

[Click Here](#)



problem Solution Hello, Recently I had a same problem. My phone (Samsung Galaxy E5) screen goes black/black but the buttons (power, home) and bottom lights are still working. Strangely, the phone works just like usual. It still can receive calls, messages, chats or any notifications, but the screen is black/black maybe that's caused by some system problems/errors that affect the screen. My phone (Samsung Galaxy E5) is not using extension batteries, so I can't remove them because the batteries are sticks into the phone (like Apple iPhone batteries). I tried to restart the phone by holding the power button for a minute, but that doesn't work. If you had a same problem and same phone type as me, here are some solutions that might help based on my experiences: You can wait until your phone batteries are dead, then recharge and restart the phone. You can restart your phone by holding the home, power, and volume down buttons together. (If volume down doesn't work, try volume up). If solutions 1 and 2 don't work, please go to your phone services center. Hope that helps. Have a nice day. Black screen is a sign of LCD damage, just press "power button" and "home key" together for 10 sec... it'll be normal again. It works with my Note3. Good luck guys!!! It is most likely that the LCD screen has been broken. But you should check the LCD flex connectors if got loosen, as well see the pins if broken. And if can, try your LCD screen on another good motherboard to see if it still can work. When get the results can know the way to fix. Use MHL to HDMI adapter to check if your phone works will allow to access your phone without battery. When I took the Note 3 in for service, they said it would be a flat repair fee of \$75. Turns out the LCD screen assembly needed replaced and they only charged me \$75 to complete the repair. Parts and labor included and the new screen appears to be the same quality or better. I'm not sure if this answer helps but maybe check with your mobile service provider. Otherwise there are repair services that charge about \$250 or order a replacement screen assembly on Amazon for about \$165 and DIY. I had the same issue with my Note 3. My phone is always in the waterproof case and never drop bad, but one day, the screen went black. I tried to do everything like removed battery, hold the power button for a minute for so many time, but nothing work. I could just only see the green light when I started the phone, the home and the back button when I pressed the home button. I thought my phone LCD went bad, it would be costly to replace. The next day, I just disassembled my phone (then put it back together. After finished, I tried to turn on again for couple time, and the LCD working again. I just went back and reset my phone and it's still working ok now. Be sure your touch panel is working. call your phone, answer call with sliding mode or press answer call (should be at the middle of the bottom). if its working, replace your lcd but if doesn't replace lcd, digitizer and touchpanel. specialist can do it in 20-30mins depend on difficulties. I recommended you try 1 by 1 method to replacing your lcd to digitizer and touch panel to skipping your cost. have a good day. 2) You need to replace the LCD! Chances are, you have a bad LCD and/or digitizer. There is a slight possibility that the connection at the display port is bad on the motherboard. In the first scenario you will need to buy a "kit" which has the new LCD and Digitizer along with replacement glass - this is about \$100 on ebay. You can go to youtube and check out the videos on how to replace it - not too terribly complex. In the second scenario - same deal but just buy a new motherboard. One thing to look out for is, people butt their screens on these crap phones all the time only to discover that to replace them is a DIY hassle and \$100 or \$150 at a shop OR they can buy a used phone for \$200... so they just get a replacement phone and put theirs up on ebay with a busted screen which will go for a song, you buy it cheap and swap out the motherboard and Bob is your uncle. Good luck either way! Andrew Hamilton personally for my phone the app or program that runs the screen display and shows the stuff said "unfortunately black black black has stopped" and then it just went black like sometimes the theme showed up or other times its black. I took out the SD card and backed it up and I'm going to reset my phone and see what happens / If this cant work u have to remove back cover , remove battery, then u have to remove 8 screws and remove the cover u will see a rectangle chip of LCD it didnt touch with proper u should press that chip then bingoO. Yes...the problem is, how do you turn it off in order to re set it when the screen is black? So, you either let it power off by waiting until the battery is drained, or you remove the battery, and then put it back in. Both methods will turn the phone off, and allow it to re set without losing your settings. In some cases it might be the current used to charge the phone was under the required current supposed to be used, so i will advise three things to do: 1. soft boot the device, by holding power+vol up+home for 10seconds, having done this the phone will reboot to normal. 2. Hardware fix: you open the back cover and reinsert the battery [inbuilt], if you cant do it please give a tech person to, 3.you reinsert the screen from device board panel, after doing this reboot and enjoy! thanks. mine was doing that and I downloaded smart switch on my pc and updated my phone through the pc. since then the problem has resolved it's self. hope that helps. I think u have to have a Samsung to use that program though. good luck From my experience it is often moisture that causes these types of problems... After my girlfriend had this problem with her Note 4 this afternoon, I did some googling and ended up here. My fix was to turn the oven on... Getting the temp to about 60 degrees Celsius... Take the back off the Note 4 and battery out Remove the sim and external SD card Place the phone in the oven for 30mins After 30 mins remove and allow to cool Put it all back together and presto Working fine now!!!! The Girlfriend is