



Pixel Repair Diagnostics

Independent Repair- User Manual

Version 1.0



Google recommends that you seek professional assistance for all device repairs.

Self service repair is not recommended unless you are an adult with the technical expertise to safely repair electronic devices. If you choose to perform self repair, you agree to assume the risk associated with such repair.



Use caution if engaging in repair.

Opening and/or repairing your device can present electric shock, device damage, fire and personal injury risks, and other hazards.

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Introduction

Revision history

Version	Date	Change description
v1.0	Nov 2023	Initial release

Introduction

This is an independent repair- user manual for the Pixel Repair Diagnostic Application.

It provides instructions on how to use the application to test various aspects of a Pixel device, including the display, camera, sensors, and connectivity. The manual also includes common troubleshooting tips.

If you have any questions or need support, please reach out.

support.google.com

Important: Before you begin



Configuration

Before using the diagnostic application, ensure the following:

- WiFi is connected
- Bluetooth is turned on
- Location Services are enabled



Tools and fixtures

Tool Needed	Details
Bluetooth Device	Any Bluetooth device is acceptable, Google Pixel Buds are recommended
Charger	May be included with device as an in-box accessory, Google Pixel charger recommended
Cable	May be included with device as an in-box accessory, Google Pixel cable recommended
NFC Tag	Another device with NFC capabilities, or a purchased NFC card
USB-C Headphones	Any USB-C headphones are acceptable
Traditional Headphones (if device has a headphone jack)	Any traditional headphones are acceptable
Wireless Charger	Any 10w wireless charger is acceptable, Google wireless charger recommended

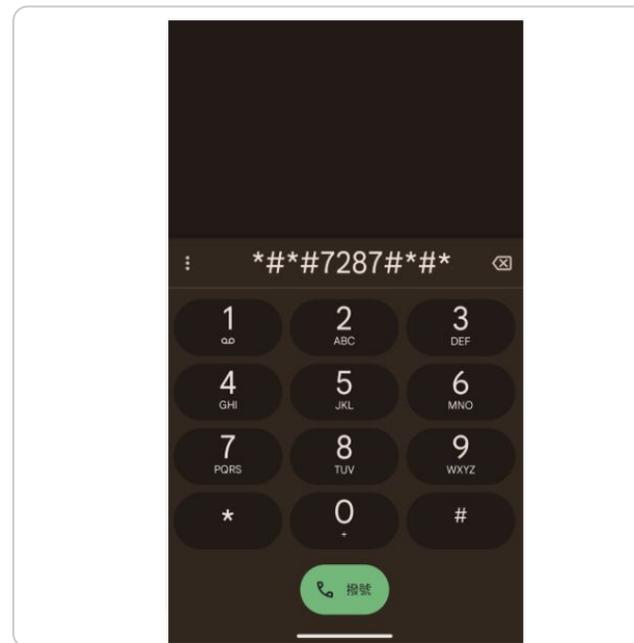
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Instructions

Activating the Diagnostics

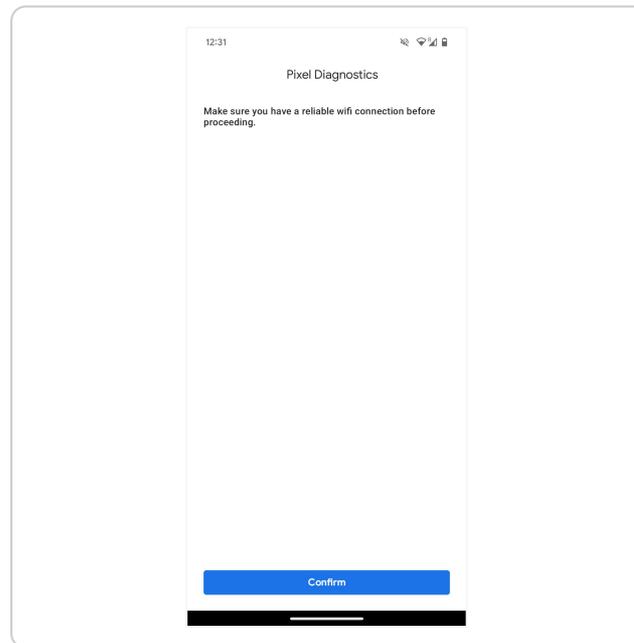
- Make sure the device is turned on.
- Enter the following code into the Pixel phone's dialer.

