

Samsung Galaxy phones & tablets | Medium | 2 min read

Samsung Galaxy: apps crashing, clearing the cache and using Safe mode

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

When one app keeps closing, the cause is often a full cache or an old version. If several apps misbehave, Safe mode helps find out whether a downloaded app is to blame.

Step 1: Update and restart

1. Restart the phone.
2. Open the **Play Store**, tap your profile picture, then **Manage apps and device**, then **Update all**.
3. Check **Settings**, **Software update** for a phone update.

Step 2: Clear the cache

The cache is temporary data. Clearing it is safe.

1. Open **Settings**, then **Apps**.
2. Tap the problem app.
3. Tap **Storage**.
4. Tap **Clear cache**.

Do not tap **Clear data** unless you are told to. That resets the app and can delete saved information such as game progress or logins, so back up first.

Step 3: Reinstall

If it still fails, press and hold the app icon, choose **Uninstall**, then reinstall from the **Play Store**. Check that you know your login first.

Step 4: Try Safe mode

Safe mode turns off all apps you downloaded for a short while.

1. Power off the phone.
2. Hold the **Side key** until the Samsung logo appears, then release it and immediately hold **Volume down**.
3. Keep holding until the lock screen shows. **Safe mode** appears at the bottom left.
4. If the problem has gone, a downloaded app is to blame. Uninstall recently added apps one by one.
5. To leave Safe mode, restart the phone normally.

Another way on newer versions is to press and hold the **Power off** icon on the power menu and tap **Safe mode**. Wording differs slightly by model and One UI version.

When to get more help

If problems continue even in Safe mode, or the phone keeps restarting itself, there may be a software or hardware fault. Ask us before doing a factory reset, and back up first.

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.