

Common Problems and Solutions for Mobile OS Security

Identify the Problem	Probable Causes	Possible Solutions
A mobile device has a weak signal or the signal has been dropped.	There are not enough cell towers in the area.	Move to a more populated area that will have more cell towers.
A mobile device has a weak signal or the signal has been dropped.	The area is between coverage areas of the carrier.	Move to an area within the range of your carrier.
A mobile device has a weak signal or the signal has been dropped.	The building that you are in is blocking the signal.	Relocate to a different area in the building or outside.
A mobile device has a weak signal or the signal has been dropped.	Your grip on the mobile device is blocking the signal.	Change your grip on the device.
The power of a mobile device is draining more quickly than normal.	The device is roaming between cell towers or areas of coverage.	Move to an area within the range of your carrier.
The power of a mobile device is draining more quickly than normal.	The display is set to a high level of brightness.	Set the display to a lower brightness level.
The power of a mobile device is draining more quickly than normal.	An app is using too many resources.	Close any unnecessary apps.
The power of a mobile device is draining more quickly than normal.	Too many radios are in use.	Turn off any unnecessary radios.
The power of a mobile device is draining more quickly than normal.	Too many radios are in use.	Reboot the device.
A mobile device has slow data speeds.	The connected cell is too far away for high speed data.	Move closer to a cell tower.
A mobile device has slow data speeds.	The mobile device is roaming.	Move to an area within the range of your carrier.
A mobile device has slow data speeds.	Data transmission has gone over the usage limit for a device.	Raise the data limit of the device.
A mobile device has slow data speeds.	The device is experiencing high resource utilization.	Turn off data usage for the device.
A mobile device has slow data speeds.	The device is experiencing high resource utilization.	Close any unnecessary apps.
A mobile device has slow data speeds.	The device is experiencing high resource utilization.	Restart the device.
A mobile device connects to a WiFi network unintentionally.	The device is set to automatically connect to unknown WiFi networks.	Set the device so that it will only connect to known WiFi networks.

Identify the Problem	Probable Causes	Possible Solutions
A mobile device pairs to a Bluetooth device unintentionally.	The device is set to automatically pair with unknown devices.	Set the device to turn off Bluetooth pairing by default.
A mobile device pairs to a Bluetooth device unintentionally.	The device is set to automatically pair with unknown devices.	Turn off Bluetooth.
A mobile device has leaked personal files and data.	The device has been lost or stolen.	Remote lock or wipe the device.
A mobile device has leaked personal files and data.	The device has been compromised by malware.	Scan for and remove malware from the device.
A mobile device account has been accessed by unauthorized personnel.	Credentials are being stored by default.	Set the device to not store credentials by default.
A mobile device account has been accessed by unauthorized personnel.	No VPN is being used.	Use a VPN connection.
A mobile device account has been accessed by unauthorized personnel.	No passcode is set on the device.	Set a passcode on the device.
A mobile device account has been accessed by unauthorized personnel.	The passcode on the device has been discovered.	Change the passcode to a stronger passcode.
A mobile device account has been accessed by unauthorized personnel.	The device has been compromised by malware.	Scan for and remove malware from the device.
A mobile device account has been accessed by unauthorized personnel.	The provider database that stores the account credentials has been compromised.	The provider needs to tighten security measures.
An app has achieved unauthorized access to root.	The device has been compromised by malware.	Scan for and remove malware from the device.
A mobile device is being tracked without permission.	The GPS is on, but not in use by any apps.	Turn off the GPS when not in use.
A mobile device is being tracked without permission.	An app allows connection to the GPS.	Shut down or remove any unwanted apps that allow connection to the GPS.
A mobile device is being tracked without permission.	The device has been compromised by malware.	Scan for and remove malware from the device.
A mobile device camera or microphone is being accessed without permission.	An app allows connection to the camera or microphone.	Shut down or remove any unwanted apps that allow connection to the camera or microphone.

Identify the Problem	Probable Causes	Possible Solutions
A mobile device camera or microphone is being accessed without permission.	The device has been compromised by malware.	Scan for and remove malware from the device.