iPhone Troubleshooting Guide

This guide contains instructions on troubleshooting common iPhone issues that may affect connectivity and unresponsive apps.

- [How to Restart your iPhone](#)
- [How to Update your iPhone](#)
- [How to Use Airplane Mode on iPhone](#)
- [How to Enable WiFi Calling on iPhone](#)
- [How to Force Quit an App on iPhone](#)
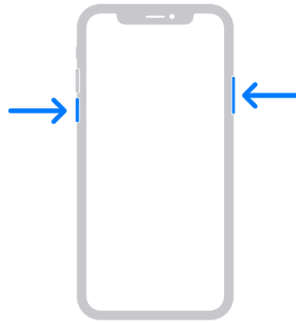- [How to Reset Network Settings on iPhone](#)

How to Restart your iPhone

Introduction

Restarting your iPhone can help alleviate network connection problems and other issues where apps do not seem to be working normally.

How to restart your iPhone X, 11, 12, 13, or later

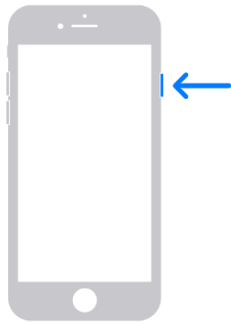1. Press and hold either volume button and the side button until the power-off slider appears.

Figure 1. Diagram of buttons to press.

2. Drag the slider, then wait 30 seconds for your device to turn off.

3. To turn your device back on, press and hold the side button (on the right side of your iPhone) until you see the Apple logo.

How to restart your iPhone 6, 7, 8, or SE (2nd or 3rd generation)

1. Press and hold the side button until the power-off slider appears.

Figure 1. Diagram of button to press.

2. Drag the slider, then wait 30 seconds for your device to turn off.

3. To turn your device back on, press and hold the side button (on the right side of your iPhone) until you see the Apple logo.
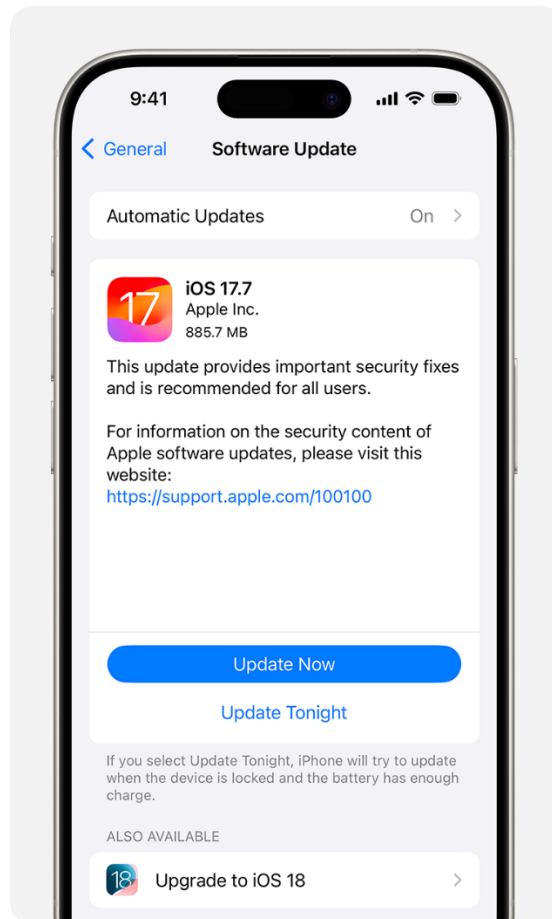
How to Update your iPhone

Introduction

Whenever a new iOS update is available for the iPhone, the Duo app will prompt you to update to the latest version after using the app to approve a log in. This message will keep appearing until the update is completed but does not affect your ability to log into systems where Duo approval is needed.

Upgrading to the latest version of iOS or iPadOS software provides the latest features, security updates, and bug fixes.

How to Update your iPhone

1. Go to **Settings** > **General**, then tap **Software Update**.

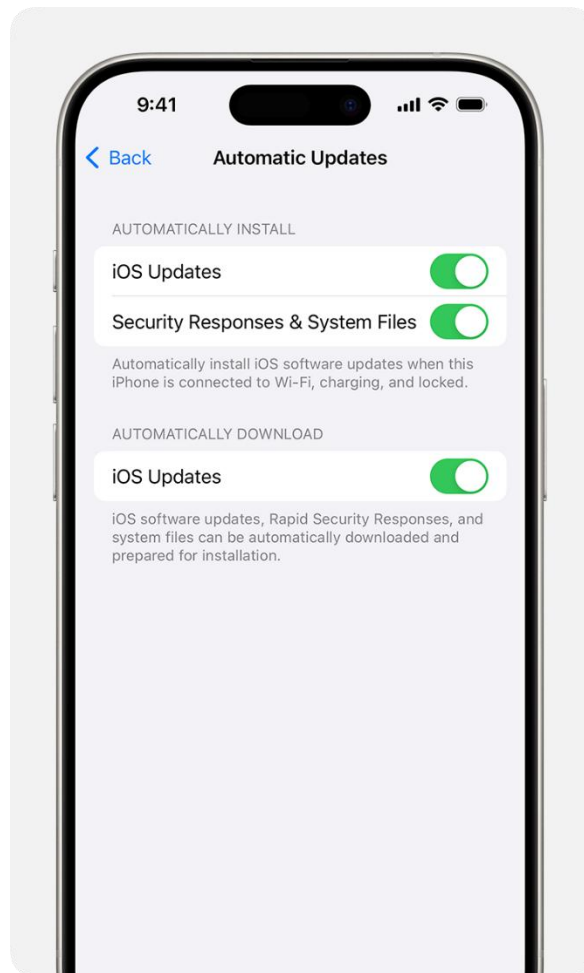2. If you see more than one software update option available, choose the one that you want to install.

