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Thread: [Won't turn on, Blue Screen](#)

JFein - August 19, 2014, 5:59 pm

My iPhone 5s [CDMA] randomly turned off and now it won't turn on. It shows the apple logo for 20-30 seconds when powering on then flashes an all blue screen then turns off and tries rebooting again and keeps rebooting.

I've tried restoring it from iTunes and get an error everytime. I've also put it into DFU mode and tried to restore which also didn't work same error.

-Sector- - August 19, 2014, 6:12 pm

Do soft resets until your iPhone 5S starts functioning.

To do a Soft Reset simply press and hold the Home button and at the same time press and hold the Sleep button until you see the Apple logo and then let go of both buttons.

Best Of Luck OP! ?

JFein - August 20, 2014, 2:53 am

(Aug 19, 2014 11:07 PM)xadamxk Wrote: [\[CITE\]](#) I looked into your phone, I see 'Restrict' is your friend?

Anyways...

Let's try a number of things: Soft Reset, as mentioned about: hold down the lock&home button until the device reboots. Try this a few times. Post the results.

Assuming that doesn't work, try restoring and post the exact error you get please.

What could have caused this problem, assuming it's hardware related?
Water damage? A drop? A custom build?

Any other observations, points, or anything that could help us help you. Thanks.

I tried doing a soft reset a number of times and it didn't work however now whenever I try it it brings me to the iTunes Logo and tells me to connect.

This is the error message when trying to restore

<https://puu.sh/aZgSU/1e7513dfd1.png>

About halfway through the restore the screen goes blue turns off and the error comes up. The More Information link is just general troubleshooting like restarting computer updating iTunes and turning off firewalls/security. I've done all the tips on that page and still same error.

No water damage, phone is 2 months old I've dropped it once and it was a long time ago not even relative to when it stopped working.

I've tried downloading the firmware for my iPhone model from [here](#) and restoring with that but it tells me it is not compatible.

Not even sure what kind of warranty I got with the phone it's only 2 months old, gonna go to the apple store and hope for the best.

-Sector- - August 20, 2014, 9:29 am

Try this, put the iPhone into DFU Mode and then when iTunes recognizes it, click Restore iPhone. I honestly think it's the best idea clicking Restore iPhone instead of downloading IPSW's from other sources because, it gets the IPSW from Apples servers and it's trustworthy.

Also, try re-installing iTunes and do what I said above and when it's done downloading the IPSW, run CMD and type in ipconfig /flushdns

Last thing, try doing these and see if it gets rid of that error:

1. Use another USB cable.
2. Plug your cable into a different USB port on your computer.
3. Try a different dock connector (or no dock).
4. Add (or remove) a USB hub between your device and computer.
5. Connect your computer directly to your Internet source, with no routers, hubs, or switches.
6. Try charging the iPhone overnight, then try restoring again.

Good Luck OP! ?

blzt3wpz - April 13, 2023, 3:33 am

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oh really