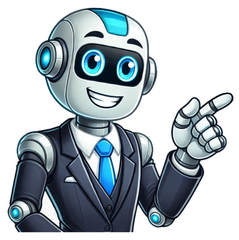
I'm not a bot



Did you know you can resolve many issues on your own without spending time on a call or a chat? Our troubleshooter includes the top reasons people contact us. If the solutions suggested don't solve your issue, you will still be able to contact us or explore repair options. Next Ryan Whitwam / Android AuthorityThe Moto G was first released eight years ago and offered an impressive affordable option for Android users. The Moto G series has grown and multiplied since then. In 2024, there were plenty of options to choose from. Want a stylus? The Moto G Stylus series is perfect for anyone who doesnt want to splurge on an expensive Samsung device. The Moto G Power series offers impressive multi-day battery life, and the Moto G Lite and G Play are perfect for anyone looking for an ultra-affordable smartphone. Unfortunately, with every new generation comes a new set of Moto G bugs and glitches. But were here to help! Heres a look at some common Moto G problems and how to fix them.In this roundup, we will focus on the most recent Motorola G-series releases like the Motorola Moto G 5G, Moto G Stylus 5G, Moto G Power 5G,and their predecessors, going back to the Moto G7 series.Cant wipe cache partition through Recovery ModeRyan Haines / Android AuthoritySome Moto G users cant find a way to wipe the system cache partition after going into recovery mode. Unfortunately, this is a feature and not a bug. The option isnt available for recent Motorola smartphones.Potential solutions:You can still clear the cache of individual apps. Go toSettings > Apps > See all apps and select the app you want. Tap on Storage & cache, and then tap onClear cache. If youre clearing the cache as a troubleshooting step, you might want to also Clear data.Motorola recommends using the Files by Google app to clear the app cache. Open the app, tap on the Clean tab, and go through all suggestions.Its an excellent app to use if you want to free up some storage space.Moto G mic or speakers not workingRyan Whitwam / Android AuthoritySome Moto G owners face problems with the mic or speaker not working during calls or when using them with other apps during video calls.Potential solutions:If youre having an issue with connectivity during calls, try resetting the network settings. On your Moto G phone, go to Settings > System > Reset options > Reset Wi-Fi, mobile & Bluetooth > Reset settingsand selectReset settings.It could be a hardware issue. Open the Device Help app (Device Care on some devices) and go toDevice diagnosis > Hardware test > Full test. It will tell you the functional status of all the hardware on the phone, like the mic and speakers. Its best to run a diagnostics test in Safe Mode (instructions are in the Guide section below) to confirm an app isnt causing the issue.Cannot screencast to a TV from Moto GEdgar Cervantes / Android AuthoritySome Moto G users cant cast content from their phone to a TV or Chromecast.Potential solutions:Recent Motorola smartphones dont support Miracast, so if you have an older TV, your only option is to use a Chromecast.If you have a Chromecast or a TV with Chromecast built-in, ensure your phone and TV are on the same network. Some TVs dont support 5GHz Wi-Fi. If you have a hybrid connection, you might want to decouple the two bands to make the link easier.If your TV supports the feature, you can use Wi-Fi Direct to cast personal media. Since the setup process is slightly different depending on the TV brand, read through the user manual to see how to use Wi-Fi Direct.OEM unlock not available/greyed outRyan Haines / Android AuthorityMany of Motorolas Moto G smartphones are available directly from network carriers and MVNOs in particular. Unfortunately, this means that the phone might be locked to that carrier.Potential solutions:First, ensure your Moto G phone meets the requirements to be unlocked. Carriers like Verizon, AT&T, T-Mobile, MetroPCS, and more have different requirements you have to meet before the phone is eligible. This usually involves having an active paid account for a minimum period.Call your network carrier and get an unlock code if the device is eligible.If the OEM Unlock button is greyed out, it is likely a network connection issue. Ensure that your phone is connected to Wi-Fi or mobile data for at least 72 hours, and that will automatically fix the OEM Unlock toggle. After 72 hours, restart your phone. If the option still doesnt show up, contact the network carrier. Some Moto G users found that having them lock the phone again worked.Moto G performance issuesAdam Birney / Android AuthoritySome Moto G users face various performance problems like apps freezing, random reboots, and the phone getting uncomfortably warm.Potential solutions:A rogue app might be causing the issue. Boot the phone into Safe Mode and see if the issue persists. If it doesnt, an app is a problem. Uninstall any recently installed or updated apps and see if the problem disappears.Some users face performance issues after a major software update. In this case, what has worked for them is to perform a factory reset. Make sure you back up any critical files and data, though.Try clearing the app cache and data if a particular app is getting stuck. Go to Settings >Apps >See all appsand tap on the app. Tap onStorage & cache and selectClear cache andClear data. You can also try uninstalling and reinstalling the problematic app.If your Moto G phone is overheating, go through the steps above to fix the problem. However, while the phone is running hot, its best to turn off the phone and let it cool down first. Take off the case if you have one, and keep it in a cool place and away from direct sunlight. Overheating can slow phones down, so its best to keep them as cool as possible.Mobile payments are not workingEdgar Cervantes / Android AuthoritySome users have problems using mobile NFC payments with their Moto G devices. This is especially common after large updates.Potential solutions:Remember that many Moto G smartphones in the US dont come with NFC. Make sure you check the phones specs sheet before buying it if NFC payments are vital. You can also try importing an