



## Product Information

*« Android tablets are a new platform use model, and OEMs are competing for business. PC-Doctor for Android helps OEMs and service/repair distinguish true hardware faults from application errors; thereby reducing support costs and providing brand distinction.»*

**The computer industry is again undergoing a giant technology shift. Ease of use, social media, 4G networks, and relatively low price points are driving the adoption of new computing platforms and form factors. The most popular operating system for these new devices is Android.**

With an exciting new market comes an equally daunting task of creating new devices with competitive features, while keeping costs low to maintain profitability.

How to avoid unnecessary product returns? How to distinguish between hardware and software failures? How to determine typical failure patterns? How to increase customer satisfaction and confidence?

Manufacturers of Android devices, and service/repair companies need tools to identify true hardware faults and failure trends on Android platforms.

PC-Doctor – the industry leader in PC hardware diagnostics – is introducing the same diagnostics depth and robustness to Android devices as it has today on Windows and Linux platforms.

## Key Benefits

- Reduces No Trouble Found (NTF) / No Defect Found (NDF) rates — call centers can use PC-Doctor for Android to reduce returns for non-hardware issues
- Reduces call center support/service time — proactive testing alerts the end-user to definitive hardware problems which significantly reduces the amount of time required to resolve support cases
- Brand distinction — OEMs can distinguish their brand in the marketplace by providing end-users a highly useful and informative Android device tool
- Reduces repeat returns — accurate diagnosis of hardware faults dramatically reduces repeat returns in repair centers

## Key Features

- Support for Android 3.0 and newer. Backwards compatibility for Android 2.3 in some cases
- Low-level hardware diagnostics that bypass the Android OS level
- Dashboard of critical devices such as battery, CPU, memory, temperatures, data connectivity, and device health
- Interactive tests for common user-level device components (e.g., touchscreen, sensors, etc.)
- Power-state aware background testing to proactively detect and alert end-users to hardware issues
- Data capturing for device information and diagnostic results with both the preload and Network Factory versions
- Service/repair and manufacturing product highly scriptable to facilitate automation of diagnostics



 **PC-Doctor, Inc.**  
*The global leader in system health*

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