

# Quick How-To: Use Safe Mode to Restart a Phone

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## Who is this for?

This guide is for anyone whose phone is experiencing won't turn on properly or keeps crashing and wants to try restarting or using Safe Mode to fix it.

## Step-by-Step Instructions

### Step 1: Charge Your Phone

- Plug it into a charger and wait at least 10 minutes.
- Sometimes, the battery is too low to show anything right away.

### Step 2: Force a Restart

- Hold the Power button and Volume Down for 10 seconds.
- This often brings it back to life.

### Step 3: Use Safe Mode (Android only)

- Hold the Power button, then press and hold 'Power Off'.
- Tap 'Safe Mode' to restart without extra apps running.

### Step 4: Try Again or Ask for Help

- If it still doesn't work, try again later or ask a tech helper.
- You may need a repair if it still won't start.

You've taken steps to properly restart your phone.