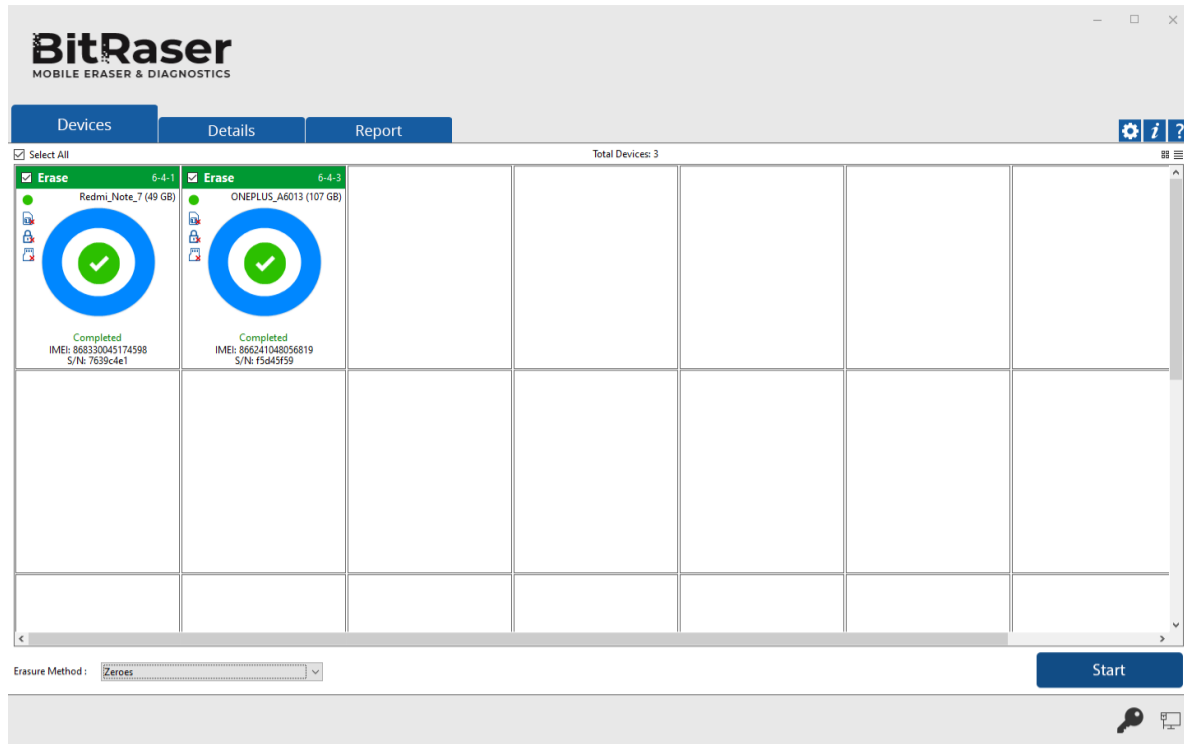
Click on the 'Start' Button as displayed above to initiate the erasure process after enabling the USB debugging.

- **STEP 5** The diagnostics process will start on the device once you click on the 'Start' button. The application will start with a series of Automatic Diagnostics test and then proceed to manual (assisted) diagnostics.



- **STEP 6** The Diagnostics process has now been completed. After successful completion of diagnostics tests, the software interface will

display 'Completed' as the final status for all the diagnosed devices.



The digitally signed Diagnostics Reports for all the erased devices will be automatically saved to your BitRaser Cloud account.