BitRaser® Mobile Diagnostics – Diagnosing iOS® Devices

This guide walks you through step-by-step instructions on how to diagnose iOS devices running on iOS versions 9.0 and above like iPhone 13, iPhone 13 Pro, iPhone 13 Pro Max iPhone 13 mini, iPhone 12 Pro, iPhone 12 Pro Max, iPhone 12 mini, iPhone 12, iPhone 11 Pro Max, iPhone 11, Apple iPhone XR, Apple iPhone XS Max etc., and iPad® by using BitRaser Mobile Eraser & Diagnostics software. Instructions provided below are divided into 3 stages to provide you an easy-to-understand and practical method for performing automated & assisted diagnostic tests on iOS devices with nominal efforts.

STAGE 1 (One-time)   1 MINUTES 🕐

Download- BitRaser Mobile Diagnostics 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
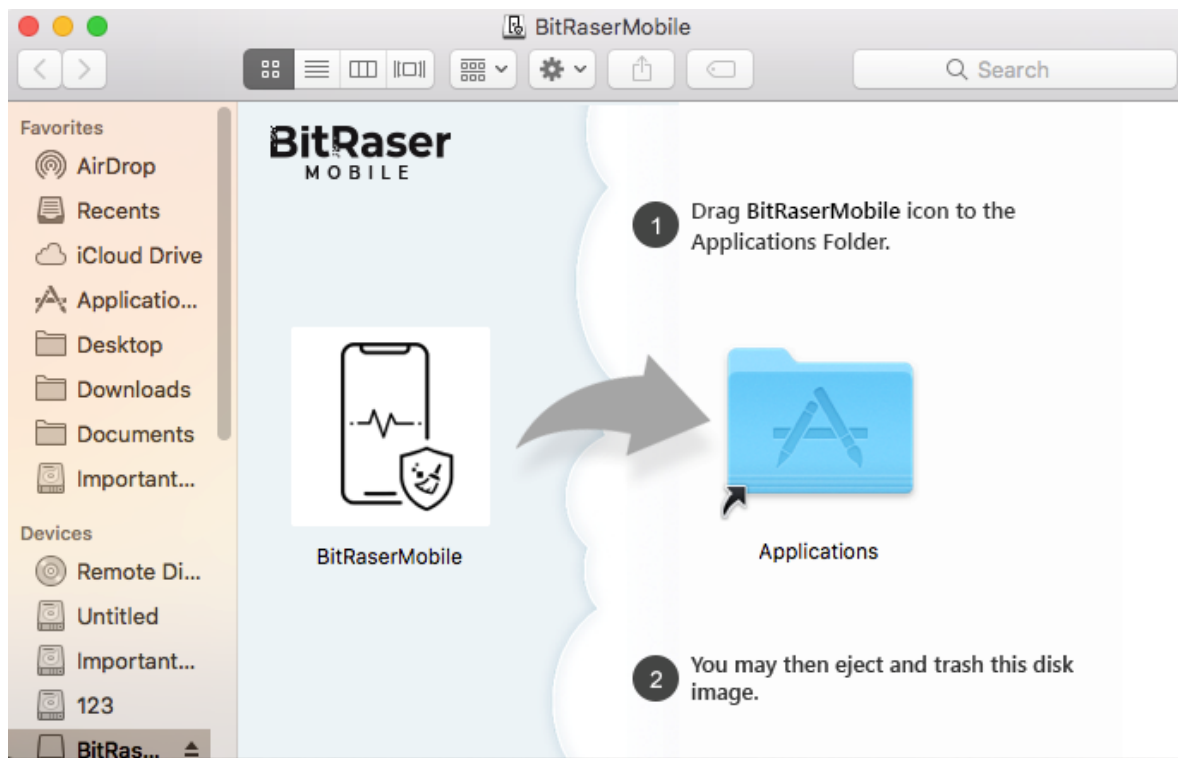
STAGE 1

Download- BitRaser Mobile .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 login to your Cloud account.