##7287##



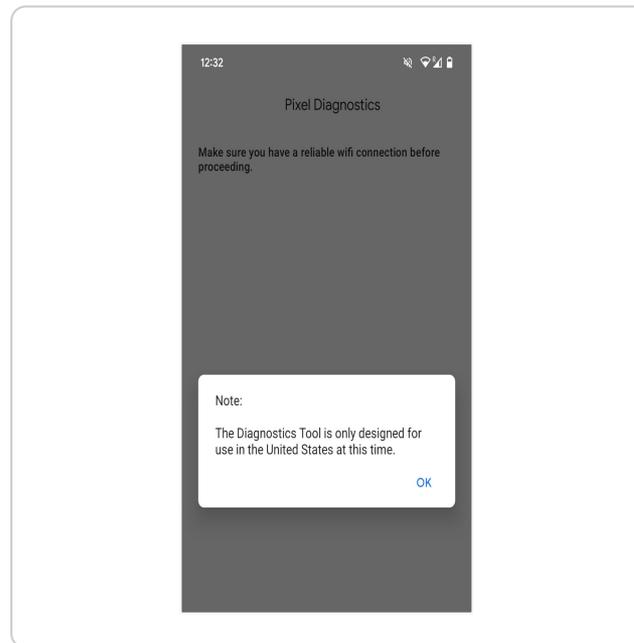
Confirm WiFi Connection

- When the phone has a reliable WiFi connection, press confirm.



Acknowledgement

- Press OK to acknowledge diagnostic availability.



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Full Diagnostic Testing



Note

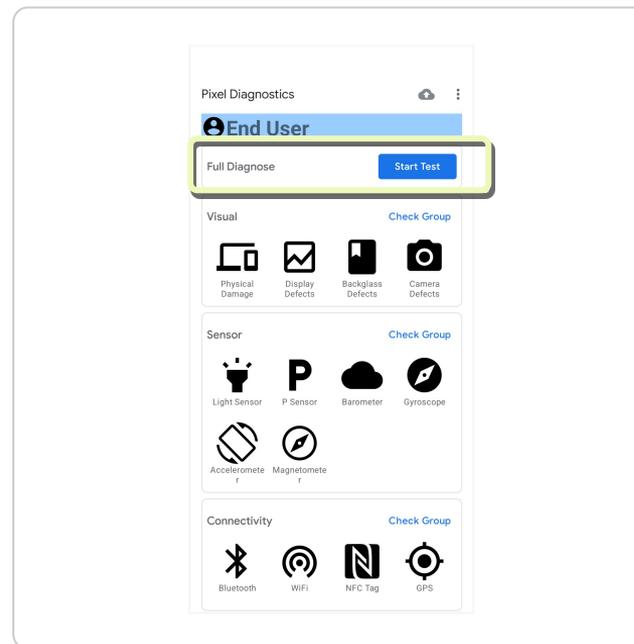
Google recommends selecting the Full Diagnose option to minimize testing time.

Some diagnostic tests run in the background during this process and do not require your interaction.

Diagnostics Tests that run in the background can also be run individually.

Prepare to Start Full Diagnostic

- Have all tools and fixtures ready for use.
- Confirm if the device contains a physical SIM card, as this may be asked during the process.

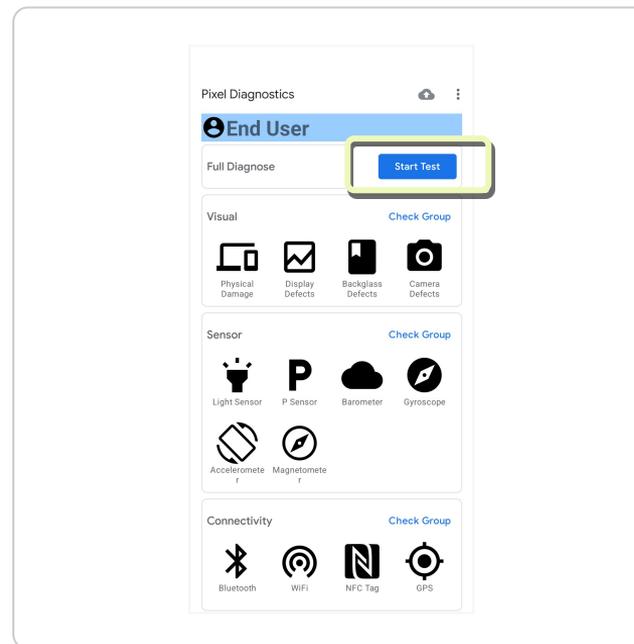


Note

The final results will be made available after the full testing process is completed.

