

# How To Hard Reset a Frozen iPhone or Android Device

Tip: don't slam it on the table



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Posted on: April 2nd, 2020 in: <https://helpdeskgeek.com/how-to/how-to-hard-reset-a-frozen-iphone-or-android-device/>

Since we rely on our phones for 90% of all everyday tasks, having your smartphone freeze on you can be a total nightmare. To get a taste of that, try and leave your house without your smartphone one day. Most of us won't last an hour.

A frozen smartphone can cut you off from your work, friends, and family. Not being able to access certain software or your favorite communication channels can harm your productivity as well as your general mood and mental state.



That's why you might want to know how to hard reset an iPhone or Android long before your phone actually starts freezing on you.

# What's The Difference Between Soft Reset & Hard Reset?

There are many things that can be causing your phone to freeze and become unresponsive. Luckily, in most cases simply restarting (or rebooting) your phone will unfreeze your device.



Another name for restarting your phone is “soft reset”. In order to soft reset your iPhone or Android, hold the **Power** button down for 30 seconds for Android or hold the **Home** button (circle button) and the **Power** button at the same time for iPhone. The device will then restart itself.

When you turn on your phone after a soft reset, all your data is supposed to stay intact. Including your settings, photos and videos, and any other files or updates. We recommend to always start by performing a soft reset to see if it fixes your device's problem.

But what if the problem with your phone is more serious than for example a single crashing and not responding app? If soon after the soft reset you notice that your phone is still misbehaving, you might need to dig deeper and perform a hard reset.



Also known as factory reset, hard reset means restoring your smartphone to its original settings.

Hence the biggest difference between soft and hard reset: the hard reset will wipe all of your data off your phone, meaning all of your media files, settings, and apps will be erased from your device. That's also why it's recommended to hard reset your smartphone before selling it to a new owner.

## **How To Hard Reset Your Android Device**

Since hard resetting your phone is like formatting its memory and restoring it to day one, you should only perform a hard reset as a last resort. If you can, back up your phone's data before resetting your device to make sure you don't lose any valuable information.



# Cloud backup



## Cloud backups

Home screen, apps, and settings.

Back up now

### Automatic backups

Create Xiaomi Cloud backups automatically when connected to Wi-Fi.



