

Why is the phone's battery draining after installing the DCI mobile app?

Has the user noticed a decrease in the mobile device's battery performance after installing the DCI mobile app? If so, there are a few ways to help optimize battery usage while running the DCI mobile app.

Both Android and iPhone devices have a setting called 'Background App Refresh'. This setting allows apps to automatically search for new information even if the app is not actively running on the screen. Not only does this setting drain data, but it can also have a negative impact on a phone's battery life. This setting can be disabled across all apps on a mobile device or on each app. Follow the steps below to disable the setting.

Turn off 'Background App Refresh' - iPhone

Disable Entirely

1. Navigate to and select the **Settings** app
2. Tap the **General** tab
3. Select **Background App Refresh**
4. Turn off Background App Refresh entirely by choosing **Off**

Disable App Specific

1. Navigate to and select the **Settings** app
2. Locate the **DCI app**
3. If the toggle next to Background App Refresh is on the right side, the setting is enabled. To disable it, **drag the toggle to the left.**

Turn off 'Background App Refresh' - Android

Disable App Specific

1. From the start screen, pull down the notification bar for **Settings**.
2. Tap the **gear symbol** in the top right-hand corner
3. In Settings, tap **Data Usage**.
4. From the Mobile section, select **Mobile Data Usage**.
5. Locate the **DCI app** beneath the usage graph
6. If the toggle next to Allow Background Data Usage is on the right side, the setting is enabled. To disable it, **drag the toggle to the left.**

Related articles

- [Messaging Module - Navigation - Mobile App](#)
- [Message - Send a Message](#)
- [Authorization Remaining Balances as Time in the Mobile App](#)
- [Mobile App - Logging into the Mobile App](#)
- [What devices, operating systems \(OS\), and web browsers does DCI support?](#)