

# Many Samsung Galaxy J, A, S phones have software errors, this is a temporary fix

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On the morning of May 23, 2020, on many technology forums and Facebook groups, many Samsung phone users reflected on their smartphone booting directly into recovery mode. When entering this mode, because there is no reboot option, it cannot be restarted.

Despite trying to turn off the device and turn it back on, the device continues to boot into recovery mode automatically. It is known that these devices the previous night still used normally, this serious software error only appeared early this morning.

An error image appears on the phone as follows:



The above error message mainly occurs on Galaxy J 2018 models, such as Galaxy J4 + and J6 +. In addition, some Galaxy A series devices launched in 2018 also encountered the same situation. Techrum said that some users of the S series have encountered the same error.

According to initial estimates, this "suspended recovery mode" situation is most likely due to an operating system update error or software conflict.

After receiving user feedback, Samsung Vietnam representative said that this unexpected error occurred only on some older Galaxy J series, the company will have an official notice of the cause of the software error as well. as the earliest fix for the affected user.



Currently, some major phone chains in Vietnam are also receiving and repairing free errors for Galaxy J users who encounter the above software error. If you buy machines at these chains, you can contact customer care for assistance.

## How to fix hang error recovery on Samsung Galaxy

While waiting for the official fix from Samsung, you can try the temporary fix shared by many users as follows:

1. In recovery mode screen> select Try Again.
2. When the phone boots up on the black screen> use another phone to call your phone.
3. When the device displays the call screen, drag down the status bar (more likely to catch the phone)> select Settings> Find Software Upgrade options> wait for the device to update to the new version.
4. After the update is completed the device will work again.

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