

# iPhone 5 Issue Classification v.1.1 2013-9-27

Accessories

Apps

Bluetooth/Wi-Fi

Buttons and Switches

Camera/Flash

Cellular/Phone

Customer Sensory Issues

Display

Features/Settings

Physical Damage

Power

Safety

Sensors

Sound

Sync w/ iTunes (not iCloud)

System-Wide Issues

No Sound - Headset Jack  
No Sound - Mic  
No Sound - Receiver  
No Sound - Speaker  
Sound Quality - Headset Jack  
Sound Quality - Mic  
Sound Quality - Receiver  
Sound Quality - Speaker

Apps  
Audio/Video content  
Bookmarks  
Books  
Calendars  
Contacts  
Data Backup/Migration (not iCloud)  
Device not seen in iTunes  
Notes  
Photos (not Photostream)  
Reminders  
Ringtones/Tones

Bluetooth  
Wi-Fi

Home button  
Ringer/Side Switch  
Sleep/Wake button  
Volume buttons

Camera (Hardware)  
Camera - App Only  
LED Flash

Buzzing/humming/crackling noise: Unit  
Rattling noise when shaken/tapped: Unit  
Temperature perception: AC Adapter  
Temperature perception: Unit

Battery Life  
Charging  
Unexpected power off  
Will not power on

Fire  
Leakage  
Sharp Edges  
Smoke  
Spark / Shock  
Unusual Heat  
Unusual Smell

Accelerometer/Gyroscope  
Ambient Light Sensor (ALS)  
Proximity Sensor

3rd-Party Accessory  
AC Adapter  
Apple Component AV Cable  
Apple Composite AV Cable

Apple Headset/Headphones  
Apple Wireless Keyboard  
Apple iPhone Dock  
Lightning Digital AV Adapter

Lightning VGA Adapter  
Lightning to 30-pin Adapter  
Lightning to USB cable  
USB Adapter Takeback

App Store  
Apple App (user installed)  
Calculator  
Calendar  
Clock  
Compass  
Contacts  
FaceTime  
Game Center

Mail  
Maps  
Messages  
Music  
Newsstand  
Nike + iPod  
Notes  
Passbook  
Photos

Reminders  
Safari  
Stocks  
Third-party App (user installed)  
Videos  
Voice memos  
Weather  
iBooks  
iTunes Store

Activation  
Billing and Account  
Call Forwarding/Caller ID  
Calls - Audio quality during a call only  
Calls - Dropped Call/Call Failed  
Calls - Making calls  
Calls - Receiving calls  
Cellular Data (2G/3G/4G/LTE)  
International/Roaming

Invalid SIM  
No SIM  
No Service/Search  
Personal Hotspot  
Ringer (vibration)  
Signal Strength (Poor)  
Unlocking  
Voicemail

Accessibility  
AirDrop  
AirPlay  
AirPrint  
Airplane mode  
Date and Time  
Home Screen/Lock Screen  
International/Region Format  
Keyboard  
Notifications/Do Not Disturb  
Passcode Lock/Auto-Lock  
Privacy/Location Services  
Restrictions  
Siri/Voice Control  
Social Networking Issues  
Spotlight Search  
System Sounds  
iOS SW Update / Restore  
iOS Setup Assistant

Blank black screen  
Blank white screen  
Brightness/Backlight Issues  
Display Loose  
Display Produces Clicking Noise  
Flickering/Flashing  
Image Quality  
Lines/Block/Bands  
Multi-touch  
Pixels/Foreign Material

Accessory not made for device  
Capacity/Low disk space  
Connect to iTunes graphic  
Device running slowly  
Frozen - Apple Logo  
Frozen - Unresponsive  
Temperature Alert  
Unexpectedly Restarting