

## Others

# What can I do if my device freezes or constantly restarts?

If your device regularly freezes, doesn't respond or crashes and displays errors, we recommend you to follow this guide (make sure to do it step by step in the order set below):

- Restart your device by pressing and holding the power button. If any menu is displayed, [do a reset](#)
- Search for any updates for [your device](#) and [your applications](#)
- Check the [memory remaining](#) in your device, if your device memory is full, your device will work slowly.
- [Reset your device](#) to return it to its original (factory) settings. This operation should be a last resort before contacting our customer support team as it will completely erase the content of your device.

Unique solution ID: #1637

Author: Admin FAQ

Last update: 2015-04-16 08:03