



1.0 Mobile Devices

1.1 Given a scenario, monitor mobile device hardware and use appropriate replacement techniques.

- Battery
- Keyboard/keys
- Random-access memory (RAM)
- Hard disk drive (HDD)/solid-state drive (SSD)
- Wireless cards
- Physical privacy and security components
 - Biometrics
 - Near-field scanner features
- Wi-Fi antenna connector/placement
- Camera/webcam
- Microphone

1.2 Compare and contrast accessories and connectivity options for mobile devices.

- Connection methods
 - Universal Serial Bus (USB)/USB-C/microUSB/miniUSB
 - Lightning
 - Near-field communication (NFC)
 - Bluetooth
 - Tethering/hotspot
- Docking station
- Port replicator
- Trackpad/drawing pad/track points
- Accessories
 - Stylus
 - Headsets
 - Speakers
 - Webcam

1.3 Given a scenario, configure basic mobile device network connectivity and provide application support.

- Wireless/cellular data network (enable/disable)
 - 3G/4G/5G
 - Hotspot
 - Wi-Fi
 - Subscriber Identity Module (SIM)/eSIM
- Location services
 - Global positioning system (GPS) services
 - Cellular location services
- Mobile device management (MDM)
 - Device configurations
 - Corporate
 - Bring your own device (BYOD)
 - Policy enforcement
 - Corporate applications
- Mobile device synchronization
 - Recognizing data caps
 - Calendar
- Contacts
- Business applications
 - Mail
 - Cloud storage