international version, but that will come with warranty issues.If NFC payments stopped working, it might be because the device isnt certified anymore. Open the Google Play Store, tap on the profile icon at the top right corner, and go to Settings > About. It will say so under Play Protect certification if it isnt certified. Google removes Play Protect certification if the device is rooted, has an unlocked bootloader or custom ROM, or the device OEM didnt approve the device.Motorola is aware of the issue and is actively working to fix the problem where the device is losing Play Protect certification after a major software update.If youre having an issue with a particular app, like Google Pay, clear the app cache and data. Go to Settings >Apps >See all appsand tap on the app. Tap onStorage & cache and selectClear cache andClear data.Android Auto problemsJoe Hindy / Android AuthorityProblems connecting to Android Auto are pretty standard with many phones, and Moto G devices are no exception. In fact, Android Auto tends to be quite glitchy, overall.Potential solutions:If youve set up your new phone by porting apps and settings over from an older device, there might be an issue with Android Auto. Find the Android Auto app in the Play Store and uninstall and reinstall it.You can also try force-stopping the app. Go to Settings > Apps > See all apps > Android Auto, tapForce stop, and confirm by hitting OK. While youre at it, tap on Storage & cache and select Clear cache and Clear data.Go through the Android Auto setup process again. Forget the device connection on your phone and the car and set it up again. If youre having a problem getting Android Auto Wireless to work, its best to set up a wired connection first.The phone might not automatically move to the correct setting when using a wired connection. Tap on the Android System notification in the notification panel and change it to Transferring files/Android Auto.Delayed notifications on Moto GRyan Whitwam / Android AuthoritySome users are seeing a significant delay in receiving notifications. Notifications sometimes only show up when the app is open.Potential solutions:Your notifications might be delayed because of the phones built-in battery optimization. Turn it off by going to Settings > Apps > See all apps and select the app. Tap on App battery usage and select Unrestricted.Some Motorola devices also have a built-in app to make managing your apps easier. Open the Device Shield app, go toBackground running, select the app, and tap onAllow running in the background. On the main app page, go to Apps auto-start and ensure that the apps in question are activated.Moto G troubleshooting guides: Factory reset, boot into Safe ModeRyan Haines / Android AuthorityNote: If youre running into significant Moto G problems and software issues, or the phone doesnt work after youve rooted the device, you can try Lenovos Rescue and Smart Assistant app.Factory reset Moto G using Recovery mode:Turn off the phone.Press and hold the volume down button and the power button simultaneously until the phone turns on.Use the volume buttons to navigate to Recovery mode and tap the power button to confirm.Go toWipe data/factory reset using the volume buttons and press the power button to confirm.Let the process run. When finished, select Reboot System Now.Boot Moto G into Safe Mode:Press the power button while the phone is on.Touch and hold thePower off pop-up.TapOK when the option to boot into Safe Mode appears.Reboot the phone to exit Safe Mode. If you still cant get your Moto G to work, our best advice is that you contact Motorola support.Motorola phone users may experience various common problems with their phones. These issues can often be resolved through troubleshooting. This guide provides information on identifying and troubleshooting the most common problems with Motorola phones.Walkthrough: Motorola Moto G Power Common Issues Solving GuideList of common problems with Motorola phones in 2024If you are a Motorola phone user, you may have experienced some common issues with your device. Here are some of the most frequently reported issues and some tips on how to resolve them.1. OverheatingOverheating is one of the most common problems with Motorola phones. If your phone gets too hot, there are several ways to cool it down.2. Battery lifeAnother common issue with Motorola phones is battery life. If your phones battery drains too quickly, below are a few things you can do to help prolong its life.3. Software UpdatesMotorola is known for being slow to release software updates. This can be a major issue for users trying to stay updated with the latest features and security patches.Also see,How Long Does Motorola Support Their Phones?4. Camera QualityAnother common problem with Motorola phones is the camera quality. If youre unsatisfied with the photos you took with your phone, below, we have mentioned a few things you can do to improve them.Also see,Camera Not Working on Motorola Phones5. Slow performanceIf your Motorola phone starts to feel sluggish, you can do a few things to speed it up. First, clear cache and data. You can also try uninstalling unused apps or resetting your phone to factory settings.6. Touchscreen problemTouchscreen problem is another common problem with Motorola phones. If your touchscreen is unresponsive or inaccurate, there are several things you can do to improve it.If youre experiencing these common problems with your Motorola phone, try these tips to fix them.Quick troubleshooting steps for Motorola phonesMost Motorola phone issues can be resolved by trying the troubleshooting steps below. Apply these steps, and your phone will be back up and running quickly!1. Motorola phone rebootPress and hold the power button. Choose the Restart option. Hard reboot your Motorola phone. Press and hold the volume down key and power key for 10 seconds.2. Boot your Motorola phone into safe modeHold down the power button for a few seconds. Choose the Safe Mode option. Thats it!3. Data Backup on Motorola PhonesSettings Accounts & Backup. Click Back up your data. Tap the Google One Backup switch. Select the desired Gmail account in the top right corner.4. Reset network