K-Device Lab



TrueDetect AI

User Guide

K-Device Lab, Seoul, makes TrueDetect AI for companies that buy and sell used phones in bulk.

truedetectai.net

Contents

01 About TrueDetect AI

02 Sign up & sign in

03 First setup (Wi-Fi + User Code)

04 The main screen

05 Connect a phone

06 Device page - iPhone

07 Device page - Android

08 Activate & Erase (many iPhones)

09 Print Labels (F4)

10 Device Test (many phones)

11 Device Protection & MDM

12 True Data Wipe

13 Report & certificates

14 Smart Flash (firmware)

15 Utility

16 User page

17 Help, feedback & FAQ

CHAPTER 01

About TrueDetect AI

TrueDetect AI is a Windows tool for companies that buy and sell used phones in bulk. It reads each phone, tests every part, writes a certificate, and protects the phone with MDM until the sale is paid.

What you can do with the tool

TASK	WHERE
Read a phone's full identity, locks, battery and parts	Device page
Test many phones at the same time (21 hardware tests)	Device Test
Apply / remove MDM protection, lock iPhones	Device Protection & MDM
Activate or erase many iPhones at once	Activate & Erase
Print a QR / barcode label for each phone	Print Labels (F4)
Certified data wipe with a PDF certificate	True Data Wipe
Find old test reports and print certificates	Report
Firmware, reboot, screenshot and other tools	Smart Flash · Utility
Employees, login history, Wi-Fi and test settings	User page

┌The tool works in English, 한국어, 中文 and 日本語. Click a flag at the bottom of the left menu to change the language at any time.

Before you start

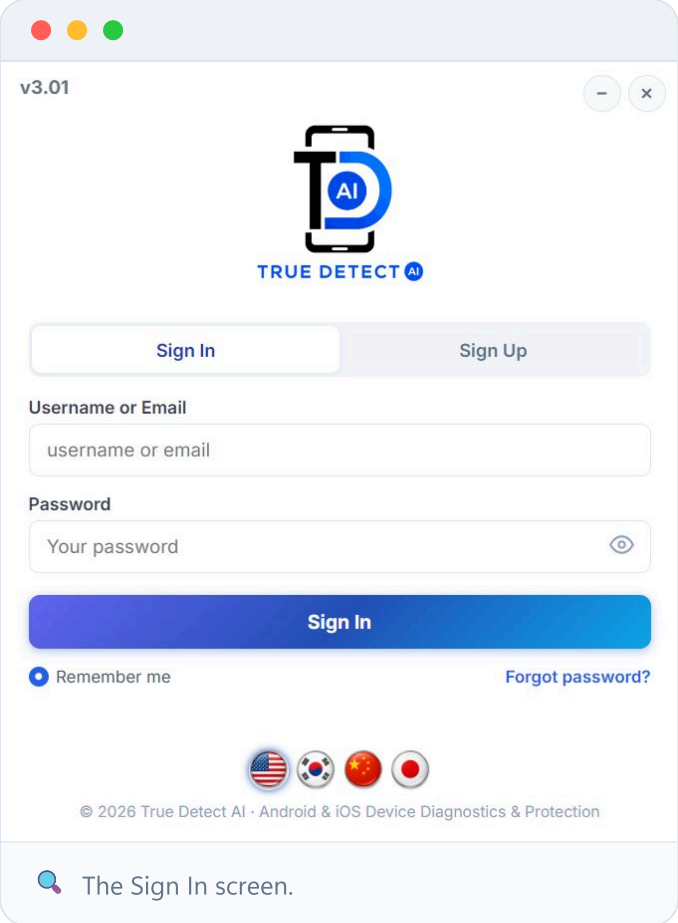
- A Windows 10 / 11 PC with internet.
- The original data cable of the phone (a charge-only cable cannot read the phone).
- Connect the phone directly to the PC. Avoid USB hubs and extension cables.
- Android: **USB debugging** must be on. iPhone: tap **Trust** on the phone and enter the passcode.

CHAPTER 02

Sign up & sign in

When you open the tool, the login window appears first. A new company creates an account, then waits for approval.

1 Sign in



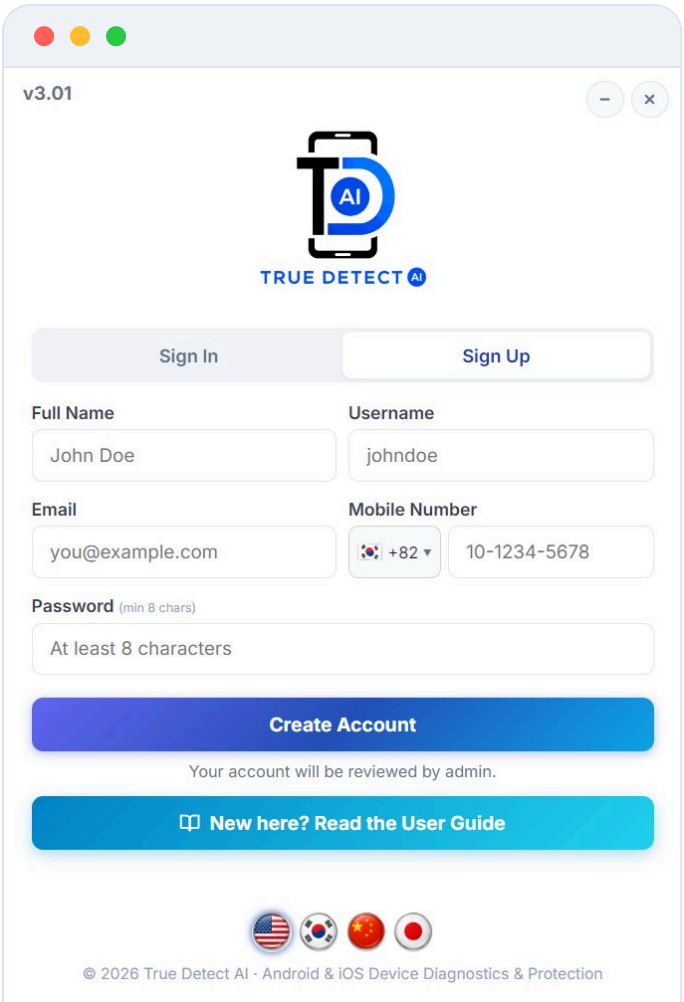
The Sign In screen.

1. Type your **Username or Email** and your **Password**. The eye icon shows the password.
2. Tick **Remember me** if you want the tool to keep your username.
3. Click **Sign In**.
4. Use the flags at the bottom to change the language of this window.

MESSAGE	MEANING
Wrong username or password.	Check the spelling, or use **Forgot password?**

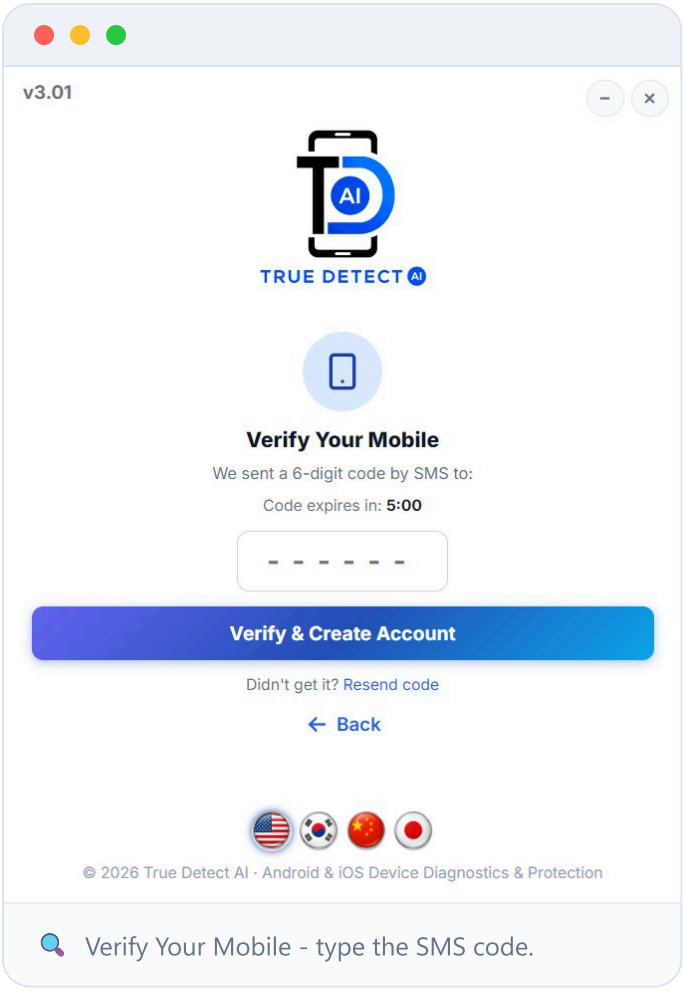
Too many login attempts	Wait 15 minutes, then try again.
Your subscription has expired	Contact the Sales Team to renew.

2 Create a new account (Sign Up)



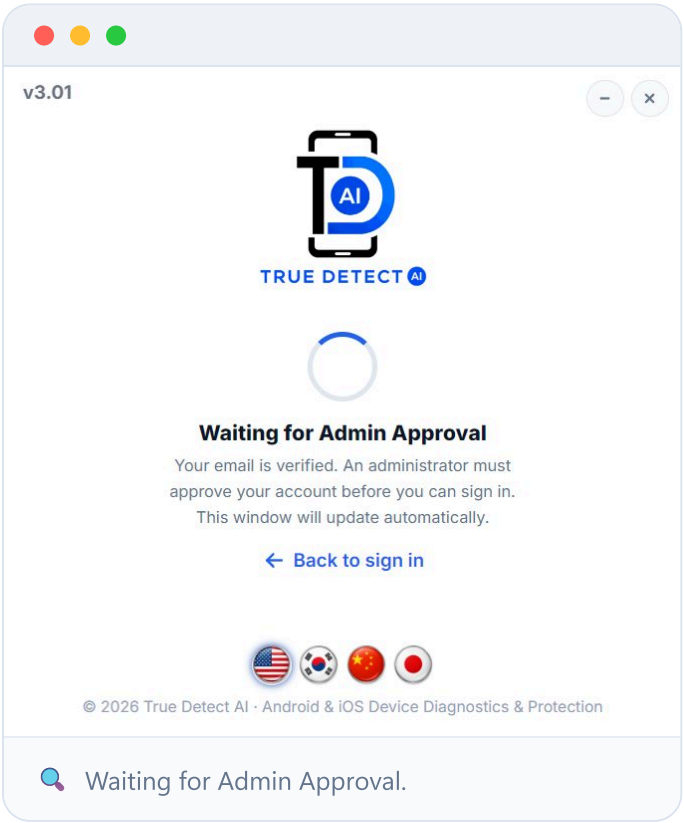
The Sign Up tab.

1. Click the **Sign Up** tab.
2. Fill in **Full Name**, **Username** (3–30 letters: a-z, 0-9, _ and .), **Email**, **Mobile Number** (pick the country code first) and a **Password** of at least 8 characters.
3. Click **Create Account**. A 6-digit code is sent to the mobile by SMS.



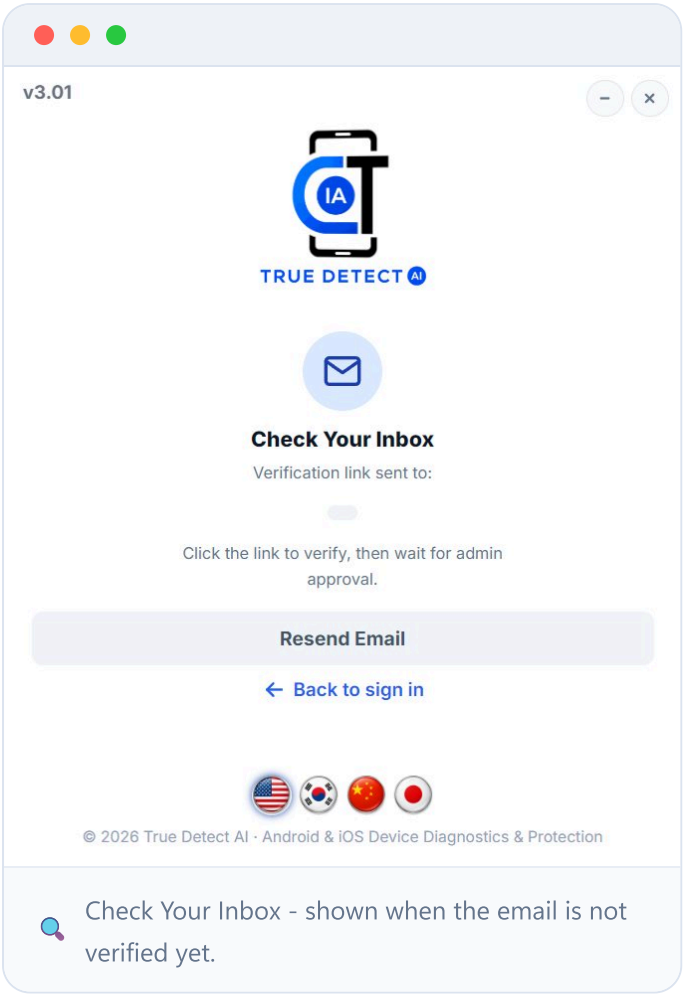
Verify Your Mobile - type the SMS code.

1. Type the 6-digit code within 5 minutes and click **Verify & Create Account**.
2. No code? Click **Resend code**.



Waiting for Admin Approval.

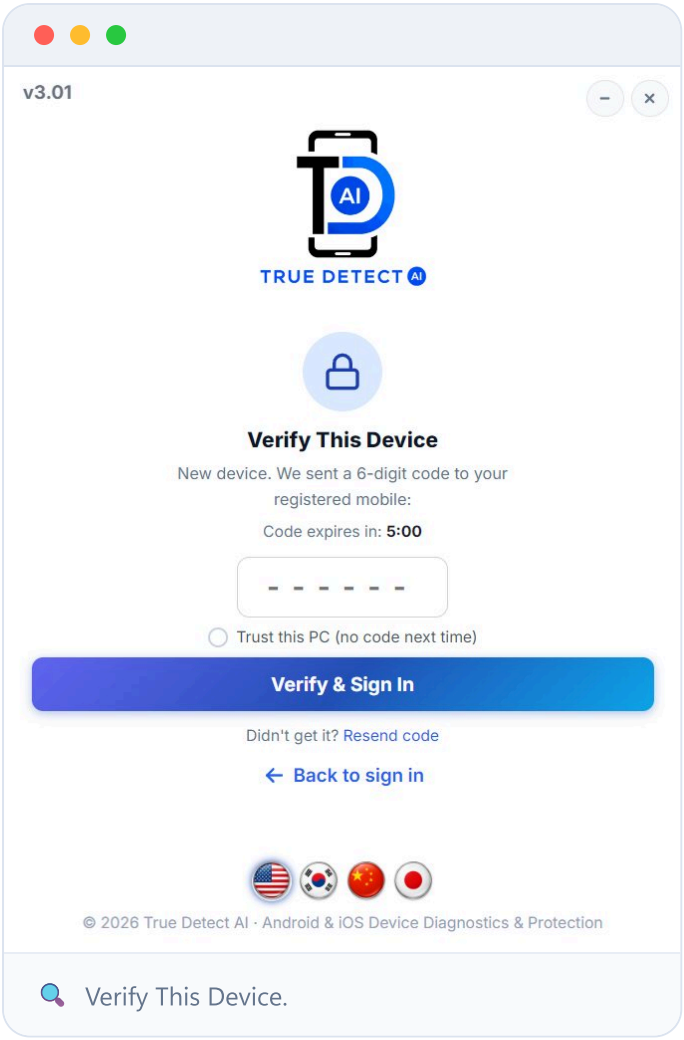
The new account must be approved before it can be used. This screen checks by itself every few seconds. When the account is approved it shows **Account Approved!** and takes you back to sign in.



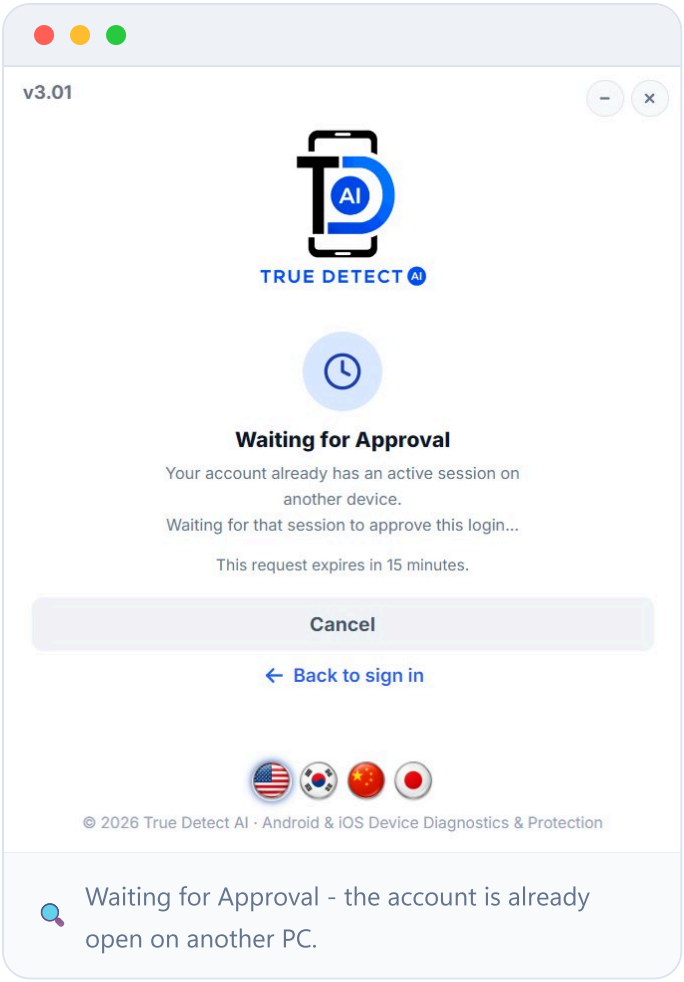
Check Your Inbox - shown when the email is not verified yet.

If this screen appears, open the email and click the verification link. Click **Resend Email** if it did not arrive.

3 Signing in on a new PC



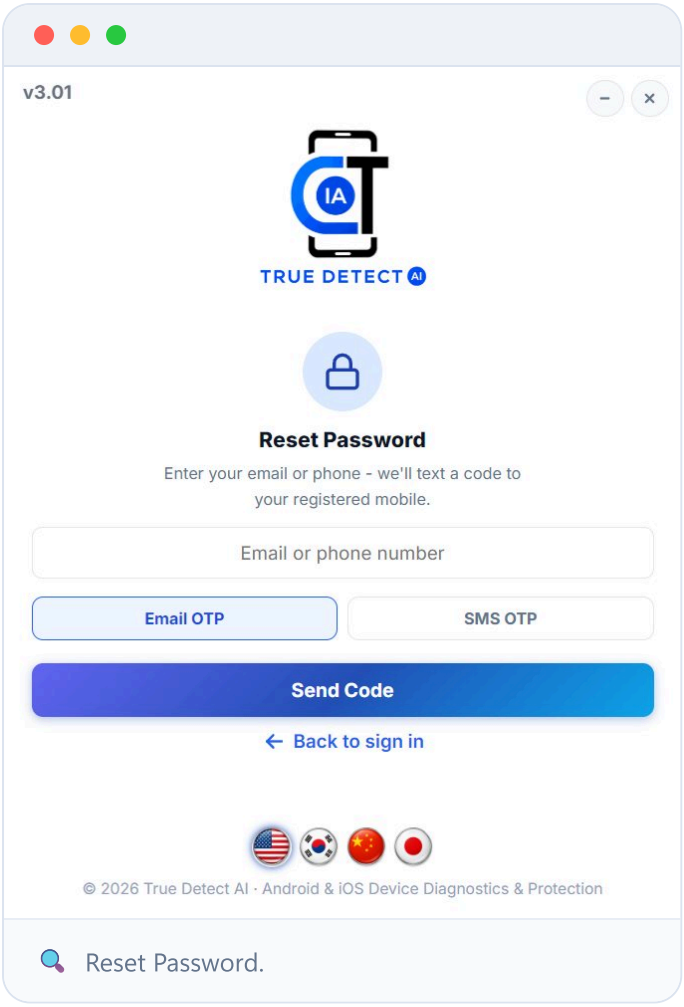
When you sign in on a PC the account has not used before, a 6-digit code is sent to the registered mobile. Type it and click **Verify & Sign In**. Tick **Trust this PC (no code next time)** so this PC does not ask again.



One account can be signed in on one PC at a time. If it is open somewhere else, the person on that PC is asked to allow it. If they refuse, you see **Login denied by active user**. Click **Cancel** to stop waiting.

┌Each employee should have their own login. The owner adds employees on the User page.

