

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 Mac machine.

STAGE 3

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

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

REQUIREMENTS



Processor:
x86 or x64, Apple M1 Processor



RAM:
4 GB Minimum (8 GB Recommended)



Hard Disk:
1 GB of free space in boot volume



Operating System:
macOS High Sierra (10.13) and above



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

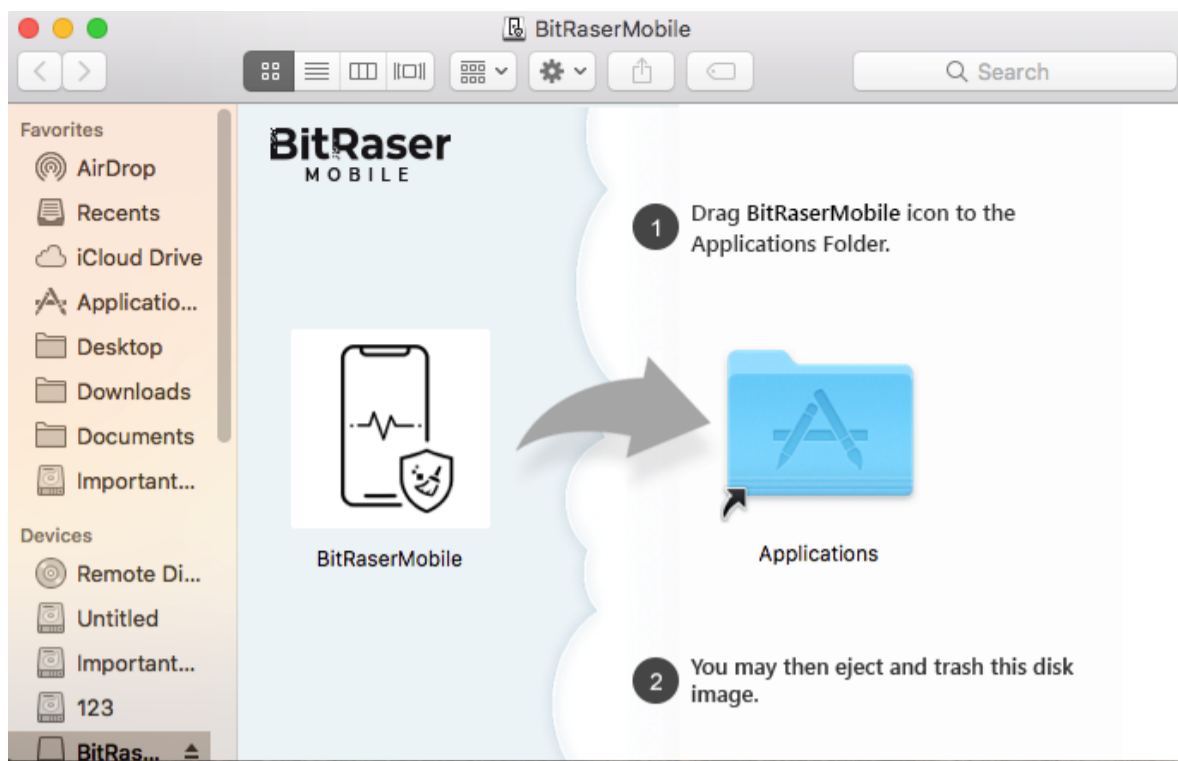
Download- BitRaser Mobile Eraser .dmg file from the email:

- **STEP 1** Click on the application Download Link received on your email after purchase. Alternatively you can also download the set up file by accessing support section in your [Cloud account](#).
- **STEP 2** Once the download is complete, double click on downloaded .dmg file to start the installation.