settings on Motorola phonesGo to Settings app. Tap General Management. Click Reset Select. Reset Network Settings Reset Settings. Finally, tap Reset & OK.5. Wipe Cache PartitionTurn off the phone by pressing and holding the volume down + power buttons. Then press and hold the Volume Up + Power keys. Release all buttons when the Motorola logo appears. Navigate using the volume keys and choose wipe cache partition with the power key. Then select Reboot system now. Thats it!6. Factory resetOpen the Settings menu. Select General Management. Tap the Reset option. Click Factory Data Reset Reset. Finally press delete all.Fixing common issue with Motorola PhonesAre you having problems with your Motorola phone? It doesnt charge properly, the screen is cracked, or it doesnt work properly. In this section, we will look at some of the most common Motorola phone problems and how to fix them.1. Overheating problem on Motorola phonesOverheating problems can occur for a variety of reasons. However, the most common scenario is overcharging the device or playing games for hours. Apart from this, some users notice heat coming from the back panel. Here are some tips to easily avoid overheating problems with your Motorola phone.How do we fix the Motorola phone heat issue?Do not overcharge your device, and use genuine Motorola chargers.Depending on the restart process, you can click to reboot your system.Disable wifi, GPS location and Bluetooth if not required.Close all unnecessary background apps.Finally, you can check for system updates.2. High battery drain issue on Motorola phonesPower-hungry cores require huge amounts of battery juice to deliver the best results, making the battery drain faster. You may have noticed this in your experience, as the phone doesnt exceed 5 hours of screen time.There are other cases, such as not using the original Motorola charger. Heres how to fix your Motorola Phones fast battery drain issue.How do you fix the Motorola cell phone battery draining fast issue?Go to Settings Battery Show total device usage to see how much time youve been using your device.Turn off the auto-brightness feature in the settings menu.Open Settings Apps Uncheck Show useless app notifications.Turn off wifi, Bluetooth, GPS and mobile hotspots.Reduce your screen time to less than a minute.Check for official software updates.Dont overcharge your phone.3. Motorola phones shut down unexpectedlyThis problem is very common with Motorola phones. In this issue, your phone suddenly turns off. A high phone temperature may cause the phone to turn off suddenly. Avoid using bulky back covers. Inadequate ventilation can cause heating problems.Make sure you have free space left on your phones internal storage. Otherwise, it may cause the Power to turn off unexpectedly.If the issue persists after applying the steps above, factory reset your Motorola phone. It will surely solve your problem.Consider the steps below if you are experiencing the same issue on your Samsung Phone.How do I fix my phone shuts down unexpectedly?First, make sure your Motorola phone battery is working properly.To do so, go to your phone dialer, type *#*#4636#*#* and dial.Now you can see Battery Information.4. Wi-Fi connection Issues on Motorola PhonesNow, the Internet has become such an integral part of our lives that we cannot live without it, even for a moment. Besides this, you will get a lot of information and amazing memes to make your day happy. But for some reason, my phone cant connect to wifi.In such situations, you can run the quick fix options for Motorola phones wifi connection. Heres how!How to fix Motorola cell phone wifi problems?Reboot the system to refresh the connection settings.Make sure you are within the wifi range.Delete the wifi network, then connect again.If you have a problem with your router or modem, change it.Thoroughly inspect the wifi connection cable.Finally, you can try resetting your network settings.If youre still losing your wifi connection after resetting your network settings, you can try the following methods.How to fix the Motorola phone that keeps losing its wifi connection?Press and hold the wifi option.Tap the settings button for the desired network.Choose More Choose.Change the IP settings from DHCP to Static.Finally, try connecting to the default network again.5. Slow or sluggish user interface on Motorola phonesDo you find the user interface sluggish and sluggish while using your phone? Sometimes, custom themes on your phone can slow down your phones performance.If you have recently installed a third-party launcher on your phone, this could cause this issue. You can uninstall it and revert to the default theme.If so, here is a complete solution for your device. Please read all the steps carefully before applying to your phone.How to fix Slow or sluggish user interface?If you use an antivirus or junk cleaning app on your phone, uninstall it.Make sure you have enough internal phone storage space. If your phone runs out of space, free up space, and your Motorola phone will return to normal.Connect your phone to your PC/laptop and scan it with Quick Heal or your trusted antivirus. Viruses will be removed from your phone.Sometimes, slow Internet can cause a sluggish experience.If the issue persists after performing the steps above, try factory resetting your phone.Select Settings > System > Reset Options > Erase All Data (Factory Reset).Chances are high that your phone will run much faster than before after a factory reset.Uninstall useless apps.Perform a basic reboot of your device and check if the issue is resolved.Make sure your phone is on the latest Android version. If not, update your phone to the latest available OS. Update all apps whenever an update is available.6. Unable to download images from WhatsApp on Motorola phonesThe issue of not being able to download WhatsApp images can occur for several reasons. However, the most common reason is an unstable internet connection or malfunctioning app save settings.How to download images from WhatsApp?Check your internet speed and choose an appropriate data plan.Turn wifi and cellular data connections off or on.Make sure the date and time are configured correctly.Allow