

[Common] Battery drains rapidly



ISSUE

- Battery drains too fast compared to the device used time.

APPLIES TO

Point Mobile Android devices

Troubleshooting Steps

	Cause	Solution
1	High power consumption of specific apps	<p>Close all apps</p> <p>Some apps consume power during background running.</p> <p>To close all apps,</p> <ol style="list-style-type: none">1. Tap recent app button  on the navigation bar (or hardware button).2. Swipe the screen all the way.3. Find and tap CLEAR ALL.  <p>If you want to find the battery usage statistic, refer to <i>Checking Battery Usage</i> chapter in Battery Management - Checking Lifetime and Usage.</p> <p>If you are not using the app on the foreground but the app uses the battery high, you should report the extraordinary battery usage to IT administrator and ask to optimize the app.</p>
2	Temporary system issue	<p>Perform factory reset</p> <p>Find the right model from the How to Factory Reset, and perform a factory reset.</p>
3	Battery is end-of-life	<p>Replace the battery</p> <p>(Android 9 and above) Check the battery age from EmKit > EmHealthReport. If the battery age indicates Warning or Bad (dismission), the battery should be replaced.</p> <p>Install the new battery and try to charge it again.</p>
4	Repair or analysis required	<p>Contact local reseller</p> <p>If you cannot solve the problem with above steps, contact your local reseller to proceed repair or analyze the issue.</p>

Refer to similar troubleshooting guides.

Similar Troubleshooting

- [\[Common\] Cannot boot normally \(Stuck in Android recovery mode\)](#)
- [\[Common\] Cannot turn on the device](#)
- [\[Common\] LED indicator does not turn on during charging](#)
- [\[Common\] Device won't charge to 100%](#)
- [\[Common\] Device won't charge \(using cradle\)](#)