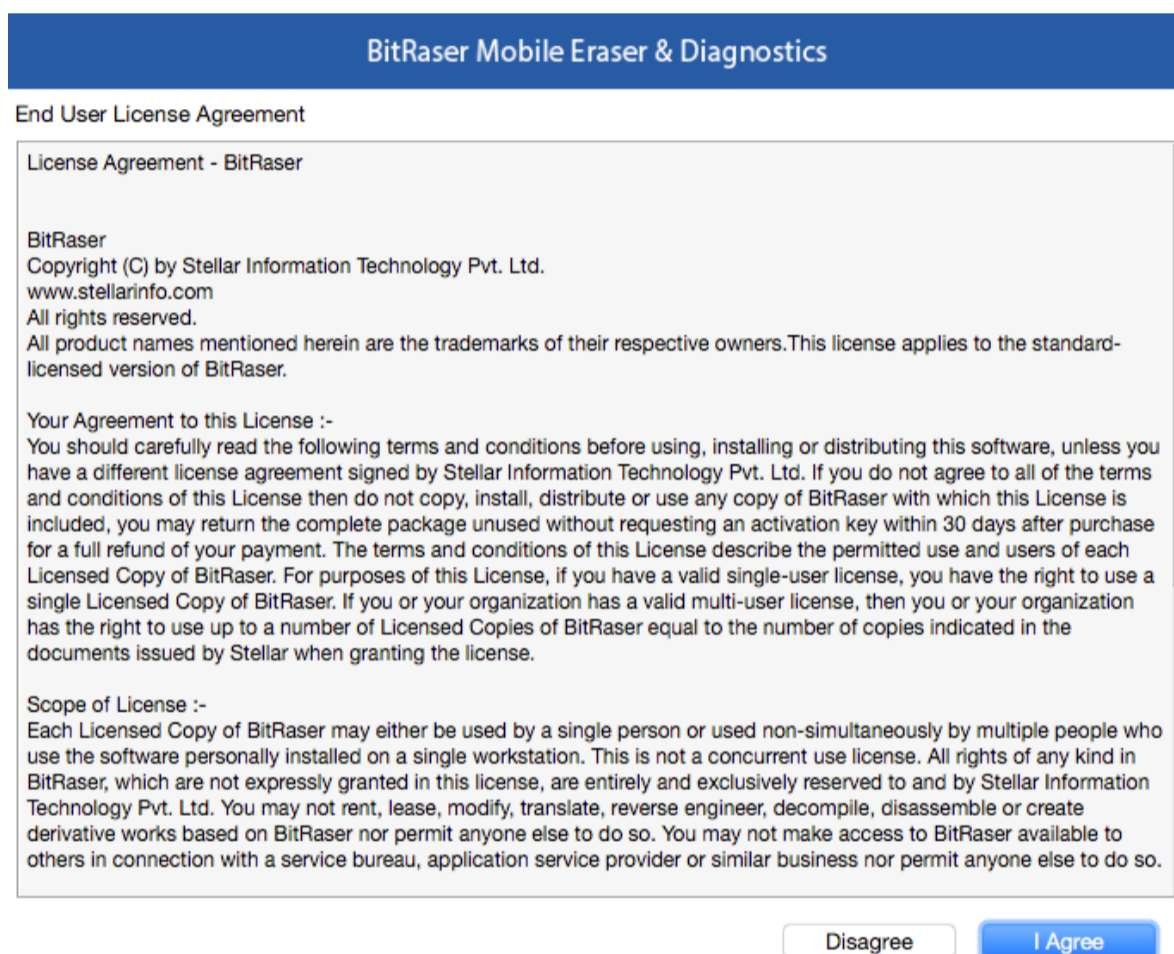
STAGE 2

Install the BitRaser Mobile Eraser tool on the Mac machine:

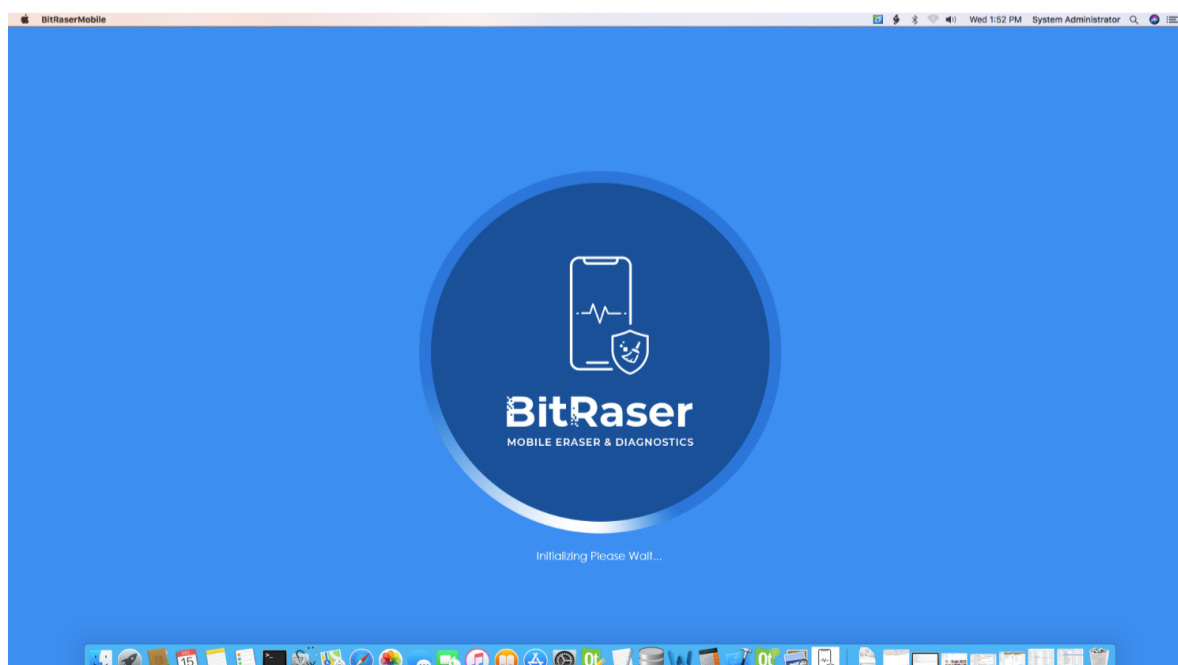
- **STEP 1** Double click the .dmg file to start the installation process. Refer the following screens to complete the installation
- **STEP 2** Drag and drop the BitRaser Mobile application to the Applications folder.



- **STEP 3** Accept the End User License agreement and click 'I Agree' to proceed.