WhatsApp all the permissions it needs.Go to Settings Apps WhatsApp Storage Clear Data & Cache.7. My Motorola phone keeps restartingIf your Motorola phone keeps restarting, it could be due to a firmware or UI setting. If your device is under warranty, we recommend that you replace your device as soon as possible. But before that, you can solve this problem using the following guide.How to fix the Motorola phone keeps restarting?Boot your device into safe mode.Connect to the charger and force restart your smartphone.Reset all settings for a smooth experience.Lastly, you can also try a factory reset.8. Fingerprint Scanner IssuesMotorola phones feature a fingerprint scanner that provides an extra layer of security. However, some users have reported that the fingerprint scanner is not working on their devices. In this section, we will show you how to fix the problem.How to fix the fingerprint scanner problem?There are several ways to troubleshoot the fingerprint sensor on Motorola devices.One possible solution is to clean the sensorusing a soft cloth or tissue. Remove the registered fingerprint and add a new fingerprint again.You can also try updating the software on your Motorola Phone device, as new updates may contain fixes for fingerprint sensor issues you may be experiencing. Another option is reinstalling the firmware related to your devices biometric capabilities. This can sometimes help fix issues related to the fingerprint sensor.9. The screen is frozen and not responding on Motorola phonesYou bought a Motorola phone for a smooth user experience and touch response. But sometimes the screen freezes and doesnt move even after several swipes.A damaged display can be the reason why the screen is unresponsive. If so, try exchanging the product and requesting a refund if it is out of warranty. But before we go through all that hassle, lets try a few methods to fix the screen response problem.Fix Motorola phones keep freezing.Restart your phone using the power button.You can also boot your phone into safe mode.Install the Display Tester app and check the screen properly.The final step is to factory reset your device.10. Motorola phone stuck on boot screenYour phone can rarely get stuck on the boot screen, probably for two reasons: If your device has a bug causing problems. In the second case, I was trying to unlock the bootloader to flash a custom ROM.However, it cannot unlock the bootloader in a precise way. Commonly, this problem is called a boot loop and requires the assistance of an experienced technician.So, in the second case, it is better to take the help of a professional to solve this problem.How to fix a Motorola phone stuck on the boot screen?Press and hold the Power + Volume Up button to turn off your phone and restart it.Second, you can try booting into safe mode.Upgrade to the latest firmware update.Wipe the cache partition of your phone.Erase all data using a hard reset.Visit your nearest Motorola service centre.11. Network problems on Motorola phonesIt is a common problem for Motorola phones not to show any network, such as no network available or unregistered SIM cards. In this case, you can check the following steps.How to fix the Internet not working on Motorola phones?Motorola Phones Reboot your smartphone.Reinsert the SIM card to activate the network from scratch.Turn aeroplane mode on and off to throttle the network for a few seconds.Enter safe mode to prevent third-party app access.Reset your network connection settings.Here are some advanced options.1. Check device network settingsOpen the Settings app. Network and Internet Mobile networks. Advanced Find Select a network automatically and turn it on.2. Turn off Roaming ModeGo to the Settings menu. Select Network & Internet Mobile networks. Uncheck the Roaming option.12. Apps not downloading from Google Play Store on Motorola phonesThere is usually no difficulty in updating and installing apps through the Google Play Store. However, the next section provides a quick solution if you need to troubleshoot during the installation or update process. So, without further ado, lets get started!How to fix Motorola phones not installing or updating apps from the Google Play Store?Check your internet connection speed.Restart your device to resolve this issue.Go to Settings Apps Google Play Store Storage Clear Data and Clear Cache.If the steps above do not resolve the issue, you must force close the Google Play Store app.Go to Settings General Management Date & Time Automatically activate date and time.Make sure your device has enough internal storage space.Remove all Google accounts and log in with your primary Gmail account.13. Bluetooth issues with Motorola phoneIn the old days, Bluetooth was the only medium for transmitting data wirelessly. But these days, its difficult for Bluetooth to connect different devices. However, Bluetooth cannot connect to a new device, which is a common problem.You dont need any hassle, as we have covered all the tips to help you connect Bluetooth to your Motorola phone in a very simple way.How to fix Bluetooth pairing issues on Motorola phones?Lower the notification bar Turn off Bluetooth and reconnectTurn aeroplane mode on and off in the notification panel.Restart your Motorola phone once.Unpair the device and search for the device again.Go to Settings Apps Filter options Enable display of system apps Bluetooth Storage Clean cache.Make sure your device is compatible with your phone.Try connecting with another smartphone or Bluetooth device.You can also try resetting your network settings.Update to the latest firmware update.14. Text messages not sent on Motorola phonesThe Android ecosystem has a variety of apps that allow you to communicate with your loved ones hassle-free. Besides this, you can start a conversation with your friends and family. But for some reason, text (SMS) messages arent sending to your contacts, or youre getting troubleshooting. In this case, follow this guide.How to troubleshoot being unable to send text (SMS) messages on Motorola phones?Restart your device first.Make sure the SIM is properly inserted.Check your cellular network connection.Check if your carriers plan includes