HAPPY!!!! :) Regards, The Boyfriend. When You On A Call And Your Screen Goes Black, Simply "Remove Your Stylus Pen" and Then Your Screen Is Now Open. Hit The Arrow Key...And Your Screen Is Back On... Remember This: If Your Screen Goes Black Again Just Remove Stylus Pen...Reinsert Pen When You've Turned Your Screen On...Sincerely Ronnie Hi, I have a 2018 Galaxy A7 with a black screen. I have done all the usual things like press and hold the down volume and power button. Did the same when a charger is in, and strangely the logo will appear then disappear after 5 seconds. If I press and hold the down volume and power button when charging the logo screen will come up with a buzzing every 5 seconds again, once I then take my fingers off the buttons it will not do anything. So at least the screen is actually working. I have also placed a intutu charger in so I can see if the charge is going to the phone but it does not seem to decrease in stored charge. So does this mean a battery issue? Any help would be appreciated. Thanks, G Connect the phone, then wait five minutes before attempting a Force Restart. This ensures that the phone has adequate power to restart, and rebooting the phone may clear any faults impacting the screen. Remove the battery if feasible, wait 30 seconds or more, then reinstall the battery and turn on your phone. Hay there i was also facing the issue but luckily my problem is solved ... I didn't know what it is but i think force reboot solve this problem . If your phone screen is not working, there could be several underlying reasons, ranging from hardware failures to software glitches. A phone's display is one of its most critical components, but various factors can cause it to become unresponsive, go black, or malfunction unexpectedly. In this guide, we'll break down every possible reason why your phone screen might stop working. We'll categorize these reasons into hardware failures, software issues, environmental damage, power and battery problems, and user-related factors to help you understand the root cause of your screen troubles. 1. Reasons Your Phone Screen May Not be Working: Hardware FailuresCracked or Shattered ScreenGlass/Partial Damage: A cracked or shattered screen can disrupt the touch layer, making your phone unresponsive or erratic. Even if the display still shows images, the touch layer might be damaged, leading to unresponsive areas. LCD or OLED Screen Failure: The LCD (Liquid Crystal Display) or OLED (Organic Light Emitting Diode) screen itself might be faulty, causing the display to go black or show distorted images. Display Driver IC Failure: The Display Driver IC (Integrated Circuit) is responsible for processing visual output. If this chip fails, the screen may stop displaying images, even if the phone is powered on.Symptoms: A defective driver can cause random flickering, distorted images, or a fully black screen.Backlight or LED Failure: LCD screens require a backlight to illuminate the screen. If the backlight system fails, the screen may appear black, but you might still faintly see images under bright light.Inverter or LED Issues: The power source for the backlight may fail due to electrical issues, leaving the display dark even though the phone is functioning.Battery SwellingCausing Internal PressureScreen Separation: A swollen battery can push against the display from the inside, creating screen lifting, unresponsive areas, or display distortions.Touch and Display Failure: In severe cases, the internal pressure can damage the digitizer or touch sensor, making the screen unresponsive even if the display shows images. 2. Software and System IssuesOperating System Glitch: Sometimes, the operating system can become unresponsive, causing the screen to go black. This can be resolved by a force restart or a factory reset. Outdated Software: Outdated operating system versions can lead to compatibility issues with the hardware, causing the screen to malfunction. Buggy Apps: Some apps can cause the screen to go black by consuming too many resources or crashing the system. Factory Reset: A factory reset can resolve software issues, but it will erase all data on the phone. 3. Environmental and Physical DamageWater Damage: Liquid exposure can cause internal components to corrode, leading to screen failure. Extreme Heat/Cold: High temperatures or cold weather can cause the screen to become unresponsive or flicker. Physical Shock: Dropping the phone or subjecting it to physical stress can damage the screen or internal components. 4. Power and Battery IssuesLow Battery: A completely drained battery can cause the screen to go black. Charging the phone should resolve this issue. Battery Swelling: A swollen battery can push against the display, causing it to malfunction. Overcharging: Leaving the phone plugged in for extended periods can damage the battery and the screen. 5. User-Related FactorsAccidental Damage: Dropping the phone or subjecting it to physical stress can damage the screen or internal components. Improper Handling: Using the phone incorrectly, such as using a sharp object to clean the screen, can cause damage. 6. Troubleshooting Steps1. Force Restart: Press and hold the power button and volume down button for 10-15 seconds.2. Check Battery Level: Ensure the phone is fully charged.3. Remove the Battery (if applicable): Wait 30 seconds before reinserting it.4. Check for Physical Damage: Inspect the screen for cracks or signs of stress.5. Update Software: Ensure the operating system and apps are up to date.6. Factory Reset: Back up your data and perform a factory reset.7. Contact Support: If the problem persists, contact the manufacturer's support or a professional repair service. 7. ConclusionUnderstanding the reasons why your phone screen might stop working is crucial for determining the appropriate solution. While some issues, like software glitches, can be resolved quickly, others, like hardware failures, may require professional assistance. By following the troubleshooting steps outlined in this guide, you can identify the root cause of your screen problem and take the necessary actions to resolve it. Remember, always back up your data regularly to prevent data loss in case of a screen failure or other issues.