PHONECELL PICTURE GUIDE

How to restart a stuck phone or tablet

Use this when an iPhone, iPad, or Android phone or tablet will not respond. The steps turn it off and back on. They do not delete photos, messages, or apps. If someone told you to "force restart," that is the stuck-screen page for that device.

Which sheet? Match the device in your hand.

iPhone with no round button under the screen: iPhone 8 or newer.

Small iPhone with a round button from 2020 or 2022 (iPhone SE): still use iPhone 8 or newer. The older little iPhone SE, from 2016, uses iPhone 6s or earlier.

iPhone 7 is written on the back and has a round button on the front. Use its own sheet.

iPad: a round button on the front means the Home-button sheet. No round button means the other iPad sheet.

Samsung shows that name on the back or when it starts. **Pixel** has a G on the back, or says Google when it starts. Any other phone that is not an iPhone uses Other Android.

Which page? Look at the screen.

You can still tap the screen. Open the "Screen still works" page. Hold the button shown until a menu or a "slide to power off" bar appears. Then tap Restart, or slide to turn it off, wait, and turn it on again.

The screen is frozen, black, or ignores your taps. Open the "Screen is stuck" page. Press the buttons in the order in the pictures, until you see the Apple, Samsung, or Google logo. Then let go.

Yellow box: press and let go. **Red box:** keep holding until the logo or the menu shows.

If a menu opens, do not tap Wipe, Erase, or Factory reset. Those delete the phone. Restart does not.

Find your pages

iPhone 8 or newer	Stuck p.2 · Screen works p.3	**iPhone 7 or 7 Plus**	Stuck p.4 · Screen works p.5
iPhone 6s or earlier	Stuck p.6 · Screen works p.7	**iPad with no Home button**	Stuck p.8 · Screen works p.9
iPad with a Home button	Stuck p.10 · Screen works p.11	**Samsung Galaxy**	Stuck p.12 · Screen works p.13
Google Pixel	Stuck p.14 · Screen works p.15	**Other Android**	Stuck p.16 · Screen works p.17

Simple steps. Brighter skills.

Force restart an iPhone

iPhone 8 or newer, including iPhone SE (2020 and 2022). Press the buttons in this order.

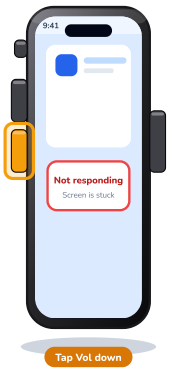
Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Tap volume up



On the left edge, quickly press the volume up button, then let go. Do not hold it. Skip the small Action button or mute switch above it.

2 Tap volume down



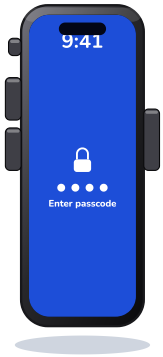
Quickly press the volume down button, then let go straight away. The order matters: up first, then down.

3 Hold the side button



Press and keep holding the side button on the right. When the Apple logo appears, let go. The iPhone can take a minute to start.

4 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ Unplug it from any computer first. A wall charger is fine. If you see a cable and a computer on the screen, unplug the cable and do the three button steps again.
✓ If the screen stays black, charge it from a wall socket for 30 minutes, then try the same steps again.
✓ This does not delete the iPhone. Do not connect it to a computer and choose Restore.

You've got this.

Restart an iPhone

The screen still works. Use the slider. This is gentler than a force restart.

Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold side and a volume button



Press the side button and either volume button together until the slider appears. Then let go.

2 Slide to power off



Drag the slider to the right. Wait until the screen is fully black, about 30 seconds.

3 Turn it on



Hold the side button until the Apple logo appears, then let go. Wait for the lock screen.

If it still will not start

✓ If the slider never appears, switch this form to “frozen or black” and use the force restart.

✓ A restart does not delete the iPhone.

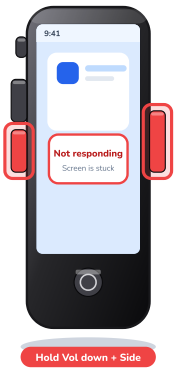
Off, wait, then on.