- **STEP 2** Once the download is complete, double click on downloaded dmg file to start the installation.

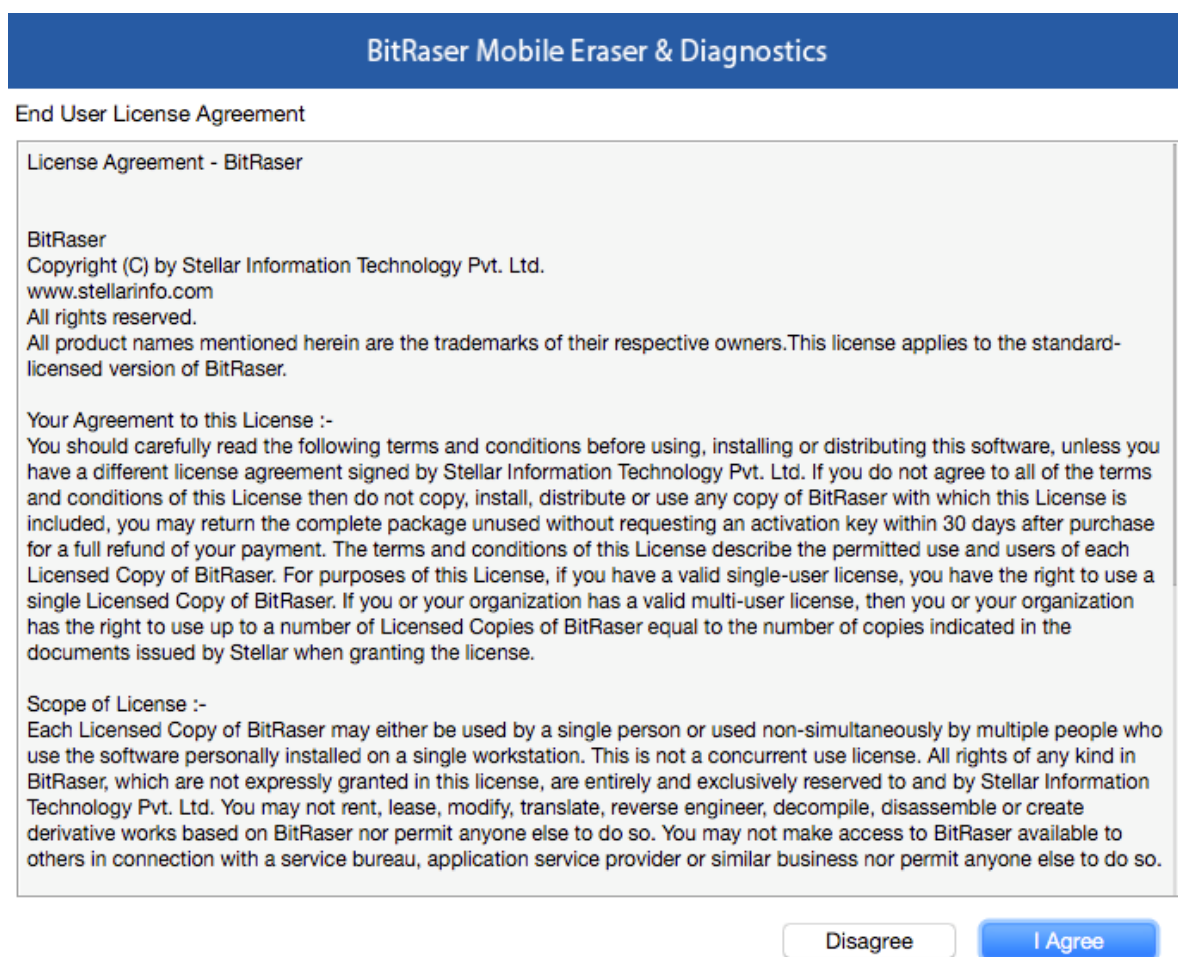## STAGE 2

