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Apps Keep Crashing — The Storage-and-Cache Connection

Why apps close themselves or freeze — and the safe fixes, in order

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SUMMARY

The 60-Second Version

An app that keeps crashing is rarely a dying phone — it is usually low storage, a corrupted cache, a missed update, or a dropping connection. Work the fixes in order: fully close and reopen the app, restart the whole phone, free a couple of gigabytes of storage (the most common hidden cause), clear the app's cache on Android or offload it on iPhone (never "clear data," which logs you out), update both the app and the phone, and check your Wi-Fi if it freezes mid-task.

If one app is still stubborn, reinstall it — but know your login first. Stop as soon as it behaves.

1 The Short Version

When an app crashes again and again, the cause is almost always one of a few ordinary things: the phone is low on storage and has no room to run the app properly, the app's temporary files (its cache) have become tangled, the app or the phone needs an update, or the internet connection is dropping out underneath it.

Each of these has a safe, simple fix, and we will try them in order from gentlest to most thorough. You can stop the moment the app behaves, and none of the early steps risks your photos, messages, or account.

- Crashing apps are usually a space, cache, update, or connection problem.
- The fixes are safe and go from gentlest to most thorough.
- Low storage is the single most common hidden cause.
- Your data stays safe through all the early steps.

> **TIP**
>
> Before anything else, try the two simplest moves: fully close the app and reopen it, then restart the whole phone. Between them, these clear most temporary glitches and fix a surprising share of crashes with no effort and no risk at all.

2 Why Apps Crash — the Real Reasons

An app is a program, and like any program it needs room and resources to run. When the phone is starved of storage or memory, or when the app's own files get muddled, the app cannot run properly and the phone shuts it down to protect itself — which you see as a crash.

So a crash is usually the phone coping, not failing. Understanding that takes the alarm out of it: you are not looking at a broken phone or a lost app, just a condition to clear so the app has what it needs again.

> **GOOD TO KNOW**
> This is why one app crashing while everything else works points at that app or its cache, while many apps crashing at once points at the phone being low on storage or memory. The pattern tells you where to look first.

3 Fix 1: Close and Reopen the App

An app can get stuck in a muddled state that a fresh start clears. Fully closing it — not just switching away — and reopening it is the quickest possible fix and costs nothing.

1. iPhone: swipe up from the bottom and pause, then flick the app's card up to close it; reopen it fresh.
2. Android: tap the recent-apps button (or swipe up and hold), then swipe the app away; reopen it.
3. If it reopens and works, you are done.
4. If it crashes again right away, move on to restarting the phone.

TIP

Switching away from an app is not the same as closing it — it keeps running in the background in its muddled state. Fully closing it, as above, is what forces the fresh start that clears the glitch.

4 Fix 2: Restart the Phone

If closing the app did not do it, restarting the whole phone clears its memory, ends stuck background tasks, and gives every app a clean slate. It is the single most effective general fix for crashes and freezes.

1. Turn the phone fully off, wait about ten seconds, and turn it back on.
2. Let it finish starting up completely.
3. Open the troublesome app again and test it.
4. If it still crashes, the cause is likely storage, the cache, or an update — covered next.

GOOD TO KNOW

A weekly restart prevents a lot of crashes before they start, because it stops the small glitches and memory clutter that build up on a phone left on for weeks from ever reaching the point of crashing an app.

5 Fix 3: Make Room — the Big One

Low storage is the most common hidden cause of crashing apps, because apps need free working space to run, and a nearly full phone simply cannot give it to them. If several apps crash or the phone warns about storage, this is almost certainly your culprit.

Freeing even a couple of gigabytes often stops the crashes immediately. You do not have to lose anything — the safe quick wins are enough.

1. Check your free space (iPhone: Settings, General, iPhone Storage; Android: Settings, Storage).
2. Delete a few large videos you no longer need (back them up first).
3. Offload unused apps (iPhone) or clear app caches (Android).
4. Empty the photo trash and delete finished downloads.

> **WATCH OUT**
> If your phone has only a few hundred megabytes free, that alone can be causing every crash. Freeing space is the first thing to fix in that case — no other step will hold until the phone has room to breathe.

6 Fix 4: Clear the App's Cache

Each app keeps temporary files — its cache — to run faster, and occasionally those files become corrupted and make the app misbehave or crash. Clearing the cache wipes that scratch pad safely, without touching your account or content, and the app rebuilds it fresh.

1. Android: open Settings, Apps, tap the troublesome app, tap "Storage," then "Clear cache."
2. iPhone: there is no direct cache button — instead, offload the app (Settings, General, iPhone Storage, tap the app, "Offload App"), which clears its clutter but keeps your data; then reinstall it.
3. Reopen the app and test it.
4. Only clear app "data" or delete the app as a last resort, since that can log you out.

> **WATCH OUT**
> On Android, use "Clear cache," not "Clear data" or "Clear storage." Cache is the safe scratch pad; clearing data wipes the app's settings and can sign you out or erase in-app content. Stick to cache unless you are deliberately resetting the app.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

7 Fix 5: Update the App and the Phone

Apps crash when they fall out of step with the phone — an old app on a new phone system, or the reverse. Updating both usually irons out crashes caused by bugs the makers have already fixed.

1. Update the app: iPhone, open the App Store, tap your profile, and update; Android, open the Play Store, tap your profile, "Manage apps," and update.
2. Update the phone: iPhone, Settings, General, Software Update; Android, Settings, System, Software update.
3. Restart after updating and test the app.
4. Turn on automatic app updates so this stays handled.