4 Forgot password

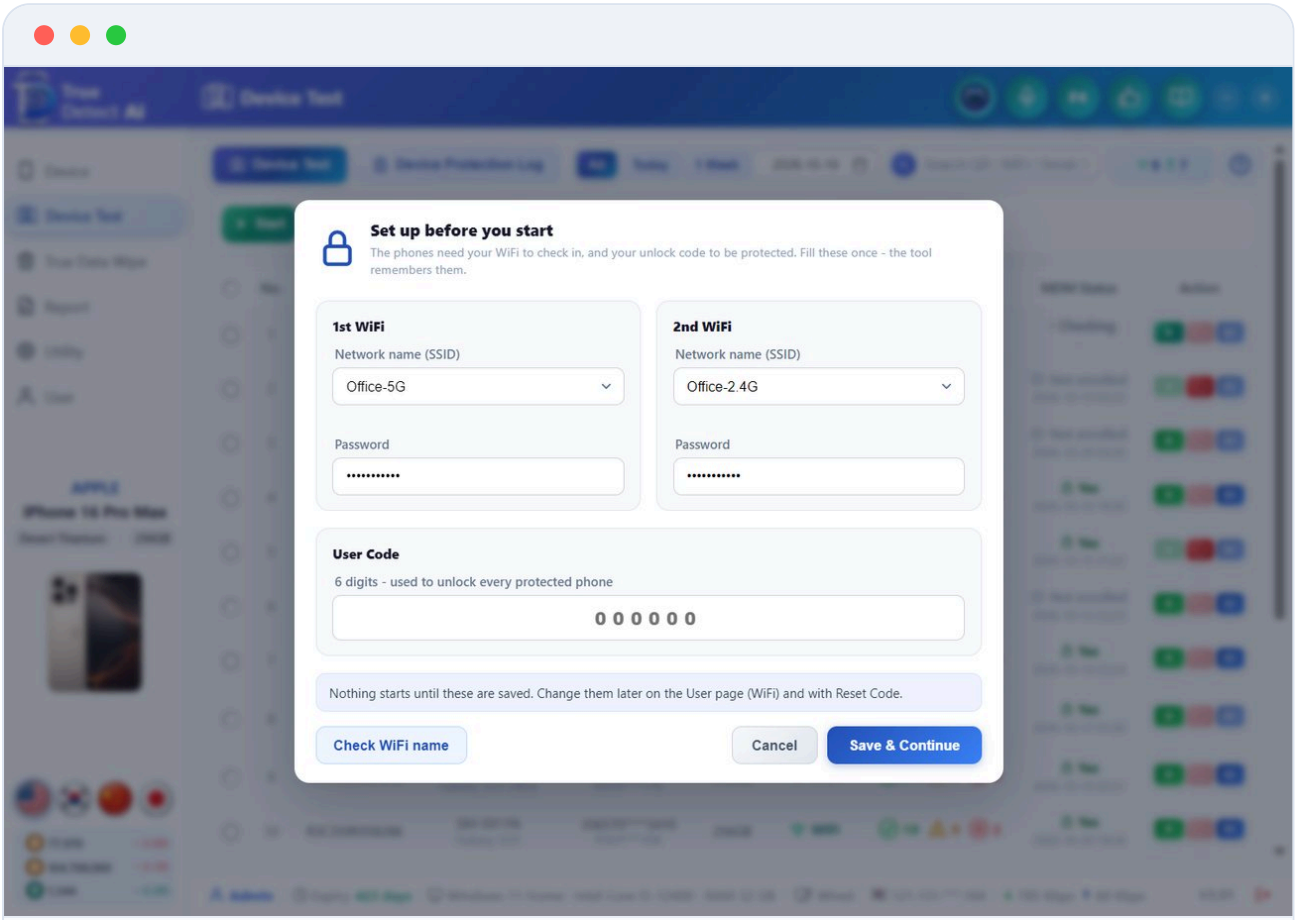


1. Click **Forgot password?** on the Sign In screen.
2. Type your email or phone number, choose **Email OTP** or **SMS OTP**, and click **Send Code**.
3. Type the 6-digit code and a new password (at least 8 characters).
4. The tool goes back to Sign In with the new password already filled in.

CHAPTER 03

First setup (Wi-Fi + User Code)

The first time you press Start, Test, Apply MDM or QR, the tool asks for two things once: the Wi-Fi the phones will use, and your User Code.



Set up before you start.

1. **1st WiFi** and **2nd WiFi**: pick the network name (SSID) from the list of nearby networks, or type it, then type the password.
2. Click **Check WiFi name**. The tool checks that this name really exists in the air - with the PC's Wi-Fi, or with the phone on the cable.
3. **User Code**: type 6 digits. This code unlocks every phone your company protects. Keep it inside the company.
4. Click **Save & Continue**. The action you started continues by itself.

WI-FI CHECK RESULT	MEANING

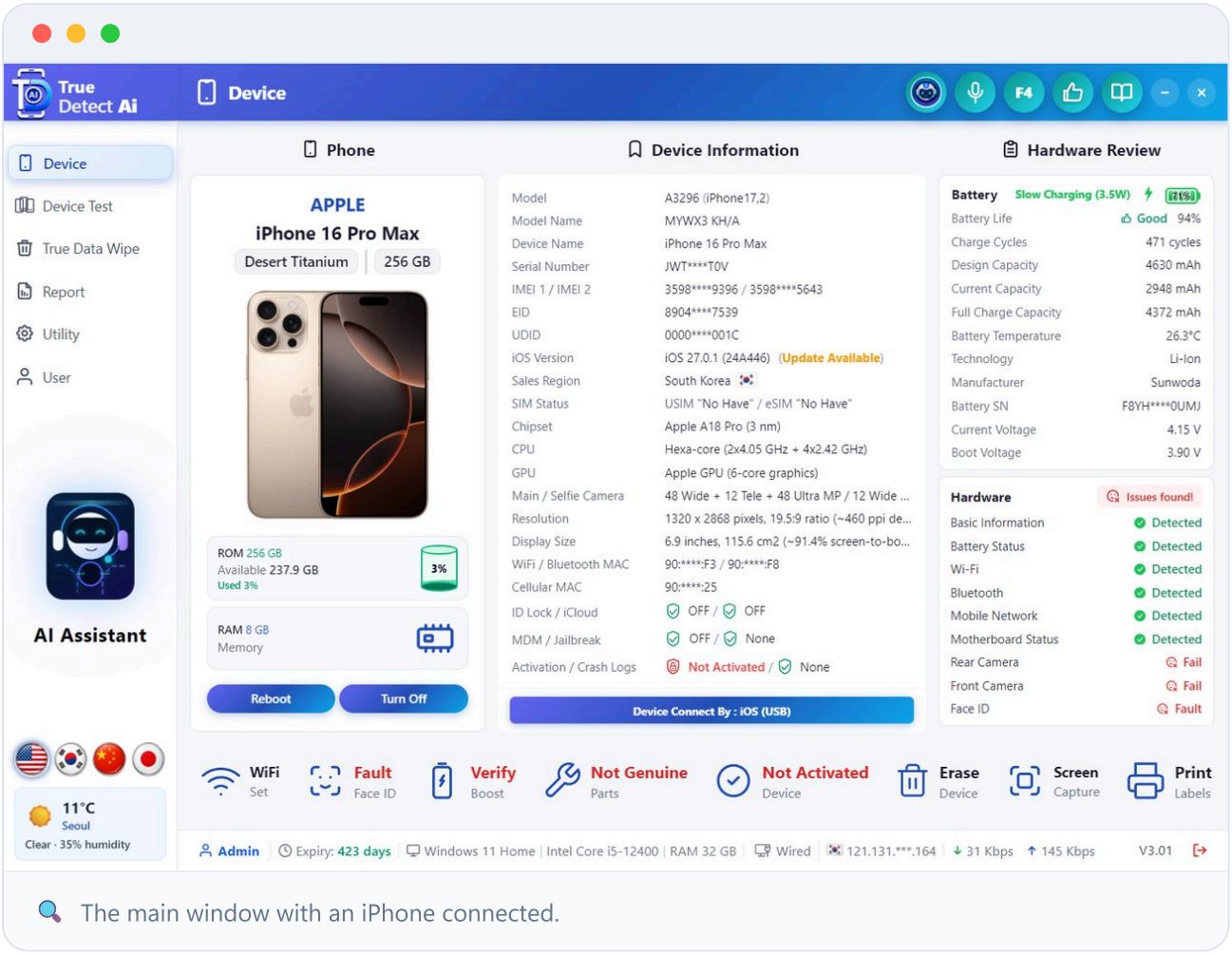
✓ **Found (seen by the phone)**	The name is correct.
✕ **This name is not in the air**	Check the spelling. You can still save, but the phones may not connect.
Cannot check	This PC has no Wi-Fi and no phone is on the cable.

┌Change the Wi-Fi later with **WiFi Set** (User page or Device page). Change the code with **Reset User Code** on the User page.

CHAPTER 04

The main screen

Every page has the same frame: the header on top, the menu on the left and the status bar at the bottom.



The main window with an iPhone connected.

Header buttons (top right)

BUTTON	WHAT IT DOES
Microphone	Voice commands - say a command instead of clicking. Shown once the voice engine is installed.
AI Assistant	Opens the AI chat. Ask how to do something, in any of the 4 languages.
F4 / Print	Prints the label of the phone on the Device page. Same as the F4 key.

👍 **Feedback**	Send a problem report or idea with screenshots. See Help & feedback.
— / ✕	Minimize / close the tool.

Left menu

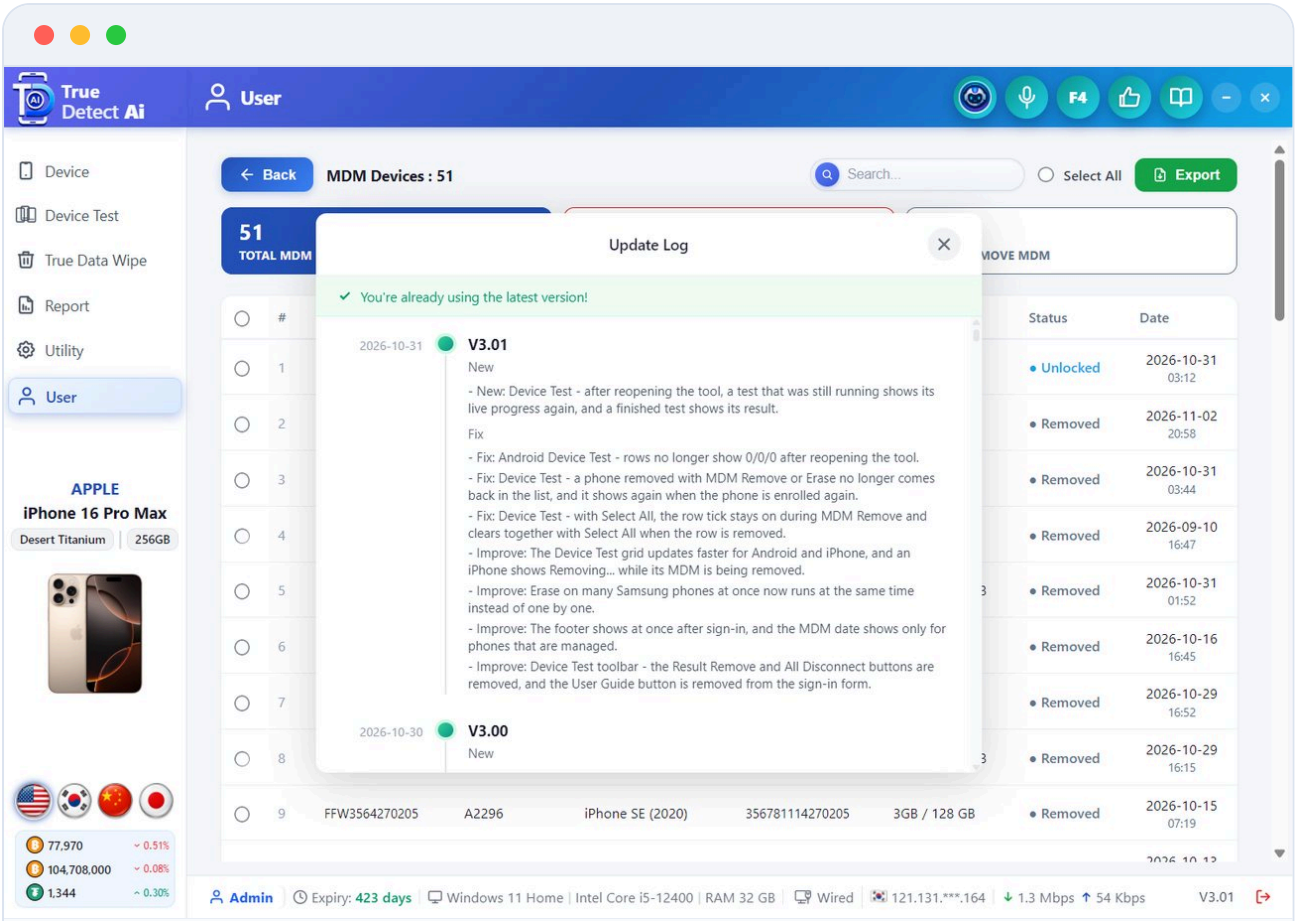
MENU	USE
Device	All information of the phone on the cable.
Device Test	Test many phones, apply MDM, see the Device Protection Log.
True Data Wipe	Certified erase with a PDF certificate.
Report	All saved test reports and certificates.
Utility	Print labels, Wi-Fi QR, reboot, Smart Flash, drivers and more.
User	Account, employees, history, Wi-Fi and test settings.

Below the menu: the connected phone (photo, colour, storage), the language flags, and a small weather / exchange-rate box.

Status bar (bottom)

From left: the signed-in user, **Expiry** (days left on the plan), PC information, connection type (Wired / WiFi), public IP, live internet speed, the tool version and the **Sign out** button.

- Click the version (for example **V2.98**) to see the **Update Log**. A red dot means a new version is ready.
- Updates install by themselves. You do not need to download anything.



Update Log - what changed in each version.

Keyboard shortcuts

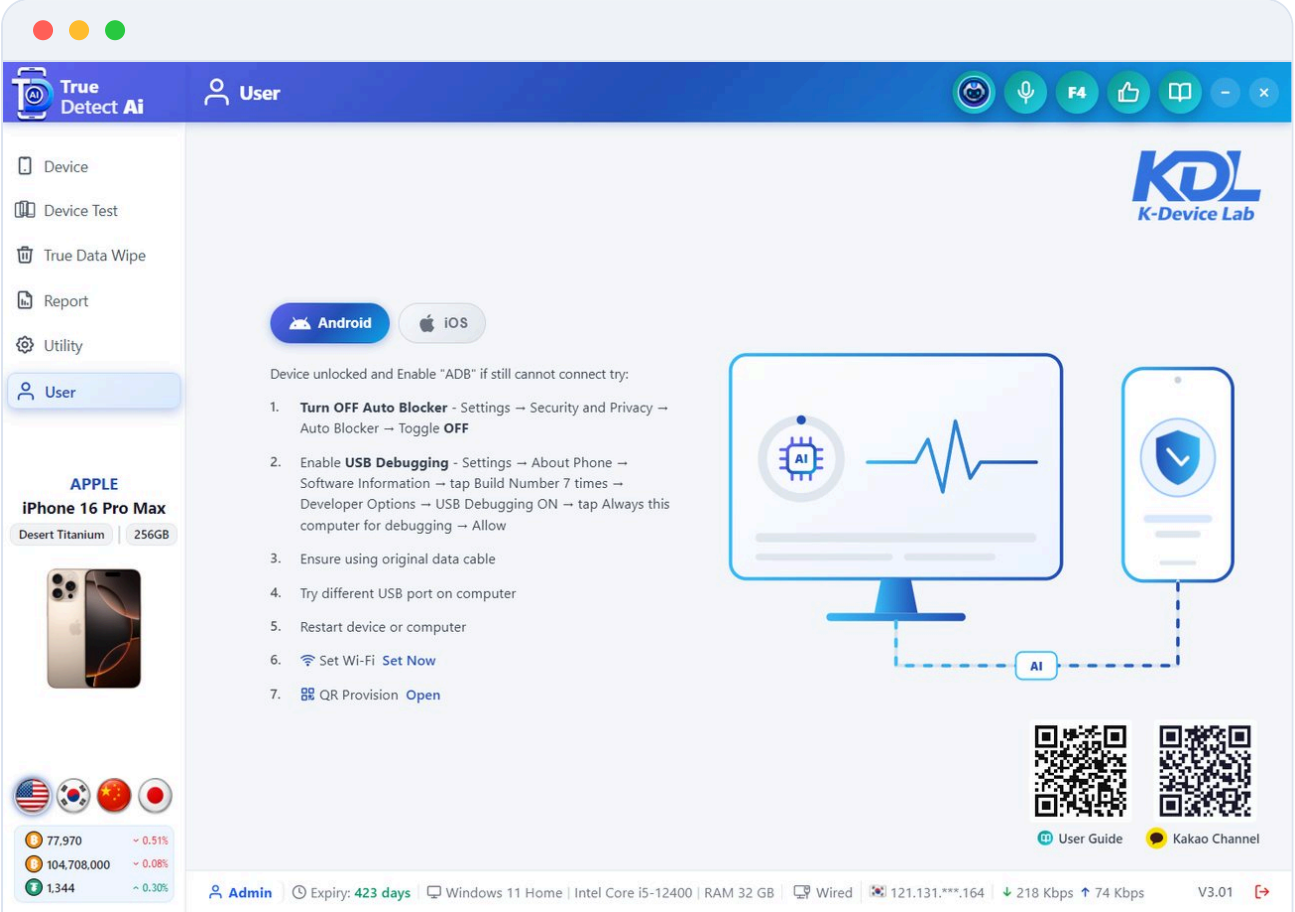
KEY	ACTION
F4	Print the label of the connected phone.
F5 or **Ctrl** + **R**	Refresh the page or popup you are on. If the phone's data is empty, the phone is read again. Nothing on the phone is changed.
Alt + **F11**	Send a support report of this PC to our team.
Barcode scanner	Scan a QR / IMEI / serial on any page - it goes straight into that page's search box.

CHAPTER 05

Connect a phone

With no phone on the cable, the Device page shows how to connect. Pick the Android or iPhone tab.

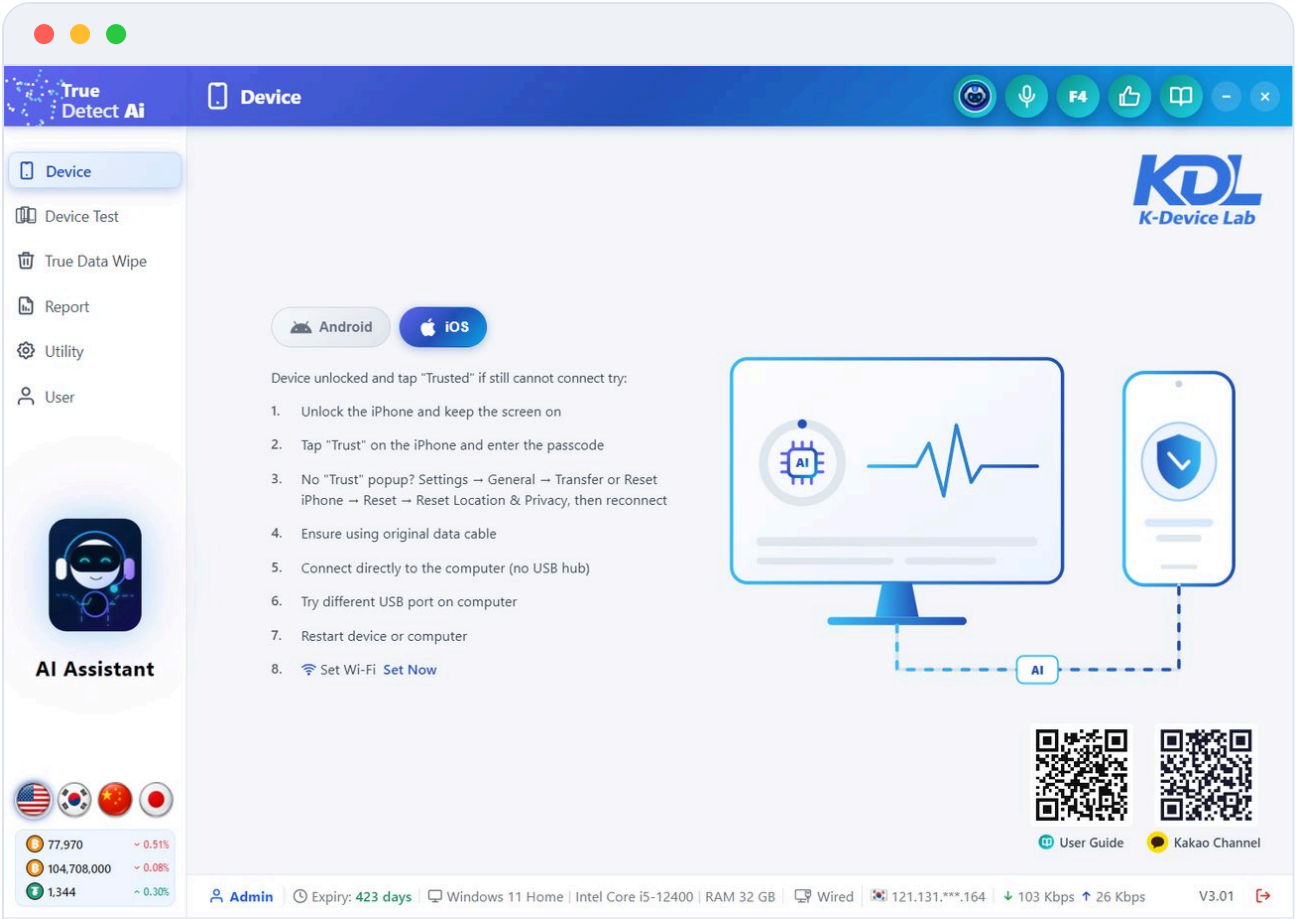
Android



Connection steps for Android.

1. Unlock the phone. Turn **Auto Blocker** OFF (Samsung: Settings ▸ Security and privacy).
2. Turn on **USB debugging**: Settings ▸ About phone ▸ Software information ▸ tap **Build number** 7 times, then Developer options ▸ USB debugging.
3. Use the original data cable and try another USB port if nothing happens.
4. If a driver is missing, click **Fix Drivers**.
5. Still nothing? Restart the phone or the PC.

iPhone



Connection steps for iPhone.

1. Unlock the iPhone and keep the screen on.
2. Tap **Trust** on the iPhone and enter the passcode.
3. Use the original cable, connect directly (no hub), try another port.
4. Click **Fix Drivers** if the Apple driver is missing, or restart.

While the phone is read, a progress bar shows **Device Connecting...**. Reading takes a few seconds.

