

**My phone wont let me touch the screen**

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Try the solutions below if your phone screen: Doesn't respond Flickers Jumps Shows dead pixels Stays blank Important: After you try each recommended solution, check to find whether it fixed your issue. Make sure that your screen isn't cracked, damaged, or damaged. If you're wearing gloves, take them off. If you've put any stickers over the screen or sensors, peel them off. Make sure that your screen is clean. Step 2: Try these troubleshooting steps Find out whether an app causes your problem Important: To learn how to turn safe mode on and off, go to your device manufacturer's support site. Turn on safe mode. Touch the screen. If the screen works in safe mode, an app is most likely causing your issue. Turn off safe mode. To find the app that causes issues, uninstall recently downloaded apps one by one. After you remove the app that causes the problem, you can reinstall the other apps you removed. Test the affected part of your screen Touch the top left corner of the screen. Slowly drag your finger to the bottom right corner without lifting. Try to move your finger slowly enough that you can count to 10 before reaching the opposite corner of the screen. If you can drag your Quick Settings bar and notifications all the way to the bottom of the screen The problem isn't caused by a specific area on your screen. Learn how to reset your phone to factory settings (below). If your Quick Settings bar and notifications release while you're still dragging your finger across the screen Repeat the test. If they release again, note whether it happened in the same place on the screen. Then contact your device manufacturer. Step 3: Use advanced troubleshooting Related resources Prevent a cracked screen Fix a phone that freezes or is unresponsive Get answers from community experts Touch screens are great when they work, but when a touch screen stops working, all that ease of use goes out the window and frustration sets in very quickly. The biggest problem is that with some devices, the touch screen is the only way you have of interacting with your phone or tablet. When that suddenly goes away, it can feel like you're totally locked out of your device altogether. While there are cases where an unresponsive touch screen calls for professional repairs, there are a number of steps, from easy to advanced, that you can take to get things working again. These troubleshooting steps apply to any touch screen device running Windows, iOS, or Android. Clean the screen with a lint-free cloth.Restart your device.Remove your case or screen protector.Make sure your hands are clean and dry and that you aren't wearing gloves. Regardless of your experience level, there are some basic, easy fixes that you can try when your touchscreen stops working. Restart the device. It may sound pretty basic, but when your touch screen stops working, simply restarting your touch screen device is usually all it takes to fix the problem. Clean the touch screen and screen protector. In some cases, a touch screen will stop responding properly due to built up dirt and grime or problems with the case or screen protector. Since this is pretty easy to either deal with or rule out, it's a good idea to give your device a thorough cleaning if a reboot didn't do the trick. Clean your hands to avoid passing dirt onto the screen. Wipe the touch screen with a lint-free cloth. The cloth may be dry or wet, but never use a sopping wet one.Remove the screen protector. If a screen protector gets dirty underneath it, is slightly wet, or gets too warm, it will stop registering your touch. You may need to clean the screen after removing the screen protector if it had a tear in it or hadn't been removed for years. Dry the device out if it got wet.Tap the edges if the device was dropped.Remove memory and sim cards.Disconnect peripherals like USB devices. If your device has suffered some damage, like if it was dropped or got wet, then fixing it is a little more complicated. The steps are still pretty easy to follow, but if you aren't comfortable trying to dry out your iPhone, then it's best left to the professionals. Another slightly more complicated fix for a touch screen is to simply turn the device off and remove all of the sim cards, memory cards and peripherals. The reason this can be complex is that these cards are sometimes difficult to remove, and you have to put them back in one at a time to figure out which one was the problem. Dry off your smartphone. Touch screens can also stop working, become unresponsive, or work erratically if a phone gets wet. In that case, drying the phone out thoroughly sometimes fixes the problem. There are several steps to drying out an Android and drying out an iOS device. Gently tap each corner of the phone. When a touch screen stops working after a phone is dropped it's sometimes due to the digitizer connection coming loose internally. In that case, gently tapping on each corner of the phone may cause it to reconnect. If that doesn't work, fixing the digitizer requires taking the phone apart. Remove the SIM card, memory cards, and peripherals. While it is less common, problems with SIM cards, memory cards, and peripherals (such as USB devices) can sometimes cause touch screen problems in mobile and Windows devices. Be sure to fully power down and unplug your device first. If the touch screen still doesn't work, then move on to the Advanced Fixes. Put the device in safe mode.Use the device's calibration tool or sensitivity setting.Update or reinstall your drivers. There are a lot of other reasons for a touch screen to stop working, and most of them can be pretty tough to figure out. Since touch screen problems can also be caused by files or programs that you download, the next step is to start up your phone, tablet or laptop in safe mode. This is basically just a bare bones mode that doesn't load extra programs, but it can be pretty complicated to get it going. Another potential fix is to reconfigure the touch screen and reinstall drivers. This is even more advanced, but it does sometimes do the trick. Turn on Safe Mode for Android or Windows safe mode. In some cases, a problem with an app or program that you have downloaded can cause the touch screen to become