

# What to do when the iPhone or iPad can't turn on?

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iPhone and iPad, like any other technology, are not absolutely perfect. If you have pressed the **Power** button and the screen doesn't turn on or you see an error message, don't worry. You can make it restart normally.

The instructions here will make any iPhone or iPad rebootable and work properly. If this is not the case, it is very likely that your device has experienced a hardware problem and that is the reason why it prevents the device from starting.

## Plug in the device, let it charge and wait



The iPhone, iPad or iPod Touch may not turn on if its battery is exhausted. In general, you will see some types of 'low battery' indicators if you try to turn on your iOS device when it does not have enough battery power. However, when the battery is exhausted, the device will not respond and you will only see a black screen.

Connect your iPhone or iPad with a wall outlet and let it charge for a short time - about 15 minutes. If the battery is completely depleted, you cannot plug in the charger and expect it to respond immediately. Let it charge for a few minutes and then the device will turn on. This will correct the problem on your device if its battery is completely discharged.

Make sure your charger works if this method doesn't work. A damaged charger or cable may cause the device to be unable to access the device. Please try another charger and cable if you have.



## Hold the Power + Home button to perform Hard Reset

iPhone and iPad can freeze completely, like other computers. If this is the case, the **Power** and **Home** buttons will not work. Please perform a "hard reset" operation to fix this error. This is done in the traditional way by removing the device's battery and reinstalling or unplugging the power cable on devices without batteries, which is why it is also called 'power cycle'. However, the iPhone and iPad do not have removable batteries. Instead, you can use the **Power** + **Home** button combination to restart your phone or tablet.

For details on how to do this, please refer to the article: [How to Hard Reset to restore the settings on the iPhone.](#)



## Restore iOS operating system with iTunes

The fact that the iPhone and iPad do not turn on immediately usually stem from the cause of the battery being depleted or having an operating system error. However, sometimes, your device screen may turn on and you will see an error screen instead of the boot icon as usual. The screen shows the image of the USB cable and the iTunes logo.

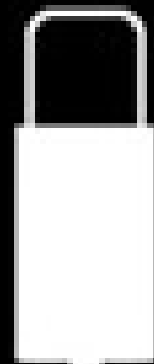




iTunes



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This '**Connect to iTunes**' screen appears when the iOS software on your iPhone or iPad is broken. In order for your device to function and reboot properly, you will need to restore the operating system, requesting iTunes on your PC or Mac.

To know how to perform details for each model, please refer to the article: [How to restore iPhone and use Recovery mode](#).

Hope you are successful.

See more:

1. [Error iPhone, iPad suddenly shutdown even when the battery is still many, this is how to fix the error](#)
2. [How to turn on the flashlight with the power key on the iPhone](#)
3. [How to fix iPhone error does not show Trust This Computer](#)

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