

# Fixing Common Smartphone Problems



# Smartphones Are Not Perfect

**(Neither Are Their Owners)**

Whether you have the latest and greatest smartphone or an older one, you will inevitably encounter frustrating moments. Whether it's because your device is not doing something you want it to - or - it's doing something you don't want it to.

In today's tech-savvy world, smartphones have become an integral part of our lives. They offer us convenience, connectivity, and entertainment on the go. However, like any electronic device, smartphones are not immune to problems. From battery drain to app crashes, these issues can be frustrating and disrupt our daily routines. In this presentation, we will explore some common Android and iOS smartphone problems and provide effective solutions to overcome them.



# An Example In Frustration

I told him to come by the house and we could try to figure it out, but he needed to also try and remember what it was he was doing up to the point of failure. He never came over.

However, every time we golfed he asked me to look at his app again because he still could not get it to work land.

## TAKE AWAYS FROM THIS STORY:

- Read the tutorial of a new app (or) watch a You Tube video. Understand the app.
- Don't download an app at the last minute when you don't really need the solution (research it).
- If the app works for 100+k people already, then the app is probably not the problem.
- Don't play with your "phone" settings when you are clearly having problems navigating the "app". Try to eliminate operator error before changing phone settings.
- Changing smartphone settings can affect "all your apps", be sure you understand or document what you're changing (keep notes).

A gentleman I met while fiddling with his phone

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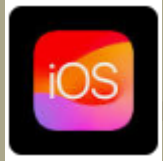
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# LET'S LOOK AT GENERIC PROBLEMS



**ANDROID:** Android phones often suffer from rapid battery drainage, leaving users searching for charging points throughout the day. This problem can be caused by various factors, such as background apps running unnecessarily, high screen brightness, or power-hungry features.



## BATTERY DRAINAGE ISSUES

To mitigate battery drainage, you can optimize your phone's battery usage settings. Go to "Settings," then "Battery," and identify power-hungry apps. Disable unnecessary background activity and consider using battery-saving modes when needed. Lowering screen brightness and turning off connectivity options like Wi-Fi and Bluetooth can also help conserve battery life.

**iOS:** Over time, it's inevitable that your iPhone's battery won't last as long as it once did. Unfortunately, that's a problem with all rechargeable batteries, although there are still ways to prevent it.

Your battery will age more quickly the more often you charge your iPhone, especially if you're always topping it up to 100% and leaving it there. Letting your iPhone heat up excessively when charging will also impact your battery's long-term health. Go to "Settings" then "Battery", then "Battery Health & Charging". Set "Optimized Battery Charging" to "ON".

Keeping your iPhone as cool as possible can slow down your battery's aging also.

# LET'S LOOK AT GENERIC PROBLEMS



**ANDROID:** As you use your Android phone, you might notice a gradual decrease in its performance. Apps take longer to open, and the overall user experience becomes sluggish. This is a common issue faced by many Android users.

Clearing app cache and data regularly can help improve your phone's performance. Navigate to "Settings," then "Apps," and select individual apps to clear their cache.

Uninstalling or Closing unused apps can free up valuable storage space and boost your phone's speed.

App Killer



**iOS:** There might come a time when your iPhone will run more slowly than usual. While you might not see this problem if you have a brand new iPhone, over time, you might notice that animations or switching apps aren't as quick as they used to be.

There are many reasons why this might happen, including using an older iOS version or having your iPhone's storage full, or having too many apps open and running on your iPhone.

Try closing open apps that you are not using.

Memory & Disk Scanner



SLOW  
PERFORMANCE  
ISSUES

# LET'S LOOK AT GENERIC PROBLEMS



**ANDROID:** Overheating is a concern for many Android users, especially during resource-intensive tasks like gaming or video streaming. It not only affects the device's performance but can also damage its internal components.

To prevent overheating, limit prolonged usage of demanding apps and games. If you encounter heating issues frequently, consider using external cooling accessories like phone cooling pads or cases designed to dissipate heat effectively.