Messages you may see while connecting

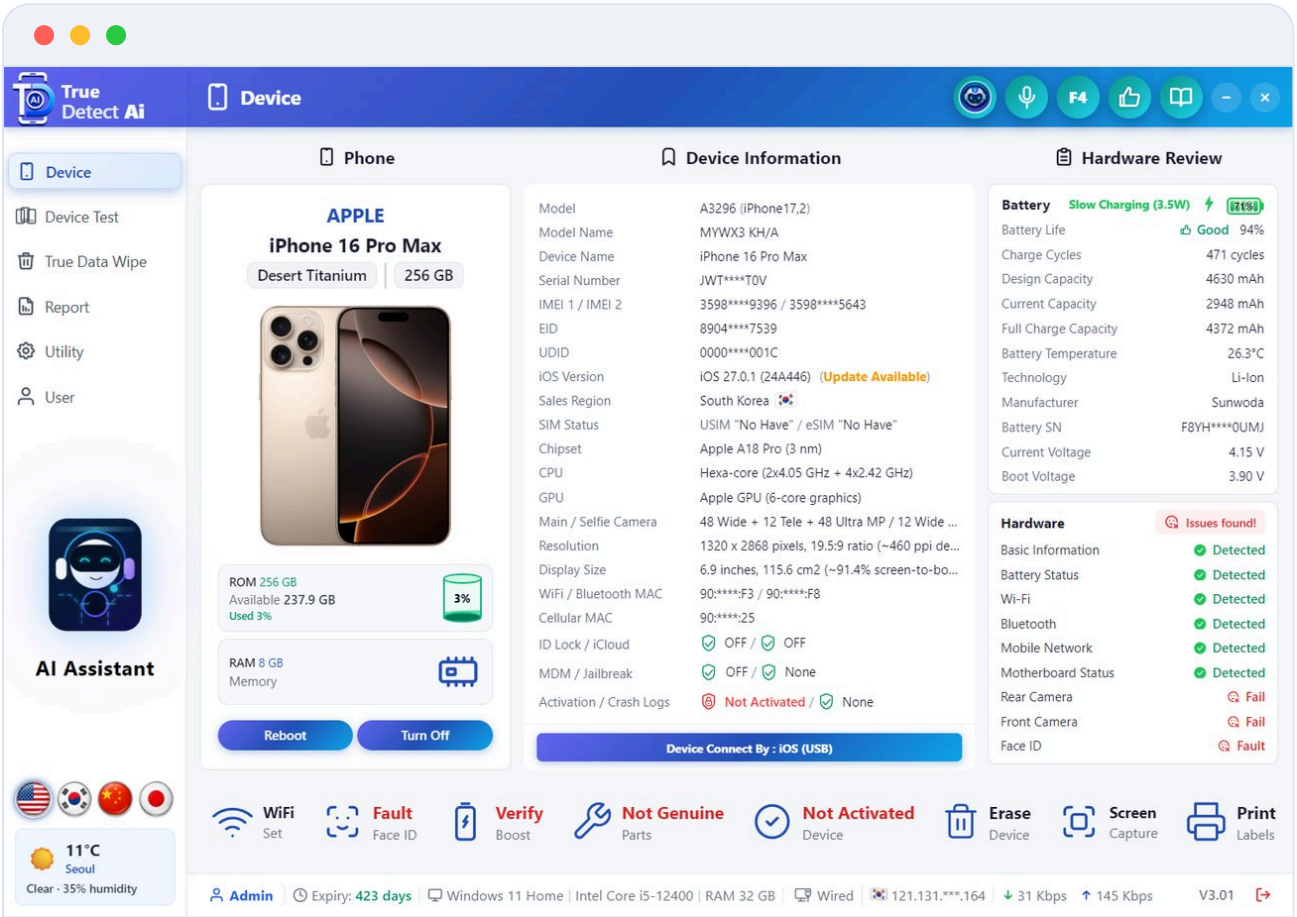
MESSAGE	WHAT TO DO
Enable USB Debugging	Turn on USB debugging on the Android phone and allow this PC.

Auto Blocker is blocking data access	Turn Auto Blocker off on the Samsung phone.
Device Info Not Loaded	The screen is locked, or a new phone has not finished the setup screens. Unlock it / finish setup.
Please Trust This Computer	Tap Trust on the iPhone, then click **Re-check**.
Another tool is holding the phone	Close the other phone program, or use **USB Release**.
Coming Soon	This phone brand / page is not supported yet.

CHAPTER 06

Device page - iPhone

Plug an iPhone in. In a few seconds the page shows the phone, all its information, the battery and the hardware review.



Device page with an iPhone (IMEI and serial are partly hidden in this guide).

The three columns

AREA	WHAT YOU SEE
Phone	Brand, model, colour, storage and photo. ROM (used / free) and RAM. Buttons **Reboot** and **Turn Off**.

Device Information	Model, model name, serial, IMEI 1 / 2, EID, UDID, iOS version (shows **Update Available** when newer iOS exists), sales region / carrier (with the country flag), SIM (a dual nano-SIM model shows **USIM 1 / USIM 2**, and its EID shows **Not Supported**), chipset, CPU / GPU, cameras, screen, MAC addresses, **ID Lock / iCloud**, **MDM / Jailbreak**, **Activation / Crash Logs**.
Hardware Review	Battery: health, charge cycles, design / current / full-charge capacity, temperature, maker, battery serial, voltage. Below: each part - **Detected** (OK) or **Fail / Fault**.

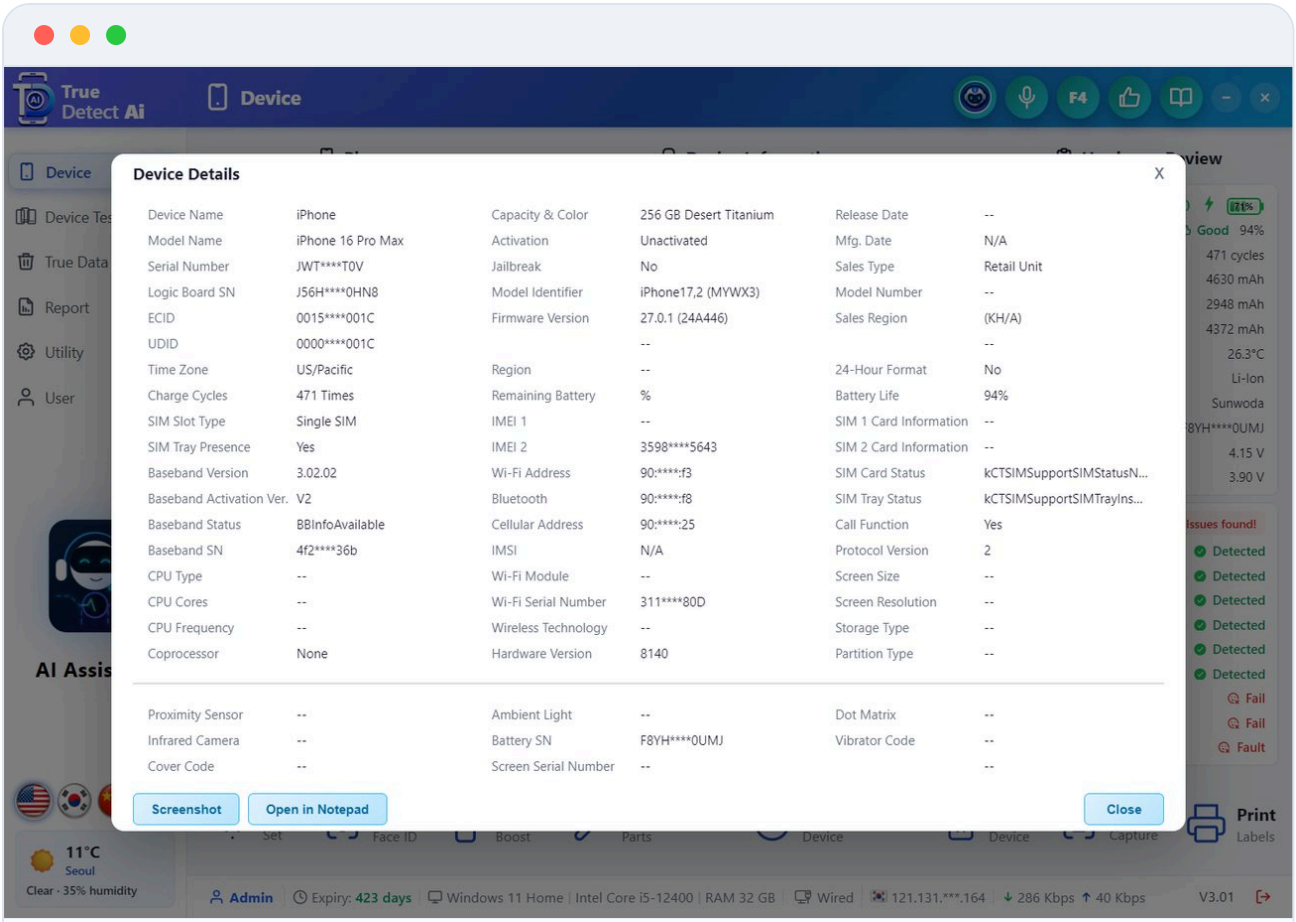
Click any value in Device Information to copy it.

ID Lock / iCloud: ON means the phone is still linked to an Apple ID. It cannot be sold as clean until the owner removes it.

Action bar (bottom of the page)

TILE	WHAT IT DOES
WiFi Set	Set the Wi-Fi the phones use.
Face ID	Opens the Face ID test (Touch ID phones: Fingerprint test). The tile shows the result.
Boost	Battery Boost Check - is the battery genuine and is its health number real?
Parts	Parts Check - is each part original or changed?
Activate Device	Activate / deactivate many iPhones. See Activate & Erase.
Erase Device	Erase many iPhones at once.
Screen Capture	Save a screenshot of the iPhone screen to the PC.
Print Labels	Open the label settings. See Print Labels.

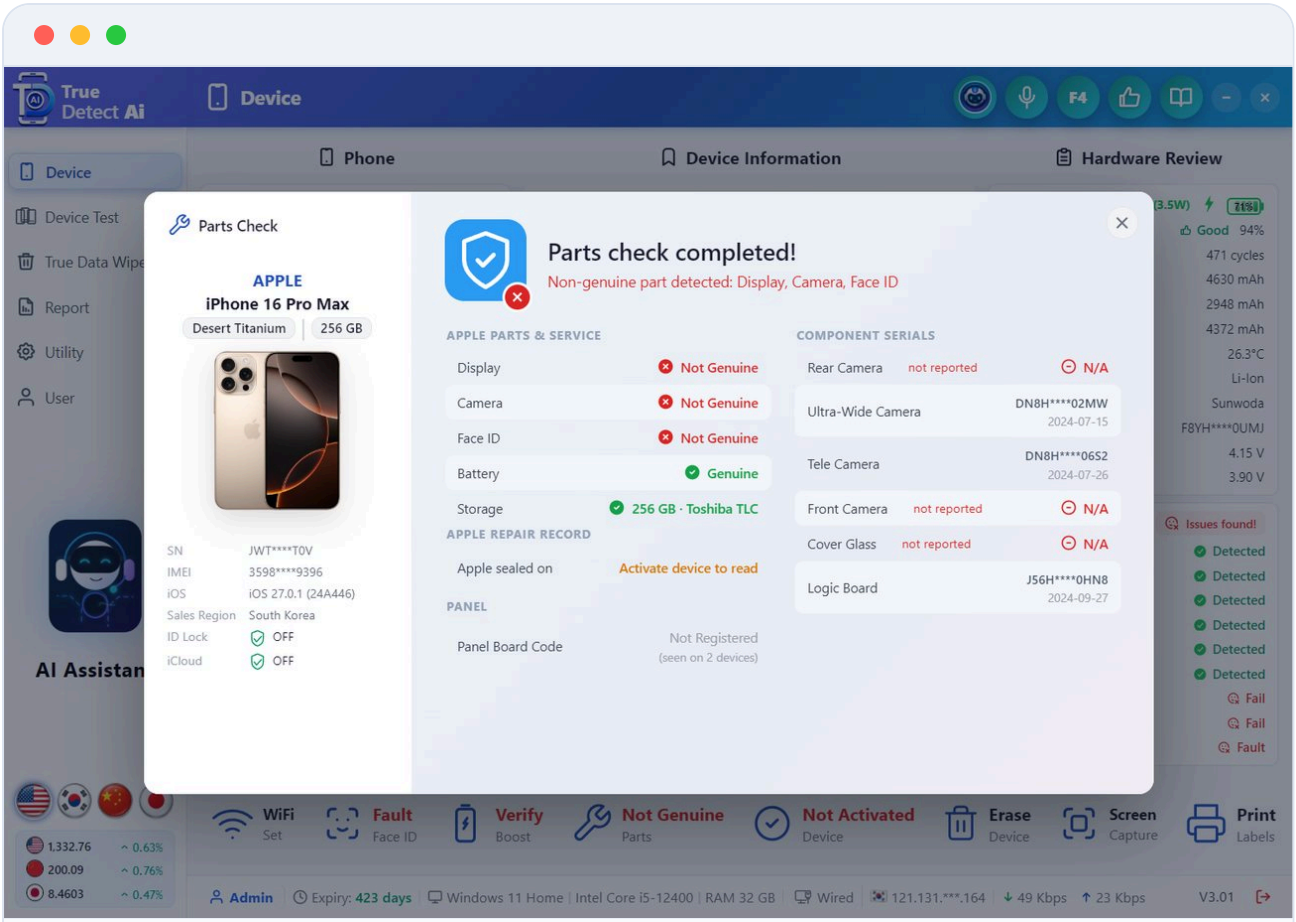
View Device Details



Device Details - the full list of values read from the iPhone.

Click **View Device Details** under the information table. Use **Screenshot** to save it as a picture or **Open in Notepad** to keep it as text.

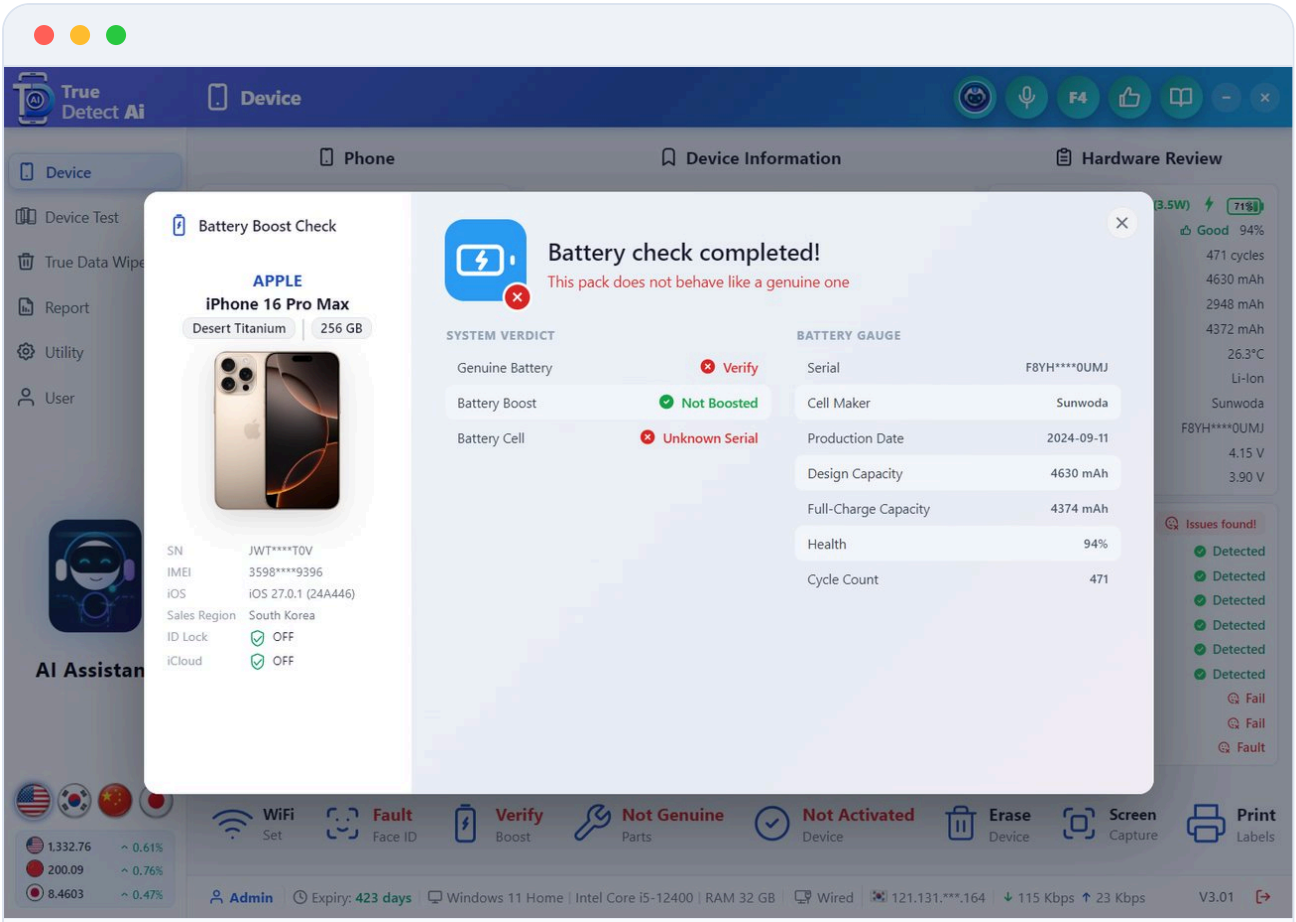
Parts Check



Parts Check - a phone with changed parts.

1. Click **Parts** in the action bar. The check takes a few seconds.
2. **Apple Parts & Service**: Display, Camera, Face ID, Battery, Cover Glass, Storage - each **Genuine** or **Not Genuine / Changed**.
3. **Apple Repair Record**: parts that were replaced, with the original serial number when Apple stores it.
4. **Component Serials**: the serial of each camera, cover glass and logic board. **N/A** means the phone does not report it - the tool never guesses a value.

Battery Boost Check

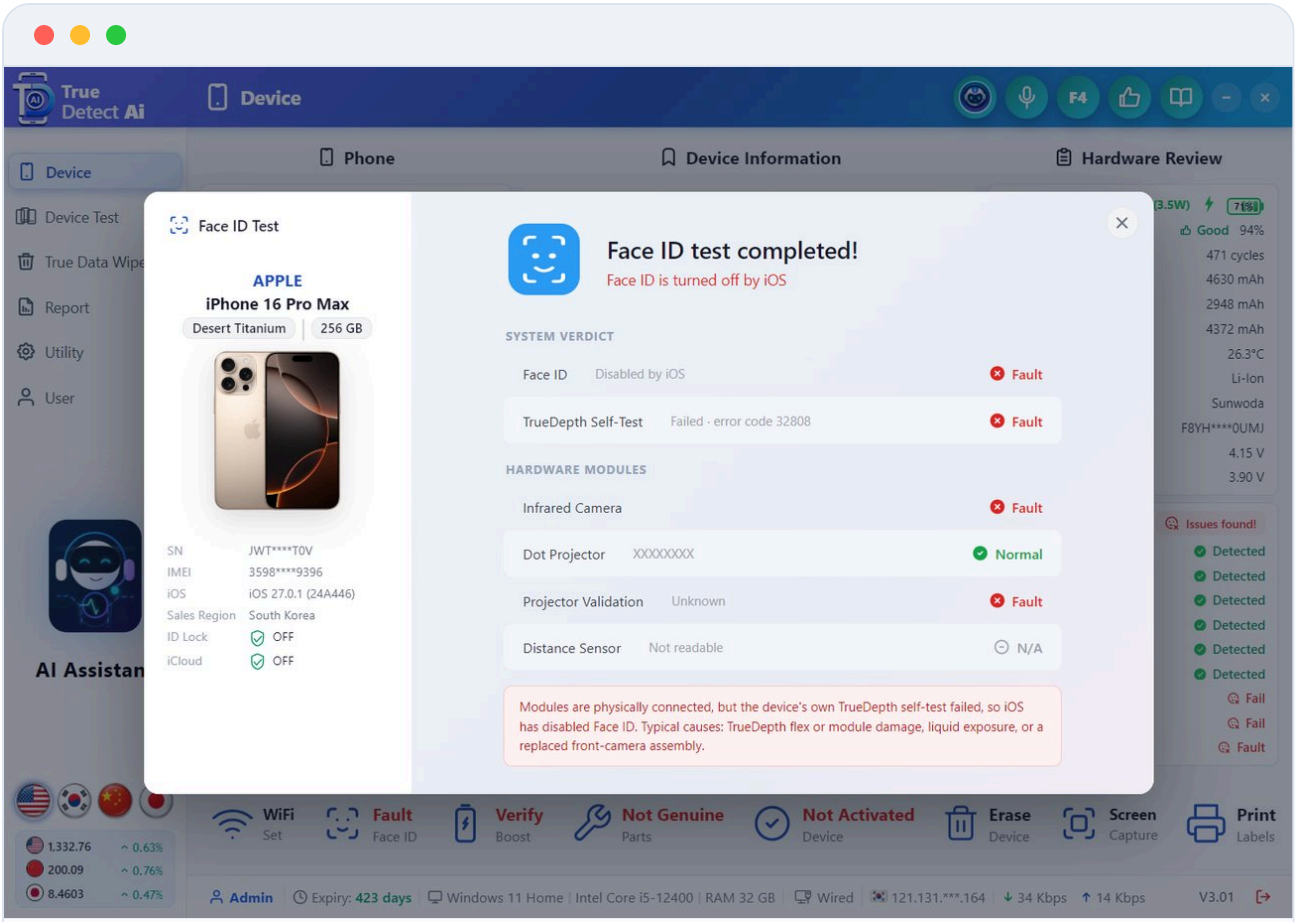


Battery Boost Check.

Some sellers "boost" a battery so the Settings app shows a higher health than the real one. This check compares the two:

- **Genuine Battery**: the battery is a real Apple part, or **Verify** if it is not confirmed.
- **Battery Boost**: **Not Boosted** - Settings and the real gauge agree. **Boosted** - Settings shows more than the real battery.
- **Battery Gauge**: serial, cell maker, production date, design / full-charge capacity, real health, Settings health and cycle count.

Face ID test

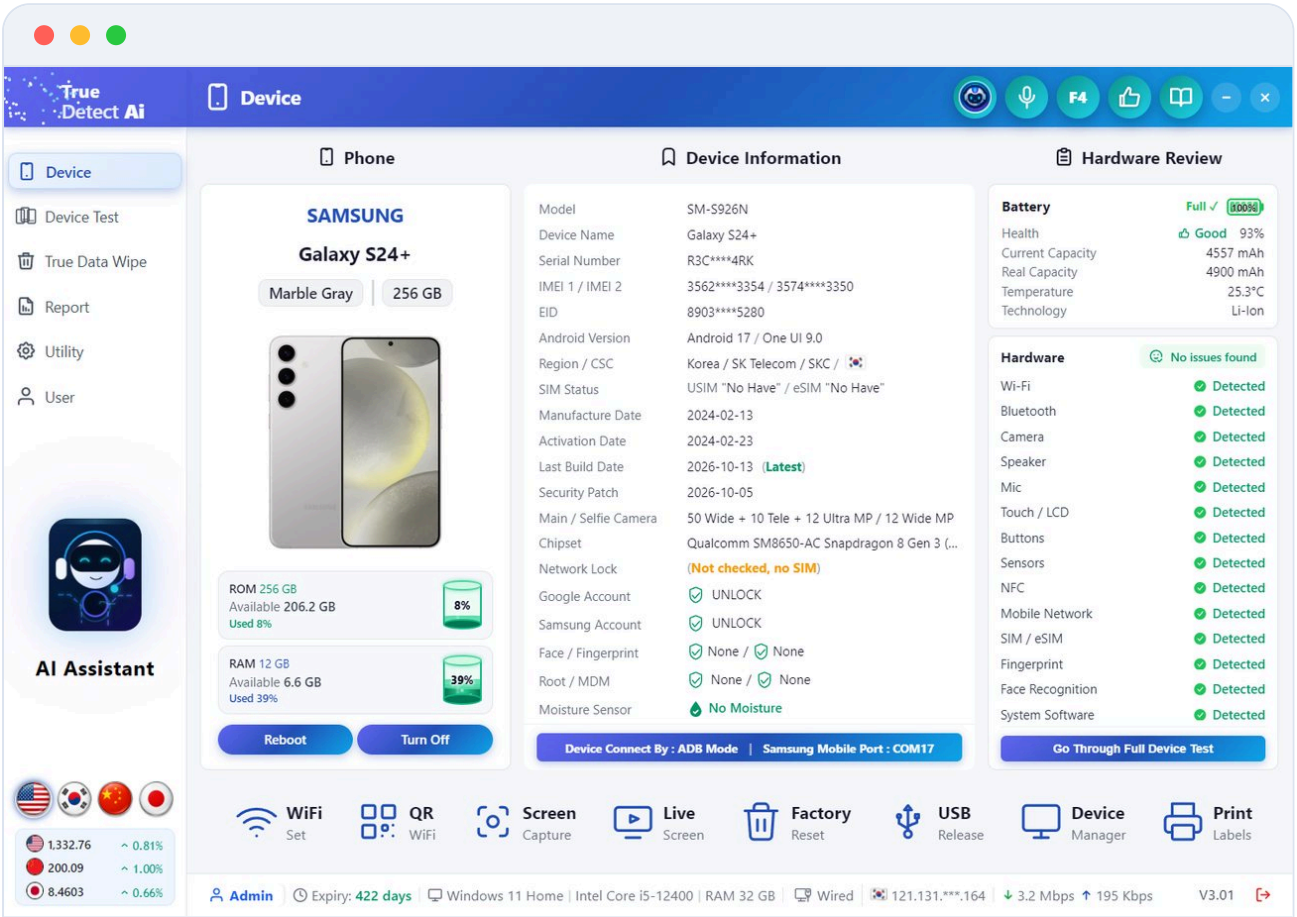


Click **Face ID** and follow the steps on the screen and on the iPhone. The result is shown on the tile and in the hardware review.