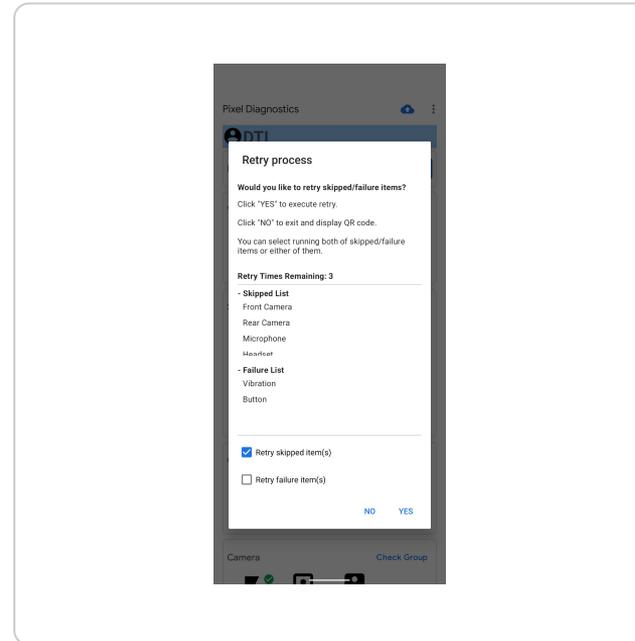
Start the Full Diagnostic

- Select **Start Test**
 - A combination of manual and automated tests will run in a predefined sequence
 - Some steps will have a timer to start and/or run the test step. If test action is not completed before the timer finishes, it can result in a skip test or failure.
 - An option to retry any skipped or failed items will be presented, after the tests are completed.
- Follow all on-screen prompts.
- When testing is complete, the results will be displayed on the main screen.



Retry Process

- A retry process box may appear at the end of testing if any items failed or skipped. The number of retries is limited to three.
- Select if any of the failed or skipped items should be retested.
- After completing any retesting, the the results will be displayed on the main screen



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Manual Testing

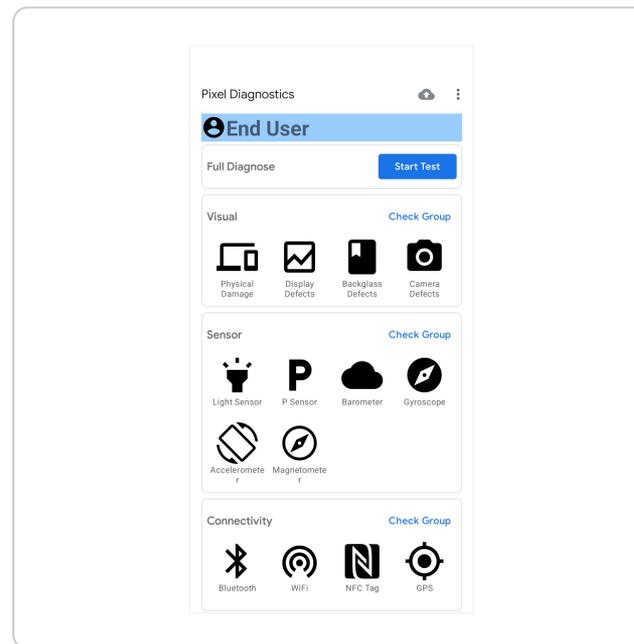


Note

Some manual tests may require your intervention/engagement that is not required in the Full Diagnostic testing.

Manual Testing

- From the main page, Pixel Diagnostic Tests can also be run manually:
 - In small segments – select the relevant **Check Group** option
 - Individually – select the relevant individual icon
- Have all tools and fixtures ready for use.
- Follow all on-screen prompts. Some manual tests may require user intervention/engagement that is not required in the Full Diagnostic Testing.



Note

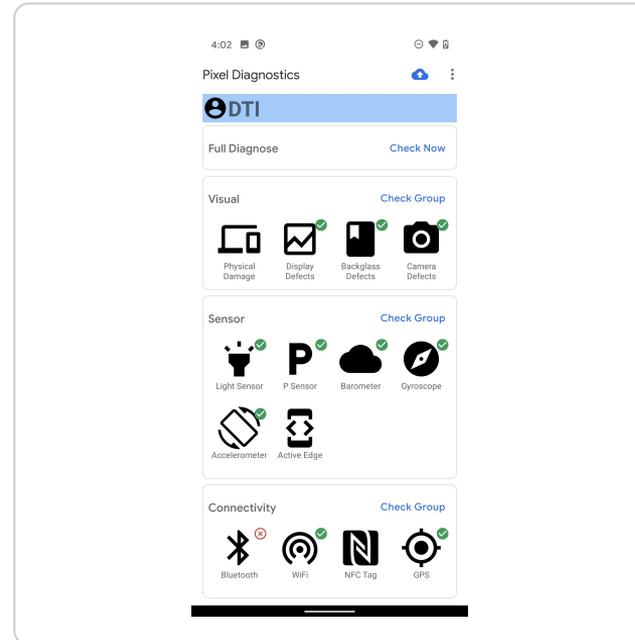
Some items may be greyed out for Pixel Fold depending on if it is open or closed.

