

Common Problems and Solutions for Mobile Operating Systems

Identify the Problem	Probable Causes	Possible Solutions
The mobile device will not connect to the internet.	Wi-Fi is turned off.	Turn on Wi-Fi.
The mobile device will not connect to the internet.	Wi-Fi settings are incorrect.	Reconfigure the Wi-Fi settings.
The mobile device will not connect to the internet.	Airplane mode is turned on.	Turn off Airplane mode.
An app fails to respond.	The app does not work correctly.	Force the app to close.
An app fails to respond.	The app failed to close.	Restart the mobile device.
An app fails to respond.	Memory is low.	Reinstall the app.
An app fails to respond.	Memory is low.	Remove and reinsert the battery, if possible.
An app fails to respond.	Memory is low.	Reset the mobile device.
An app fails to respond.	The mobile device is out of storage space	Remove unnecessary files.
An app fails to respond.	The mobile device is out of storage space	Uninstall unnecessary apps.
The mobile device fails to respond.	The operating system has encountered an error.	Restart the mobile device.
The mobile device fails to respond.	An app has caused the operating system to become unresponsive.	Remove and reinsert the battery, if possible.
The mobile device fails to respond.	An app has caused the operating system to become unresponsive.	Reset the mobile device.
The mobile device fails to respond.	The mobile device memory is low.	Insert a memory card or replace the memory card with a larger one, if possible.
The mobile device fails to respond.	The mobile device is out of storage space	Remove unnecessary files.
The mobile device fails to respond.	The mobile device is out of storage space	Uninstall unnecessary apps.
The mobile device cannot send or receive email.	The mobile device is not connected to the internet.	Connect the device to a Wi-Fi or cellular data network.
The mobile device cannot send or receive email.	The email account settings are incorrect.	Reconfigure the email account settings.

Identify the Problem	Probable Causes	Possible Solutions
The mobile device cannot install additional apps or save photos.	The mobile device is out of storage space.	Insert a memory card or replace the memory card with a larger one, if possible.
The mobile device cannot install additional apps or save photos.	The mobile device is out of storage space.	Remove unnecessary files.
The mobile device cannot install additional apps or save photos.	The mobile device is out of storage space.	Uninstall unnecessary apps.
A mobile device cannot connect or pair with a Bluetooth device.	Bluetooth is not enabled on the mobile device.	Enable Bluetooth on the mobile device.
A mobile device cannot connect or pair with a Bluetooth device.	The Bluetooth device is out of range of the mobile device.	Move the Bluetooth device to within range of the mobile device.
A mobile device cannot connect or pair with a Bluetooth device.	The Bluetooth device is not turned on.	Turn on the Bluetooth device.
A mobile device cannot connect or pair with a Bluetooth device.	The pin code is incorrect.	Enter the correct pin code.
Mobile device display looks dim.	Brightness is set too low in the display settings.	Increase the brightness in the display settings.
Mobile device display looks dim.	Auto brightness does not work well in well-lit areas.	Turn off auto brightness.
Mobile device display looks dim.	Auto brightness is not calibrated correctly.	Recalibrate the light sensor.
The mobile device cannot broadcast to an external monitor.	No wireless display-capable device is available.	Install a wireless display-capable device or turn it on if there is one available.
The mobile device cannot broadcast to an external monitor.	Miracast, WiDi, AirPlay, or other wireless display technology is not enabled.	Enable the wireless display capability.
The mobile device is exhibiting slow performance.	A GPS application is running.	Turn off the GPS or close the GPS application.
The mobile device is exhibiting slow performance.	One or more power-intensive apps is running.	Close all unnecessary apps.
The mobile device is exhibiting slow performance.	The mobile device memory is low.	Restart the device.
The mobile device is unable to decrypt email.	Your email client is not set up to decrypt email.	Configure the email client to decrypt encrypted email.

Identify the Problem	Probable Causes	Possible Solutions
The mobile device is unable to decrypt email.	You do not have the correct decryption key.	Attain the decryption key from the sender of the encrypted email.
The mobile device operating system has frozen.	An app is not compatible with the device.	Uninstall the incompatible app.
The mobile device operating system has frozen.	Network connectivity is poor.	Move to an area with better network coverage.
The mobile device operating system has frozen.	The device has failing hardware.	Replace any failing hardware.
The mobile device has no sound coming from the speakers.	The volume of the device is set too low in the audio settings or in an app.	Turn up the volume in the audio settings or in the app.
The mobile device has no sound coming from the speakers.	The volume is muted.	Unmute the volume.
The mobile device has no sound coming from the speakers.	The speaker has failed.	Replace the speaker.
The mobile device touchscreen has inaccurate response.	The touchscreen is not calibrated in the display settings or in an app.	Recalibrate the touchscreen in the display settings or in the app.
The mobile device touchscreen has inaccurate response.	The touchscreen is dirty.	Clean the touchscreen.
The mobile device touchscreen has inaccurate response.	The touchscreen is shorting out due to damage or water.	Replace the touchscreen.