outgoing SMS service.Tap and hold the Messages app Force stop.Clear message app data and cache memory.Resetting your network settings will make sending text messages a breeze.If the above doesnt solve the problem, contact your service provider.Heres how to clear the Messages app cache and data.Press and hold the Messages app. Tap App Info. Click Storage Clear Cache and Clear Data.15. Motorola phone camera issuesSometimes, the camera app doesnt work and gets stuck on the camera app screen and wont take a picture. Besides, the default camera app glitches while capturing lifes moments.Apart from this, camera problems can also be caused by bugs. It is recommended to follow the solution section for that scene.How to fix camera issues on Motorola phones?Go to the Settings menu.Select Manage Apps.Find the Camera app.Go to Storage Options.Tap Clear Cache and Clear Data.Come back and click Force Stop.Find the latest Android update.Factory reset your phone.16. Motorola cell phone GPS not workingGPS makes our lives very simple and convenient for finding a specific location. However, if you have trouble using GPS, check out the following walkthrough.How to fix the GPS not working issue on Motorola phones?Turn the GPS location button off and on.Turn the aeroplane mode on and off.Disable sleep mode.Go to Settings Location Modes High Accuracy Mode.Clear the data and cache of Google Maps.17. Motorola cell phone slow chargingIf your phone charges slowly after using a fast charger for a while, you will eventually notice a difference. The charger may not be set to default, or an overheating issue may be the cause. Here are some tips to fix the slow charging problem.How to fix the slow charging issue on Motorola phones?Replace with a new charger.Clean any debris inside the charging port.Upgrade the latest OS for stable charging.Make sure you are using a genuine Type-C cable.For faster charging, use only the original charger.Check if the port is damaged.Change the outlet.18. App crashes and freezes on Motorola phonesIt is a very common scenario for apps to freeze and crash in Android ecosystem smartphones. However, if you are constantly experiencing app crashing issues, we have a few tutorials to help you sort this out.How to fix the Motorola Phones app freezing issue?Force reboot your Motorola phone.Make sure you are using the latest OS version.Go to Settings Apps Select Frozen App Storage Clear Cache and Data.If the steps above dont work, try a factory reset.19. The microphone is not workingAre you trying to record your voice? Or is the caller unable to hear the audio during a call? If this is your problem, check the steps below to fix it.How do I fix the microphone not working?Reboot your phone into safe mode and check if the microphone works properly in safe mode. If it works, your device has a third-party app causing this problem.Make sure there are no pending software updates available. Download and install if available.Clear the cache and data of the voice recording app.Network problems can occur because the other party cannot hear you.Restart your device and see if the issue is resolved.Factory reset your Motorola One. This will solve your microphone problem.If that doesnt fix it, go to the device manufacturers service centre for repair.20. Not receiving SMS messagesAgain, network coverage issues can also be blamed for this. As mentioned above, we recommend resetting the APN in Settings, clearing data from the Messages app, and rebooting the device. If that doesnt help, check your SIM card location.If the problem persists, we recommend resetting your device to factory settings, as there is little you can do on your own. Of course, contacting your carrier isnt the worst thing to do.21. Unable to make or receive callsIm trying to call someone, getting the error Couldnt make or receive calls. Network issues usually cause this problem. You can follow the steps below to fix your Motorola One not being able to make or receive calls.How do we fix the issue of the call?Remove the SIM card from your phone and reinsert after 10 seconds.Check if aeroplane mode has been accidentally activated. Be sure to turn it off.Open your network settings and reset them to default. Check if the issue is resolved.Restart your device once. Try it and check it out.22. Face unlock not workingIf you unlocked your Motorola phone using face unlock and your device doesnt unlock, dont worry. This is a minor issue and can be fixed with some settings.How do I fix the face unlock not working?Restart your phone and see if this works.Disable and re-enable the face lock on your Motorola.Remove the old face data and add the face again.Clean the front camera sensor. Dirt can build up on your phones camera sensor, preventing the device from recognizing your face.Make sure your selfie camera isnt covered.If youre wearing a mask, sunglasses, hat, etc., temporarily remove them to see if they unlock your device.Update your phone OS to the latest version.Hard reset your Motorola One and see if that fixes the face unlock issue.ConclusionSeveral common problems plague Motorola phones. These include random reboots, battery life issues, Bluetooth issues, and wifi issues.Some of these issues can be fixed by factory reset, but others may require more troubleshooting. If you are experiencing any of these issues, try all the troubleshooting tips listed in this article before giving up your phone and taking it to a repair shop.Tags: Motorola Troubleshoot Guide There could be two possible reasons why your Android phone wont turn on. It can either be a hardware failure or there are some issues with the phone software. Hardware issues will be challenging to deal with on your own, since they may necessitate replacement or repair of hardware parts. In many cases, aproblem with software can be tackled on your own. 1- Force Reboot your Phone In the unlikely event that your device becomes unresponsive, try a force reboot.Press and hold the power key for 10 seconds to perform a force reboot on the device. Tips: Data on your phone will not be deleted If reboot was not successful you should attempt the reboot while connected to a wall charger. 