

Before you start, ask if the phone is available.

Ask the customer if they have their device with them for troubleshooting.

If...	Then you should...
The phone is not available:	<p>Discuss these troubleshooting options:</p> <ul style="list-style-type: none">Customer can call back on another phone with the phone available.Complete system steps only.Refer customer to a convenient Repair center.Refer customer to Sprint.com. <p><i>Note: Tutorials on Sprint.com can help with troubleshooting. On Sprint.com go to Support > Devices > select the device > Tutorials.</i></p> <ul style="list-style-type: none">CL only: Schedule Callbacks using Call Back Tool.

Help customer remove the phone's memory card and test.

Describe the steps for [removing the phone's memory card](#), then test to see if the issue persists.

If...	Then you should...
Removing memory card does not resolve issue:	Re-insert the memory card and continue to the next step.
Removing memory card resolves issue:	Data on the memory card may be corrupt, refer customer to a convenient Repair center for assistance backing up and formatting the memory card.

Help customer perform a soft reset and then test.





***Note:** Skip this step if the device was soft reset earlier in this guide. A soft reset restarts the phone and does not erase any of the content or data.*

Help the customer perform a soft reset, then test to see if the issue persists.

- [Remove the battery](#).
- After 10 seconds, reinsert the battery.
- Attempt to turn on the phone.

Tell customer to go to Sprint Zone to see how much storage is available.

Direct the customer to the [Sprint Zone](#) application.

- From within Sprint Zone, Tap My Device.

- Tap Dashboard

- Tap Storage.

- Refer to the Storage Overview section to determine if the phone has low memory.


If...	Then you should...
The App Storage is low, but the SD card has space:	<p><i>Note: If the SD card has been removed, replace it before proceeding. The customer can do one or multiple of these steps to free up space.</i></p> <p>Help customer transfer some larger apps to the SD card.</p> <ol style="list-style-type: none">From the home screen, tap the Menu key.Tap System settings.Tap Apps.Tap the application to be moved.Tap Move to SD card. <p><i>Note: Some applications must reside in the application storage and cannot be moved.</i></p> <ol style="list-style-type: none">Repeat steps to move additional applications to the SD card.
The App Storage and the SD card are low:	<p>Help customer uninstall applications that go unused.</p> <p>Help customer move content to a computer via USB.</p>
Unable to check storage:	Go to next step.

Identify any device known issues for the Samsung Galaxy S III rebooting or restarting.

Check for [device known issues](#).

***Note:** More information on device known issues can be found on the **CST Search** tab, in the **Known Issues - Device** section.*

Check for software updates on the phone.

Check to see if any [software updates](#) are available for the phone.

If...	Then you should...
Software version is current or update unsuccessful:	Refer customer to a convenient Sprint Company-owned Store .
Unable to check for software updates:	Refer customer to a convenient Sprint Company-owned Store .
Software update successful, but issue still remains:	Refer customer to a convenient Sprint Company-owned Store .