Force restart an iPhone 7

iPhone 7 and iPhone 7 Plus. Hold two buttons at the same time.

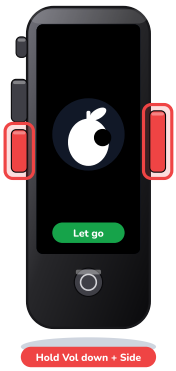
Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold both buttons



Press the volume down button and the side button together. Keep both held down. Ignore the round Home button for this.

2 Let go at the logo



Keep holding. When the Apple logo appears, let go of both buttons. Starting up can take a minute.

3 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ If nothing happens, check you are holding volume down, not volume up.
✓ A black screen is often an empty battery. Charge from a wall socket for 30 minutes, then try again.
✓ Holding these buttons does not erase the phone.

Two buttons, then wait.

Restart an iPhone 7

The screen still works. Hold the side button until you see the slider.

Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold the side button



Keep holding the side button until “slide to power off” appears.

2 Slide, wait, then turn it on



Drag the slider. Wait 30 seconds with the screen black. Then hold the side button until the Apple logo appears.

3 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ If you cannot get a slider, use the force restart for iPhone 7.

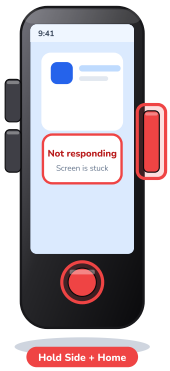
Slider first.

Force restart an older iPhone

iPhone 6s or earlier, and the first iPhone SE (2016). Use Home and the power button.

Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold Home and power



Press the round Home button and the power button together. On iPhone 6s the power button is on the right side. On iPhone 6, iPhone 5, and the 2016 SE, it is on the top edge. Hold whichever power button your phone has.

2 Let go at the logo



Keep both held until the Apple logo appears, then let go. The phone is restarting. Your information stays on it.

3 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ iPhone SE from 2020 or 2022 looks similar but uses different steps. Use the iPhone 8 sheet for those.
✓ Charge from a wall socket for 30 minutes if the screen stays black, then try again.
✓ This is not a factory reset.

Home and power, together.

Restart an older iPhone

The screen still works. Hold the power button until the slider appears.

Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold the power button



The power button is on the right side of iPhone 6s, or on the top edge of older iPhones and the 2016 SE. Hold it until the slider appears.

2 Slide, wait, then turn it on



Drag slide to power off. Wait 30 seconds. Hold the power button until the Apple logo appears.

3 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ If the slider will not appear, use the force restart for this iPhone.

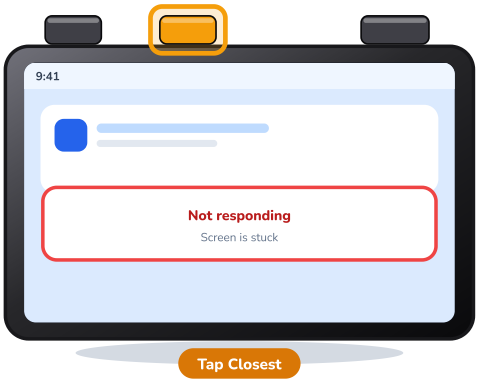
Off, wait, then on.

Force restart an iPad

iPad with no Home button. Use the top button and the two volume buttons beside it.

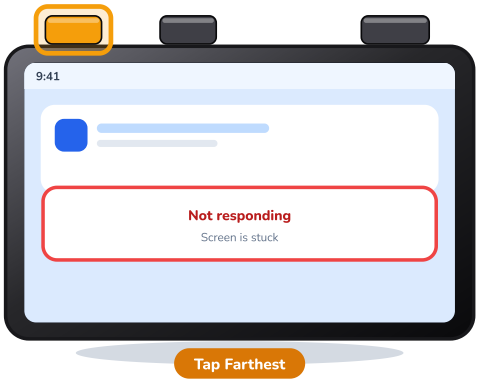
Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Tap the closest volume button



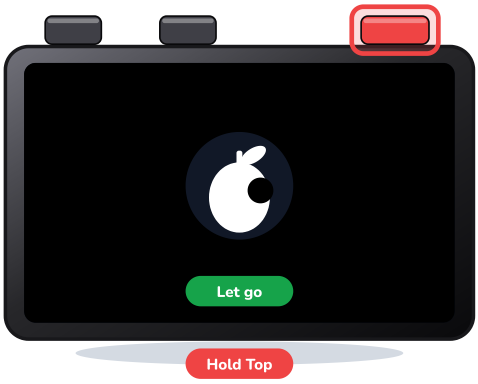
Find the top button. Quickly press the volume button nearest to it, then let go.