CHAPTER 07

Device page - Android

For Samsung and other Android phones the Device page shows the same three columns, with Android values.



Device page with an Android phone (IMEI and serial are partly hidden in this guide).

What is shown

AREA	WHAT YOU SEE
Phone	Brand, name, colour, storage, chipset, RAM, ROM / RAM usage rings. Buttons **Reboot** and **Turn Off** (in MTP mode also **Download Mode**).
Device Information	Model, device name, serial, IMEI 1 / 2, EID, Android version, Region / CSC (with the country flag), SIM status, manufacture date, activation date, last build date, security patch, chipset, cameras, **Network Lock**, **Google Account**, **Samsung Account**, Face / Fingerprint, **Root / MDM**, moisture sensor.

Battery	Health, current capacity, real capacity, temperature and technology. More rows (charge cycles, maker, battery serial, voltage) appear only when the phone reports them.
Hardware	Wi-Fi, Bluetooth, Camera, Speaker, Mic, Touch / LCD, Buttons, Sensors, NFC, Mobile Network, SIM / eSIM, Fingerprint, Face Recognition, System Software. **Go Through Full Device Test** opens Device Test.

┌**Google Account: LOCK** means FRP is on. Remove the Google account before selling, or the next user cannot set up the phone.

Action bar

TILE	WHAT IT DOES
WiFi Set	Set the Wi-Fi the phones use.
QR WiFi	Open QR Provision (Wi-Fi / setup QR for phones without a cable).
Screen Capture	Save a screenshot of the phone. A message shows where the file is saved.
Live Screen	Show the phone screen live on the PC.
Factory Reset	Erase the phone. See Erase.
USB Release	Stop other phone programs that hold the phone, then attach it again.
Device Manager	Open Windows Device Manager.
Print Labels	Open the label settings.

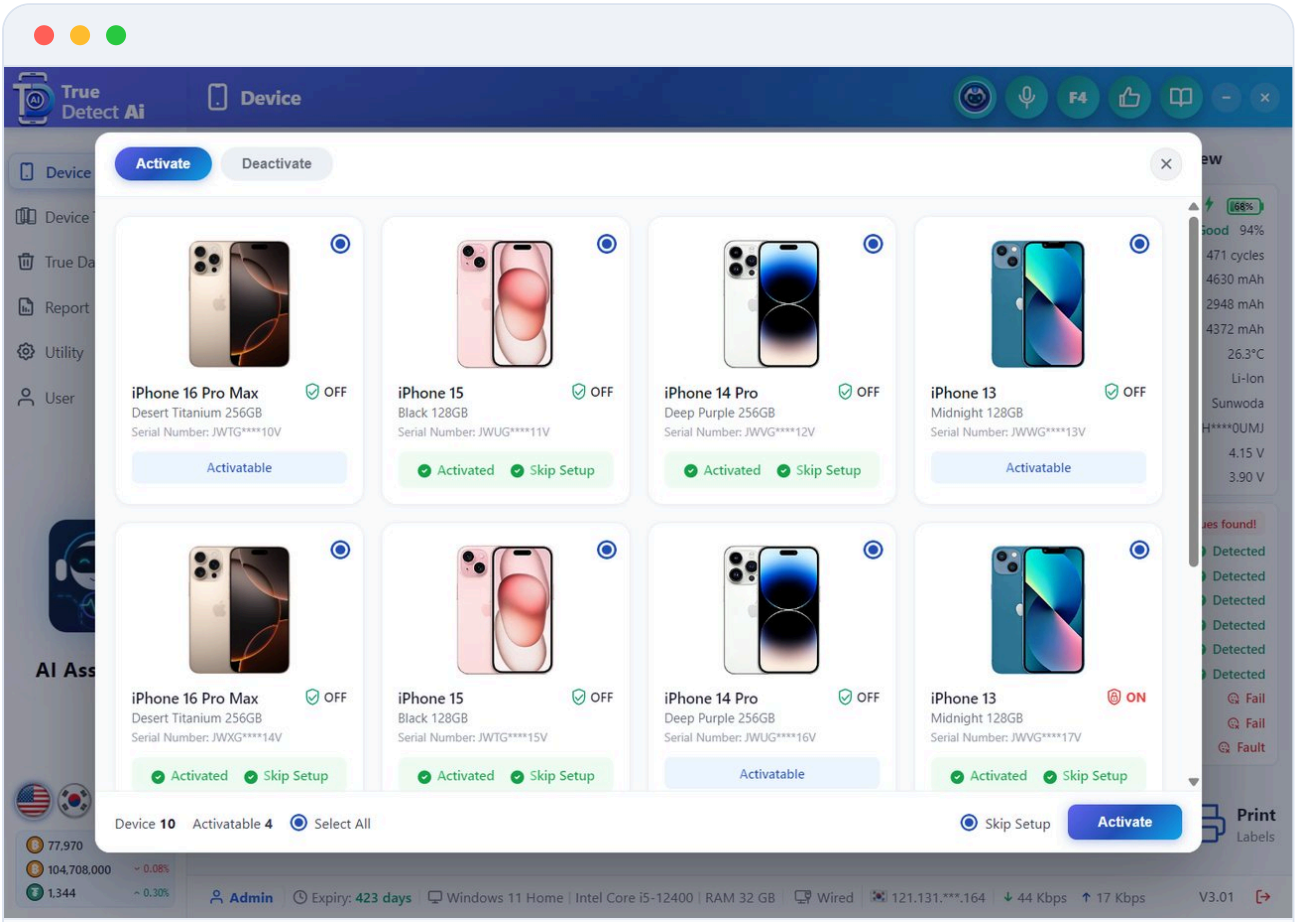
At the bottom of the information table the connection pill shows the mode (ADB or MTP) and the Samsung COM port.

CHAPTER 08

Activate & Erase (many iPhones)

Connect several iPhones to the PC. One window shows all of them, so you can activate, deactivate or erase them together.

1 Activate



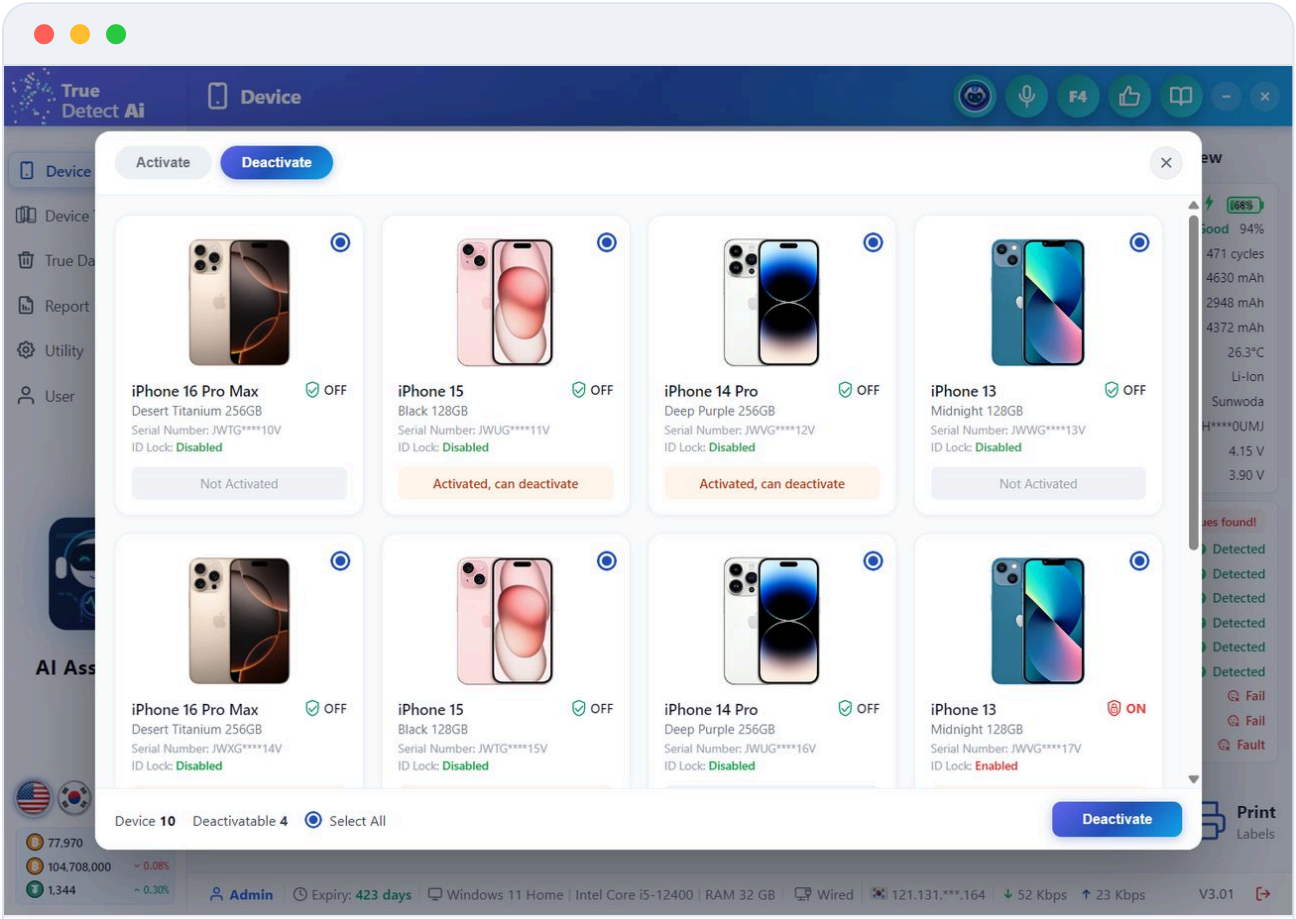
Activate - one card per connected iPhone.

1. Click **Activate Device** on the Device page.
2. Each card shows the photo, model, colour, storage, serial and the iCloud state (**OFF** green / **ON** red).
3. Badges: **Activatable** (blue) = can be activated · **Activated** + **Skip Setup** (green) = done · red = locked.
4. Click cards to choose them, or **Select All**. Phones that are locked to iCloud are not ticked.
5. Turn on **Skip Setup** to skip the iPhone setup screens after activation.

6 Click **Activate**. The list updates by itself every 2 seconds.

The footer counts **Device** (connected) and **Activatable**.

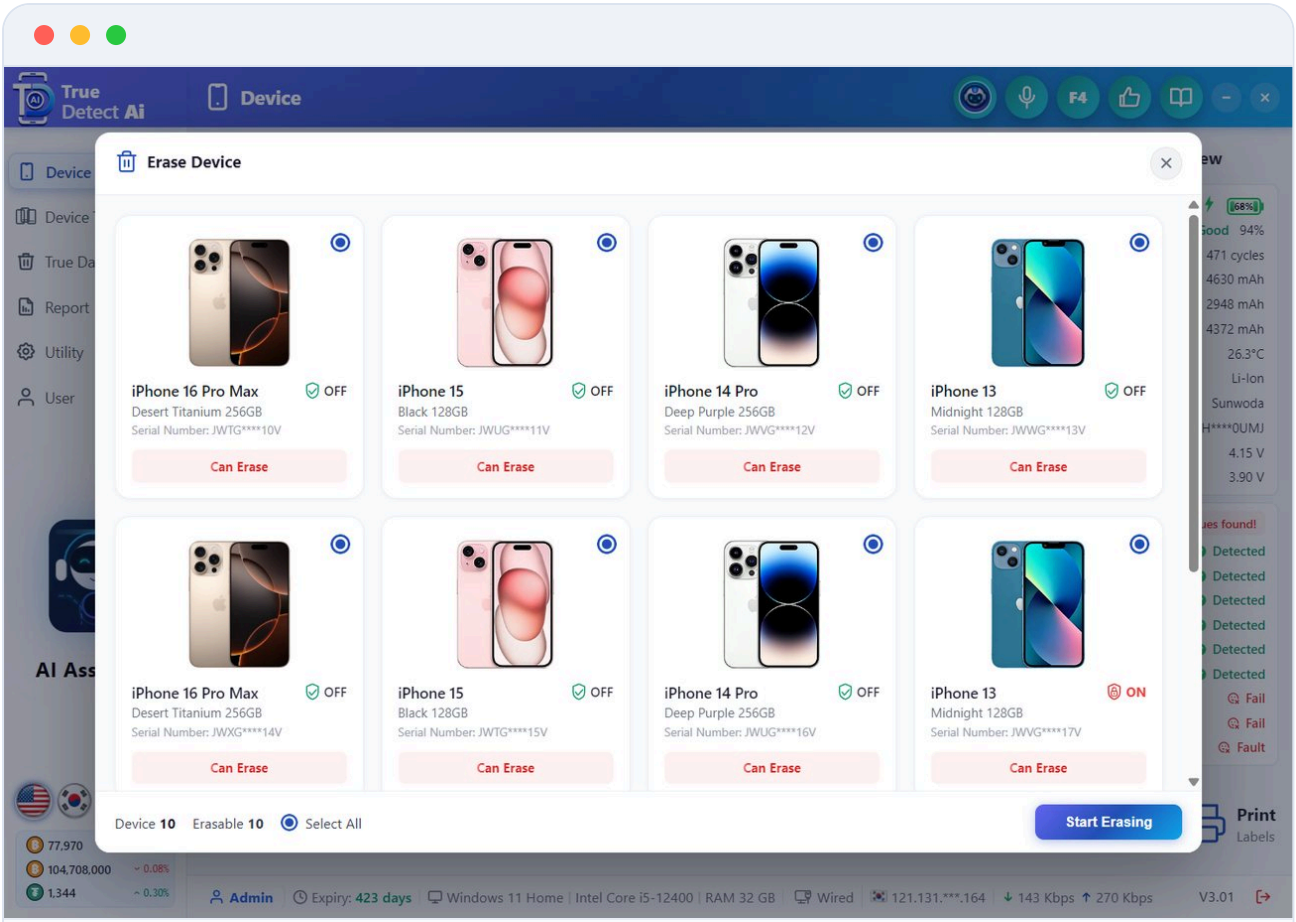
2 Deactivate



Deactivate tab.

Click the **Deactivate** tab at the top, choose the phones and click **Deactivate**. Each card shows whether ID Lock is enabled.

3 Erase



Erase Device.

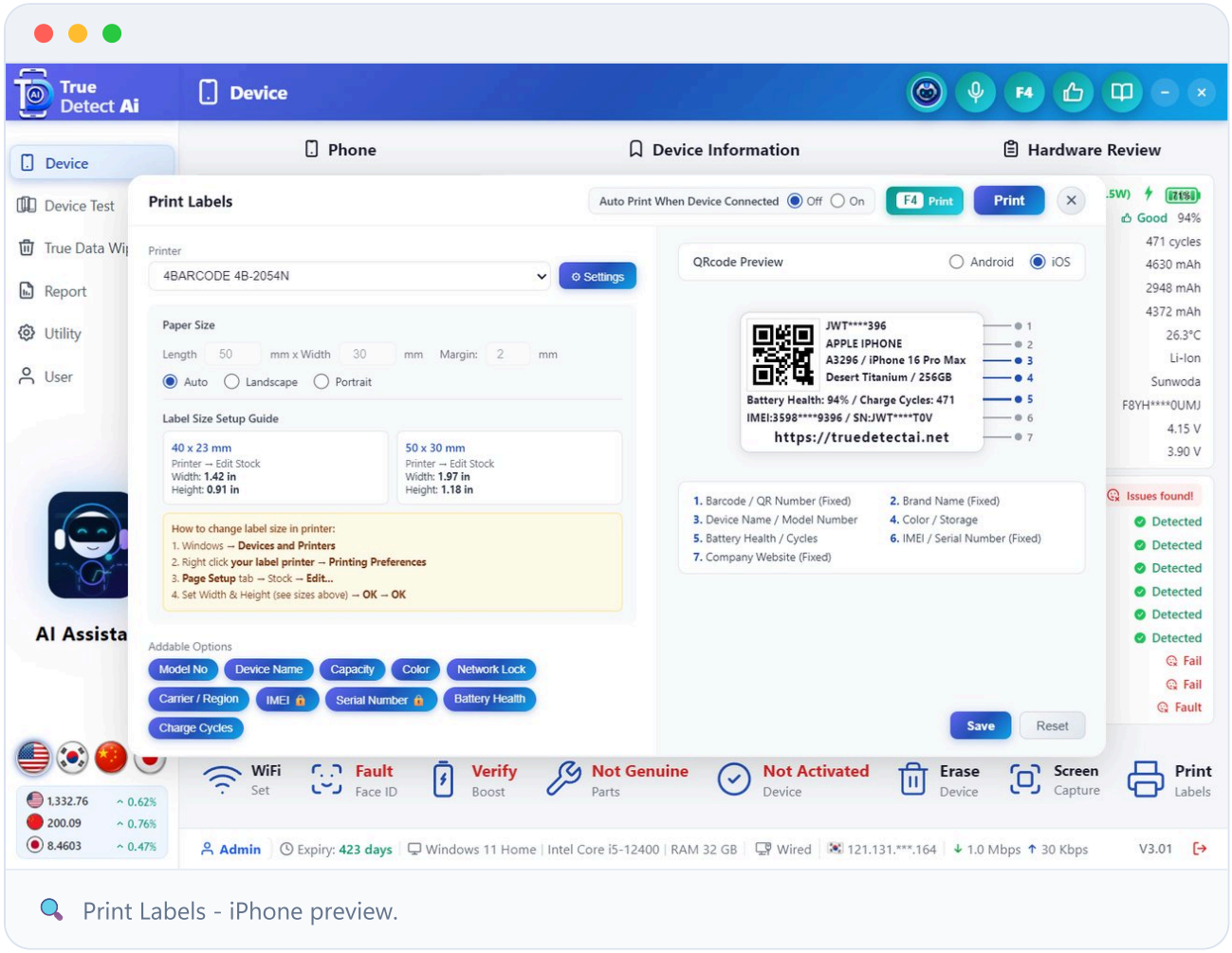
1. Click **Erase Device** on the Device page (Android: **Factory Reset**).
2. The footer shows how many phones are connected and how many are **Erasable**.
3. Choose the phones, then click **Start Erasing**.

Erase deletes everything on the phone and cannot be undone. Check you chose the right phones.

CHAPTER 09

Print Labels (F4)

Print a small label with a QR code and the phone's main data. Press **F4** to print the phone on the cable at once.



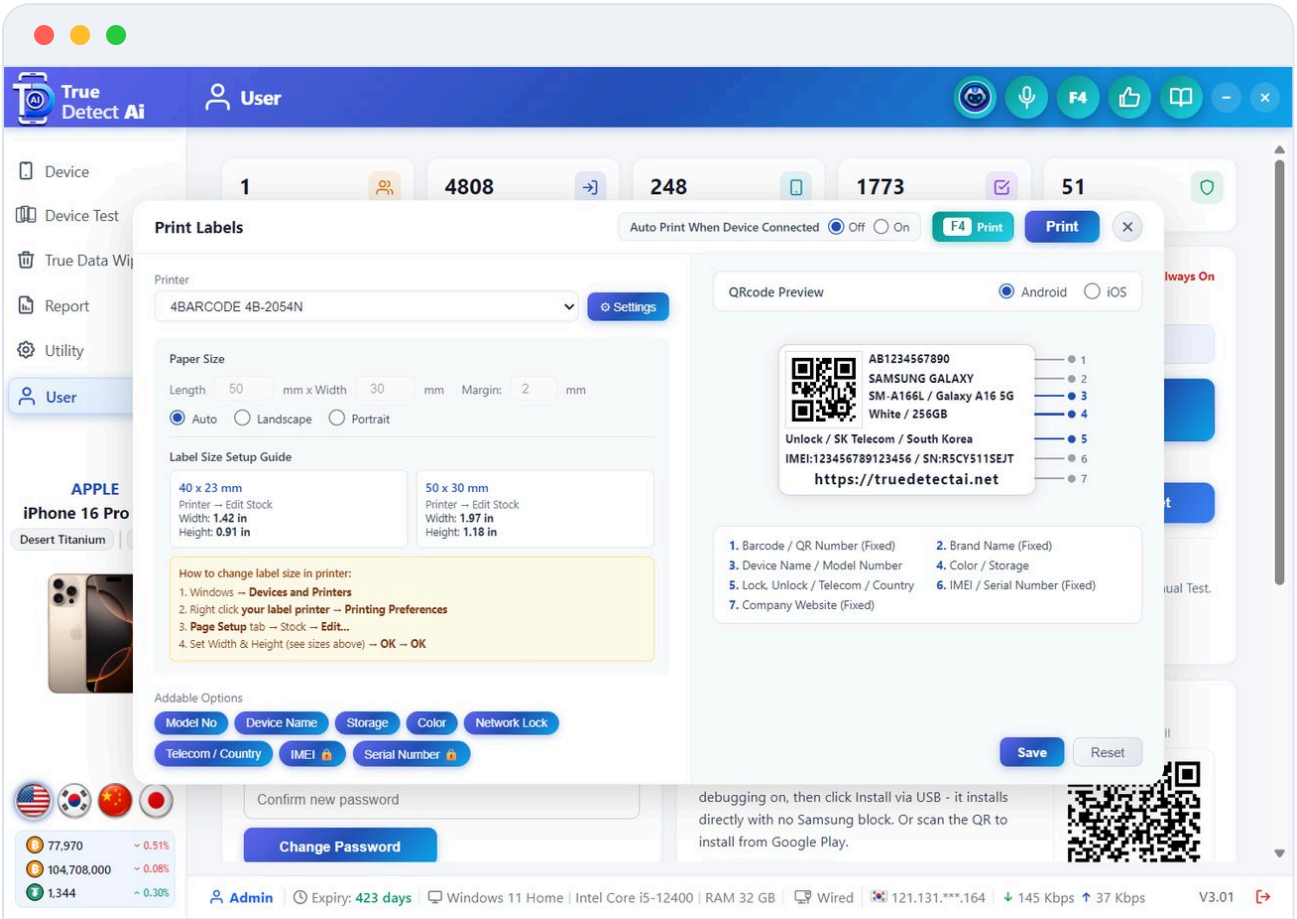
Print Labels - iPhone preview.