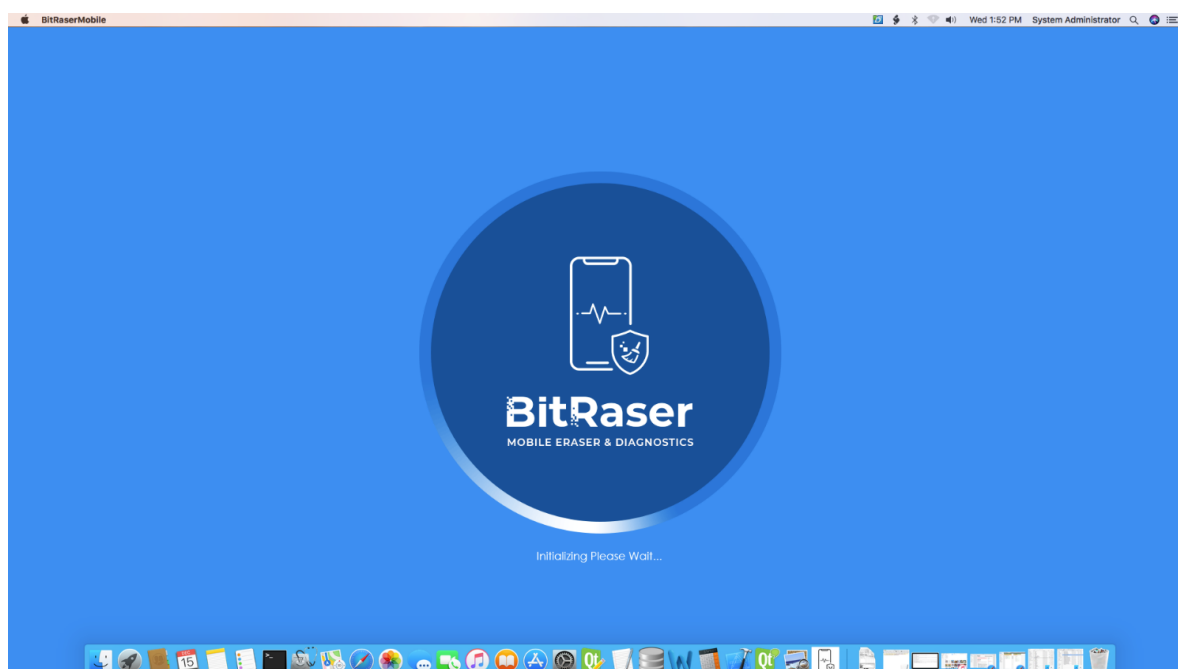### Install the BitRaser Mobile Eraser tool on the Mac machine:

- **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.