GOOD TO KNOW

If an app started crashing right after a phone update, an app update is usually the cure — the maker is catching up to the new system. If none is available yet, waiting a few days for one often fixes it.

8 Fix 6: Check the Connection

Some apps — streaming, banking, social, video calls — crash or freeze not because of the phone but because their internet connection keeps dropping. The app loses its link mid-task and gives up, which looks like a crash.

- Test whether other apps or web pages load — if they struggle too, it is the connection.

- Move closer to your Wi-Fi router, or switch between Wi-Fi and cellular to see if one is better.
- Restart your Wi-Fi router if the whole connection is shaky.
- On weak Wi-Fi, try the app on cellular data (or the reverse) to confirm.

> **GOOD TO KNOW**
>
> A banking or video-call app that "crashes" only in certain rooms of the house is almost always a Wi-Fi coverage problem, not an app fault. The fix is better Wi-Fi in that spot, not anything to do with the app.

9 A Pattern Worth Noticing

Before you work through every fix, notice the pattern, because it tells you where to start. Whether one app crashes or many crash points squarely at different causes, and matching the pattern to the cause saves you time.

The pattern	What it usually means
One app crashes, others fine	That app's cache or a missed update — clear its cache, update it
Many apps crash	The phone is low on storage or memory — free space, restart
Crashes only mid-task online	A dropping connection — check Wi-Fi
Crashes right after an update	The app needs its own update to catch up

So before diving in, ask yourself: is it one app or many, and when exactly does it crash? That two-second observation usually points you straight to the chapter that will fix it.

10 When It's the App Maker's Fault

Sometimes, honestly, the crash is not anything on your end at all — the app itself has a bug the maker shipped, and it is crashing for everyone until they release a fix. This is more common right after a big phone-system update, when apps are scrambling to catch up.

Knowing this spares you from endlessly "fixing" a phone that is not broken. If an app suddenly starts crashing for everyone and nothing you do helps, the cure is usually just to wait a few days for the maker's update, then install it.

- Check whether an app update is available and install it — it often fixes a widespread bug.
- A quick search for the app's name plus "crashing" shows if others have it too.
- If it is a known bug, waiting for the next update is the real fix.
- Turn on automatic app updates so the fix arrives on its own.

> **GOOD TO KNOW**
>
> A sudden wave of crashes in a popular app, right after a phone update, is almost always the maker's bug, not yours. Patience and the next update usually solve it without any effort on your part.

11 Prevent Crashes Before They Start

A few steady habits head off most crashes, so you spend far less time troubleshooting. They are the same habits that keep a phone healthy generally.

- Keep a little storage free at all times — the biggest single preventer.
- Turn on automatic updates for both apps and the phone.
- Restart the phone about once a week.
- Remove apps you never use, so there are fewer to go wrong.

> *Most crashes are prevented by two quiet habits: keeping some free space and letting updates install themselves.*

12 Fix 7: Reinstall the App

If one specific app still crashes after everything else, removing it and installing it fresh gives it a completely clean start and replaces any damaged files. It is the thorough fix for a single stubborn app.

1. Make sure you know your login for the app, since you will sign back in.
2. Delete the app from the phone.
3. Reinstall it from the App Store or Play Store.
4. Sign back in and test it.

WATCH OUT

Before deleting an app, be sure anything stored only inside it is saved elsewhere, and that you know your username and password to sign back in. For most apps your data lives in your account and returns when you sign in, but check first if you are unsure.

13 When to Call Bill

Most crashing apps come right with the steps here, worked in order, and you can stop as soon as the app behaves. But if an important app keeps crashing after all of this, if you are unsure of your login before reinstalling, or if many apps crash and you cannot free enough space, there is no need to keep fighting it.

I come to you, find out whether it is space, the cache, an update, or the connection, fix it safely without risking your data or logins, and make sure the app you depend on works reliably again. You get your app back and a phone with room to run it.

- An important app keeps crashing after every fix.

- You are unsure of your login and nervous about reinstalling.
- Many apps crash and you cannot free enough space.
- The crashes seem tied to Wi-Fi in certain rooms.

CHEAT SHEET

Everyday Cheat Sheet

Keep this handy. Work down the list; stop when the app behaves.

I want to...	Do this...
Quickest fix	Fully close the app and reopen it
Clear most glitches	Restart the whole phone
Fix low-space crashes	Free a couple of GB of storage
Fix a muddled app	Clear its cache (Android) or offload it (iPhone)
Fix bug-related crashes	Update the app and the phone
Fix freeze mid-task	Check your Wi-Fi/connection
Get help	Call Bill: (330) 200-8042

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

You don't have to remember all of it — just that a friendly, patient person is one call away, whenever you'd rather have a hand.

KEY SPECS

In your home — $99 flat for the first visit, no contracts and no surprises, with a 30-day come-back-free follow-up. In-home visits cover Portage County, Ohio and nearby communities.
Outside the area? Remotely — $49 for a screen-share session (free for Support Plan members, $39/mo), refundable if I can't fix it — and credited toward a visit if you'd rather have me in person. Book either at billshometech.com/book.

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

Whenever you're ready, I'll come to your home anywhere in Portage County, Ohio and nearby communities, at your pace. Too far for a house call? I also help remotely. Book at billshometech.com/book or call (330) 200-8042. — Bill

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