1. Open **Print Labels** from the Device page, Utility, or the printer button in the header.
2. **Printer**: choose your label printer. **Settings** opens the Windows printer settings.
3. **Paper Size**: length, width, margin and Auto / Landscape / Portrait.
4. **QRcode Preview**: choose **Android** or **iOS** to see that label. The numbers 1-7 explain each line.
5. **Addable Options**: click an option to add or remove that line (Model No, Device Name, Capacity, Color, Network Lock, Carrier / Region, IMEI, Serial Number, Battery Health, Charge Cycles...).

6. Click **Save**. **Reset** returns to the default label.
7. Turn on **Auto Print When Device Connected** to print each phone the moment it is read.

#	IPHONE LABEL LINE
1	QR code / barcode with the QR number
2	Brand (APPLE IPHONE / IPAD / WATCH)
3	Model number / model name
4	Colour / storage
5	Battery health / charge cycles
6	IMEI / serial number
7	Company website (fixed)

Android label



Android preview.

The Android label shows model and name, colour / storage, IMEI, and the lock state with carrier and country (for example *Unlock / SK Telecom / South Korea*).

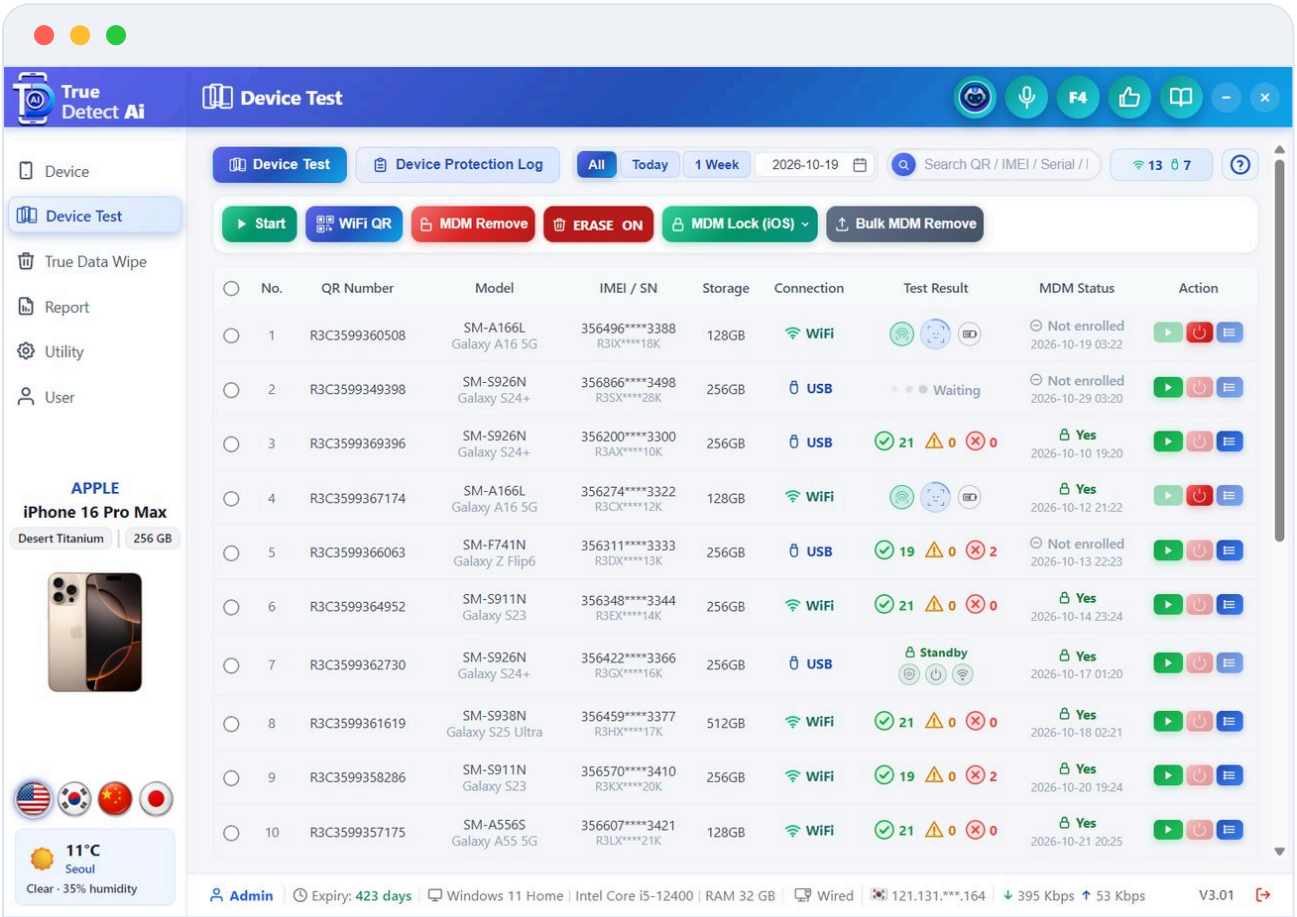
Label size in the printer

Two sizes are ready: **40 × 23 mm** and **50 × 30 mm**. Set the same size in Windows: Devices and Printers ▸ right-click your label printer ▸ Printing Preferences ▸ Page Setup ▸ Edit ▸ width and height ▸ OK.

CHAPTER 10

Device Test (many phones)

Device Test shows every phone on USB or Wi-Fi in one table. Run the 21 hardware tests on all of them, apply MDM, and see each result.



Device Test with many phones (sample data).

Top of the page

- **Device Test** | **Device Protection Log** - switch between the live table and the MDM history.
- **All / Today / 1 Week / date** - filter by date. Search box: QR / IMEI / serial / model.
- The Wi-Fi / USB pill shows how many phones are on each.
- **?** opens the short guide.

Toolbar

BUTTON	WHAT IT DOES

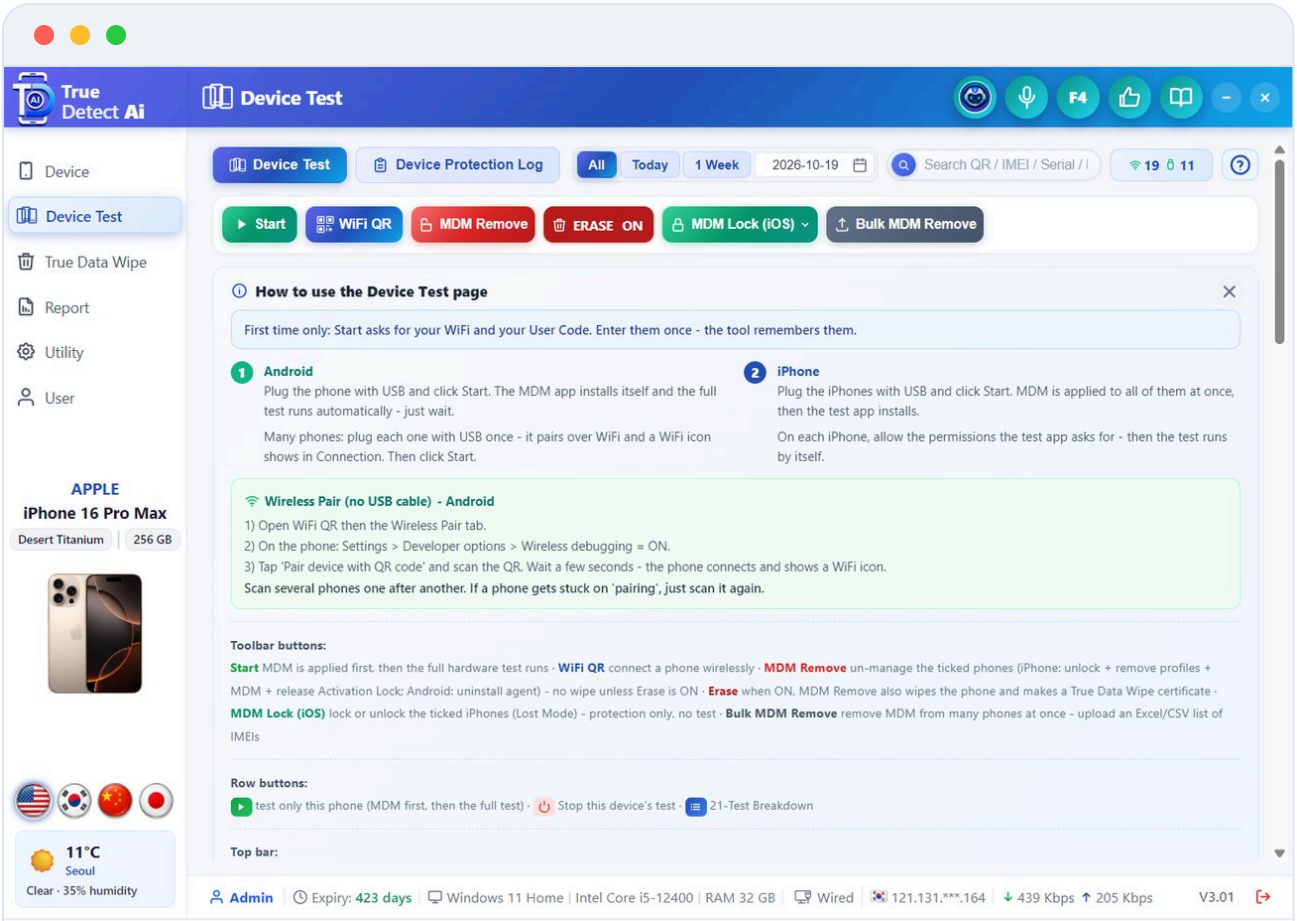
Start	Test the ticked phones (all phones if none are ticked).
WiFi QR	Show a QR so phones join the Wi-Fi or pair without a cable.
MDM Remove	Remove MDM from the ticked phones. The phone data stays, unless ERASE is ON.
ERASE OFF / ON	When ON, MDM Remove also erases the phone.
MDM Lock (iOS)	**Lock Selected iOS** / **Unlock Selected iOS**.
Bulk MDM Remove	Upload an Excel / CSV list of IMEIs to remove MDM from many phones.
Result Remove	Clear the results of the ticked phones so you can test again.
All Disconnect	Disconnect the ticked phones (or all). A protected phone stays connected.

Table

Columns: No., QR Number, Model, IMEI / SN, Storage, Connection (USB / WiFi), Test Result (✓ pass · ⚠ warn · ✕ fail counts), MDM Status and Action.

ACTION	USE
▶ **Test**	Test this one phone. MDM is applied first, then the full test runs.
⏻ **Stop**	Stop the running test of this phone.
☰ **Detail**	Open the test breakdown, device info and certificate.

How to test a batch



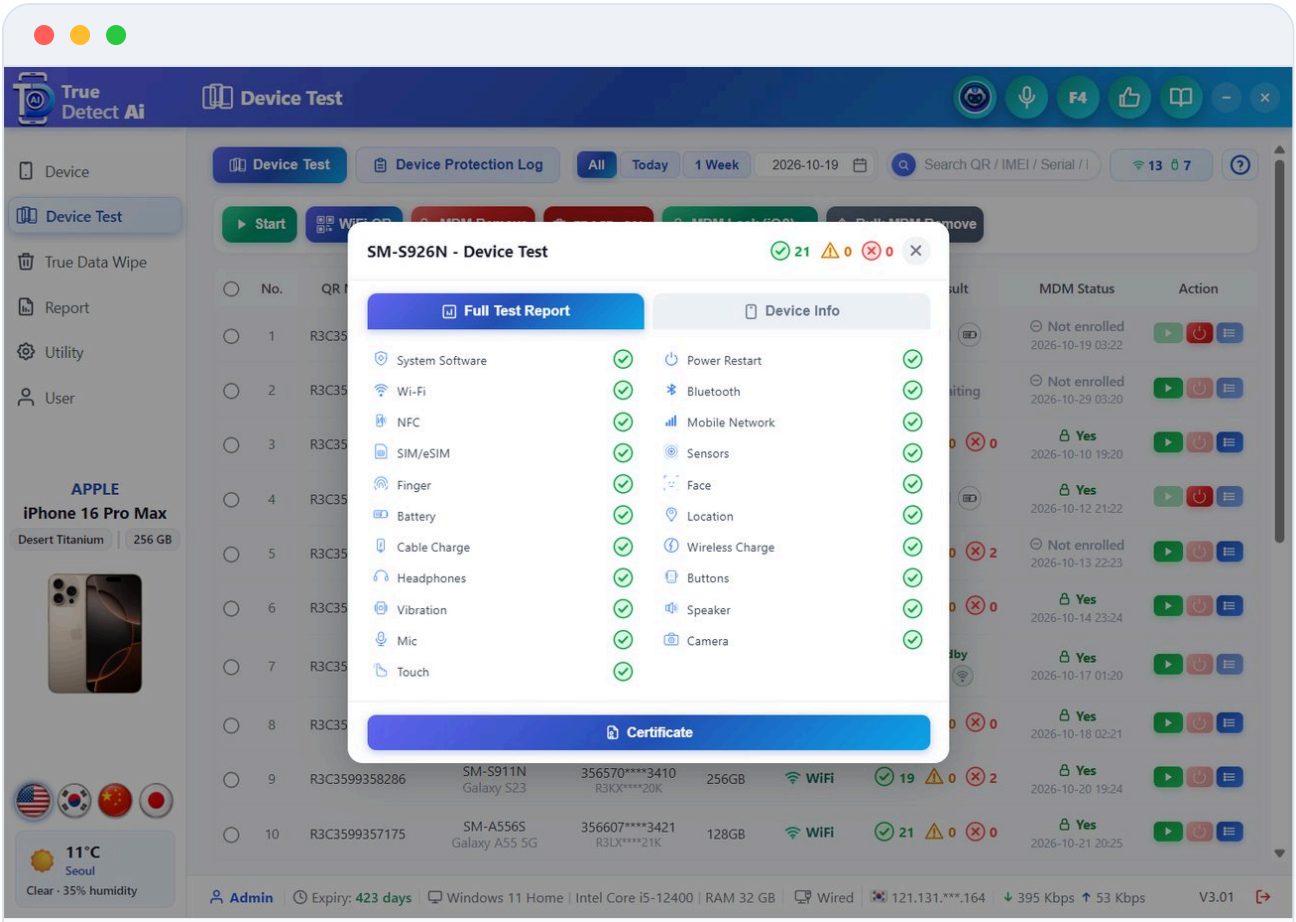
Device Test - How to Use.

1. Set your Wi-Fi first (see First setup). Every phone uses it to report back.
2. Connect the phones with USB cables. Each phone appears as a new row.
3. Press **Start**. All 21 tests run on each phone.
4. When a row is done, the counts show in **Test Result**. Click **Detail** for the full list.

┌Battery should be 25% or more. Vibration, Touch / LCD and Mic need a person to check on the phone.

┌iPhone not supervised? The tool shows **Erase needed** before it can apply MDM. Erase the iPhone, then test again.

Test result detail



Full Test Report.

Full Test Report lists all 21 tests with ✓ / ⚠ / ✕. **Device Info** shows the phone's data. **Certificate** opens the test certificate you can print and send to the buyer.

The 21 tests

System Software · Power Restart · Wi-Fi · Bluetooth · NFC · Mobile Network · SIM / eSIM · Sensors · Fingerprint · Face Recognition · Battery · Location · Cable Charging · Wireless Charging · Wired Headphones · Buttons · Vibration · Speaker · Mic · Camera · Touch / LCD

A test the phone does not have (for example S-Pen) is skipped by itself. Choose which tests run on the User page ▸ Test Functions.

CHAPTER 11

Device Protection & MDM

MDM keeps your phones under your control while they are with another company. If the buyer does not pay, you can lock the phone.

Apply MDM

1. On **Device Test**, press **Test** on a row (or **Start** for many). MDM is applied first, then the test runs.
2. The **MDM Status** column shows **Yes** with the date when the phone is protected.
3. The phone uses your Wi-Fi to check in with the server. Your **User Code** unlocks it.

Remove MDM

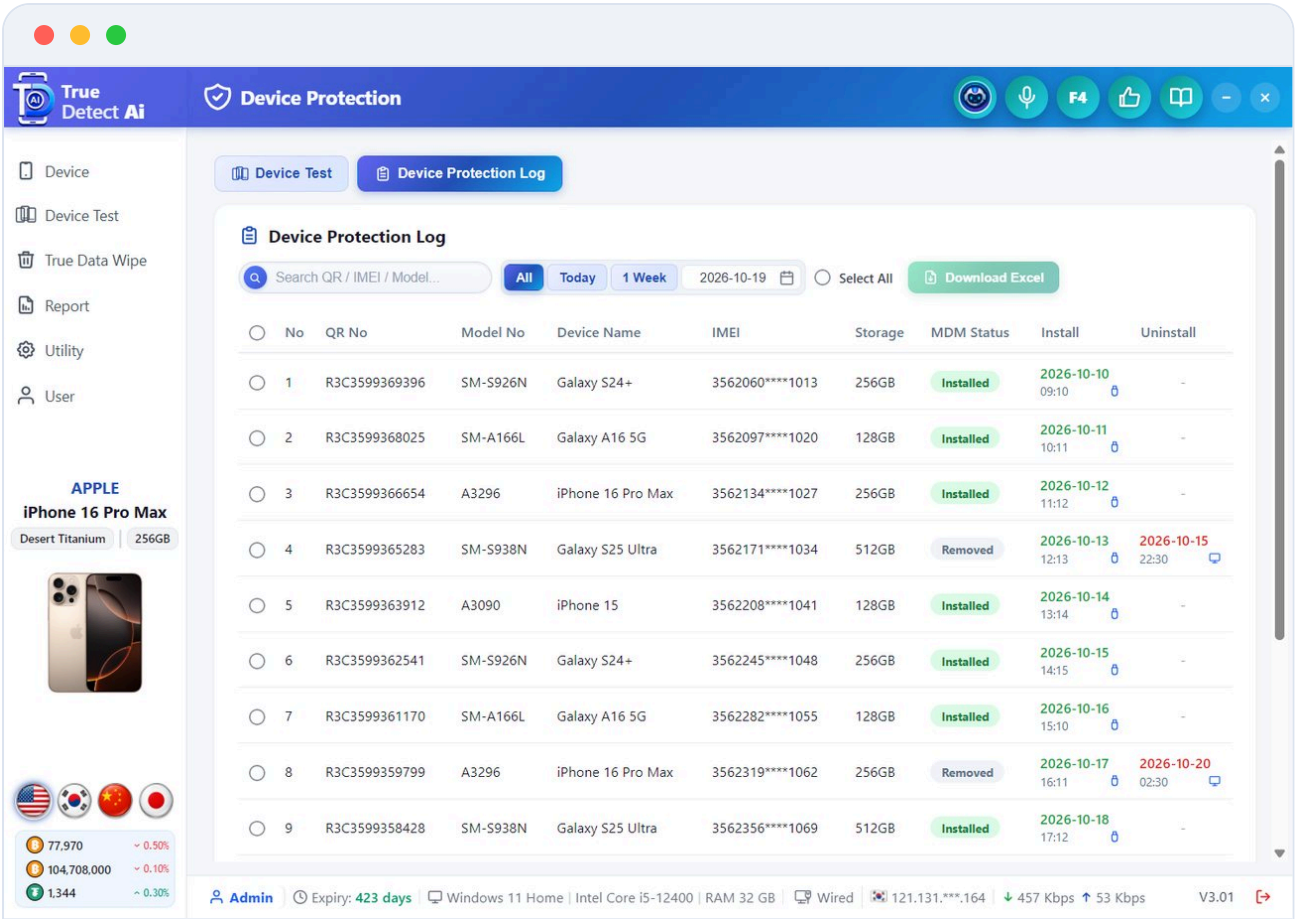
1. Tick the phones and click **MDM Remove**. Turn on **ERASE** first if the phones must also be wiped.
2. For a long list, use **Bulk MDM Remove** and upload an Excel / CSV of IMEIs.

Lock / unlock iPhones

Tick the iPhones, open **MDM Lock (iOS)** and choose **Lock Selected iOS** or **Unlock Selected iOS**.

┌Keep your User Code inside the company. Anyone who knows it can unlock your phones.

