

## Forum:[Hack Forums](#)

Thread: [Mobile data 4G keeps turning off, how do I solve this?](#)

**Raymond "Red" Reddington** - July 20, 2019, 2:40 pm

When I go into the mobile data settings, swipe right so the mobile data turns on for the app, exit the settings, go back to the settings, the mobile data for that app has turned off by itself. I tried to uninstall apps, reboot the phone, turning airplane mode on and off, and turning mobile data off and on, but nothing seems to work. I have checked multiple times that I have paid my mobile bill and that I haven't used all of the data yet, so I know that those are not the causes. Please help me fix this problem.

Anyone know a solution to this?

**DNA** - July 20, 2019, 3:29 pm

(Jul 20, 2019 02:40 PM)Raymond "Red" Reddington Wrote: [\[CITE\]](#) When I go into the mobile data settings, swipe right so the mobile data turns on for the app, exit the settings, go back to the settings, the mobile data for that app has turned off by itself. I tried to uninstall apps, reboot the phone, turning airplane mode on and off, and turning mobile data off and on, but nothing seems to work. I have checked multiple times that I have paid my mobile bill and that I haven't used all of the data yet, so I know that those are not the causes. Please help me fix this problem.

Anyone know a solution to this?

Have you attempted to make a debugging APK?

You could probably narrow down the issue this way

Failing that, it looks like you may have to Backup and Restore.

Sometimes the issue with this is it may be out of sync with the network, try sync the clock with the network, also try removing the battery for 30 seconds if that's an option.

**Takehito Morokuzu** - July 20, 2019, 3:56 pm

A assume you are on android, try booting the phone into safe mode, and see if the issue still occurs. This will tell us whether or not the issue lies within a third party app. Otherwise, it is either a incorrect setting, corrupt installation of android, or a bug. If you cannot figure out the issue then a factory reset will be the easiest option.