

Why the touch screen does not work and how to fix it

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Sometimes, you also need to reboot the computer, because the screen may be "*frozen*" , not necessarily fixed by the sensor. Here are some steps to help you improve the touch screen's touch sensitivity.

How to fix the touch screen does not work

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The first thing you need to do is wipe your screen and hands. The touch screen does not work well when they are wet or dirty and you cannot use the touch phone if your finger is wet, dirty or wearing gloves. If there is liquid on the screen, or any other substance like food, the first step is to clean it. If after cleaning the touch screen still does not work, turn off the device and turn it on again.

Clean the touch screen

In some cases, the touch screen will stop responding due to dirt, dirt in the phone cover or screen protector.

Step 1: Wash your hands or wear clean gloves.

Step 2: Wipe the touch screen with a lint-free cloth.

1. The fabric may be dry or wet.
2. Never use a wet towel.
3. Always squeeze towels before using on the touch screen.

Step 3: If the touch screen still does not work, remove the screen protector or phone cover.

Step 4: You must clean the screen after removing the screen protector.

Step 5: Remove gloves because the touch screen does not work well with gloves.

Step 6: Make sure your fingers are clean and dry because wet fingers often lead to inactive touch screens.

Restart the device

It sounds pretty simple but when the touch screen does not work, just restarting your iPhone, Android or laptop is often necessary to fix the problem.

The problem here is that for most devices, turning off or restarting involves interacting with the screen in some way. Below is a reboot guide on some basic devices.

How to restart iPhone

Restarting the iPhone varies depending on its version.

1. For iPhone 6 and older versions:

Step 1: Press and hold the Home button and the power button.

Step 2: Release when you see the Apple logo on the screen.

2. For iPhone 7 and higher version:

Step 1: Press and hold the power button and volume down button.

Step 2: Release when you see the Apple logo on the screen.

How to restart your Android phone or tablet

Forcing an Android device to reboot when the touch screen doesn't work may be a bit different from each device, but is often a fairly simple process.

Step 1 : Press and hold the power button until the screen turns black. You may need to hold the power button for 10 seconds or longer.

Step 2: If the phone does not turn on automatically, wait about a minute and press the power button again.

If the touch screen still does not work after restarting the device, proceed to the next step.

How to fix the touch screen does not work when the device is dropped or gets wet

When the phone or tablet is broken, or falls on a hard surface or liquid, the touch screen will stop working due to an internal error. You can still make the touch screen work again, but if any parts are broken or broken, you will need to bring the device to a professional repairman.

When the touch screen stops working after the phone is dropped, sometimes the connection of the glass panel is loose. In that case, gently touching each corner of the phone can make it reconnect.

The touch screen may also stop working or work erratically if the phone is wet. In that case, you need to dry the device. The basic steps for drying your phone include:

Step 1 : Turn off the phone and remove the battery if possible.

Step 2: Rinse saltwater, food or garbage with clean water.

Step 3: Bring the phone dry and surround it with a desiccant.

1. Rice is not a drying agent.
2. Use silica gel or a desiccant product designed for this purpose.

Step 4: Leave the phone like that for at least 48 hours.

Remove the SIM card, memory card and peripheral device

In some cases SIM cards, memory cards and peripherals may cause touch screen problems in Android and Windows devices.

Step 1: Turn off the power and unplug the phone socket.

Step 2: Remove the SIM card and any memory card if your device is a phone. Unplug peripherals like USB if your device is a laptop or tablet.

Step 3: Restart your device and check the operation of the touch screen.

Step 4: If the touch screen works, try replacing them one by one until you determine the cause of the problem.

Set up your device in safe mode

In some cases, problems with an application or program that you download may cause the touch screen to not work. The key to finding that is to reboot in safe mode because the applications and programs don't load in safe mode.

To know how to enable Safe Mode on Android device, read the article [How to enable Safe Mode on Android device](#) for more details.

If you find that the touch screen starts working again when you enter safe mode, it may be a problem with the application or program that you downloaded. Start with recently downloaded apps and delete it.

Adjust iPhone screen sensitivity settings

If you're having an unstable touch screen problem on your iPhone 6 or later, this could be a 3D Touch sensitivity issue. In that case, assuming the touch screen works, you need to adjust that setting.

Step 1: Navigate to **Settings > General > Accessibility > 3D Touch** .

Step 2: Adjust the slider between **Light** , **Medium** and **Firm** .

Step 3: Try turning off 3D Touch if the screen still doesn't work.

Use Windows touch screen editing tool

For Windows 8 and 8.1:

Step 1: Access search.

Step 2: Type calibrate.

Step 3: Select the option to calibrate the screen using a pen or touch.

Step 4: Click on the **reset** option if available.

Step 5: Click on option **calibrate** if reset option is not available.

Step 6: Follow the instructions on the screen.

For Windows 10:

Step 1: Press the Windows key if you have an attached keyboard or press the Windows button on the taskbar.

Step 2: Type **calibrate** .

Step 3: Select the option to calibrate the screen using a pen or touch.

Step 4: Press the tab key until the **reset** button is selected and then press **Enter** or click the **reset** button.

Step 5: Press the tab key until the **Yes** button is selected and then press **Enter** or click the **Yes** button.

Step 6: Follow the instructions on the screen.

Update the touch screen driver and reset the touch screen

If you have a broken touch screen Windows device, disabling and re-enabling the driver can fix the problem. If not, you can try to reinstall the driver.

In both cases, you first need to connect the keyboard and mouse or touchpad to your device.

Disable and activate the windows touch screen driver.

Step 1: Press the Windows key and type **device manager**.

Step 2: Select the device manager from the results.

Step 3: Click the arrow above the line with **Human Interface Devices** .

Step 4: Right-click on **HID-compliant touch screen** .

Step 5: Click **disable** .

Step 6: Right-click on **HID-compliant touch screen** .

Step 7: Click **enable** .

Step 8: Check the touch screen to see if it works.

Reinstall the touch screen driver.

Step 1: Follow the steps above to find **HID-compliant touch screen** .

Step 2: Right-click on **HID-compliant touch screen** .

Step 3: Click **uninstall** .

Step 4: Restart your device.

Step 5: After the device automatically reinstalls the touch screen, check if it works.

If your touch screen still doesn't work after following all of the above steps, you may need to ask a professional repairman.

Recommendations



1. Do not wear gloves, and do not use a stylus. The device can only detect touch on your skin.
2. Check the screen areas to see if the entire screen or any part of the screen has problems. Apple recommends using the calculator application to do this.
3. You should bring the device to the genuine store if the screen still does not respond.
4. If the touch device is scratched or broken, you can't fix it and have to replace the screen.

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