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Community support / iPad / Use iPad Seems no one is responding in a short time. To start the conversation again, simply ask a new question. Question: Q: My Facebook Messenger App keeps closing every time I try and open it. It opens for a few seconds and then closes and takes me back to my Apple Home screen. I tried every time uninstalling it, restart my iPhone, to turn it off, upgrade the app, even change my password. Nothing works. Posted on Sep 24, 2017 5:38 PM Reply I have this question too (117) I am too page content loading Sep 25, 2017 4:53 PM in response to Liggalgaleila in response to Liggalgaleila, after reading your post, I understand that Facebook Messenger is not staying open. It's actually left back to your Home screen. I'm happy to help! I see that you tried several troubleshooting steps already listed in the article If an app you installed unexpectedly left, stopped responding, or won't open. Since you're still having problems, I can suggest that you delete both Facebook and Facebook Messenger, then redownload Facebook first, followed by Messenger, and see if that solves the problem. If not, please reach out to Facebook directly for additional assistance for each item's linked note: If you see this issue again, contact the app's developer for help: Find the app in the App Store. Type the app, then type Reviews. Under App Store Customer Reviews, App Support Is Taped. Have a beautiful day! Sep 25, 2017 4: 53 PM Reply Useful (2) Thread Answer – More user profile options for users: Liggalgala Question: Q: My Facebook Messenger keeps closing Find that your Messenger keeps crashing on your iPhone or iPad? Then you are not alone. This guide is written specifically for you if you are experiencing app crashes and glitches with the Facebook Messenger app on your Apple device. The shared solutions in this guide are tested and can help troubleshooting and immediate fix the issues with the Messenger app. Without further a let's dive right in. TABLE OF WHAT HOW TO FIX MESSENGER KEPT crashing on iOS: 9 Way 1. Restart the Messenger App. As always, the first thing to do if an app crash is to restart it. Apps are notorious for crashing at certain times, and the Messenger Facebook app is no exception. What you can do is every time messenger crashes, you can restart the app by force-lock. Here's how to do that: If you are on a device with no Home button (iPhones and iPads 2018 after) go to your iPhone screen or iPad's Home iPad and then swipe your finger up and pose midway. Next, you'll see a few apps that are running in the back. You'll want to find the Messenger app and then swipe up to close it completely. This makes the app no longer running in the background. Additionally, you can also try to clear all the other apps that are running too before you restart Messenger so that it provides a chance for no app to interfere in the background to interfere. If on a device with a Home button (Phone 8 and earlier): Press on the Home button twice, and you should see the app drawer with all the apps running in the background pop up. Swipe up apps to close them. Now you may not have already done so, or you may even find that Messenger is working for a while before it starts to crash again; complicate this step will be the beginning before trying out other methods below. Generally, an app crash can be fixed with just a simple restart, but in cases where it is serious, it calls for greater measures. 2. Update the Facebook Messenger App. It's so important, especially if you're regularly keeping up with iOS updates for your device that you follow suit and keep up with all your app updates as well. Like iOS updates, every last app is set to effect new patches and improvements, especially addressing existing bugs. To check if there are any canceled updates for the Facebook Messenger app: Go to your App Store and then on the bottom menu, Type Updates. Note that since iOS 13, the placement of the Updates tab is not found on the menu underneath and is located inside your user profile icon. In case if you don't know where it is, we wrote a guide with step-by-step instructions and photos to help guide you on how to find the App Update tab in iOS 13. Now scroll down the page and download the latest annotation for the apps, including for Messenger. Type Update to start the installation. Once done, it suggests restarting your iPhone or iPad. If you don't know how then the below 5 Methods will guide you. After you've restarted your device, continue to use Messenger like how you usually would, and see if crashes happen again. 3. Update your iOS. Again, I'm not going to talk a lot about this because you already know it. However, if you haven't already done that, then it's certainly worth trying out! Keep up to date with the latest iOS (or iPadOS) updates to resolve a ship of issues from all the time happening to your device. Here's how you check for any new iOS updates on your iPhone, iPad or iPod Touch: Go to the Settings app and then tap on General. Next, tap On Software Update. Now check if any latest iOS annatant ones are waiting to be downloaded. If there, continue to download it. The new update can help patch up the glitches with the Messenger app. 4. Reset Profile Connection with Facebook. This is the method that has fixed the crash problem with the Messenger app for us. By signing out of your Facebook account and then signing back in, it automatically reset the connection profiles. Do so further fixing any bugs that may have occurred while you have always logged the Facebook Messenger app. Now unlike Android users, our iOS peeps don't have the option to go through our settings and then automatically clear the data in the Messenger app, which continues to sign us out. To sign out of the Facebook account, yes, you guess it, we will have to install the official Facebook app on then, get out of here. If you only use Messenger and not the official Facebook app itself on your device, then you will need to download and install it first. Once you have installed it, here are the steps to sign out of your Facebook account and immediately your Messenger app: Go ahead, go to the official Facebook app on your iPhone or iPad, and then sign in with your Facebook account. Note note, this account that you sign in with has to be the same account used on your Messenger app for it's this solution to take effect. After that, the typing menu option (hamburger icon located on the bottom screen from the Home feed tab) now scroll down until you see Settings & Privacy. Tap on & Privacy; Settings Privacy and then select Settings. Type on Security and Login. Now under the section Where you are logged, you will get the list of all the devices and locations you used. Your device's name (such as iPhone, iPad, etc.) will be listed in Bold Word with Messenger platform marked under it!help! I don't see my device on this list or Messenger. If you don't see your device's name and Messenger labels underneath it right away, you may need to tap View all revealing more devices and platforms where you're logged. Lastly, type the three dots on the right side of the device-you + Messenger and then select Log August. The list will disappear, and you'll be able to open up your Messenger app to confirm that your account has completely disappeared and logged out. You should see a screen asking you to sign in with your Facebook login details. Sign in and see if this resolves the Facebook Messenger app collision issue. 