

Technical Issues: Supported and in scope examples

Device Personalisation



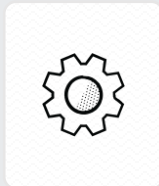
- Creating & organize folders
- Arranging apps into folders
- Setting up wallpapers

Data backup and restore



- Data back up and transfer from cloud
- Data transfer from old to new device

Device Settings



- Setting up new device
- Optimizing performance
- Maximum battery life settings

Smart Devices Connectivity



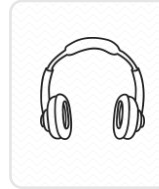
- Smart Devices Connectivity include smart speaker, camera, printer, headset via mobile phone apps

Email & social media setup



- Email accounts set up and syncing
- Social media (FB, Instagram etc) set up

Bluetooth and Wi-Fi accessories



Helps to connect to your device:

- Wireless headphones
- Smart watch
- Wireless keyboards & mouse

Security & privacy



- Anti-virus & malware checks
- Data protection settings set up (device and cloud)
- Password management

Device Connectivity



- Wi-Fi & Bluetooth connection
- Connectivity with online meeting software
- Mobile Hotspot set up