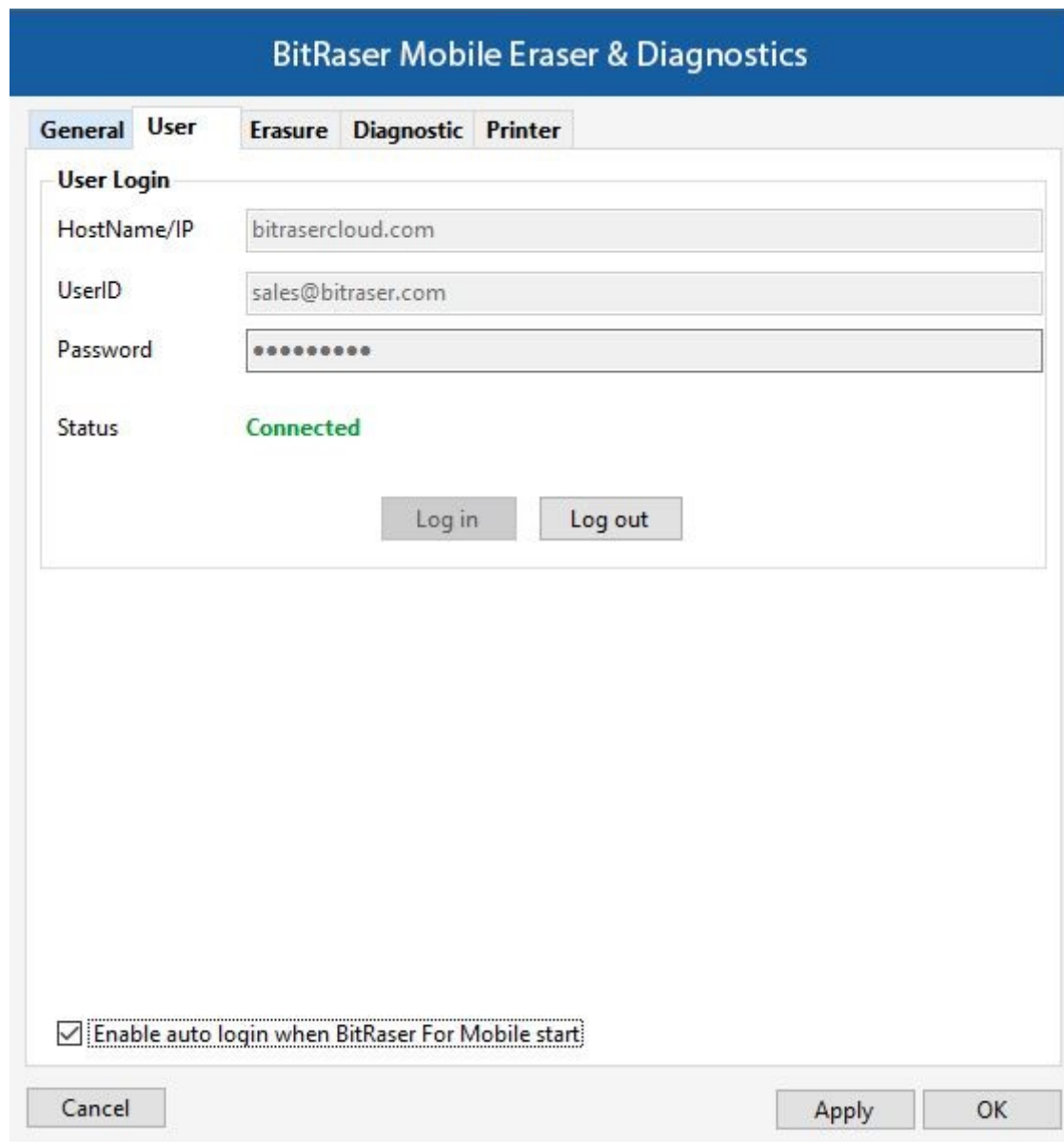- **STEP 3** Accept the End User License agreement and click 'I Agree' to proceed.

