

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: phone will not turn on or is stuck on the logo

If your phone shows a black screen, or keeps showing the Apple or manufacturer logo and never reaches the home screen, there are a few safe things to try before assuming the worst.

Step 2: force a restart

For an iPhone with Face ID, or an iPhone 8 or SE (2nd generation or later): press and release **Volume Up**, press and release **Volume Down**, then hold the **Side** button until the Apple logo appears, even if the screen goes dark first.

For Android, hold **Power** for 10 to 30 seconds. Some Samsung models use **Power** plus **Volume Down** together. Buttons vary, so check your maker's support page.

Step 3: stuck on the logo or restarting over and over

This is called a boot loop. It is often caused by a failed update, a full storage or a faulty app.

- **Android:** try **Safe mode**. The usual method is to hold the power button, then press and hold **Power off** on screen and tap **Safe mode**. If the phone works in Safe mode, a recently installed app is likely the cause. Remove recent apps, then restart normally.
- **iPhone:** connect it to a computer (Finder on a Mac, or the Apple Devices app on Windows). Put the iPhone into recovery mode, following Apple's instructions for your model, and choose **Update**. This tries to reinstall iOS without erasing your data.

Be careful with Restore and factory reset

Choosing **Restore** on an iPhone, or a factory reset on Android, erases everything on the phone. Only do this as a last resort, and only if you have a backup or accept the loss of anything not saved elsewhere. Photos not stored in iCloud, Google Photos or on a computer could be lost for good.

When to get more help

Get help if the phone does not respond after a long charge and a forced restart, if recovery mode fails, or if the phone was recently dropped or wet. Do not pay for unknown "unlock" or "repair" software from pop-up adverts. A repair shop or the manufacturer can often recover data from a phone that will not start, so ask before agreeing to a reset.

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.