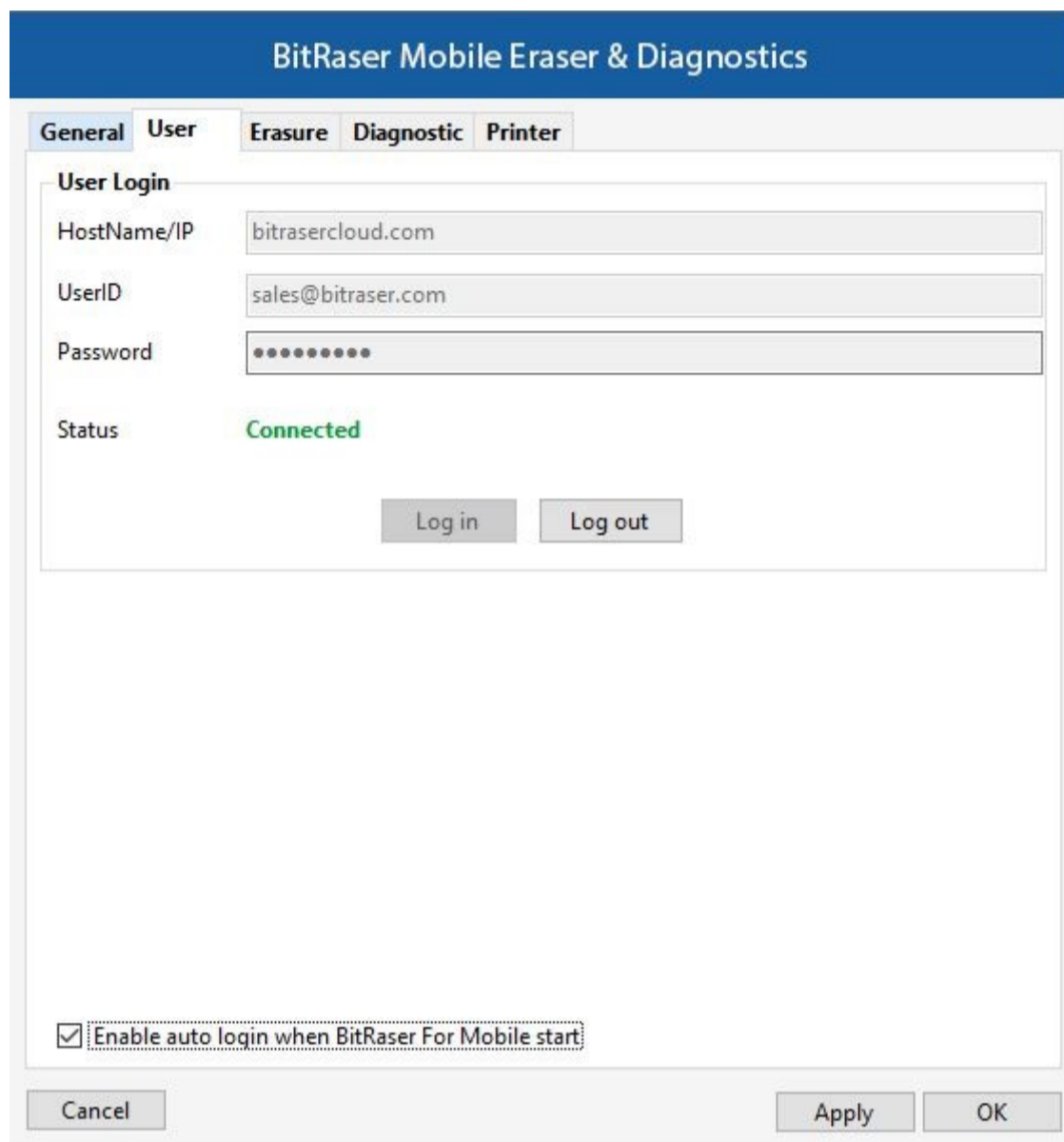
- **STEP 4** Installation is now completed and the application is launched after initialization.



STAGE 3

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

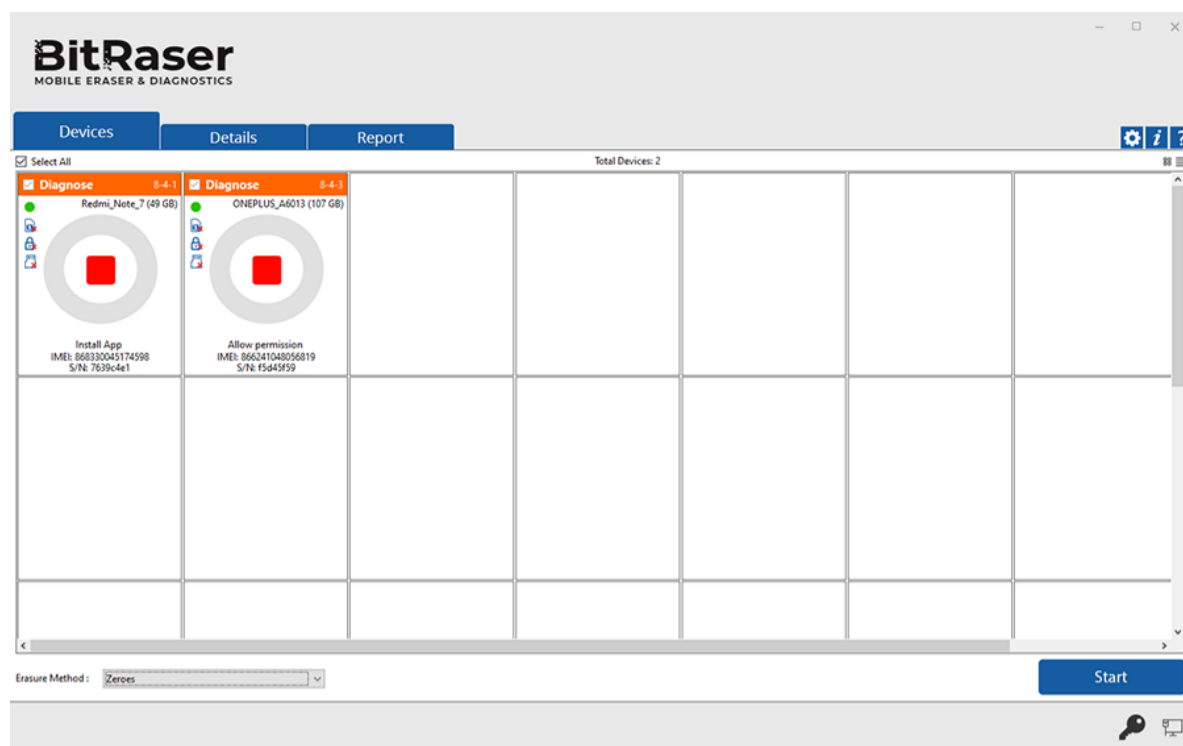
- **STEP 1** Login to your Cloud account to acquire the licenses from the pop-up window.



