

Chosen Solution Hello, Recently I had a same problem. My phone (Samsung Galaxy E5) screen goes blank/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/blank 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 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 wait until 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 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 it will allow you to access your stuff then back up BEFORE sending out for repair. press both the home and power buttons for up to 10 seconds until the logo appears. You will not lose anything With the battery removed put it down and just leave it alone for 5 to 10 minutes. After 5 or 10 replace the battery then power up the device and you should be good to go Wait til the battery go dead then recharge, that goes for all phones Check out for your LCD maybe it was damaged i had the same problem too on my Sony Xperia J and we found that the LCD was damaged If you are knowledgeable in trouble shooting, first: check your back-light, if it is okay on test battery. Suspect a LCD has the problem, swapping method is the easiest technique replace your LCD. If you are not knowledgeable in trouble-shooting you better leave the job for expert and watch on it for further learning. Hope, this help you and answer your question. I hv the same problem too ... i just format my phone and wipe cache and it's work like usual...if its still the same...send ur phone to shop maybe the lcd hv problem ... i have the note 4 and i always go to the gym with it. i got in the sauna for 10 minutes like i always do but this time the screen got completely black after that. I guess it was a problem because the humidity. It did nor work for 1 day but somehow it began to work normally next day... I guess it was a problem because the humidity and as soon as it got dry inside that fix the problem. Hope this answer solves some of your problem. Sorry for my writting. Same thing for me on my GT-N7100 After drop on the ground and with a new screen at the beginning i have sound right and left lights on low side. After search on the ned and reading the service manual i found shortcut on capacitors. I replace the two capacitors and now work perfect. I think that can work even for s3. See my photo with red circle on capacitors. Bye. Doriano. Who is your mobile service appointment. I have no insurance and the phone is out of warranty. 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 (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, replace your lcd but if doesn't replace lcd, digitizer and touchpanel. specialist can do it in 20-30mnts 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. ;) 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, peope bust 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 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 blah blah has stopped" and then it just all went black. I took out the SD card and backed it up and I'm going to resest 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 thigs 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 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 us that program though. good luck From my experience it is often moisture that causes these types of problems... After my girlfriend had this problem set. 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 and allow to cool Put it all back together and presto Working fine now!!!!! The Girlfriend is HAPPY!!! :) Regards, The Boyfriend. For "Samsung Galaxy Note 10+ 5g" Users. When Your Screen Goes Black, Easy Fix If Your Phone Has A "Stylus Pen" and Then Your Screen Is Now Open, Hit The Arrow Key,,,And You're Screen Is Back On.... Remember This: If Your Screen Goes Black, Simpky "Remove Your Stylus Pen" and Then Your Screen Is Now Open, Hit The Arrow Key,,,And You're Screen Is Now Open, Hit The Arrow Key,,,And You're Screen Is Back On.... Remember This: If Your Screen Goes Black, Simpky "Remove Your Stylus Pen" and Then Your Screen Is Now Open, Hit The Arrow Key,, And You're Screen Is Now Open, Hit The Arrow Key,, And You're Screen Is Now Open, Hit The Arrow Key, If Your Screen Is Now Open, Hit The Arrow Key, Is Now Open, Hit 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 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 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 GlassImpact Damage: A cracked or shattered screen GlassImpact Damage: lights up, internal damage to the digitizer may prevent touch input from registering properly. Severe Breakage: If the screen is completely shattered, it may sever connections between the display and the motherboard, resulting in a black or flickering screen. Faulty Display Panel (LCD/OLED Failure)Internal Screen