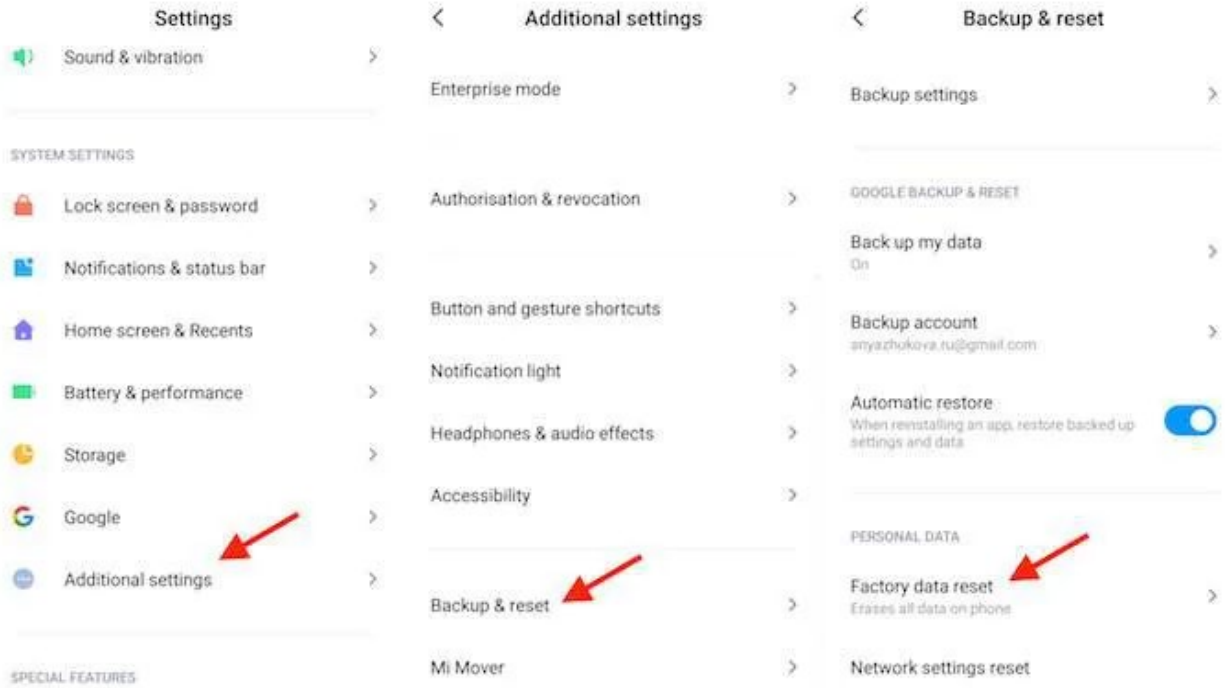
### Backup schedule

Back up every 7 days

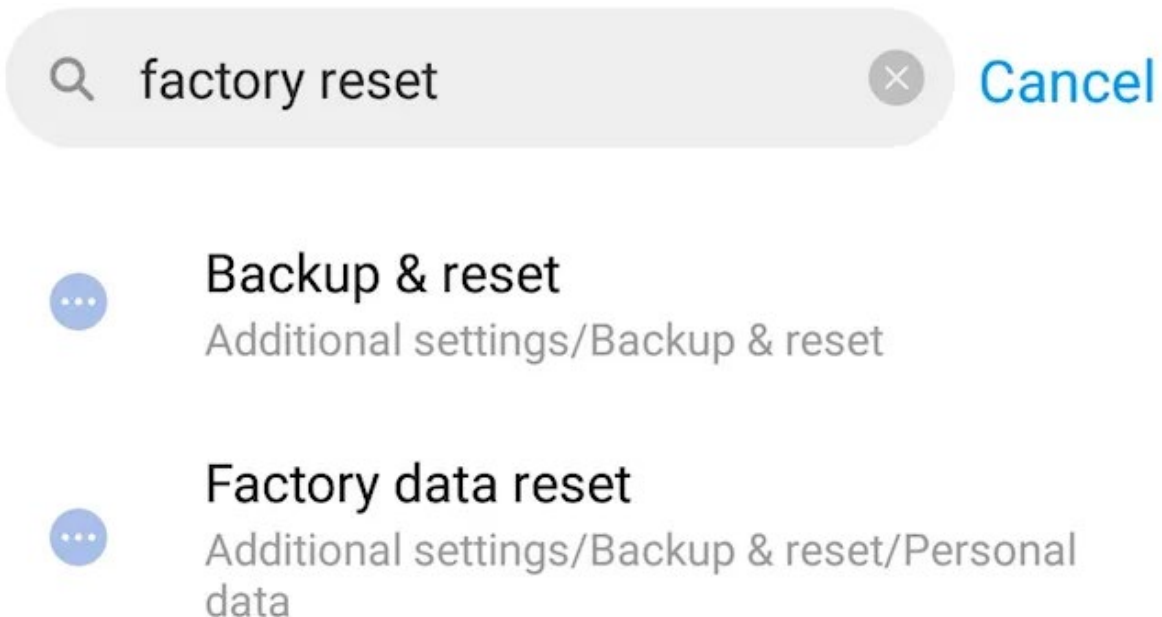


The instructions for Android and iPhone (and sometimes for different phone models) are different. In Android, there are two ways to go about it. You can hard reset your smartphone through the Settings menu, or you can do it in Recovery Mode.

## Use The Settings Menu



- In your device's **Settings** menu, go to **System Settings**.
- Find **Backup & reset** (sometimes located in **Additional settings**).



If you can't find this option, just type "factory reset" in the search tool. Then choose **Backup & reset**.



## Factory data reset

### MANDATORY

#### All files on the phone

All files and data, including accounts, contacts, photos, and apps

#### Format mock SD card

Formatting will erase all data on the SD card



Reset phone



- Scroll down to find **Factory data reset**. There you'll find the option to **Reset phone**.
- You will then need to enter your password or pattern and proceed to **Erase everything**.
- Choose the option to reboot your phone.

After resetting your phone, you can restore your data from the latest backup.

If you're worried about losing all of your data, you can opt for **Network settings reset** instead and see if that fixes the problem with your phone. It will reset Wi-Fi settings, as well as mobile data, and Bluetooth. However, any personal data will stay untouched.