3. Tap Install Now. If you see Download and Install instead, tap it to download the update, enter your passcode, then tap Install Now.

Customize automatic updates

Your device can update automatically overnight while it's charging.

1. Go to **Settings** > **General**, then tap **Software Update**.

2. Turn on Automatic Updates.

3. Turn on iOS Updates. Your device automatically updates to the latest version of iOS or iPadOS. Some updates might need to be installed manually.

How to Use Airplane Mode on iPhone

Introduction

Airplane Mode turns off the wireless features on your device. This is most typically used while flying on an airplane. Enabling and disabling Airplane Mode is a quick way to toggle cellular service, WiFi, and Bluetooth that may help solve connection issues.

How to Turn on Airplane Mode

1. Open Control Center. The way you open and close Control Center depends on the type of device you have.

    a. iPhone X and later

- To open Control Center, swipe down from the top-right corner of your screen.
- To close Control Center, swipe up from the bottom of the screen or tap the screen.

2. Tap the Airplane Mode button .

b. iPhone SE, iPhone 8, and earlier

- To open Control Center, swipe up from the bottom edge of any screen.

- To close Control Center, tap the top of the screen or press the Home button.

2. Tap the Airplane Mode button ✈.
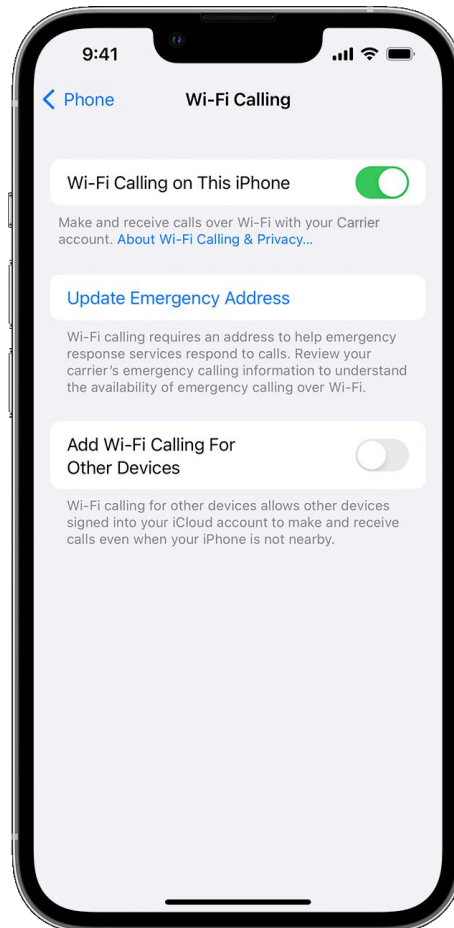
How to Enable WiFi Calling on iPhone

Introduction

With Wi-Fi Calling, you can make or receive a phone call if you have a Wi-Fi connection in an area with little or no cellular coverage.

How to reset your network settings

To turn on Wi-Fi calling, go to Settings > Cellular.

Tap Wi-Fi calling and turn it on. You might need to enter or confirm your address for emergency services.

How to Force Quit an App on iPhone
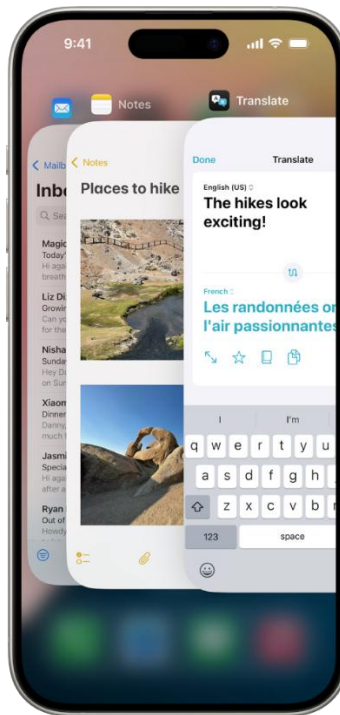
Introduction

If an app isn't responding, you can quit it and then reopen it to try and resolve the issue.

How to Quit an App on iPhone

1. Open the App Switcher.

    c. On an iPhone with Face ID (no home button):

- Swipe up from the bottom edge of the screen and pause swiping in the center of the screen.

    d. On an iPhone with a Home button

- Double click the Home button.

2. Swipe up on the app to quit.

3. To reopen the app, go to the Home Screen or App Library and tap the app icon to open it again.

How to Reset Network Settings on iPhone

Introduction

Resetting the network settings on your iPhone can help alleviate potential problems that may be affecting cellular and WiFi connectivity.

How to reset your network settings

If you're using iOS or iPadOS 15 or later, tap Settings > General > Transfer or Reset [Device] > Reset > Reset Network Settings.

If you're using iOS or iPadOS 14 or earlier, tap Settings > General > Reset > Reset Network Settings.

This also resets Wi-Fi networks and passwords, cellular settings, and VPN and APN settings that you've used before.