Malfunction: The display panel itself can fail due to factory defects, extended use, or a sudden impact. A failing LCD or OLED screen may show dead pixels, strange colors, or go completely black.Partial Failure: Some sections of the screen might remain functional while others turn unresponsive, indicating localized panel damage.Malfunctioning Touch Sensor (Digitizer Issue)Digitizer Damage: The touch-sensitive layer (digitizer) may stop detecting input due to physical damage or manufacturing flaws. If the digitizer can cause erratic touch behavior, where the phone registers taps or swipes on its own. Loose or Damaged Display ConnectorInternal Connection Issue: The display ribbon cable that connects the screen to the motherboard can become loose, especially after drops or recent repairs. A loose connection may result in a flickering, black, or completely unresponsive screen. Damaged Ribbon Cable: If the connector itself is damaged or torn, the screen may show artifacts, lines, or stop displaying anything altogether. Defective Display Driver ICFailed Screen Controller: The 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 (for LCDs)No Visible Display: LCD screens require a backlight to illuminate 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 Swelling Causing Internal Pressure Can damage the digitizer or LCD/OLED panel, causing touch issues or a completely non-functional screen. General Hardware Defect or WearManufacturing Defects: Some phones develop display problems over time due to poor soldering or substandard components. Extended use can lead to screen wear, where pixels may die, touch sensitivity weakens, or the display gradually loses responsiveness. 2. Software or OS IssuesSystem Crash or FreezeUnresponsive even if the display is still powered on. Temporary Malfunction: This can be triggered by buggy apps, low memory, or system errors, making it seem like the screen is not working.OS Software Bug or GlitchFirmware Update ProblemsFailed or Corrupt Update: A botched firmware update can lead to screen malfunctions, such as touch input failure or a blank screen. Incompatibility Issues: Some software update may not work well with older hardware, leading to display problems. Display Driver Software FailureDriver Crash: The display driver is responsible for rendering images and processing touch input. If it crashes, the screen may stop responding or turn black. Common Symptoms: You may experience screen flickering, distorted visuals, or a completely frozen display. Resource Overload (Memory/CPU Issues) Overworked System: When the phone's CPU or RAM is maxed out, the system may lag, freeze, or stop registering touch inputs. Temporary Unresponsiveness: Apps running in the background can drain resources, making the phone appear non-functional. Malware or Viruses Affecting Screen ResponseMalicious Code Disrupting Display: Certain types of malware can interfere with system processes, causing the screen to behave erratically or stop responding. Signs of Infection: Unexpected pop-ups, random touch activity (ghost touches), or complete screen freezes may indicate malware-related issues. Incompatible or Buggy AppsPoorly Coded Applications: Some apps may conflict with the phone's touchscreen functions, causing it to become unresponsive.OS Version Mismatch: Apps that aren't updated for your phone's operating system may cause the display to malfunction. Outdated Software versions may develop compatibility issues that affect the touchscreen. Potential Fix: Keeping the OS and apps updated can help avoid display-related bugs and glitches.Corrupted System Malfunction: If critical system Malfunction: If critical system Malfunction: If critical system ROMs or Unauthorized ModificationsCompatibility Issues: Installing a custom ROM or modifying system settings may lead to touchscreen failure if the new software isn't fully compatible. Potential Consequences: Poorly optimized ROMs can break drivers, causing permanent display issues. 3. Environmental or Accidental Damage May Cause Your Phone Screen to not WorkWater or Liquid DamageShort Circuits: Even minor liquid exposure can damage internal components, leading to an unresponsive or flickering screen. Gradual Corrosion: Water damage might not show up immediately but can cause a phone's internal components to expand, leading to screen malfunctions. Overheating Effects: The screen may dim, freeze, or go black when the phone gets too hot. Extreme Cold Affecting ResponsivenessSluggish Touch Response: Low temperatures can cause touchscreen sensitivity to drop, making it seem like the screen isn't working. LCD Freezing: Cold weather can slow down liquid crystals in LCD screens, resulting in display connections, leading to