- **STEP 4** Installation is now completed and the application is launched after initialization.
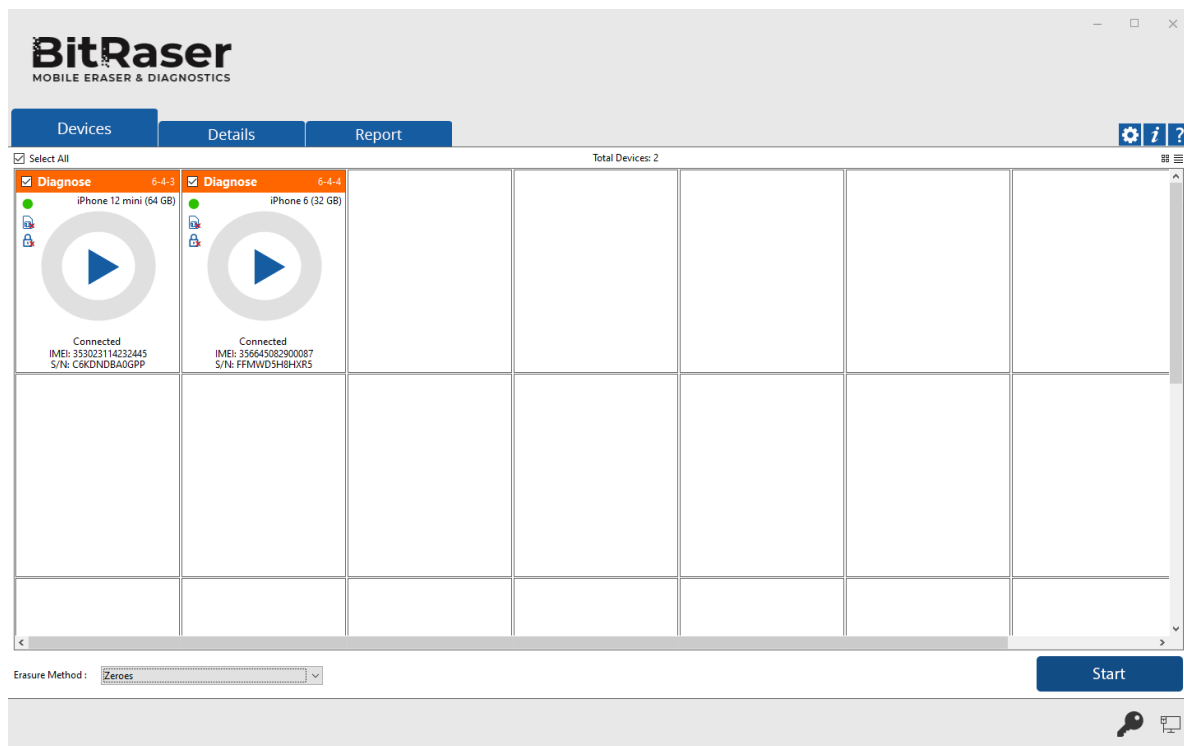
Diagnostics Process - launch and start the BitRaser Mobile Eraser & Diagnostics tool upon successful installation:

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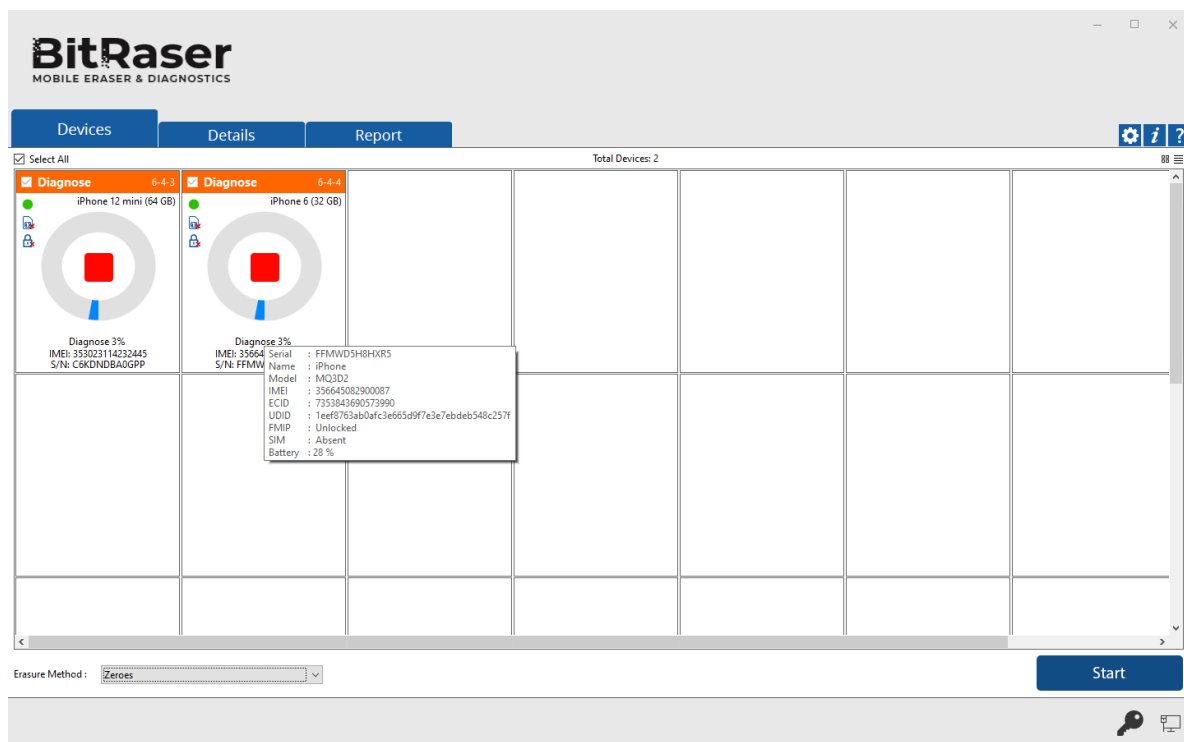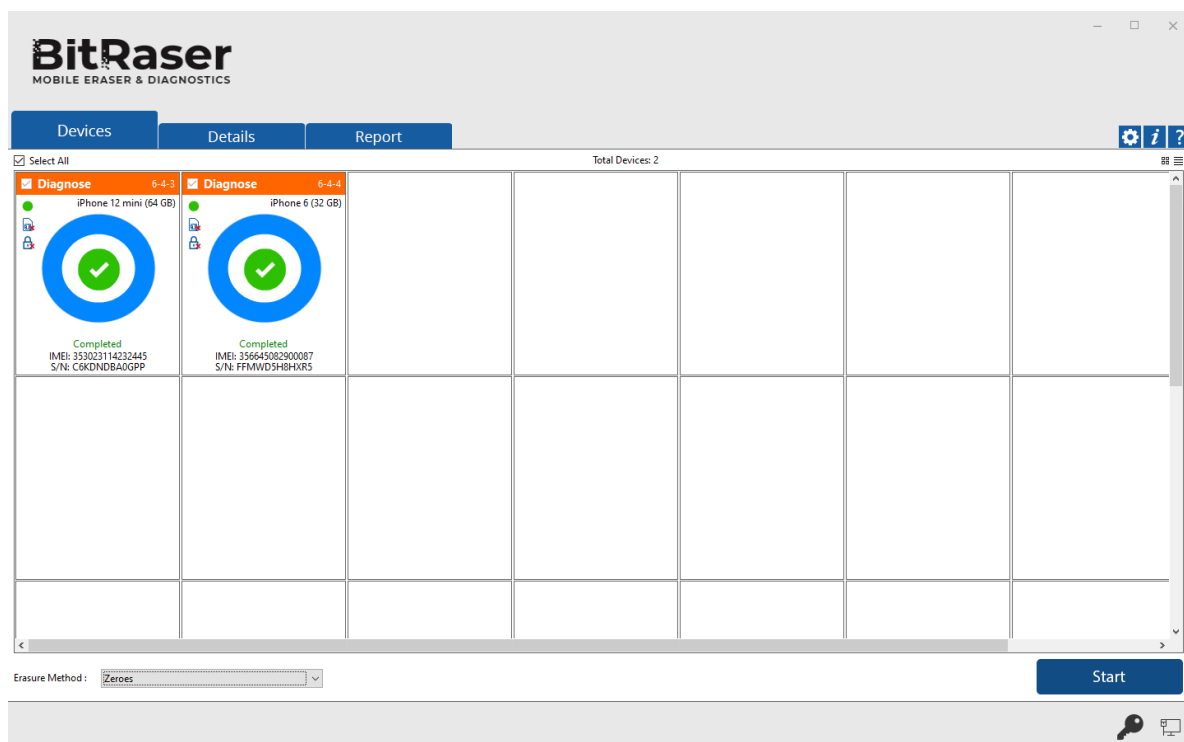

- **STEP 2** Click OK.

  (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** Click on the 'Start' Button as displayed below to start the diagnostics process after clicking on the Trust prompt on the iPhone or iOS device.

- **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 iOS device. After successful completion of the Diagnostics task, 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.