

How to fix a “Insufficient Storage Error on LG Phone”

Target:

Any level

Symptoms:

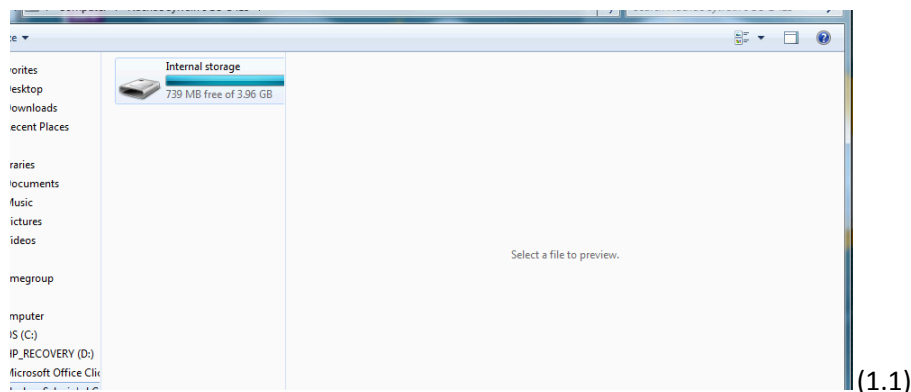
- Unable to download APPS
- Constant insufficient memory messages from OS
- Unable to save Contacts
- Unable to make calls
- Unable to delete contacts, messages, or photos
- Internal storage displays that it is completely full, but it's not
- Unable to use internet do to storage issue

Cause(s):

This problem may occur for several reasons, and requires several steps to be resolved. (As long as you are comfortable with accessing files (folders), proceed at your own risk.)

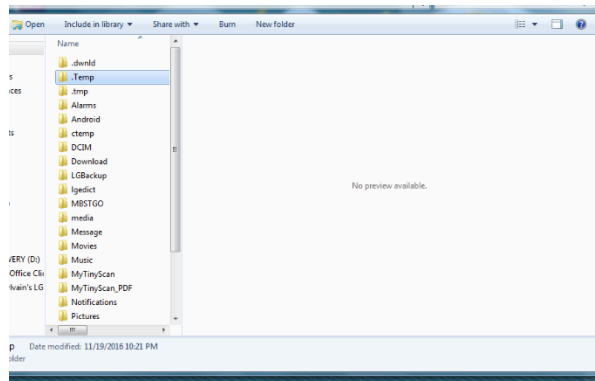
Resolution: (Not sure if this would work on other phone models, feel free to try)

1. Connect your Android LG phone or other phone to your PC with a USB cable with a (If you have a different type of phone you can try these steps and see if you come out with the same results, I used an LG-D415 for this fix.
2. Next, look for your device in the list to the left of the Explorer window (*hint...under Computer*) and click to view the phone internal folder, double-click the *Internal Storage* option. (1.1)

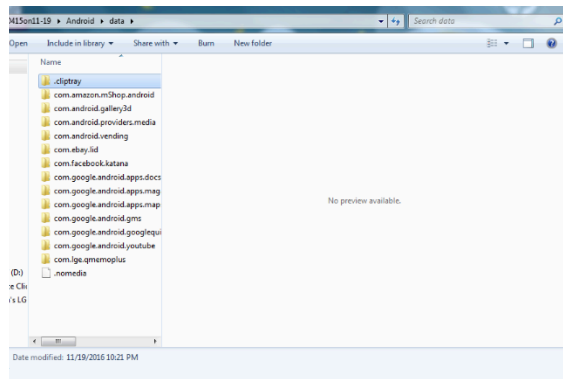


Before accessing any folder's in the Internal Storage of the phone select ALL folders, create a folder on the desktop and save to the folder you created just in case you accidentally delete the wrong folder or file.

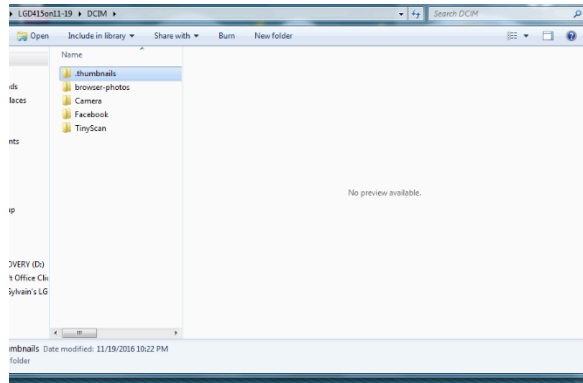
3. Open the *.Temp* folder, delete any pictures or screen shots found.



4. Now, travel to the *Android* folder follow this path (*Android/data/.cliptray*) delete ALL items. Go back to the main internal storage list.



5. Proceed to the *DCIM* folder go through and delete pictures and screen shots or any other unnecessary media from with these folders. (No worries...that's why we backed up your folders before the fix process.)
- *.Thumbnails* (If you see files similar to this: *THUMBDATA3-1763508120* numbers vary; do not worry about deleting the system will automatically recreate these files.)
 - *Browser_photos*
 - *Camera*
 - *Facebook* (only if there's a Facebook App)
 - *Tiny Scan* (If you have Tiny Scan)



Additional Steps:

Perform the same steps for the following folders *Download*, *Pictures*, and *VoiceRecorder*, you may have some items hanging around in there delete all pictures, screenshots, and audio recordings from these folders.

6. Finally, the part that is probably familiar to ALL go through your phone's storage and delete: *Cache*,
7. Go to your *Apps Storage*, go through and delete any old or unused apps, as well as, clicking the *Uninstall Updates* options on all Google Apps (this will not remove the app, but it will revert it back to the original version, this will be resolved soon).
8. Force stop all unneeded apps that you don't want to delete.
9. Update OS once prompted, if not check for any new OS updates and install manually.

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