screen failures. Common Symptoms: Black screens, flickering, or unresponsive touch screens often result from impact damage.Excessive Pressure or BendingScreen Flexing Issues: Sitting on a phone or keeping it in a tight pocket can damage the display or its connectors. Internal Cracks: Pressure on the screen can create hidden fractures that affect touch sensitivity. Dust or Debris Interfering with Screen ComponentsSensor Blockage: Dust accumulating under the screen or near the connectors can cause display malfunctions. Common Issues: Proximity sensors may become obstructed, keeping the screen black when it should be on. Corrosion from Humidity or Saltwater Exposure Gradual Internal Damage: High humidity or Saltwater Exposure Can course display malfunctions. Common Issues: Proximity sensors may become obstructed, keeping the screen black when it should be on. Corrosion from Humidity or Saltwater Exposure Can course display malfunctions. screen failure.Long-Term Effects: Corrosion may take time to develop, causing delayed screen malfunctions.Electrostatic Discharge (Static shock (e.g. from rubbing clothes on a dry day) can create touchscreen glitches or temporary freezes.4. Power and Battery No Display: If the battery is completely drained, the phone won't turn on, making it seem like the screen is not working. No Charging Indicator: A completely dead battery might take a while to show signs of charging, making it appear unresponsive. Faulty Battery or Power Flow: A failing battery can cause inconsistent power for the display to function properly. Power Management Circuit Failure Internal Circuit Failure Internal Circuit Malfunction: The power management chip controls energy distribution to the phone's components. If it fails, the screen may stop receiving power. Signs of Failure: A phone that suddenly turns off or a screen that won't power on could indicate a problem with the power IC.Using a Faulty Charger or Charging CableInsufficient Power Supply: A defective or incompatible charger may not deliver enough power for the phone to operate normally. Touch Sensitivity Issues: Some low-quality chargers can cause electrical interference, leading to ghost touches or an unresponsive screen. Charging Port Damage or MalfunctionLoose or Broken Port: A damaged charging port can prevent proper power flow, leading to a black screen or erratic touch functionality. Dust or Debris Blockage: Lint or dirt buildup inside the charging port can prevent the phone from charging port can prevent proper power flow, leading to a black screen or erratic touch functionality. Dust or Debris Blockage: Lint or dirt buildup inside the charging port can prevent the phone from charging port can prevent proper power flow, leading to a black screen or erratic touch functionality. Dust or Debris Blockage: Lint or dirt buildup inside the charging port can prevent the phone from charging port can prevent the phone from the ph Damage: A sudden power surge (e.g., from an unstable power source or lightning strike) can fry internal circuits, including the display controller. Permanent Damage: If the surge affects the motherboard, the screen may no longer function even if the phone turns on.5. User and Accessory-Related Factors Affecting Phone ScreenWearing Non-Touchscreen GlovesBlocked Touch Input: Standard gloves do not conduct electricity, preventing capacitive touchscreen s from recognizing finger taps. Common Issue in Winter: Many people think their screen is broken when, in reality, they just need touchscreen-compatible gloves. Thick or Damaged Screen ProtectorReduced Touch Sensitivity: A thick or misaligned screen protector can interfere with touch detection, causing delays or dead spots. Cracked or Peeling Protectors: A damaged screen protector may make it seem like the screen itself is unresponsive or malfunctioning. Phone Case Interference (Pressing on the Screen/Sensors) Obstructed Touchscreen: Some bulky phone cases press touch input, making taps and swipes inconsistent. Water Droplet Effect: Water can create false touch inputs, making the phone act unpredictably or not respond at all. Proximity sensor is dirty or covered by a screen protector, the phone may think it's near your face and keep the display off. Call-Related Issues: This is a common problem where the screen stays black after ending a call due to a misaligned sensor. Third-Party Replacement Screens: Aftermarket replacement screens may not work properly with the phone's