CPU Monitor

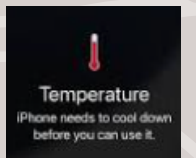


**iOS:** Another common iPhone issue has to do with its temperature. Sometimes, you might feel like your iPhone is starting to get hot for no apparent reason.

This usually happens because of a bug inside iOS or a buggy app, so keeping all apps up to date is a must.

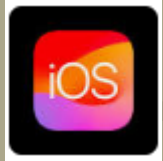
It might also happen if you use your iPhone too much while it's charging or in a place with a high temperature.

iPhone High Temperature Notification



## OVERHEATING ISSUES

# LET'S LOOK AT GENERIC PROBLEMS



## APP CRASHES ISSUES

**ANDROID:** Android apps can crash unexpectedly, disrupting your workflow and causing frustration. Frequent app crashes can be caused by software bugs or compatibility issues.

Regularly updating your apps and Android operating system can fix bugs and enhance app stability. Go to the Google Play Store, check for updates, and install them. This can resolve most app crashing problems.

**iOS:** On the other hand, you might notice that while your iPhone performs fine overall, certain apps feel sluggish or crash unexpectedly.

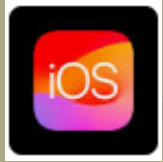
This is usually a problem with the app itself, not on your iPhone, although that might not always be the case, especially if you're seeing similar problems with multiple apps.

If you're running newer apps on an older iPhone, it might simply not be able to handle them; alternatively, one or more apps may have issues with a very recent iOS update and may not have been fixed yet.

# LET'S LOOK AT GENERIC PROBLEMS



Poor Wi-Fi connectivity or frequent disconnections can hinder online activities and communication.




**ANDROID:** Resetting your Android network settings can help resolve Wi-Fi connectivity problems.

Navigate to "Settings," > "System," and choose "Reset options."

Tap on "Reset Wi-Fi, mobile & Bluetooth" to restore network settings to their default configuration. You will need to reenter passwords for your network connections.

**iOS:** On the other hand, you might notice that while your iPhone performs fine overall, it doesn't want to connect to a Wi-Fi that it already knows.

"Settings", > "Wi-Fi", > Select the Questionable Network, Select the Info Icon  , Make sure "Auto Join" is set to "ON".

If that doesn't work then Select "Forget The Network" > then "Join This Network" and put in the Password.

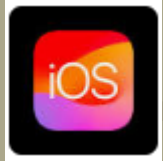
## WiFi CONNECTIVITY ISSUES



# LET'S LOOK AT GENERIC PROBLEMS



Experiencing a sudden loss of mobile network signal can lead to communication disruptions, particularly in remote areas.



**ANDROID:** Ensure that your SIM card is properly inserted and not damaged. If the problem persists, Navigate to "Settings," then "Network & internet," and select "Mobile network." Tap on "Network operators" and let your phone search for available networks.

Choose your network operator manually if automatic selection fails

If your iPhone shows network problems then try the following.

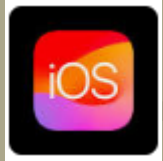
**iOS:** Navigate to "Settings," > "Mobile Service."  
Select "Network Selection".  
Set "Automatic" to "OFF" and then set it back to "ON".

NO  
MOBILE  
NETWORK  
ISSUES

# LET'S LOOK AT GENERIC PROBLEMS



**ANDROID:** Insufficient storage space is a common problem for Android users, especially with the increasing size of apps and media files.



Regularly delete unnecessary files, such as old photos, videos, and documents.

Utilize cloud storage services like Google Drive or Dropbox to store files externally and free up space on your phone.

Google Drive



Dropbox



If your device can accept an SD Card, then try saving photos to that instead.

**iOS:** This is really common for most of us as, unfortunately, you can't increase your iPhone's storage.

This commonly happens to folks with a base iPhone storage configuration who have a lot of pictures, files, or apps. All you can do is try to delete some of these files and other stuff inside your iPhone to free up some space.

If you have a lot of pictures, try offloading them to Google Drive, Dropbox, or Google Photos, and then delete them from your device.