2 - Check battery & charger Ensure the charging cable is not only fitting snug in the device, but also the cable is fitting snug into the charger. It will take approximately 15-20 minutes with the supplied charger to charge the device to a minimal level to power the device back on. Do not use the charger connected to a USB Port as the charging rate is much lower and could take a few hours to charge the device to a minimal level. The Motorola Device Help application allows you to learn more about the features and functions of your device, check your warranty coverage, troubleshoot potential problems and contact Motorola support.To access the app go toDevice Help in your app tray.Device Help allows you to run tests to determine if a there might be an issue with a specific hardware component.To access hardware tests goto Device Help > Troubleshooting > Hardware test > run a Full Test or select a specific component and follow the on-screen instructions.Here are some other things you can do with the Device Help app:1At the top you can launch our Software Fix tool,Sign in or Sign-up for a Lenovo ID & access additional features from the menu.2Identify your device model and IMEI number3Check your current memory and RAM usage.Select Free Up Space to launch Files.4Learn allows you to search for a specific question or accessa comprehensive user guide.5Warranty Information allows you to check your current warranty protection.6Device diagnosis allows you to run hardwaretests on your device to ensure everything is working as expected.7Select Contact Us to connect with Motorola, or use our chat botto interact with us anytime. Motorola Mobility LLC (also called Motorola) is an American telecommunications and consumer electronics company subsidized under Lenovo. Motorola primarily manufactures smartphones and other mobile devices including smartwatches and smartphone accessories running on the Android operating system developed by Google. Motorola released the Razr V3 in late 2004 and sold over 130 million units worldwide in four years. In 2008, Motorolas mobile phone business shifted to the recently introduced Android operating system as its only smartphone platform. Motorolas first Android device, the Cliq, was released in August 2009 for T-Mobile USA. The Cliq included a user interface called the Motoblur, which combined information from email and social networking services into one interface. Motorolas Droid was released in September 2009 for Verizon Wireless and sold at least 250,000 Droid smartphones within the first week of its availability. Other Droid-branded devices have been released by Verizon, though not all of them were manufactured by Motorola. Motorola was owned by Google between May 2012 and January 2014 and was then sold to Lenovo. In 2016, Lenovo discontinued its existing, self-branded smartphone lines and instead used only Motorola-branded devices. Identifying a Motorola phone is as simple as removing the back cover and reading the label underneath the battery. Most Motorola smartphones include the Motorola emblem on their back cases which depicts a stylized letter M inside of a circle. Motorola phones are known for their reliability and durability, but like any electronic device, they can encounter issues. One of the most frustrating problems that Motorola phone users may face is when their device wont turn on. This can be a particularly concerning issue, especially if you rely on your phone for communication, work, or personal use. There are several reasons why a Motorola phone may fail to turn on, ranging from software glitches to hardware malfunctions. In this post, well explore some of the common causes of this problem and provide potential solutions to help you get your Motorola phone up and running again. There can be several reasons why a Motorola phone wont turn on, including: Dead battery: The most common reason for a phone not turning on is a dead battery. If your phone battery is completely drained, it wont be able to power on. This can happen if you havent charged your phone for a while or if the battery is faulty.Faulty charger: If the charger youre using to charge your phone is not working properly, it may not be able to charge your phones battery. This can result in your phone not turning on even after being connected to the charger for some time.Software issues: Your phones software can also cause it to not turn on. This can happen if your phones software is corrupted or if there are any bugs or glitches in the operating system.Hardware issues: There could be a problem with your phones hardware thats preventing it from turning on. This could be a faulty power button, damaged charging port, or any other hardware issue.Water damage: If your phone has been exposed to water or any other liquid, it may not turn on. Water can damage the internal components of the phone, causing it to malfunction or stop working altogether. Its important to identify the reason why your Motorola phone isnt turning on in order to find an appropriate solution. If youre not sure whats causing the problem, its best to take your phone to a professional technician who can diagnose and repair the issue. Here are some steps you can try to resolve the issue of your Motorola phone not turning on: Charge the phone: Make sure that your phone has enough battery power by plugging it into a power source using the original charging cable and adapter. Leave it for at least 30 minutes before trying to turn it on.Perform a soft reset: If your phone still wont turn on after charging, try performing a soft reset. To do this, press and hold the power button and volume down button simultaneously for about 10-15 seconds. Your phone should vibrate and reboot automatically.Check the power button: It is possible that the power button on your phone is stuck or not functioning properly. Try pressing the button several times to see if it responds.Boot into Safe Mode: If your phone still wont turn on, try booting it into Safe Mode. This will start your phone with only the basic apps and services running. To do this, press and hold the power button until the Motorola logo appears, then release it and immediately press and hold the volume down button until your phone finishes