hardware, leading to touch issues or display problems.Installation Errors: Poorly installed replacement screens, or touch malfunctions.Electrical Interference (Ghost Touches from Bad Chargers)Unwanted Touch installed replacement screens, or touch malfunctions.Electrical Interference (Ghost Touches from Bad Chargers)Unwanted Touch installed replacement screens, or touch malfunctions.Electrical Interference (Ghost Touches from Bad Chargers)Unwanted Touch installed replacement screens, or touch malfunctions.Electrical interference (Ghost Touches from Bad Chargers)Unwanted Touch installed replacement screens, or touch malfunctions.Electrical interference (Ghost Touches from Bad Chargers)Unwanted Touch installed replacement screens, or touch malfunctions.Electrical interference (Ghost Touches from Bad Chargers)Unwanted Touches from Ba Responsiveness: The screen may freeze or behave erratically while the phone is plugged into a low-quality power adapter. Accidentally Enabled Settings (Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phone settings like "Glove Mode, etc.) Touchscreen Sensitivity Adjustments: Some phones have settings like "Glove Mode, etc.) Touchscreen Sensitivity adjustments: Some phone settings like "Glove Mode, etc.) Touchscreen Sensitivity adjustments: Some phone settings like "Glove Mode, etc.) Touchscreen Sensitivity adjustments: Some phone settings like "Glove Mode, etc.) Touchscreen Sensitivity adjustments: Some phone settings like "Glove Mode, etc.) Touchscreen Sensitivity adjustments: Some phone settings like "Glove Mode, etc.) Touchscreen Sensitivity adjustments like "Glove Mode, etc.) Touchscreen Sensitivity a unresponsive if activated accidentally. External Display Confusion: If the phone is set to cast its screen to an external display, the main screen may remain blank while the device is still functioning. There are many potential reasons why a phone screen is not working, ranging from minor software failures. Whether the issue stems from physical damage, software bugs, battery failures, or user-related factors, identifying the root cause is crucial for determining the next steps. If your phone screen has stopped working and you need professional assistance, Pull Up Phone Repair provides expert mobile phone screen repairs in Baltimore. Their skilled technicians can diagnose and fix screen-related issues quickly and efficiently. If your phone or tablet displays only a blank screen, there are a few things you can check to determine the cause of the problem. For example, your device's battery might be dead, or maybe it just needs to be reset. Verify the phone, tablet, charger, and USB cable have no physical or liquid damage. Remove any cases or other accessories that may cover the charging port or buttons. Check the USB connections for corrosion and bent pins. The USB connections for corrosion and bent pins. The USB connections for corrosion and bent pins. The USB connection should be firm with very little mobility. Inspect the Liquid Damage Indicator (LDI). The LDI should be solid white, or white with pink or purple X's. Power off your phone or tablet, and insert the ejector tool into the small hole next to the SIM/MicroSD tray. This will eject the tray. Shine a flashlight into the SIM/MicroSD slot. If the device has been exposed to moisture, the LDI will be solid pink, purple, or red. Service is required. If the device has not been exposed to moisture, the LDI will be solid white or solid white with pink or purple Xs. Normal LDIs An LDI exposed to liquid There are two ways you can force a restart on your device: Press and hold the Power button (or Side button) and Volume down button for 20 seconds. On devices with removable batteries, remove the battery for 60 seconds, and then reinsert it. If you use the biometric security feature, the phone will require your backup password to unlock after rebooting. Connect and charge the phone or tablet using the appropriate charger for at least 1 hour. The battery charging indicator may take up to 10 minutes to appear on the display. Disconnect the phone or tablet and then attempt to turn it on by pressing and holding the Power button (or Side button) for 15 to 20 seconds. The Samsung Galaxy logo will appear. If the screen turns on, your device requires a charge. Turn off your device and reconnect it to the appropriate charger until it's fully charged. If the screen fails to turn on after performing the previous steps, your device needs service. Contact the Samsung Support Center for further assistance. Thank Your comment has been submitted. A blank phone screen is a very specific problem. This guide covers solutions for when you're having issues like these: Hold off on buying a new phone... for now. There are a few things you can try to get your Android working again when the phone screen goes black: Make sure the buttons of your device are not jammed. Check for dirt, lotion, lint, and other debris. To free them so you can power on your