

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: apps keep crashing or will not update

When an app closes by itself, freezes or refuses to update, the fix is often a restart, a little free space or a fresh install. Try these steps from gentlest to strongest.

For a crashing app

1. Close the app fully. On iPhone, swipe up from the bottom and hold, then flick the app away. On Android, use the recent apps button or gesture and swipe it off the screen.
2. Restart the phone.
3. Check the app has an update. Open the **App Store** (iPhone) or **Google Play Store** (Android), tap your profile picture, and look for pending updates.
4. Check that your phone itself is up to date. Old versions of iOS or Android can stop newer apps working.
5. Make sure you have free storage. See our guide on full storage.

Delete and reinstall

This often fixes stubborn problems. First check the app does not keep important information only on the phone, such as game progress or messages. For WhatsApp or banking apps, check backups and log-in details first.

- **iPhone:** press and hold the app icon, tap **Remove App**, then **Delete App**. Reinstall from the App Store.
- **Android:** press and hold the app, choose **Uninstall**, then reinstall from the Play Store.

For apps that will not update

- Check you are connected to Wi-Fi or have mobile data.
- Check your date and time are set to automatic. A wrong date can block downloads.
- On iPhone, check you are signed into your Apple account in **Settings** under your name. A payment problem can sometimes pause downloads.
- On Android, open the Play Store, tap your profile and choose **Manage apps and device** to see updates. If a download hangs, try stopping and restarting it.
- Restart your router and try again.

When to get more help

Get help if many different apps crash at once, if the phone itself keeps freezing, or if an app is one you rely on for banking or work. If the problem began after an update, tell us which app and the phone version.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.