Google Photos

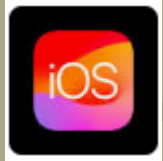


STORAGE  
SPACE  
ISSUES

# LET'S LOOK AT GENERIC PROBLEMS



**ANDROID:** An unresponsive touchscreen can make your Android phone practically unusable, preventing you from accessing apps or making calls.



Try restarting your phone to see if the issue resolves itself.

If not, you can calibrate the touchscreen by installing calibration apps from the Google Play Store. These apps can help recalibrate your touchscreen's sensitivity.

Touchscreen Calibration



Calibration



UNRESPONSIVE  
TOUCH  
SCREEN

BLACK SCREEN  
OF DEATH

**iOS:** When this happens to you, your iPhone's screen goes black.

If restarting your iPhone normally doesn't work, force restarting it might. This is what you'll need to do if you ever face the black screen of death:

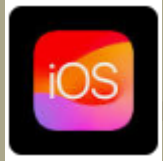
1. Quickly press and release the **volume up** button.
2. Quickly press and release the **volume down** button.
3. Press and hold the **side button** until you see the Apple logo on your screen.

After a few seconds, your iPhone should start back up and be working fine.

# LET'S LOOK AT GENERIC PROBLEMS



Experiencing random reboots can be alarming and disrupt your phone's functionality.



**ANDROID:** Ensure that your Android phone is running on the latest software version. Outdated software can cause stability issues leading to random reboots.

Additionally, perform a malware scan using reliable antivirus software to rule out any malicious programs.

Malwarebytes



**iOS:** There may be various reasons for your iPhone rebooting.

Limited storage/memory will cause an iPhone to fail when loading the operating system or an app or an old app that needs updating.

Try closing the apps you have opened and then try again. Remember to “completely” close the apps – don’t just slide them away.

Settings > General > iPhone Storage –or– Device Storage. Check available storage.

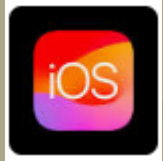
Delete and reinstall an app that is failing.

## RANDOM REBOOT ISSUES

# LET'S LOOK AT GENERIC PROBLEMS



**ANDROID:** If you notice degraded image quality or slow camera response, it might be due to camera-related issues.



Clear the camera app's cache and data to potentially resolve camera-related problems. Additionally, update the camera app from the Google Play Store to ensure you have the latest bug fixes and improvements.

Go to Settings > Apps > [Camera App] > Storage > Clear Cache.

**iOS:** There are many settings for camera control in the “Camera” app on your iPhone.

“Settings” > “Camera”

Formats = “High Efficiency”

Scene Detection = “ON”

Prioritize Faster Shooting = “ON”

Lens Correction = “ON”

Smart HDR = “ON”

POOR  
CAMERA  
PERFORMANCE  
ISSUES

**When encountering issues with either your Android or iOS device .....**

**#1 – GOOGLE IS YOUR BEST FRIEND**

**Open Your Browser – Enter As Follows**

*<your manufacturer>* **battery draining fast**

*<your manufacturer>* **running slow**

*<your manufacturer>* **overheating**

*<your manufacturer>* *<app name>* **app crashing**

*<your manufacturer>* **wifi not connecting**

*<your manufacturer>* **no mobile network**

*<your manufacturer>* **no storage space**

*<your manufacturer>* **black screen / frozen screen**

*<your manufacturer>* **rebooting**

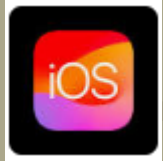
*<your manufacturer>* **poor camera images**

# LET'S DISCUSS YOUR DEVICE

Android



If you've had your smartphone for a number of years and you are finding that you have not been able to adjust your settings to get more battery time .....



Let's talk about a battery replacement versus a device replacement.

If you've tried to offload your pictures, reduce your apps and still find yourself running out of space .....

Let's talk about an appropriate storage addition or a device replacement.

If you're no longer able to upgrade your operating system and because of that aren't able to install newer apps and security .....

Let's talk about an appropriate device replacement.

We can review your needs and your funds and then determine the better device for you going forward. You don't need to overspend.

Let's look at what fits you.

THINKING  
OF  
REPLACING  
YOUR  
DEVICE ?