Device Protection Log

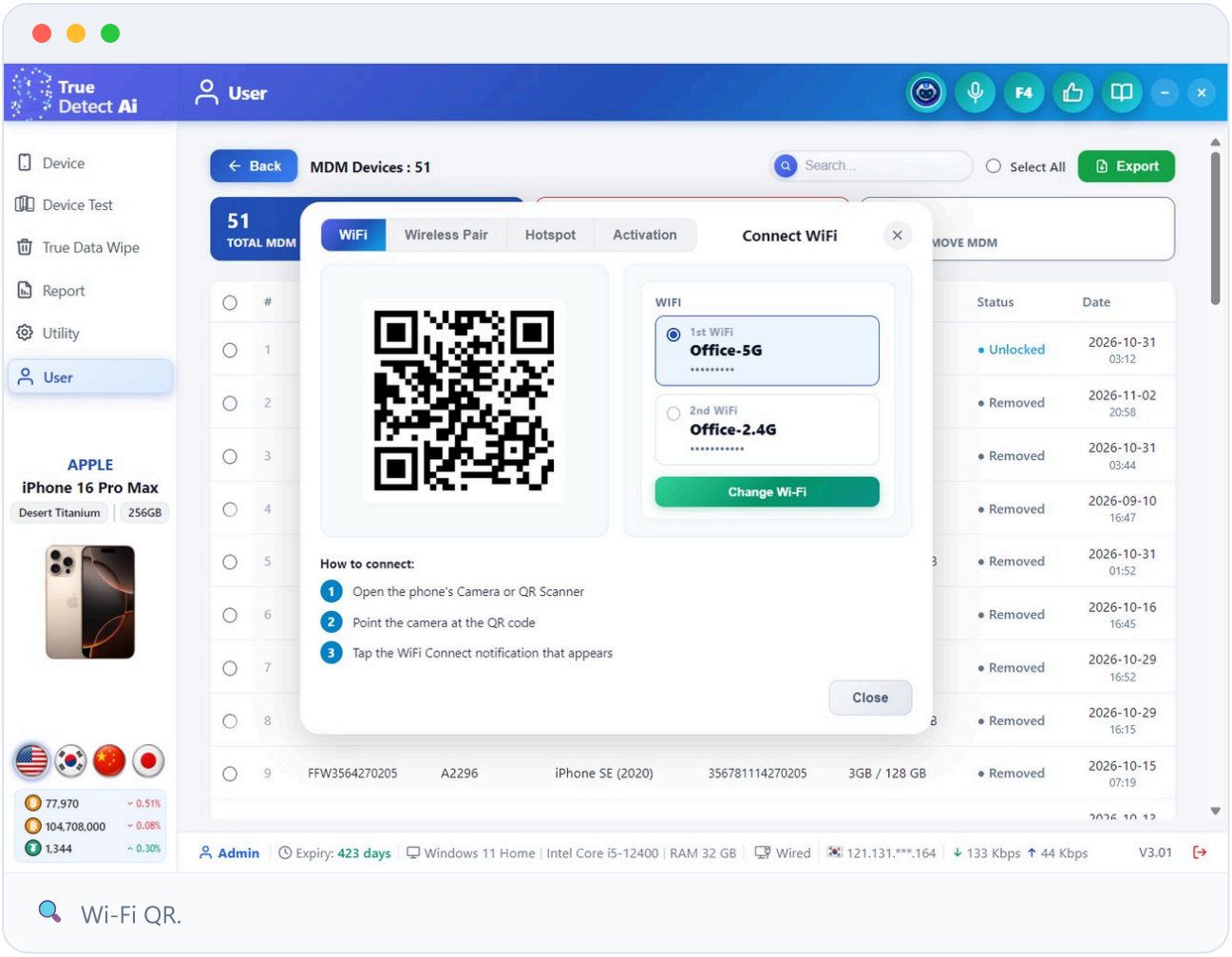


Device Protection Log (sample data).

Click **Device Protection Log** at the top of Device Test. It lists every protected phone: QR No, model, name, IMEI, storage, **MDM Status** (Installed / Removed), install date and uninstall date.

- Filter by All / Today / 1 Week / date, or search by QR / IMEI / model.
- Tick rows (or **Select All**) and click **Download Excel**.

Wi-Fi QR (no cable)



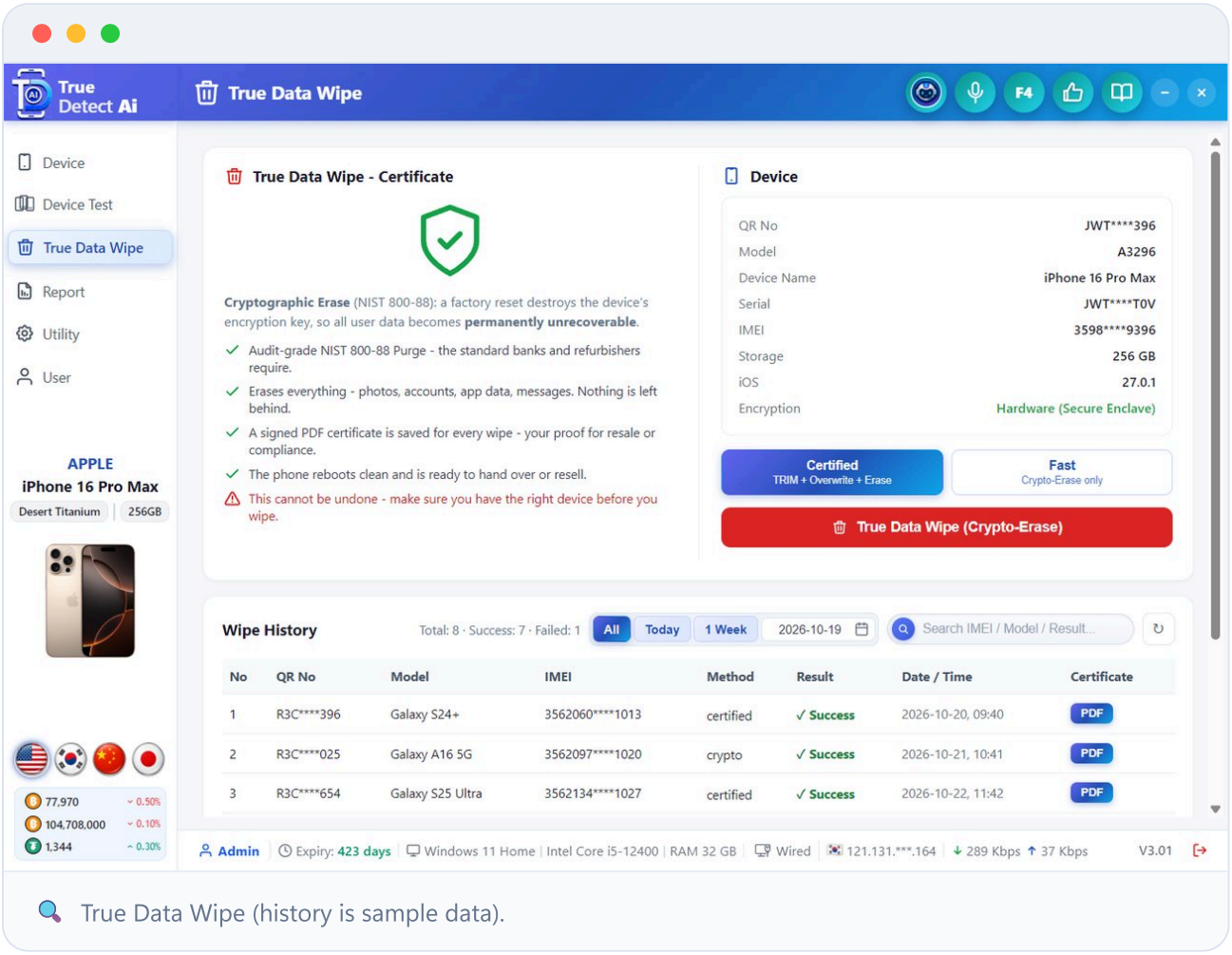
Tabs: **WiFi** (join Wi-Fi), **Wireless Pair** (connect without a cable), **Hotspot** and **Activation**. Choose the 1st or 2nd Wi-Fi, then scan the QR with the phone's camera and tap the Wi-Fi notification.

QR Provision (from Device Test ▸ WiFi QR, or QR WiFi on Android) makes one QR that every reset phone can scan on its welcome screen: **Skip Setup Wizard**, or **Skip Setup Wizard + MDM Lock + Testing**. No USB is needed.

CHAPTER 12

True Data Wipe

A certified erase (NIST 800-88). The phone's encryption key is destroyed, so the old data can never come back. A signed PDF certificate is saved for every wipe.



True Data Wipe (history is sample data).

1. Connect the phone. The **Device** box shows its QR No, model, serial, IMEI, storage and encryption.
2. Choose the method: **Certified** (TRIM + Overwrite + Erase) or **Fast** (Crypto-Erase only).
3. Click **True Data Wipe (Crypto-Erase)**.
4. The tool checks the phone first. If a Google account, Samsung account or screen lock is still on, it shows **Remove These First**. Remove them and try again.
5. A progress bar and timer show the wipe. The phone reboots clean.

┌This cannot be undone. Make sure you have the right phone.

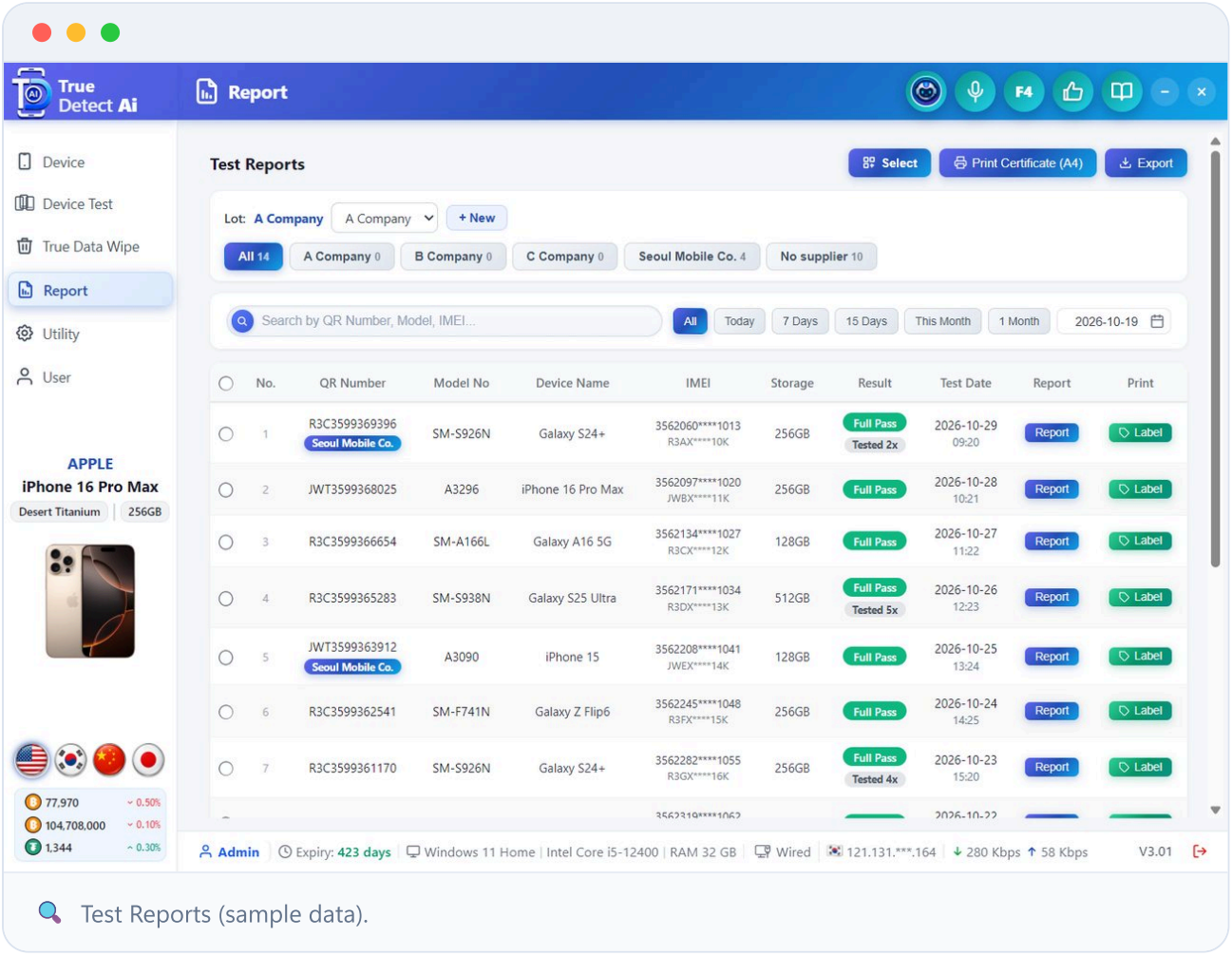
Wipe History

Every wipe is listed with QR No, model, IMEI, method, result and date. Click **PDF** to open the certificate. Filter by date or search by IMEI / model / result.

CHAPTER 13

Report & certificates

Every test is saved. Find any phone again, print its certificate or label, and export a list for the buyer.



Test Reports (sample data).

1. **Search** by QR number, model or IMEI, or use the date buttons (All, Today, 7 Days, 15 Days, This Month, 1 Month, date).
2. **Lot**: choose a supplier company (or **+ New**). New reports are tagged with that company, so one batch stays together. Click a company chip to see only its reports.
3. Each row shows the IMEI with the serial below it. A phone tested again keeps **one row** with the newest result, and a grey **Tested 2x** (3x...) tag shows under the result.
4. **Report** opens the test certificate. **Label** prints the label again.
5. **Print Certificate (A4)**: click **Select**, tick the reports, then click it - one A4 certificate is printed for each ticked phone.

6 **Export** makes an Excel file: **Report only**, or **Company list** (drop your own .xlsx / .xls / .csv list to match).

7 **Select** lets you tick reports, then **Report** or **Company** (move them to another company).

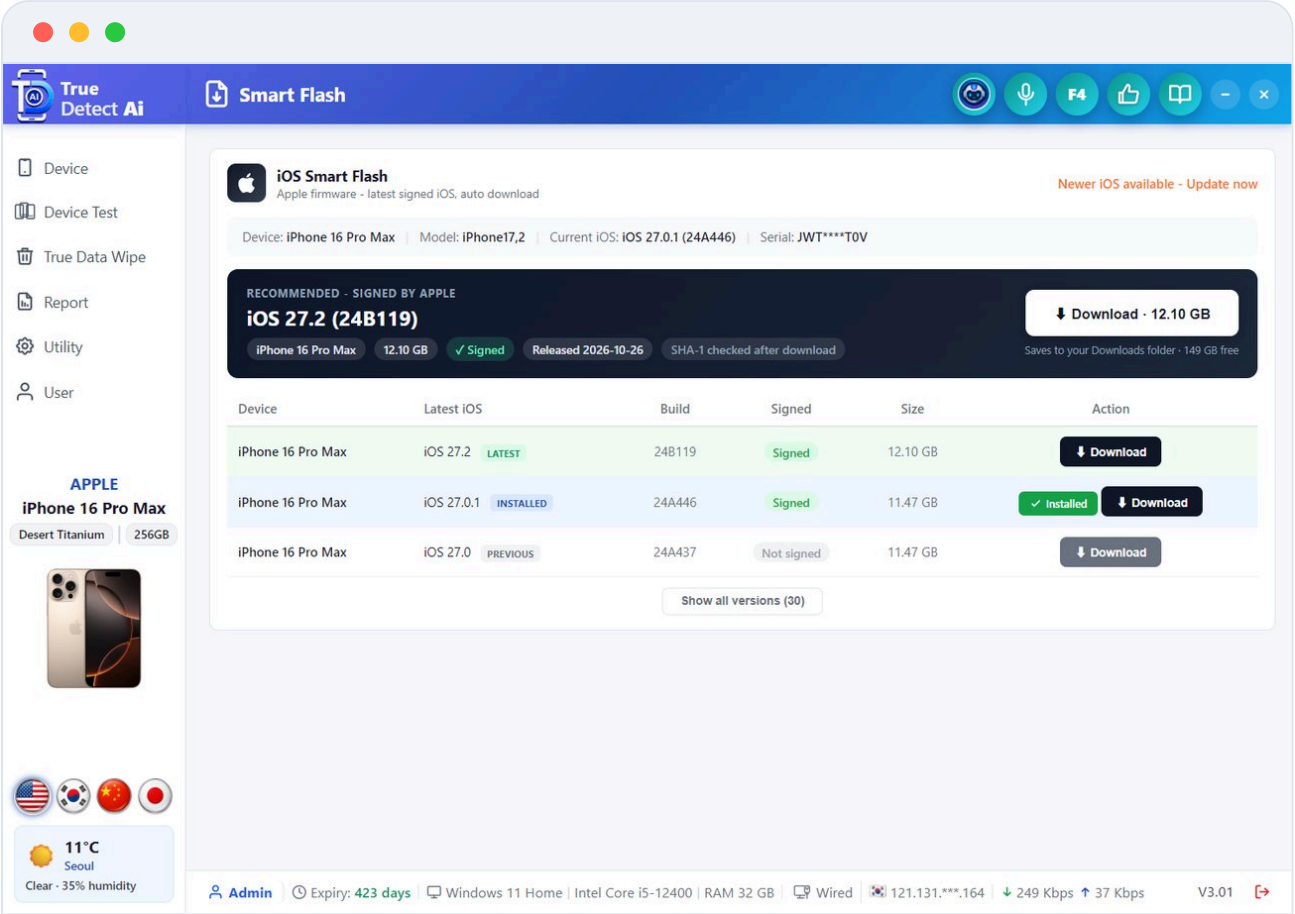
┌The certificate is what the buyer checks before paying. Send it with the batch.

CHAPTER 14

Smart Flash (firmware)

Open it from Utility ▸ Smart Flash. The page changes for iPhone or Android.

iPhone



iOS Smart Flash.

1. The top row shows the device, model, current iOS and serial.
2. The **Recommended** card is the newest iOS that Apple still signs. Click **Download**. The file goes to your Downloads folder and is checked after download.
3. The table lists other versions: **Signed** can be installed, **Not signed** cannot. **Show all versions** shows older ones.
4. After download click **Install on this iPhone** and choose **Update - keep all data** or **Erase - full restore**.

Android (Samsung)

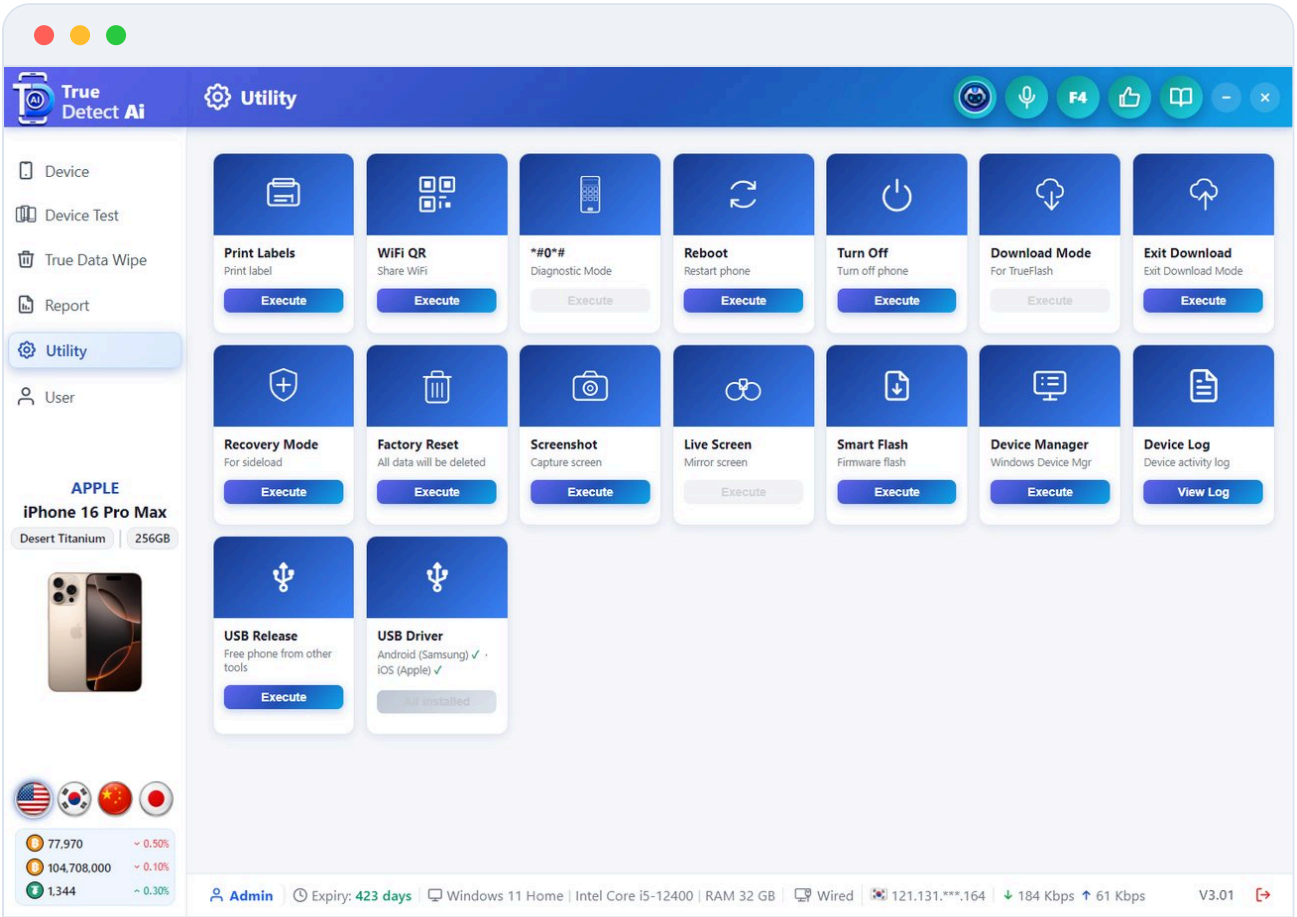
- **Smart Firmware Check** runs when the page opens: model, CSC, security patch, version and build date, with a download button for the matching firmware.
- **Smart Auto Flash**: select a Samsung firmware ZIP; the steps SCAN → EXTRACT → DL MODE → FLASH → DONE run in order. Buttons **Reset**, **Exit DL**, **Cancel**. The Flash Log shows each step.

┌Flashing deletes all data. The wrong firmware can damage the phone - check the model and CSC first.

CHAPTER 15

Utility

Quick tools for the connected phone. Each card has an **Execute** button. Cards that do not fit the phone (for example Android-only tools with an iPhone) are greyed out.