rebooting.Factory reset: If none of the above solutions work, you can try performing a factory reset on your phone. This will erase all data and settings on your phone, so make sure to backup your important data before doing this. To perform a factory reset, press and hold the power button and volume down button simultaneously for about 10-15 seconds, until the recovery menu appears. Use the volume buttons to navigate to Factory reset and press the power button to select it. If none of these solutions work, its possible that there may be a hardware issue with your phone. In that case, its best to contact Motorolas customer support or take your phone to a certified repair technician for further assistance. Here are four frequently asked questions (FAQ) about Motorola phones not turning on: If your phone wont turn on after charging, try performing a soft reset or booting it into Safe Mode. If that doesnt work, try performing a factory reset, but be aware that this will erase all data on your phone. If none of these solutions work, there may be a hardware issue with your phone and you should contact Motorola customer support or a certified repair technician for further assistance. If your phone isnt charging, first check the charging cable and adapter to make sure theyre working properly. If they are, try cleaning the charging port on your phone with a soft-bristled brush or toothbrush. If none of these solutions work, there may be a problem with your phones battery or charging port, and you should contact Motorola customer support or a certified repair technician for further assistance. Yes, water damage can cause a phone to not turn on. Water can damage the internal components of the phone, causing it to malfunction or stop working altogether. Performing a factory reset can sometimes fix a phone that wont turn on, but its not a guaranteed solution. If your phone wont turn on, its best to try other solutions first, such as charging it or performing a soft reset. If none of these solutions work, there may be a hardware issue with your phone and you should contact Motorola customer support or a certified repair technician for further assistance. Special Offers Razr Family Motorola Edge Family Moto G Family Motorola One 5G ACE Moto 360 All Moto Phones The Motorola Device Help application allows you to learn more about the features and functions of your device, check your warranty coverage, troubleshoot potential problems and contact Motorola support.To access the app go toDevice Help in your app tray.Device Help allows you to run tests to determine if a there might be an issue with a specific hardware component.To access hardware tests goto Device Help > Troubleshooting > Hardware test > run a Full Test or select a specific component and follow the on-screen instructions.Here are some other things you can do with the Device Help app:1At the top you can launch our Software Fix tool,Sign in or Sign-up for a Lenovo ID & access additional features from the menu.2Identify your device model and IMEI number3Check your current memory and RAM usage.Select Free Up Space to launch Files.4Learn allows you to search for a specific question or accessa comprehensive user guide.5Warranty Information allows you to check your current warranty protection.6Device diagnosis allows you to run hardwaretests on your device to ensure everything is working as expected.7Select Contact Us to connect with Motorola, or use our chat botto interact with us anytime. Motorola phone users may experience a variety of common issues with their devices. These problems can often be fixed through troubleshooting. This guide will provide information on how to identify and fix some of the most common issues with Motorola phones. If youre a Motorola phone user, you may have experienced some common issues with your device. Here are some of the most frequently reported problems, along with a few tips on how to fix them. 1. Battery Life: One of the most common issues with Motorola phones is battery life. If youre finding that your phones battery is draining too quickly, there are a few things you can do to help extend its life. First, make sure youre not running any power-hungry apps in the background. You can also try reducing the brightness of your screen, or disabling features like Bluetooth and GPS when youre not using them. 2. Camera Quality: Another common issue with Motorola phones is the quality of the camera. If youre not happy with the photos your phone is taking, there are a few things you can do to improve them. First, make sure youre using the highest quality setting for your camera. You can also try using a different camera app, or editing your photos after youve taken them. 3. Slow Performance: If your Motorola phone is starting to feel slow, there are a few things you can do to speed it up. First, clear your cache and data. You can also try uninstalling any unused apps, or resetting your phone to its factory settings. 4. Overheating: Overheating is another common issue with Motorola phones. If your phone is getting too hot, there are a few things you can do to cool it down. First, try turning off any unnecessary features like Bluetooth and GPS. You can also try removing any case or cover that might be trapping heat. 5. Touchscreen Issues: Touchscreen issues are another common problem with Motorola phones. If your touchscreen is unresponsive or inaccurate, there are a few things you can do to improve it. First, make sure your screen is clean and free of any fingerprints or smudges. You can also try recalibrating your touchscreen, or using a different touchscreen app. If youre experiencing any of these common issues with your Motorola phone, try following these tips to fix them. Related: Common Problems in Android Phones We have also written dedicated articles for all Motorola phones out there. Select Your Motorola Device to Fix Common Problems Are you having trouble with your Motorola Phones? Maybe its not charging properly, the screen is cracked, or it just doesnt seem to be working right. In this article, we will go over some of the most common Motorola Phones issues and how to fix them. Note: We at www.evolvearenas.com doesnt have