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Results

Results

- Results are shown on the main menu screen post-testing.
 - Passed tests are marked with check marks
 - Failed Tests are marked with x-marks

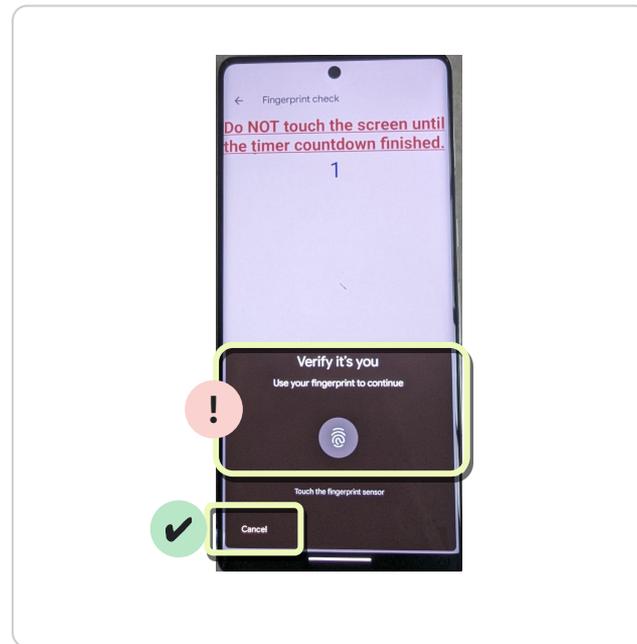


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Troubleshooting

Fingerprint Sensor Testing

- **Rear or Power Button Fingerprint Test:** No intervention needed
 - This is an automated check to determine sensor health
- **Under Display Fingerprint Test:** No intervention needed
 - Automated check to determine sensor health
 - **Don't touch the screen or attempt to use the fingerprint function during the test, see reference.**
 - If prompted, hit **Cancel** on the on-screen pop up to continue testing

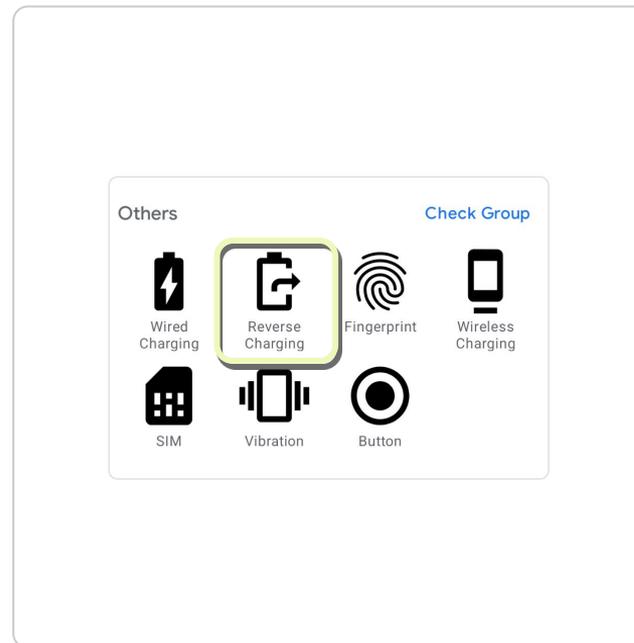


Reverse Charging

- You will be directed to the device settings page.
- Turn on the battery share.
- Put another wireless charging-supported device against the backside of the testing device to share battery.
- Verify that the second device receives a charge.
- Swipe back to Diagnostic Tool and input the test result.

Note

Reverse charging is only supported in individual testing mode



Test Timers

Start Timer

- If you fail to start the test in the allotted time, it will skip and move on to the next test automatically.
 - If this happens, there will be no pass/fail result for that test.
- The skipped item will need to be retested, before the results of that skipped test will be fully recorded.

Timer During Testing

- If you fail to successfully complete the test, within an allotted period of time, the test may show an auto failure.
- Rerun the test, as needed.

Environmental Factors

- Some tests are dependant on a stable environment to run properly
- Please ensure that the device is in an area that facilitates full device functionality prior to testing
- Examples:
 - GPS & SIM warnings can be triggered in areas with poor reception
 - Microphone playback can be affected by loud local environments