2 Tap the farthest volume button



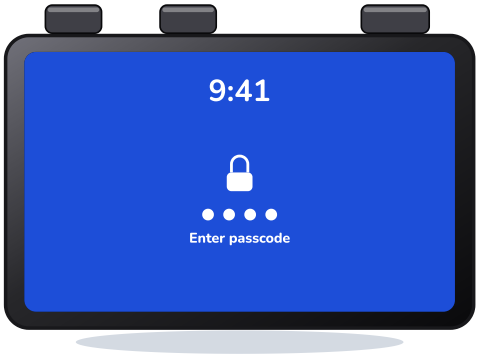
Quickly press the other volume button, the one farthest from the top button, then let go.

3 Hold the top button



Press and hold the top button. When the Apple logo appears, let go. The iPad will start up.

4 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ Unplug the iPad from a computer before you start. If a cable and computer appear on the screen, unplug and do the steps again.
✓ Charge from a wall socket for 30 minutes if it stays black.
✓ These steps do not delete the iPad.

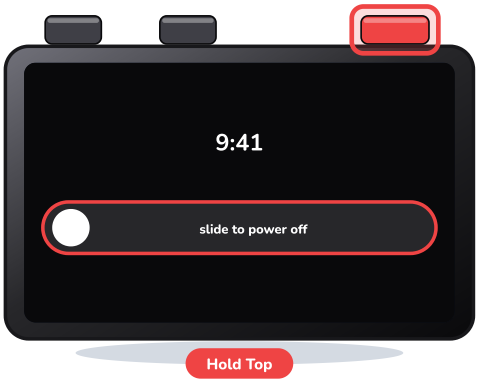
Closest, farthest, then top.

Restart an iPad

The screen still works. Hold the top button until the slider appears.

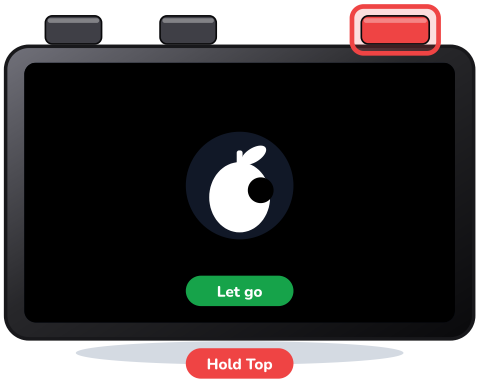
Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold the top button



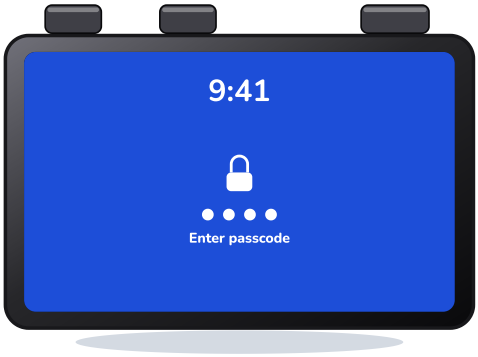
Keep holding the top button until “slide to power off” appears. On some iPads, hold the top button and a volume button together.

2 Slide, wait, then turn it on



Drag the slider. Wait 30 seconds. Hold the top button until the Apple logo appears.

3 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ If no slider appears, use the force restart for an iPad with no Home button.

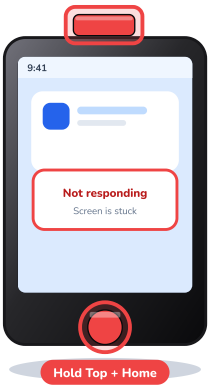
Top button, slider, top button.