unresponsive. The key to figuring this out is to restart in safe mode, since these apps and programs don't load in safe mode. If you find that the touch screen starts working when you enter safe mode, then there is a problem with some app or program that you downloaded. Start with recently downloaded apps and go from there. Adjust iPhone 3D Touch sensitivity. If you're experiencing an unresponsive or inaccurate touch screen on your iPhone 6s or later, it may be a 3D Touch sensitivity issue. In that case, assuming the touch screen works at all, you'll need to adjust that setting. Go to Settings > Accessibility > Touch > 3D & Haptic Touch. Adjust the slider between light and firm. Try turning off 3D Touch if the screen is still inaccurate or unresponsive. Calibrate your Windows touch screen. The Windows Touch Screen Calibration Tool helps to reset the center of each touch you make on your device. If you find that your touches seem to be a little off, this might help put everything right again. If the touch screen still doesn't work after trying these Advanced Fixes, then move on to updating drivers and reinstalling the touch screen. If you have a Windows device with a malfunctioning touch screen, then updating the driver might fix the problem. Disabling and re-enabling the driver or reinstalling it might also do the trick. In all cases, you'll need to connect a keyboard and mouse or touchpad to your device first. Thanks for letting us know! Get the Latest Tech News Delivered Every Day Subscribe Tell us why! Your iPhone's touchscreen is its defining feature. In fact, an iPhone is essentially useless without a working touchscreen, so if it fails to respond to your touch, it's a problem you need to solve — immediately.The good news, though, is that unless there's a fatal hardware problem that requires a trip to an Apple store to get the entire phone repaired or replaced, you may be able to get up and running again with a few simple fixes. What to do if your iPhone touchscreen isn't working If your iPhone's touchscreen is not working, try each of these troubleshooting tips. Hopefully, one of these will get you up and running. If not, it's likely you have a hardware problem that may only be fixable by contacting Apple customer service to repair or replace your phone. Force your iPhone to restartIf your iPhone has gone completely haywire, the first thing you should do is restart it — turn it off completely, wait a minute or two, and then turn it on again. Restarting an iPhone can wipe out temporary glitches in memory, which can restore, for example, an unresponsive screen. Of course, if the touchscreen is not working, you can't shut down the phone in the usual way using the Settings menu; you'll need to force the phone to restart by pressing some combination of power and volume buttons. Clean and dry the screenThe iPhone uses a capacitive touchscreen that senses your fingertips using electrical conductance. That means various things can interfere with the way your screen works — dirt and grime can affect it, but a much larger problem is moisture and liquid. If the screen is wet or even just damp, dry it thoroughly and try again. It's also worth noting that you can't use the touchscreen if your fingers are covered with most kinds of gloves or mittens. If you're wearing something, take it off. That said, there are specialized gloves with capacitive fingertips which let you use an iPhone outdoors in very cold weather. Disconnect any accessories from the Lightning portOn rare occasions, an accessory plugged into the phone's Lightning port could interfere with the touchscreen. If anything is plugged into the port — including a power bank or charger — unplug it. If that solves your problem, the accessory or cable might be incompatible with the iPhone. Remove your case and screen protectorThe iPhone's touchscreen may seem robust enough to work flawlessly virtually all the time, but it only works properly in a surprisingly narrow set of conditions. For example, the touchscreen can stop working if you apply a screen protector that's too thick, making it impossible for the screen to sense the electrical capacitance in your fingers. If the touchscreen isn't working — or is working intermittently — remove anything on or around the screen, including the phone case and any screen protector that's keeping the screen from getting scratched. If it works after removing those accessories, get a different case and/or look for a thinner screen protector. Factory reset your iPhoneIf your iPhone has recently stopped responding to your touch and nothing else so far has worked, it's possible there's a serious hardware issue and the phone needs to be repaired or replaced. But before you investigate that drastic option, you might want to perform a factory reset. This will reset the phone back to the state it was in when you first took it out of the box — it'll wipe out all software updates, installed apps, and your personal data. That's not a problem if you have your phone set to perform regular cloud backups, but beware that this could result in the permanent loss of any data since the last backup. Even so, at this point you might not have a lot to lose. Without the ability to use the iPhone's touchscreen, you'll need to start the factory reset on a computer:1. Connect your iPhone to your computer.2. Start iTunes (if you are on a Mac running MacOS 10.15 or higher, start Finder instead). 3. If you have an iPhone 8 or later, quickly press these buttons, one after the other: Volume Up, Volume Down, and the Side button. For an iPhone 7, press the Volume Down and Side buttons simultaneously. For older models, simultaneously press and hold the Home and Side buttons. 4. On a Mac, you should see the option to restore or update your iPhone. Click Restore and follow the directions to perform a factory reset. On a PC, click the Device button in the top left of iTunes. Then select Summary, then Restore, and follow the onscreen instructions. Contact Apple customer supportIf you still have no luck getting the touchscreen to respond, it's almost certain that you have a hardware problem with your iPhone and it needs professional help. Contact Apple's customer support to see if it is eligible for repair or replacement.

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