



Liquid damaged phones

So you've dropped your phone in the loo/bath/puddle/beer (Delete as applicable)

All may not be lost: here's a few steps that may save your bacon.

You will need: kitchen roll, uncooked rice, airtight bag or container, silica gel pack (if available), vacuum cleaner (if available),

1. Take the phone out of the liquid as soon as possible. Mobile phones are fairly watertight, but water can enter the phone in a short period of time, under 15 seconds or less.

Don't switch the phone on: this can cause it to short circuit!

2. Turn the phone off if it is already switched on.
3. In the words of the Hitch Hikers Guide To The Galaxy, **don't panic**
4. Remove the battery, if the phone allows this. **iPhones, we're looking at you!**
5. Remove the SIM card, dry with kitchen roll and use a pencil eraser to clean the metal contacts
6. Remove anything else you can: memory card, stylus, etc.
7. Dry the phone with a cloth/towel: don't move it too much, don't shake it. Use kitchen roll if available.
8. Vacuum out any additional moisture
9. **Here's the clever bit.** If you have any "Silica Gel: DO NOT EAT" packs that come with certain goods, place the phone in an airtight bag or container with the pack and leave overnight
10. Otherwise, place the phone overnight in an airtight bag filled with uncooked rice or immerse in a bowl of uncooked rice overnight
11. In the morning, place on kitchen roll and check for any more moisture
12. If it's been 24 hours since the incident, test your phone. Hopefully, it's working now
13. If this fails, contact us on info@carphonecompany.com. **We have further steps that can be tried to revive it that are relatively inexpensive.**
14. If your phone came back to life, connect it to your computer and backup all the data you can using the software that came with it or available from the manufacturer's website.

In the future, whether the steps above were successful or not:

**Make sure you run regular backups
of the phone to make sure
you can protect your data.**

- It is best to sync with a piece of software that allows comma separated values (CSV) export of data, especially for contacts: most popular email software allows this. CSV works with pretty much every piece of software that deals with email or personal organisation
- **Backup whenever you get a chance:** iPhones are great at doing this every time you dock them to a computer.
- **Weekly/monthly, export all your contacts to a CSV file and store the file somewhere safe. Backup this file.**
- **Sync calendar, notes, tasks and to-do's to your computer. Back these up by exporting as a file. Backup this file as well**
- **Download photos, videos and other media to the computer and back these up too.**

This process virtually guarantees that data can be transferred to almost any other phone, either when upgrading or replacing a damaged unit.

If you want some help backing up, we can do this for you, onsite or remotely. Contact us for details: info@carphonecompany.com

Please note: Car Phone Company Limited is not responsible for the success or otherwise of using the techniques in this guide. This is for use at your own risk and please take all sensible precautions when following the steps above.