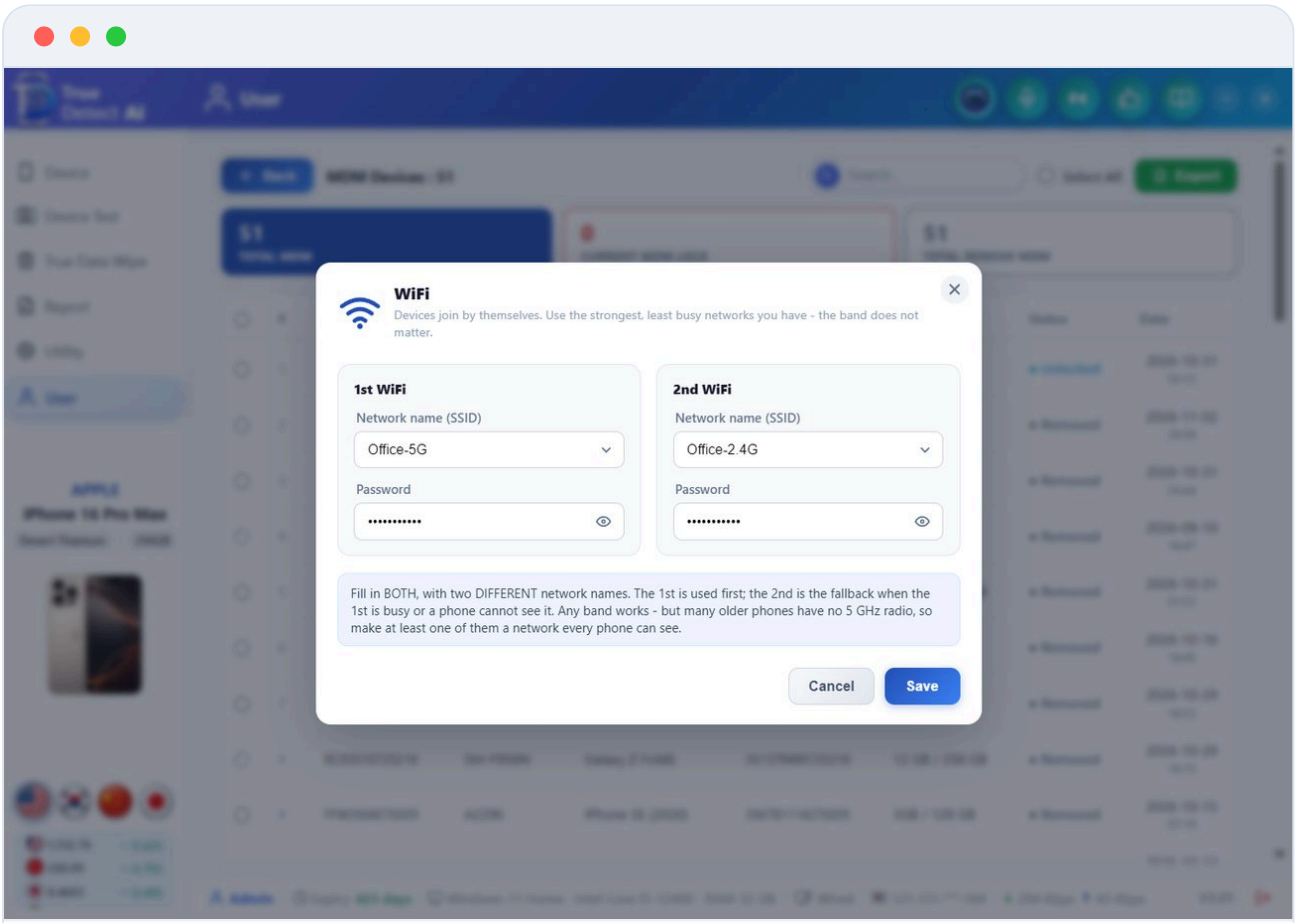


Utility.

CARD	WHAT IT DOES
Print Labels	Open label settings.
WiFi QR	Show the Wi-Fi QR.
***#0*#**	Open the Samsung diagnostic mode.
Reboot / Turn Off	Restart or power off the phone.
Download Mode / Exit Download	Put a Samsung phone in Download Mode for flashing, or bring it back.

Recovery Mode	Restart into recovery.
Factory Reset	Erase the phone (all data deleted).
Screenshot / Live Screen	Save the phone's screen, or show it live.
Smart Flash	Open Smart Flash.
Device Manager	Open Windows Device Manager.
Device Log	**View Log**: connect, load time, functions and errors of this PC.
USB Release	Free the phone from other phone programs.
USB Driver	Check the Samsung and Apple drivers and install a missing one.

WiFi Set



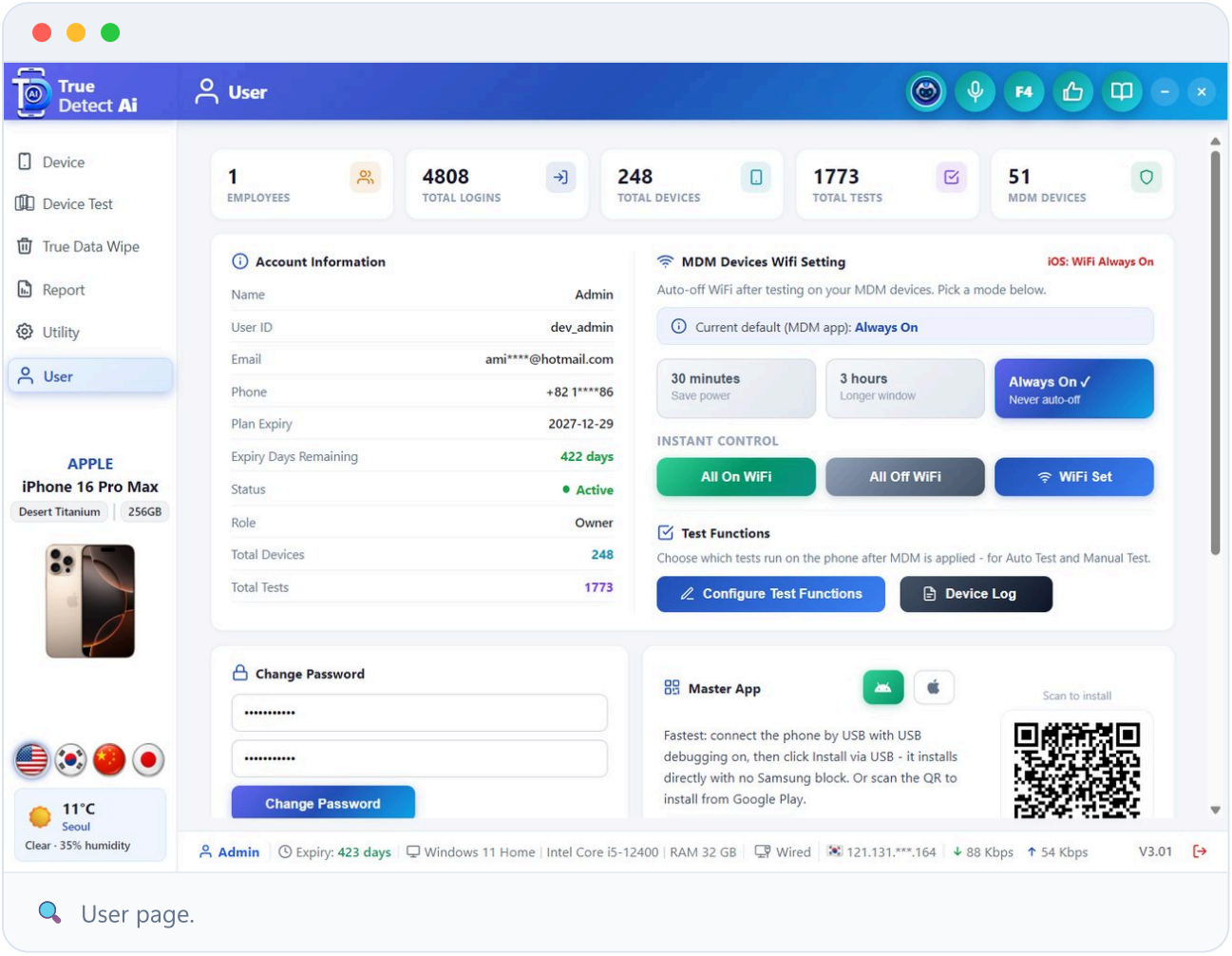
WiFi Set.

Pick or type the **1st WiFi** and **2nd WiFi** names and passwords, then click **Save**. All phones you test after that use this Wi-Fi.

CHAPTER 16

User page

Your account, your employees and your settings. Click the user name in the left menu.



User page.

Top cards

Employees, **Total Logins**, **Total Devices**, **Total Tests**, **MDM Devices**. Click a card to open its list.

Account Information

Name, user ID, email, phone, plan expiry, days left, status, role (Owner / Administrator / Employee) and totals.

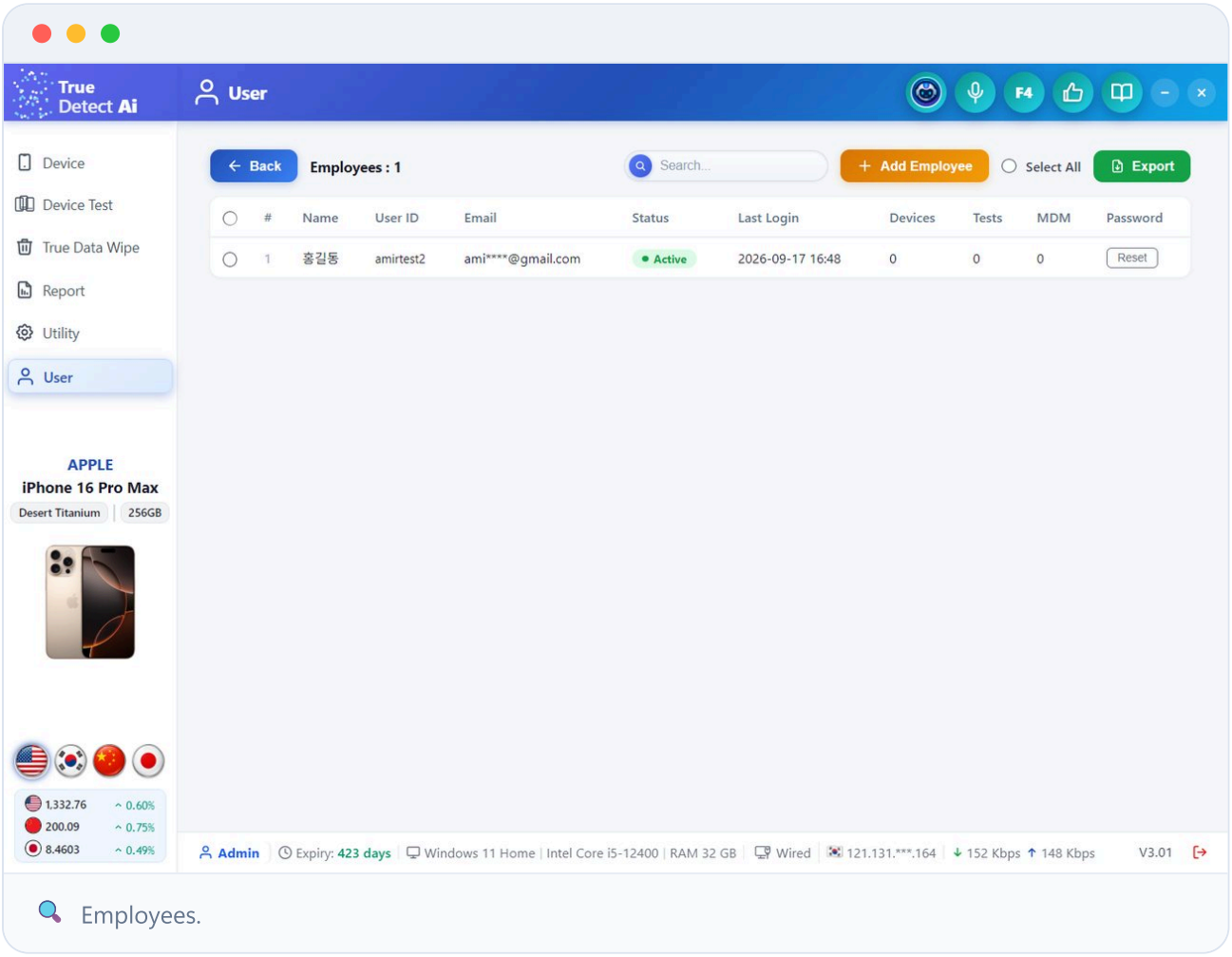
MDM Devices Wifi Setting

How long Wi-Fi stays on in your protected phones after testing: **30 minutes**, **3 hours** or **Always On**. **All On WiFi** / **All Off WiFi** send the command to all of them now. **WiFi Set** changes the network.

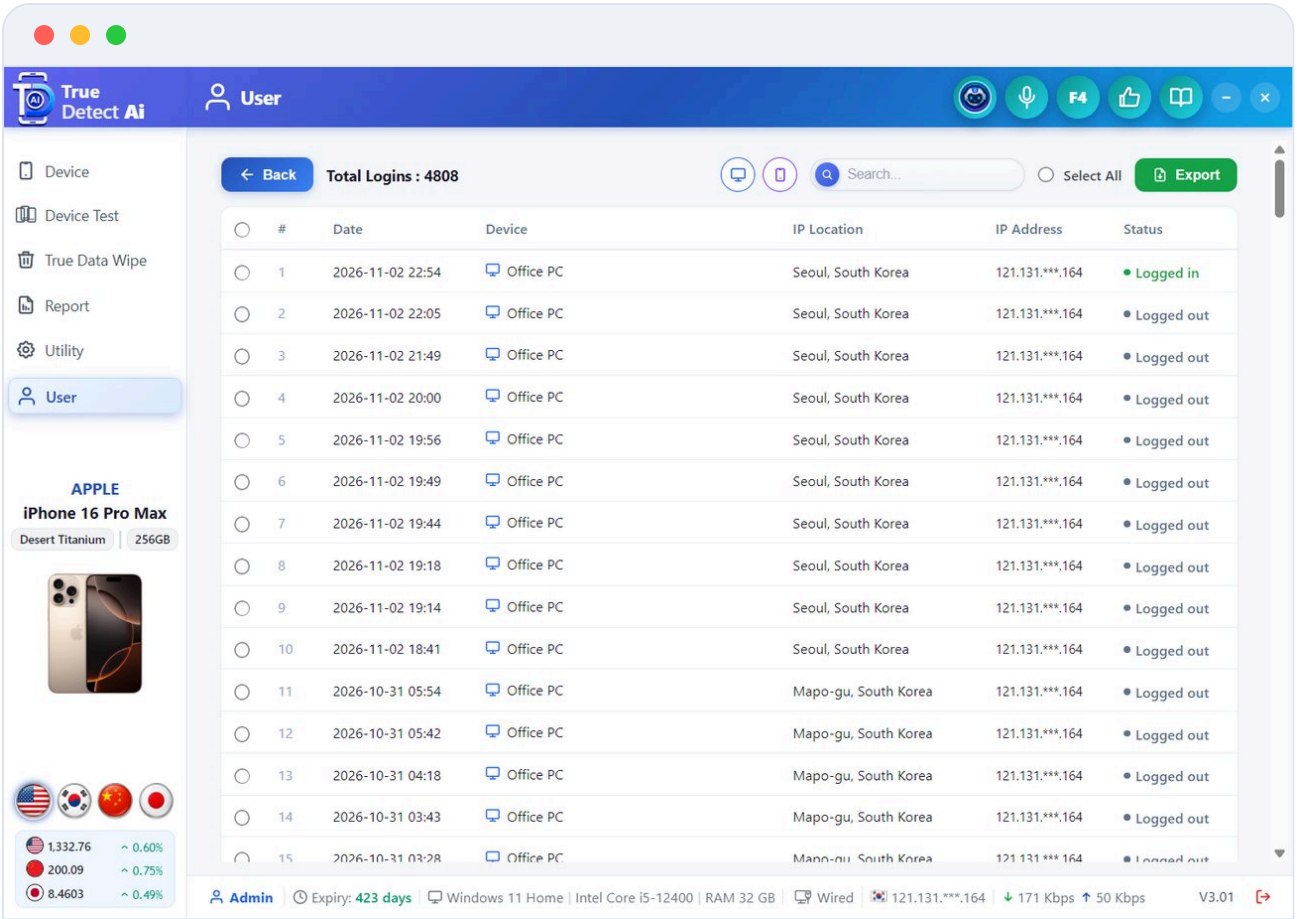
Other boxes

- **Change Password**: new password twice, then the SMS code.
- **Reset User Code**: a new 6-digit unlock code for all your phones. Each phone picks it up within about a minute.
- **Master App**: install the Master app on your own phone - by USB, or scan the QR.

Lists

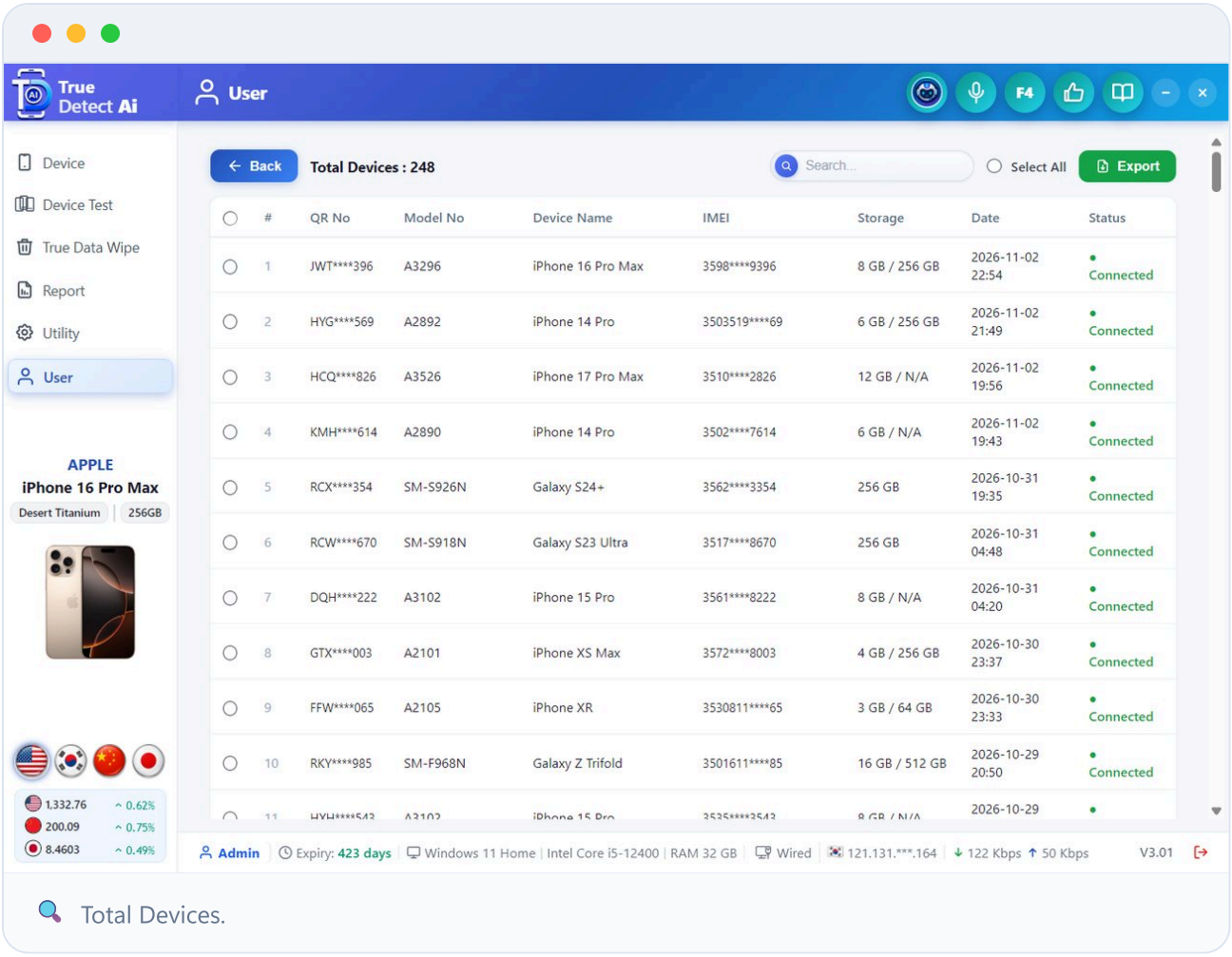


Employees: **Add Employee** (name, user, email, mobile, password ▸ Create), **Reset Password**, **Delete Employee**.

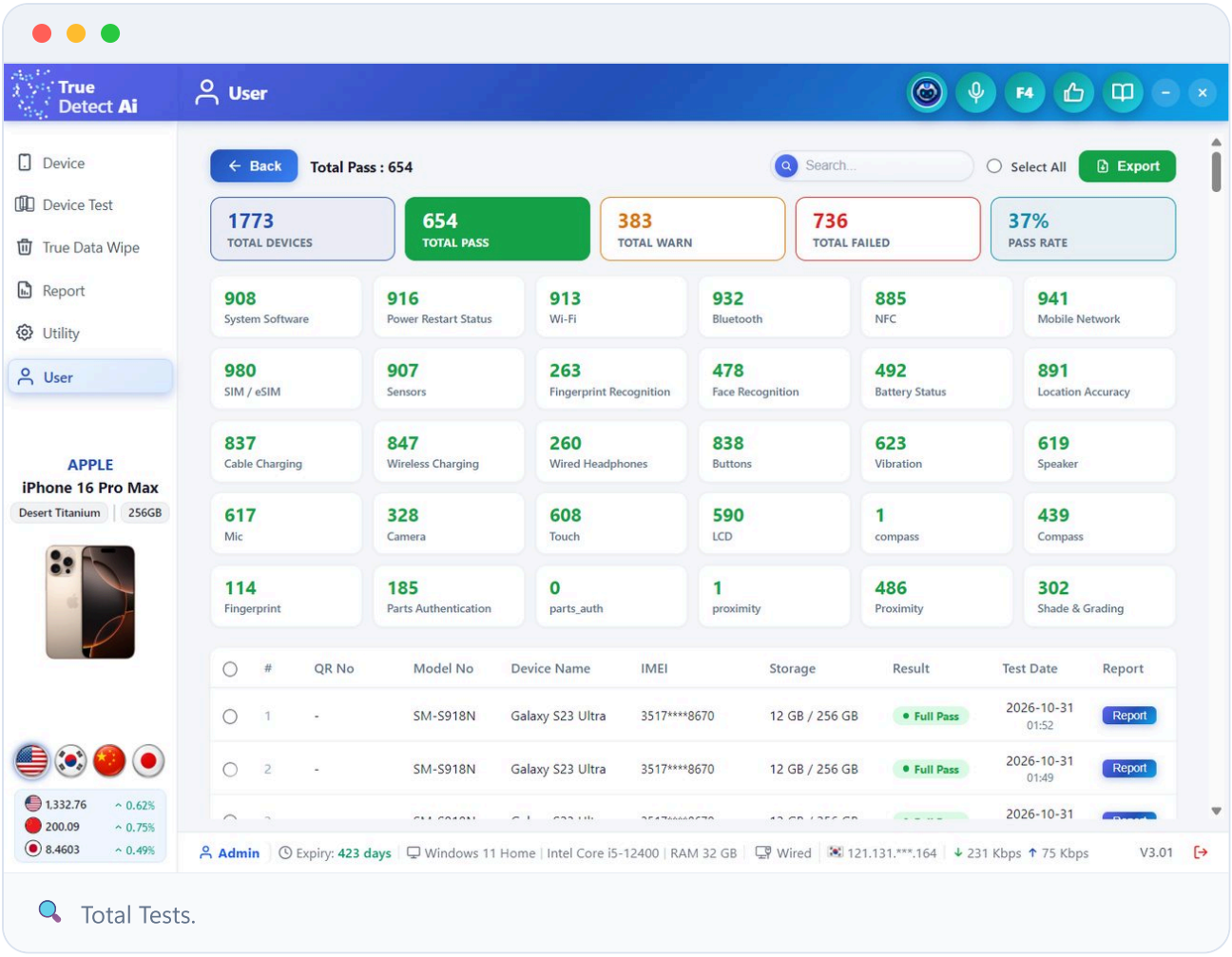


Total Logins (names and IPs hidden in this guide).