any responsibility if things go wrong at any point. Go ahead and check out how to fix common issues in Motorola Phones right now. In the Motorola Phones case, you are getting a top-notch processor, which can easily handle any multi-tasking, long gaming sessions, and heavy usage in a pretty smooth manner. The power-hungry cores need an enormous amount of battery juice to provide top-notch results, which eventually leads to faster battery drain. You might have also noticed this in your user experience as the phone doesnt even survive more than five hours of screen time. There are some other cases such as you are not using the original Motorola charger too. So, heres the method to fix the fast battery drain issue on Motorola Phones. How to Fix Motorola Phones Battery Draining Fast? Go to settings Battery Show full device usage, to check screen time. Turn Off the Auto brightness feature from the settings menu. Open Settings Apps uncheck Show Notification of useless apps. Turn Off Wi-Fi, Bluetooth, GPS, and mobile hotspot. Reduce screen time to less than a minute. Check out official software updates. Dont overcharge the phone. You have purchased the Motorola Phones for a smooth user experience and seamless touch response. But sometimes, you will notice that the screen will be stuck and doesnt move after several swipes. The display might have been damaged so why you are facing unresponsiveness on the screen. If thats the case, try to replace the product or ask for a refund if the device is under warranty period. But before you dive into all of that hassle, lets try some tricks to solve the screen response problem. How to Fix Motorola Phones Keeps Freezing? Simply Restart your phone using the Power button. You can also Boot your phone into Safe Mode. Install the Display Tester app to examine the screen properly. The last step will be to Factory Reset the device. Its quite an unusual thing that your phone might get stuck on the boot screen. Possibly, it occurs due to two following reasons. First, if the device has some bugs, which is causing the problem. In the second case, you have tried to unlock the bootloader to flash custom ROM. But, you dont unlock the bootloader in a precise manner. Generally, this issue is known as boot loop, and it requires skilled technician help. So, if its the second case, we highly recommend you seek a professional to solve this matter. How to Fix Motorola Phones Stuck on Boot Screen? Long press the Power + Volume Up button to turn off the phone, then restart it. Secondly, you can try to Boot into the Safe Mode. Upgrade to the latest firmware update. Wipe the cache partition of the phone. Delete all of the data using Hard Reset. Visit your nearest Motorola care center. Overheating issues can occur due to various reasons. But, the most common scenario is that you have overcharged the device or are playing games for a few hours. Apart from this, some users notice heat on the back panel. Here are the following tricks from which you can easily avoid heating issues on Motorola Phones. How to Fix Heating Issue in Motorola Phones? Dont overcharge the device and use the original Motorola charger. You can reboot the system by clicking on following the restart process. Deactivate Wi-Fi, GPS location, and Bluetooth when not needed. Close all of the unnecessary background apps. Lastly, you can check for the system update. Nowadays, the internet has become an integral part of our life in which we cant live without it in a single instance. Besides this, you will obtain various information and amazing memes that will make your day happy. But for some reason, the phone isnt able to connect with the Wi-Fi. In that situation, you can run down to the quick fix options for the Motorola Phones Wi-Fi connection. Here are the methods! RELATED Common Issues in Motorola Moto E13How to Fix Motorola Phones WiFi Issue? Reboot the system to refresh the connectivity settings. Make sure that you are in the Wi-Fi range. Forget the Wi-Fi network and then reconnect it. Change if theres any problem with the Router or Modem. Examine the connecting cable of Wi-Fi thoroughly. Finally, you can try to Reset Network Settings. How to Fix Motorola Phones Keeps Disconnecting from Wifi? If the Wi-Fi is still disconnecting even after resetting the network settings, then you can try out the following method. Press and Hold the Wi-Fi options. Tap on the Settings button of the preferred network. Select View More choice. Change IP settings from DHCP to Static. Finally, try to re-connect to the preferred network. Generally, you wont face any difficulties to update and installing apps through Google Play Store. However, if you are getting troubleshooting during the installation or updating process, the following section will provide quick solutions. So, without any further ado, lets begin! How To Fix Motorola Phones Wont Install or Update Apps in Google Play Store? Check the Internet connection speed. Restart the device to fix this issue. Go to Settings Apps Google Play Store Storage Clear dataandClear cache If the above step doesnt work out, you have to Force Stop Google Play Store app. Settings General Management Date and time activateAutomatic date and time. Check whether the device has enough internal storage or not. Remove all of the google accounts and sign in with your primary Gmail account. In the old days, Bluetooth was the sole medium to transfer data wirelessly. But nowadays, Bluetooth is severe to connect different devices. Though, its quite a common problem that it doesnt connect Bluetooth to a new device. You dont need any hassle as we have covered all of the tricks that will help you connect Bluetooth to Motorola Phones in a pretty simple manner. How to Fix Bluetooth Pairing Problem on Motorola Phones? Bring down the notification bar switch off Bluetooth and then reconnect it Enable the Airplane Mode from the notification panel and turn it off. Restart your Motorola Phones once. Unpair the device and again search the device. Go to Settings Apps Filter options enable show system apps Bluetooth Storage Clean Cache. Check if the device is compatible with your phone. Try to connect with another smartphone or Bluetoo