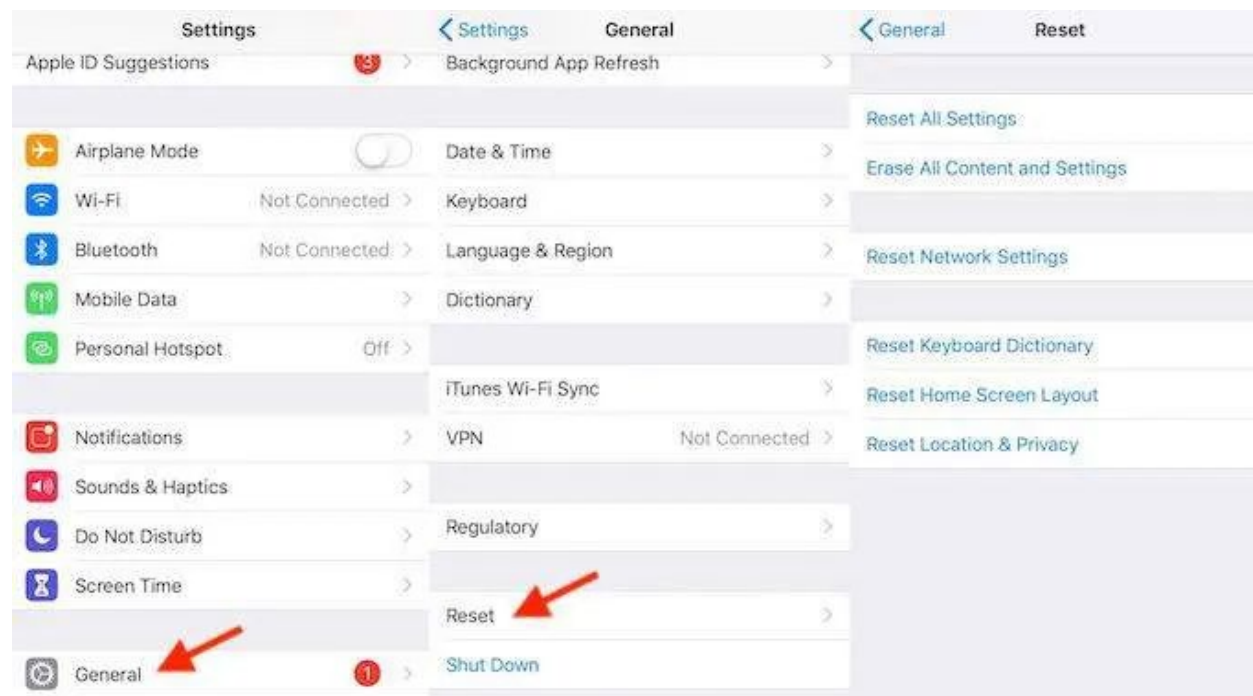
## Use The Recovery Mode

If for some reason you can't access the Settings menu, you can perform the hard reset in Recovery mode. You can do it by just using the buttons on the side of your Android phone.

- Turn your phone off using the **Power** button.
- When turning your device back on, hold the **Power** and **Volume Down** buttons together.
- When you see **Start** on your screen, use the volume down button to choose **Recovery mode**. Now press the **Power** button to start it.
- In Recovery mode, hold the **Power** button again, and then press the **Volume Up** button.
- Using the **Volume Down** button, choose **Wipe data/factory reset**. Press the **Power** button to start the reset.

Once the hard reset is done, choose the option **Reboot system now** to restart your phone. You can then restore your data from the latest backup on your smartphone.

## How To Hard Reset Your iPhone





So you have tried restarting your iPhone both using just the power button and the combination of power and home button, and it's still acting up. In that case you can try and reset various settings on your phone and see if that fixes the problem.



**Before you proceed, don't forget to backup all of your data so that you don't lose anything in the process.**

- Go to your phone's **Settings** menu and choose **General**.
- Scroll all the way to the bottom and find **Reset**.

In **Reset** menu, you'll have a few options to choose from.

**Reset All Settings** won't touch any of your data. It will only reset your phone's settings, including Wi-Fi data, Bluetooth, Notifications, Privacy settings etc.



**Reset Network Settings** is an option you should choose if you're having connections issues. It will reset anything related to your Wi-Fi and LTE connections.

**Erase All Content and Settings** will wipe out everything from your phone, including all media, data, and settings. It's the factory reset option that you should use before selling your iPhone to a new owner.

After you reset your iPhone, the device will automatically restart.