**Kent Meeker · TechScout**
336.462.6977 · kent@techscout.live
techscout.live

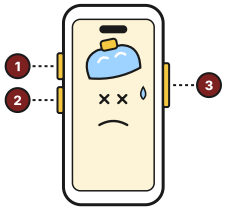
# Phone frozen? Do a hard restart.

Screen stuck and it won't turn off? These button presses bring it back. As seen on WFMY News 2.

**This does NOT erase your phone. Photos, contacts and apps stay put.**

## iPhone

iPhone 8 and newer, incl. SE 2nd/3rd gen

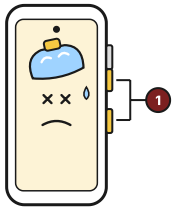



1. Tap **Volume Up** (press, let go)
2. Tap **Volume Down**
3. Press and **HOLD the Side button**
4. Keep holding past “slide to power off”
5. Let go at the Apple logo (up to 30 sec)

**iPhone 7:** hold Vol Down + Side together. **6s / 1st SE:** hold Home + Side/top together.

## Samsung Galaxy

Most recent Galaxy phones

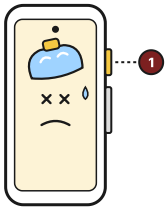



1. Find **Volume Down** and the **Side key** (right side)
2. Press and **hold both** at the same time
3. Keep holding **7+ seconds**
4. Let go when the Samsung logo appears and it vibrates

**Tip:** take the case off if it's hard to press both buttons.

## Pixel & other Android

Pixel and most Android brands




1. Press and **hold Power** about **30 seconds**
2. Let go when the “G” logo appears

**Other brands:** if that doesn't work, hold Power + Volume Down for 10–20 seconds.

**Still stuck?**
Plug it in for 15–30 minutes (a dead battery can look frozen), then try again while it charges. Still nothing? Call TechScout: 336.462.6977.

**Phone called 911 by itself?**
iPhone: Settings › Emergency SOS › turn off “Call with 5 Button Presses.” Android: Settings › Safety & emergency › Emergency SOS. You can still call 911 anytime.