

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: phone is getting too hot

Phones get warm when charging, gaming, filming video or using maps for a long time. That is normal. A phone that feels uncomfortably hot, or gets hot while doing nothing, needs attention.

Cool it down safely

1. Stop what you are doing and close the apps you do not need.
2. Unplug the charger.
3. Take off the case, which traps heat.
4. Move the phone out of direct sunlight, a hot car or a warm window ledge.
5. Place it somewhere cool and shaded, such as a table, and let it cool slowly.

Do not put the phone in a fridge or freezer. Sudden changes in temperature can cause condensation inside it, which can cause damage. Do not use ice packs either.

An iPhone may show a **Temperature** warning and switch off until it cools down. Android phones may dim the screen, slow down or turn off charging. This is the phone protecting itself.

Things to try

- Restart the phone.
- Update the phone and your apps. Both **Settings** then **General** then **Software Update** (iPhone) and the Play Store (Android) can help.
- Check which apps are using the most battery. On iPhone, go to **Settings** then **Battery**. On Android, go to **Settings** then **Battery**. The exact wording differs between Samsung and Pixel. Remove or update anything unusual.
- Use the official charger, or a well-known brand with the right rating.
- Turn on Low Power Mode (iPhone) or battery saver (Android) while it cools.

Warning signs

Stop using the phone and keep it away from anything flammable if you notice any of these:

- A swollen battery, or a screen or back panel lifting or bulging
- A burning or chemical smell
- Smoke, hissing or sparks
- The phone too hot to hold even when idle

Do not charge a phone showing these signs.

When to get more help

Get help straight away if your phone shows any warning signs above, or if it keeps overheating when idle. A damaged battery can be dangerous, so have it checked or replaced by a repairer rather than carrying on using it.

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.