Force restart an iPad with Home

iPad with a round Home button. Hold Home and the top button together.

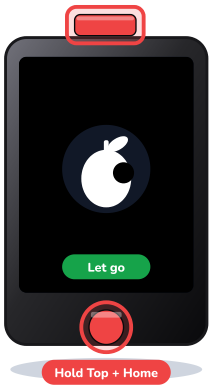
Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold top and Home



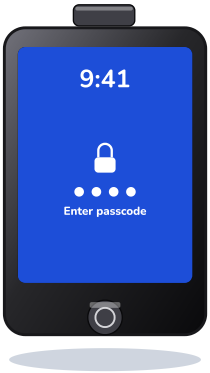
Press the top button and the round Home button at the same time. Keep both held down.

2 Let go at the logo



When the Apple logo appears, let go. Wait for the iPad to finish starting.

3 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ If your iPad has no Home button, use the other iPad sheet.
✓ Charge from a wall socket for 30 minutes if the screen stays black, then try again.
✓ This does not erase the iPad.

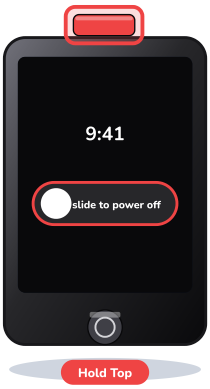
Top and Home, together.

Restart an iPad with Home

The screen still works. Hold the top button for the slider.

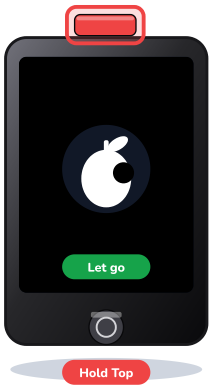
Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold the top button



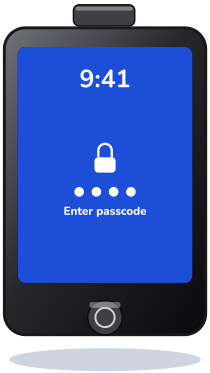
Hold the top button until “slide to power off” appears. You do not need the Home button for a normal restart.

2 Slide, wait, then turn it on



Drag the slider, wait 30 seconds, then hold the top button until the Apple logo appears.

3 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ If the slider will not show, use the force restart: top button and Home together.

Slider first.

Force restart a Samsung

Galaxy phone or tablet. This is also called a force reboot. It does not wipe the device.

Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold volume down and power



Volume is on the left. Power is on the right. Press volume down (the lower one) and power together. Keep holding. It can take about 20 seconds.

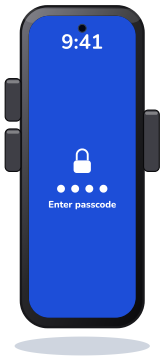
2 If you see Downloading



A screen that says Downloading, or “Do not turn off target”, is not a reset. Do not tap it. Hold volume down and power again until the phone leaves that screen.

Never choose a wipe or factory reset from a menu.

3 You're back on



Enter your PIN, pattern, or password. Files and apps stay on the phone.

If it still will not start

✓ Use volume down, not volume up.
✓ If it is plugged into a computer it is more likely to open the Downloading screen. Unplug it and try again.
✓ A dead battery looks frozen. Charge from a wall socket for 30 minutes.

Logo, then let go.

Restart a Samsung

The screen still works. Use the power menu, not the force restart.

Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold the power button



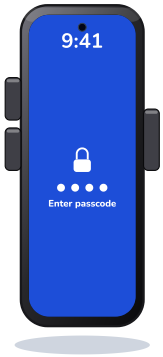
Hold power until the menu appears. On some Galaxy phones, press power and volume down together briefly if power alone does nothing.

2 Tap Restart



Tap Restart. If you only see Power off, tap that, wait 30 seconds, then hold power to turn it on. Do not tap anything that says Wipe or Reset.

3 You're back on



Enter your PIN. A normal restart does not delete the phone.

If it still will not start

✓ If the menu will not open, use the Samsung force restart.

Tap Restart. That's enough.

Force restart a Pixel

Google Pixel phone. Hold power until it restarts. Your files stay on the phone.

Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold the power button



Press and hold the power button on the right side. Keep holding for about 30 seconds, until the phone restarts.

2 Still frozen? Add volume up



If the screen is still stuck, press power and volume up together for about 30 seconds. Let go when the Google logo appears.

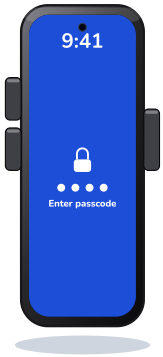
3 If a menu opens



Do not tap Rescue mode, Wipe data, or Factory reset. Hold the power button to leave, or choose Restart if you see it.

Wipe data erases the phone. Force restart does not.

4 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ Count slowly to 30. Letting go too early is the usual reason it seems to fail.
✓ Charge from a wall socket for 30 minutes if the screen stays black.
✓ This does not sign you out of your Google account.

Hold on. It will blink back.

Restart a Pixel

The screen still works. Open the power menu and tap Restart.

Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold the power button



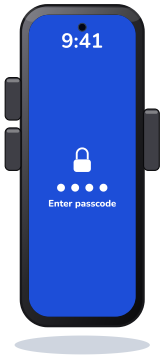
Hold power until you see Power off and Restart.

2 Tap Restart



Tap Restart and wait. Do not tap anything about wiping the phone.

3 You're back on



Enter the passcode or PIN. Fingerprint or face unlock may ask for it once. Photos, messages, and apps are still there.

If it still will not start

✓ If the menu will not open, hold power for about 30 seconds to force a restart.

Restart from the menu.

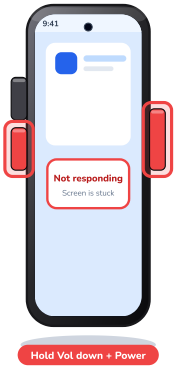
Not a factory reset

Force restart an Android

Most other Android phones. Hold power and volume down, then let go at the logo.

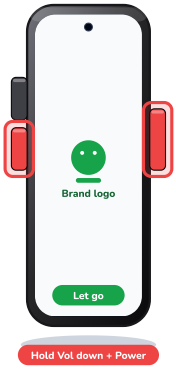
Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold power and volume down



Press the power button and the lower volume button together. On most phones power is on the right and volume is on the left. Keep holding.

2 Let go when the logo appears



After about 10 to 20 seconds the brand logo should show. Let go then. If nothing happens, let go and try power with volume up the same way.

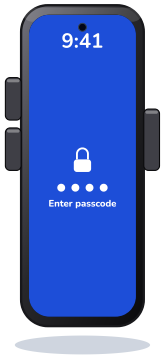
3 If a menu appears



You only want a restart. If you see Recovery, Wipe, Erase, or Factory reset, do not choose those. Highlight Restart or Reboot with the volume keys, then press power. If you are unsure, hold power to try to leave the menu.

Factory reset deletes photos, apps, and accounts.

4 You're back on



Enter your PIN, pattern, or password. Your files are still on the device.

If it still will not start

✓ Button places differ. Power is usually on the right. Volume is usually on the left, with volume down as the lower button.
✓ Let go as soon as the logo shows so you do not open a recovery menu.
✓ Charge from a wall socket for 30 minutes if it stays black, then try once more.

Restart only. Never wipe.

Restart an Android

The screen still works. Use Restart on the power menu.

Yellow: tap and let go | Red: keep holding | Does not delete photos or apps

1 Hold the power button



Hold the power button until a menu appears. Power is usually on the right side.

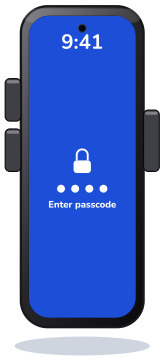
2 Tap Restart



Tap Restart or Reboot. If you only see Power off, turn it off, wait 30 seconds, then hold power to turn it on.

Do not tap Factory reset, Wipe, or Erase.

3 You're back on



Enter your PIN, pattern, or password. Your files stay on the device.

If it still will not start

✓ If the screen will not open a menu, use the force restart: power and volume down.

Menu, then Restart.

Not a factory reset