

iPhone, iPad & Android | Easy | 1 min read

My phone says storage is full

A full phone cannot take new photos, apps or updates. Before deleting anything, find out what is using the space and make sure the things you care about are safely copied elsewhere.

Quick fixes to try first

- Check your photos and videos. They are usually the biggest users of space.
- Delete apps you no longer use.
- Clear out downloaded music, films and podcasts you have finished with.

Step by step

1. iPhone: open **Settings**, then **General**, then **iPhone Storage**. Wait while the list loads, then look at the biggest items. It may offer tips, such as **Offload Unused Apps**, which removes the app but keeps its data.
2. Android: open **Settings**, then **Storage**. On some Samsung phones, it is under **Battery and device care**. The wording differs between makes.
3. Back up your photos first. Make sure they appear in iCloud, Google Photos, or on a computer.
4. Only then delete photos and videos you no longer need from the phone.
5. Check the **Recently Deleted** album (iPhone) or **Bin** (Google Photos). Space is only released when these are emptied. Warning: emptying them removes the items for good.
6. In your messaging apps, delete large videos and old attachments you do not need.

Be careful

If you use iCloud Photos or Google Photos with sync switched on, deleting a photo on the phone can delete it everywhere. Check how your photos are backed up before deleting.

When to get more help

Stop and ask for help if storage is full but you cannot see what is using it, "System" or "Other" seems to take a huge amount, or you are not sure whether your photos are backed up. Please do not reset the phone to free space. Tell us the model and what is using most.

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.