

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: phone will not charge

A phone that will not charge is usually down to a worn cable, a dirty port or a faulty plug rather than a broken phone. Work through these checks in order.

Check the simple things first

1. Try a different wall plug or socket. Avoid extension leads and cheap multi-port USB hubs for now.
2. Try a different cable. Cables wear out, especially near the ends. A cable that works for another phone is a good test.
3. Leave the phone on charge for at least 30 minutes. A completely flat battery can take a while to show any sign of life.

Look at the charging port

Pocket lint is the most common cause. It packs into the port and stops the plug from seating fully.

1. Switch the phone off.
2. Shine a torch into the port and look for fluff.
3. Gently scrape it out with a wooden or plastic cocktail stick or a clean, soft toothpick.
4. Never use metal pins, needles or paperclips, and never use liquids or compressed air. These can short the contacts or damage the port.

An iPhone may show a message saying liquid has been detected in the connector. If you see this, unplug it and let it dry as the message says. Do not keep forcing a charge.

Restart the phone

Software glitches can stop charging. On an iPhone, quickly press and release **Volume Up**, then **Volume Down**, then hold the **Side** button until you see the Apple logo. On most Android phones, hold the **Power** button and choose **Restart**. If the screen is dead, holding **Power** and **Volume Down** together for around 10 to 30 seconds often forces a restart, though the exact buttons vary by make.

When to get more help

Get help if the phone still will not charge with a known good cable and plug, if the port looks bent or damaged, if the phone gets hot or the battery looks swollen, or if you smell burning. Stop charging at once if you notice a swollen battery or a burning smell. Back up your phone as soon as it is working, in case the problem returns.

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.