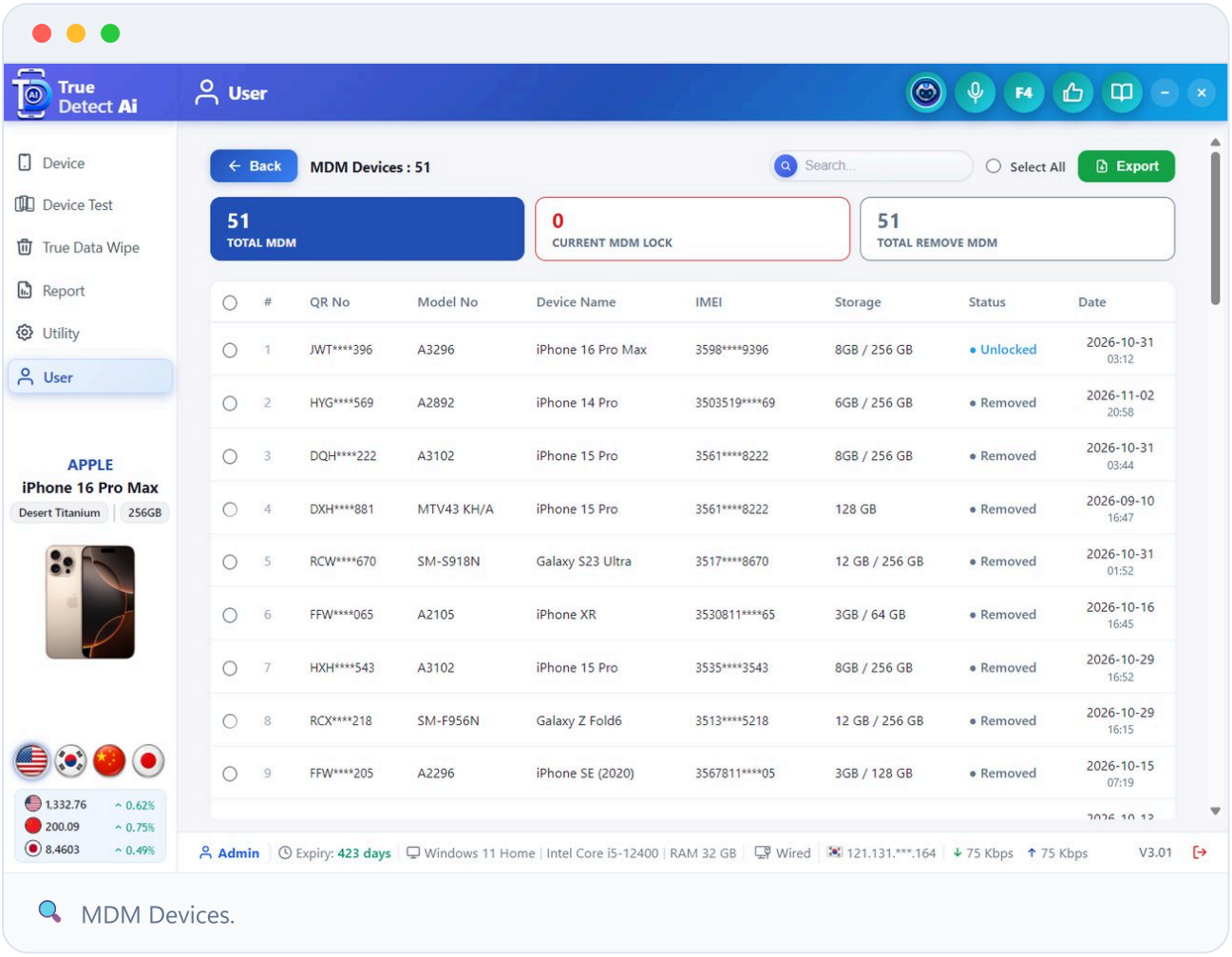
Total Logins: date, device, IP location, IP address and status of every sign-in.



Total Devices.

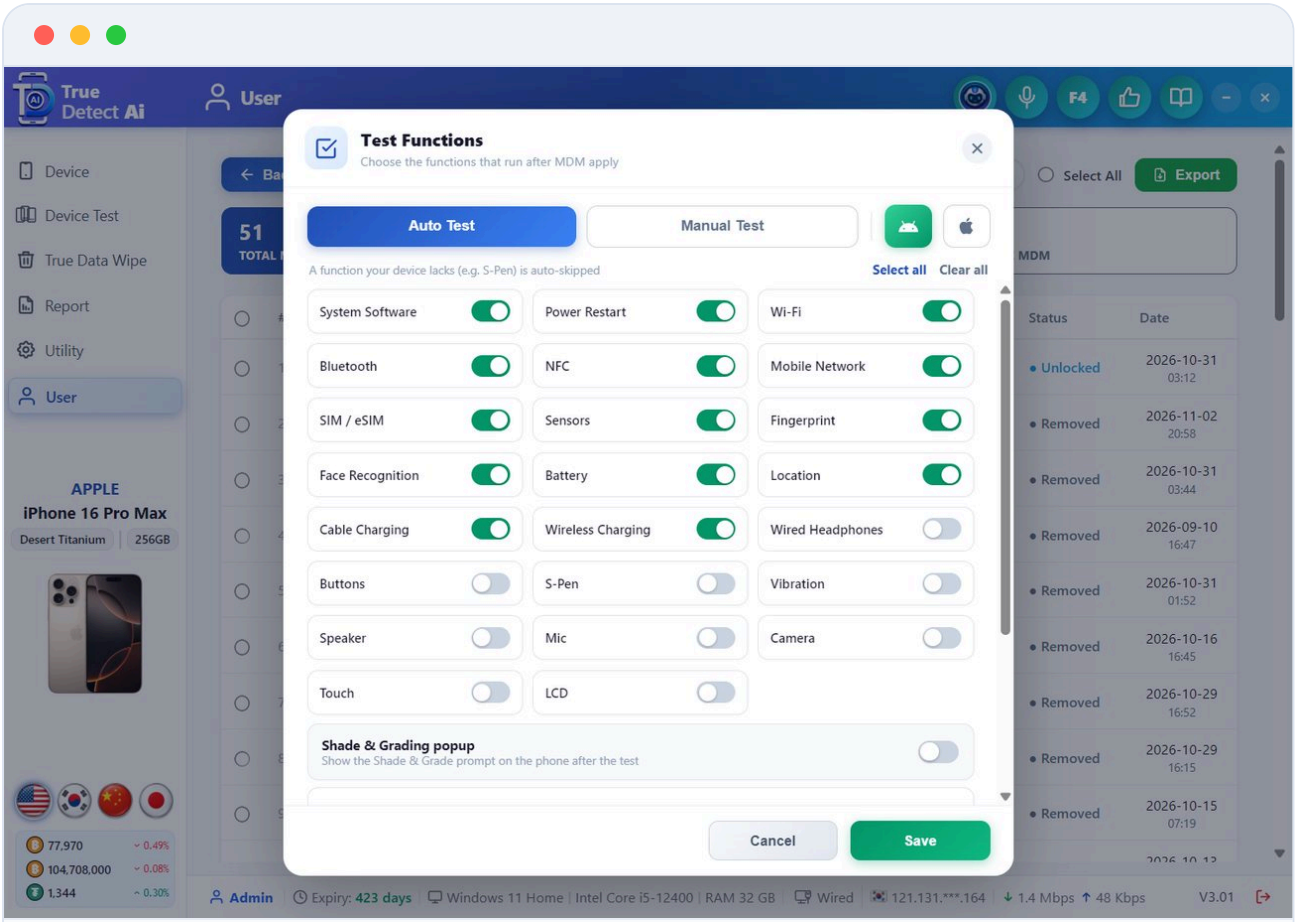

True Detect Ai
User
F4
Device
Device Test
True Data Wipe
Report
Utility
User
Back
Total Pass : 654
Search...
Select All
Export
1773
TOTAL DEVICES
654
TOTAL PASS
383
TOTAL WARN
736
TOTAL FAILED
37%
PASS RATE
908 System Software
916 Power Restart Status
913 Wi-Fi
932 Bluetooth
885 NFC
941 Mobile Network
980 SIM / eSIM
907 Sensors
263 Fingerprint Recognition
478 Face Recognition
492 Battery Status
891 Location Accuracy
837 Cable Charging
847 Wireless Charging
260 Wired Headphones
838 Buttons
623 Vibration
619 Speaker
617 Mic
328 Camera
608 Touch
590 LCD
1 compass
439 Compass
114 Fingerprint
185 Parts Authentication
0 parts_auth
1 proximity
486 Proximity
302 Shade & Grading
APPLE
iPhone 16 Pro Max
Desert Titanium
256GB
QR No Model No Device Name IMEI Storage Result Test Date Report
1 - SM-S918N Galaxy S23 Ultra 3517****8670 12 GB / 256 GB Full Pass 2026-10-31 01:52 Report
2 - SM-S918N Galaxy S23 Ultra 3517****8670 12 GB / 256 GB Full Pass 2026-10-31 01:49 Report
1.332.76 0.62%
200.09 0.75%
8.4603 0.49%
Admin
Expiry: 423 days
Windows 11 Home
Intel Core i5-12400
RAM 32 GB
Wired
121.131.***.164
231 Kbps
75 Kbps
V3.01

Total Tests.



Every list has **Back**, a search box, **Select All** and **Export** (Excel).

Test Functions

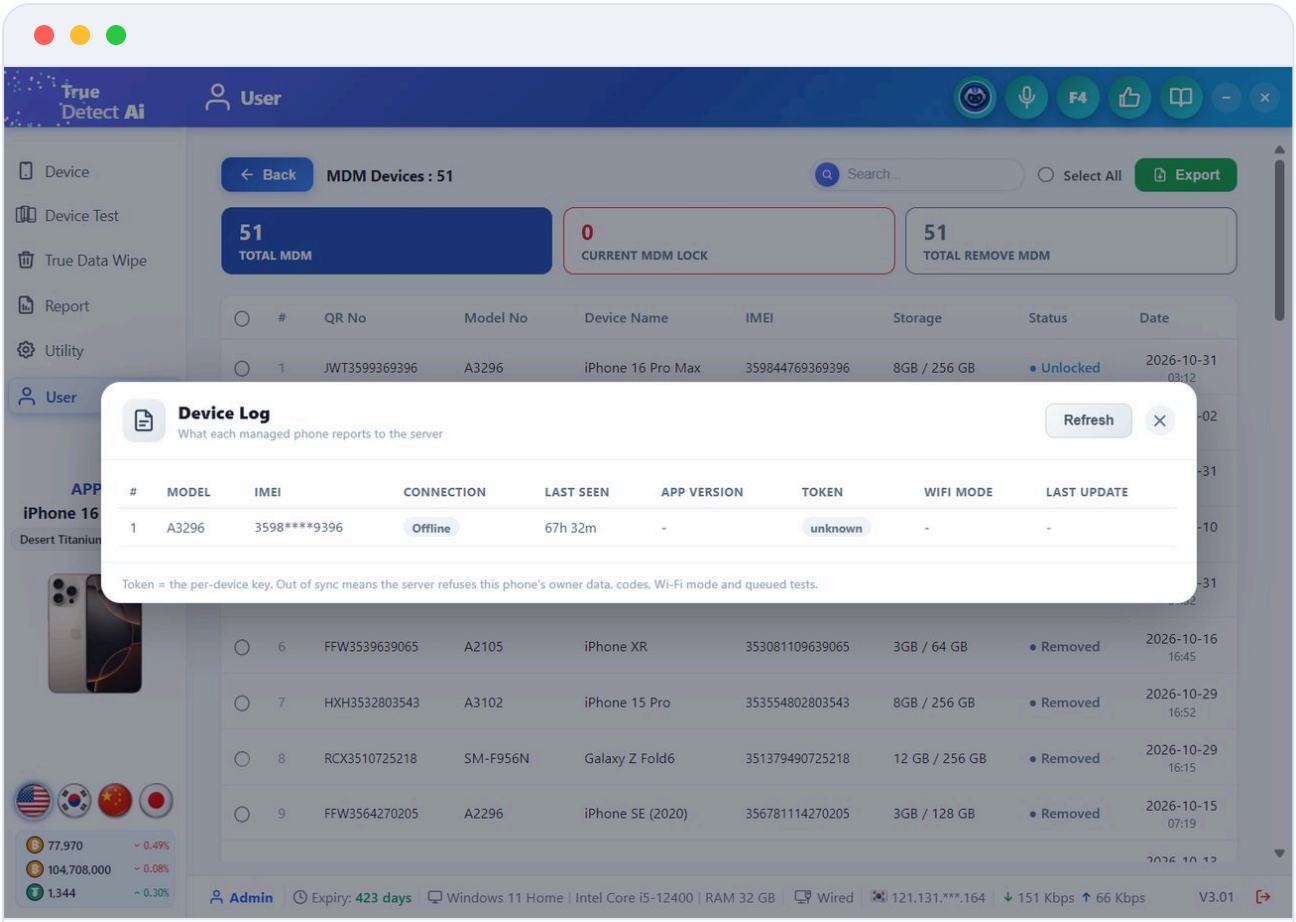


Test Functions.

1. Click **Configure Test Functions**.
2. Choose **Auto Test** or **Manual Test**, and Android or iPhone (icons on the right).
3. Turn each test on or off. **Select all** / **Clear all** change all of them.
4. **Shade & Grading popup**: ask for the LCD shade and the device grade on the phone after the test.
5. Click **Save**.

A test the phone does not have (for example S-Pen) is skipped by itself.

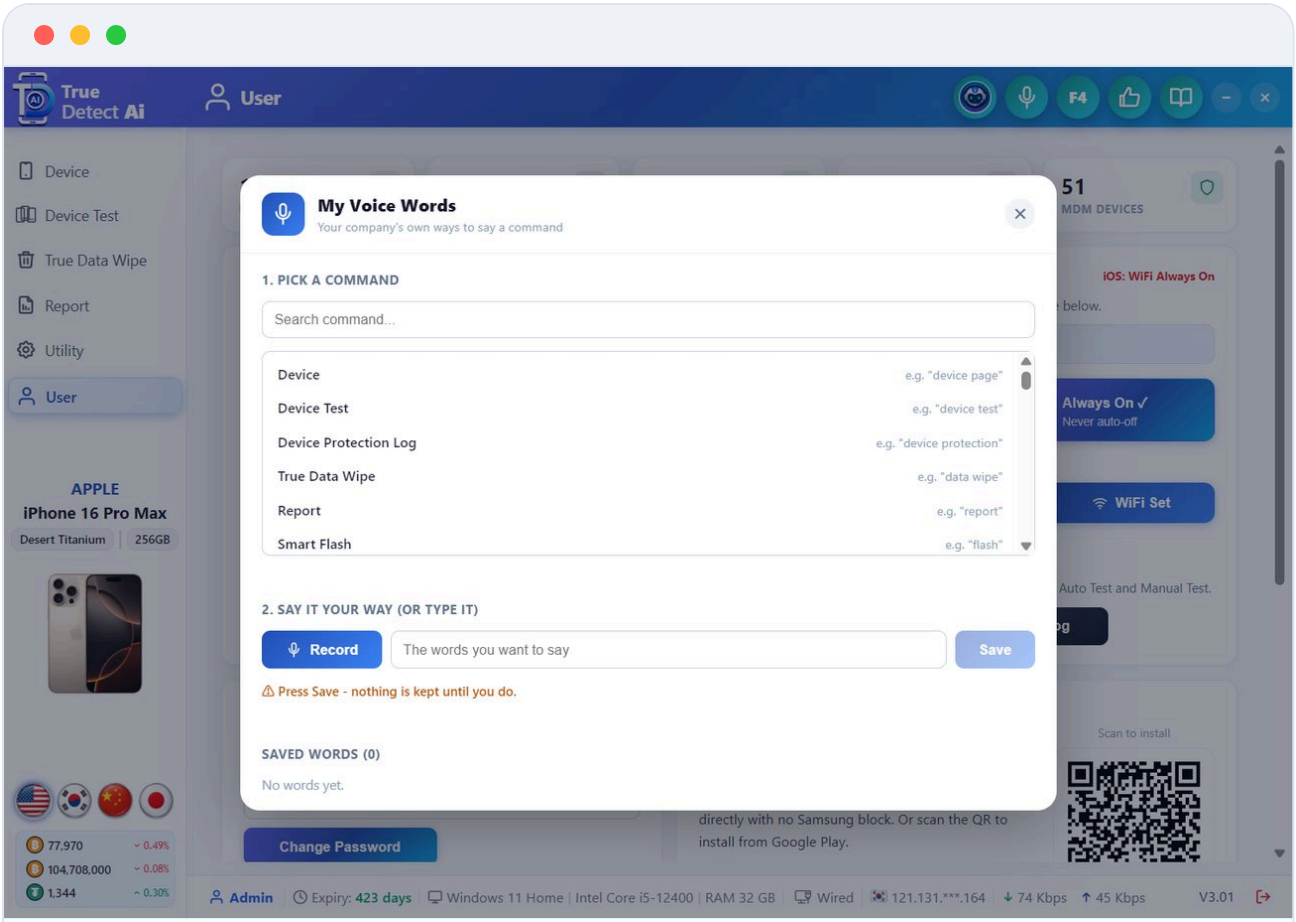
Device Log



Device Log - what each protected phone reports.

Model, IMEI, connection, last seen, app version, token state and Wi-Fi mode of every protected phone. Click **Refresh** to update.

My Voice Words



My Voice Words.

1. Pick a command from the list (search helps).
2. Say it your way with **Record**, or type it (2-60 characters).
3. Click **Save**. Your words appear under **Saved words**; **Delete** removes one.

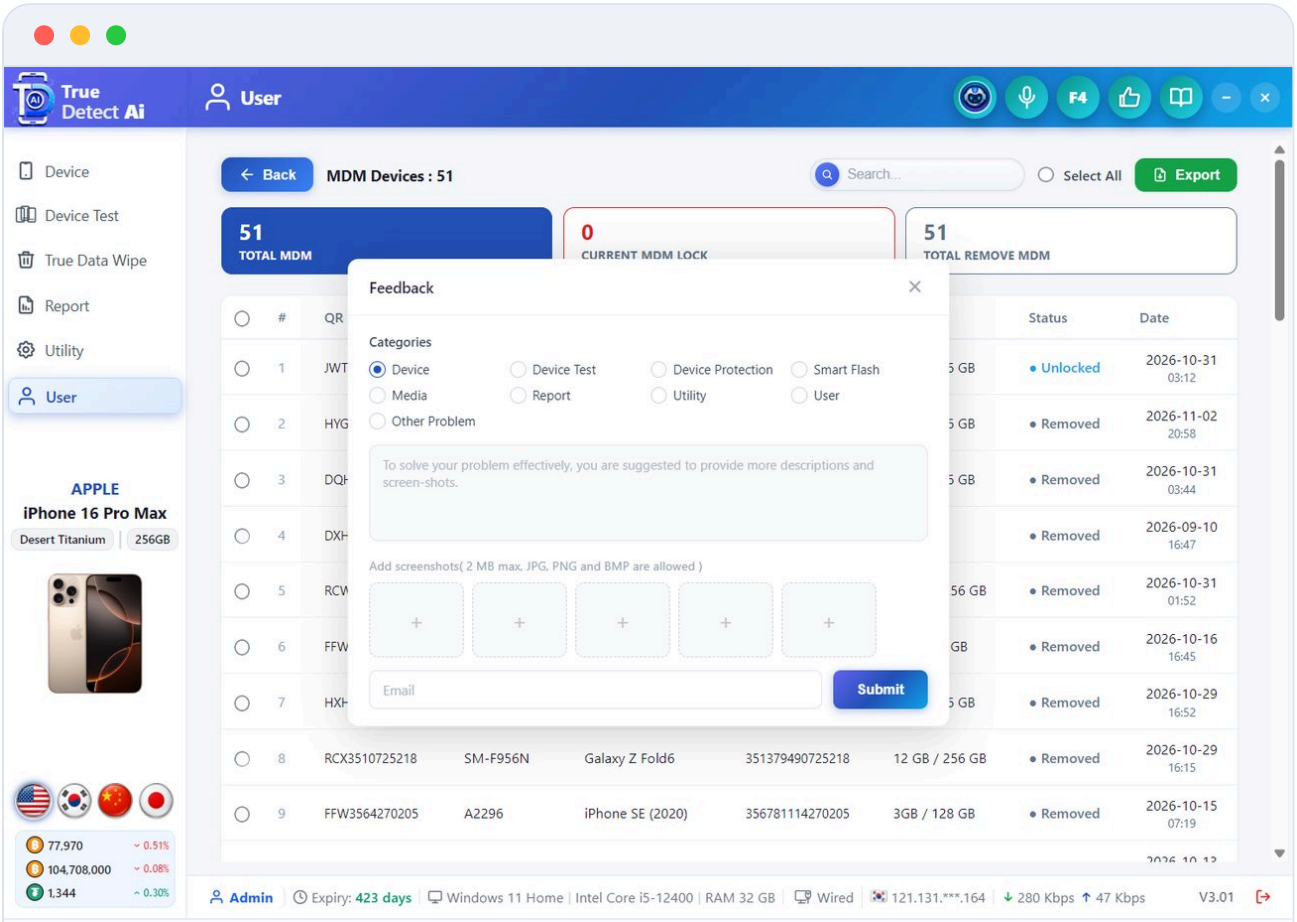
CHAPTER 17

Help, feedback & FAQ

AI Assistant

Click the robot button in the header. Ask in English, Korean, Chinese or Japanese - for example "how do I remove MDM?".

Feedback



Feedback.

1. Click 👍 in the header.
2. Choose the page the problem is on, write what happened, and add up to 5 screenshots (JPG / PNG / BMP, 2 MB each).
3. Click **Submit**. Add your email so our team can reply.

FAQ

QUESTION	ANSWER
The phone is not found.	Use the original cable, a different port and no hub. Android: USB debugging on, Auto Blocker off. iPhone: tap Trust. Then click **Fix Drivers** or Utility ▸ USB Driver.
The page shows old or empty data.	Press `F5`. The phone is read again; nothing is changed on it.
A value shows N/A.	The phone does not report it. The tool never shows a guessed value.
iPhone shows "Erase needed".	MDM can only be applied to an erased iPhone. Erase it, then test again.
A phone does not report back over Wi-Fi.	Check the Wi-Fi name and password in WiFi Set, and that the phone is near that network.
I want to test a phone again.	Tick it and click **Result Remove**, then **Test**.
Can I use the tool on two PCs?	Each person signs in with their own employee account. One account is open on one PC at a time.
How do I update the tool?	Updates install by themselves. Click the version in the status bar to see what changed.

Support: KakaoTalk link on the connection screen, or the Feedback button.