The screenshot shows the 'User Login' dialog box within the 'BitRaser Mobile Eraser & Diagnostics' application. The dialog has a blue header with the application name. Below the header are tabs for 'General', 'User', 'Erasure', 'Diagnostic', and 'Printer', with 'User' currently selected. The 'User Login' section contains the following fields and controls:

- HostName/IP:** A text box containing 'bitrasercloud.com'.
- UserID:** A text box containing 'sales@bitraser.com'.
- Password:** A text box with masked characters (dots).
- Status:** A label showing 'Connected' in green text.
- Buttons:** 'Log in' and 'Log out' buttons.
- Checkbox:** A checked checkbox labeled 'Enable auto login when BitRaser For Mobile start'.
- Footer Buttons:** 'Cancel', 'Apply', and 'OK' buttons.

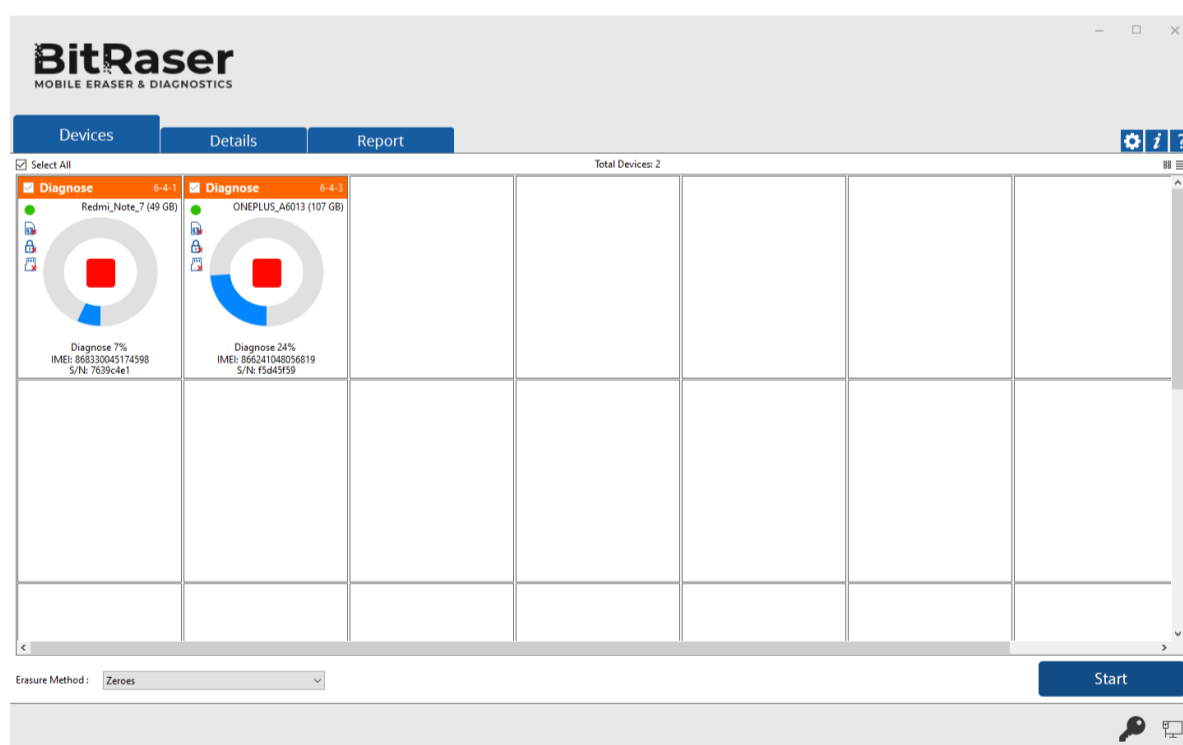
- **STEP 2** Click OK.
(Select the check box of auto login, so that the next time you launch the tool the application gets connected to the cloud account automatically)
- **STEP 3** Connect the Android mobile device to the machine via USB cable. Click on Eraser tab to switch to Diagnostics.
(The main 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** Enable USB Debugging according to the below steps:



- 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**

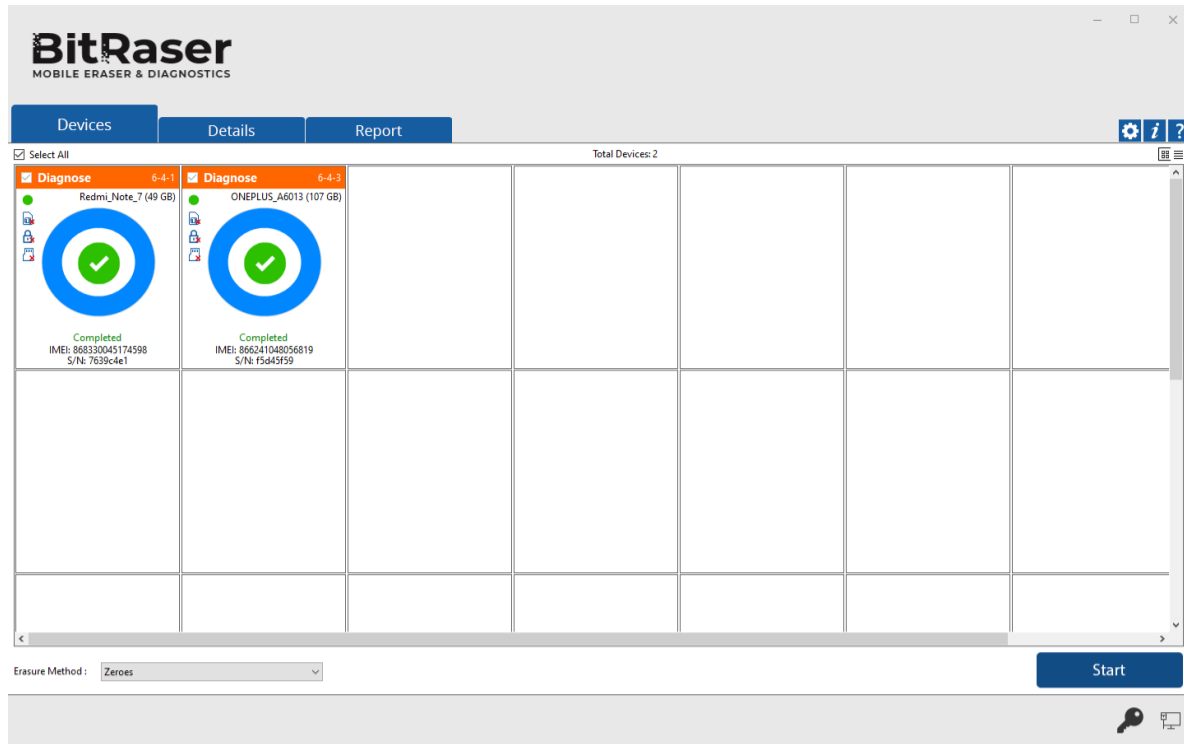
Click on the 'Start' Button as displayed above to initiate the diagnostics process after enabling the USB debugging.

- **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 on the Android device. After successful completion of the 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 tested devices will be automatically saved to your BitRaser Cloud account.