5. Restart your iPhone or iPad. This is pretty much a no already do this, then you can skip right to the next method. If you don't have, then try restarting your iPhone or iPad. A restart can still patch up minor software errors and glitches that can affect the health of the apps that are on the device. Here's how you restart your iPhone or iPad: For iPhone X or 11 Press and keep both Volume button and Side button until the cursor power appears. Drag the cursor button to Turn Off direction, then wait until the screen turns black for about 30 seconds. Press and hold the Side button until you see the Apple logo to turn it back on. For iPhone SE, 5 or earlier Press version and hold the power button until the power out cursor appears. Drag the cursor button to Turn Off direction, then wait until the screen turns black for about 30 seconds. Press and hold the Volume button and the Power button until the power out cursor appears. Drag the cursor button to Turn Off direction, then wait until the screen turns black for about 30 seconds. Press and hold the power button until you see the Apple logo to turn it back on. For iPad and Home button To press and hold the power button until the power out cursor appears. Drag the cursor button to Turn Off direction, then wait until the screen turns black for about 30 seconds. Press and hold the power button until you see the Apple logo to turn it back on .6. Watch out for your device storage. Another suggested tip from one of our readers has been checking on the storage of your iPhone or iPad and seeing if it is full. Having a device with no space to store new app data is certain to cause crashes in the app. This is because apps still need to store and retrieve of its cache to allow you to load up chat messages faster in your Messenger app. Hence we recommend that you delete some of the data-intensive apps and keep these relevant. Here are also some guidelines related to reducing storage for the individual apps themselves in your device recipient in the length run: Once you've allocated enough empty storage, try testing Messenger again to see if the app crashes.7. Check your Internet connection. Having an unstable internet connection can cause problems for Messenger as the app might crash while trying to connect to the internet. Make sure your iPhone or iPad can connect to Wi-Fi and low enough range. A network without fix will have trouble loading up the app as well as can possibly close the app if it's not connected correctly. You can test this by going to your iPhone's settings or the iPad and then try connecting to a different Wi-Fi network to see if it's solved there The steps are as follows: Open up Settings and then tap on Wi-Fi. After that, select a new network where you have access to then test to see if the app works well now. If you are on cellular data, then try the following steps to skip the Internet connection: Open settings and then type on cellular. And active in cell data. Then accelerates it back on. This will restart the connection with your cellular data provider. 8. Reinstall Facebook Messenger. Despite the app or signing out of your Facebook account, the question may persist because there might be an element in the app that is corrupted and can only be fixed with a reinstall. Should this be the case, the way to get the app back up is to reinstall the Messenger app. Here are the steps to reinstall the Messenger app on your iPhone or iPad: First we have in long-pressing the Messenger app before it jiggles, and an "X" button pops up on it. Press "X" to remove the app from your device. You will push a message that says Delete Messenger? Hit Delete to delete the app. Next, you can choose your iPhone reboot or iPad to remove any old strings the app may have had on the device. Once you've restarted your device, you can skip back to your App Store to download Messenger back. 9. Reset your Network Settings. Similar to when we tried to refocus our Internet connection, we can try to refresh the device's connection by resetting its network settings. By doing so, you will remove the old connections and images that connect to the networks as a new device. You won't lose any of your data, contacts or app data. However, you will lose the Preset Wi-Fi passwords that you have connected before. In case if you don't remember your Wi-Fi password or network settings, which you may have configured, it is recommended to first record them down or take a screenshot before going through with the below steps. Here's how to reset your network settings on your iPhone or iPad: Go to your Settings app and then tap General. And scroll down and tap On reset. Now select the option to Reset Network Settings. You'll need to enter your device's passcode to approve the recipe. At the end, type the option of Confirm reinstalltable network settings. Your iPhone or iPad will continue to reboot automatically as soon as the whole recipe process is complete. You can reconnect to your Wi-Fi, enter the Wi-Fi password once again and try reloading the Messenger app. 10. Use Messenger Lite. I know it's not exactly a fix for Messenger, but a temporary solution, if nothing else works, is try Messenger Lite. Messenger Lite's remarks are only available in selected countries. The countries include Germany, Italy, Algeria, Colombia, Morocco, Nigeria, Peru, Turkey, Japan, Taiwan, the Netherlands, Kenya, Venezuela, Malaysia, Sri Lanka, and Tunisia. You can always check your App Store to see if it is available. Despite having a blurry ride since it's inception in the App Store, the messenger Lite app has there was only one in stable release. Some readers have commented that Messenger Lite worked significantly better than his counterpart by that-lite. One significant benefit will be for Messenger Lite is that it doesn't crop as much amount of data that the Facebook app does. And that's good! If you're prepared to make the jump in Messenger Lite, then it's simple as going to the App Store, searching up for Messenger Lite, and then installing it. You have the freedom to keep or remove the Facebook app as the Messenger Lite app is not sold on it. For now, it's a good solution to the problem above despite not being a real fix to the problem. 11. The question is likely from Facebook. If you still find that the problem persists even after trying all the above methods, then there is a high chance that the problem will most likely end Facebook's origin. In this case, we'll have to wait until they solve it. You can reach out to the support of Messenger Facebook or visit the Facebook help center to report the question and pick up some views from anyone in the support team. We hope Facebook's Messenger crash crash on your Apple device has been resolved. If you have other questions, please feel free to leave a comment below, and we will like to help you out. ♥ don't forget to share this ☺

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