

# Software glitch can cause iPhones to crash

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In this Sept. 19, 2014 file photo, a customer looks at the screen size on the new iPhone 6 Plus while waiting in line to upgrade his iPhone at a Verizon Wireless store in Flowood, Miss. A newly-discovered glitch in Apple's software can cause iPhones to mysteriously shut down when they receive a certain text message. (AP Photo/Rogelio V. Solis, File)

A newly-discovered glitch in Apple's software can cause iPhones to mysteriously shut down when they receive a certain text message.

Apple says it's aware of the problem and is working on a fix. But some pranksters are sharing information about the glitch on [social media](#) and using it to crash other peoples' phones.

The problem only occurs when the iPhone receives a message with a specific string of characters, including some Arabic characters, according to several tech blogs. When an iPhone isn't being used, it typically shows a shortened version of the message on the phone's [lock screen](#). That shortened combination of characters apparently triggers the crash.

Affected phones will restart automatically. Owners can prevent the problem by using phone settings to turn off the message "previews" feature.

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