phone, press them several times in quick succession. Buttons, reboot your Android device. These first few fixes are for when your phone screen is black because it's powered off. Clean the charging port. Dust and debris could keep your phone from charging properly, so you'll see a blank screen until it's powered up enough to turn on. Inspect and clean the charging port. If necessary you can gently blow into the port or use a wooden toothpick to dislodge anything stuck inside. Once it's clean, plug your phone in and let it charge for about 10 minutes. After it's charged for a short while, try restarting the phone, and restart it after it's fully charged. If there is a critical system error causing the black screen, this should get your phone working again. Squeeze your phone. Gently, but firmly press your phone from both sides, squeezing the front and back together. If there's a loose connection and get the screen and motherboard, this could help reseat the connection between the screen and motherboard. to have them firmly reseat the internal cabling. If your phone is in a case, remove it from the case before you start this process so that you can accurately gauge how much pressure to put on your phone without breaking the screen. Force restart the phone. Plug in your phone, wait five minutes, and then try to do a forced restart. Depending on the model Android phone you have you may need to use some combination of buttons. Press & hold the Home, Power, & Volume Down/Up buttons. Press & hold the Home, Power, & Volume Down/Up buttons. Press & hold the Home, Power, & Volume Down/Up buttons. Press & hold the Home & Power buttons. Press & hold the Home, Power, & Volume Down/Up buttons. Press & hold the Home, Power, & Volume Down/Up buttons. Press & hold the Home & Power buttons. Press & hold the Home & Power buttons. Press & hold the Home, Power, & Volume Down/Up buttons. Press & hold the Home & Power & h battery. If possible (not all phones have easily removable batteries), remove the battery, wait 30 seconds or more, and then reinstall the battery and start your phone to discharge completely. Then recharge it and try to restart the phone again. Use caution when taking your phone apart to remove the battery. If you have a newer phone that's hard to open with the appropriate tools, take the device to a professional who can help. Otherwise, you run the risk of further damaging your phone. Remove the stylus. If you have a Galaxy Note, for example, remove the S Pen and then put it right back to see if this causes the screen to come on Reboot your phone into Safe Mode. Press and hold the Power button for about 10 seconds, then press and hold the Volume Down button until you boot into Safe Mode. If this works, you'll be able to navigate the phone to restart it, clear the cache (more on that below), or perform other tasks that could help fix the black screen problem. Clear the cache on your Android phone. This deletes temporary files and frees resources, which could resolve whatever issue is preventing the phone to its original settings, deleting all your data and returning the phone to its factory default settings. If you have a Samsung phone, use Samsung Smart Switch to connect your phone to your computer, and then try to access it, reboot it, or back it up from there. Replace the screen. There are DIY guides for this but more often than not, it's easier and quicker to just take your phone to someone qualified to fix it. If you're under warranty, contact the manufacturer. The screen is only the issue if the phone works otherwise, like if it's still producing sound. If nothing works, a repair technician might chalk it up to a failed motherboard. If none of these steps have worked, it might be time to replace your phone.
If you're looking to jump ship Unfortunately, there's no single reason why an Android phone screen is blank. Here are a few common situations that cause it, but there could be others: To restart from the menu that appears. If that doesn't work, do a hard restart by holding down both the power and volume up buttons for up to 20 seconds. Overall, iPhones are of better quality than Android phones. A premium-priced Android phone is about as good as the iPhone, but cheaper Androids are prone to issues. Android phones surpass the iPhone is about the features that are most important to you. by Santosh Das | Last Updated On September 10, 2024 Mobile Phone Display or Touch Screen Not Working or Screen is Black / Blank but Phone is ON - No Problem. Learn How to Fix the Problem and solution apply to all brands and make of mobile phones including Nokia, Samsung, iPhone, China Mobile Phones, Motorola, HTC, Sony, Blackberry, Alcatel, Apple, AudioVox, Benefone, Danger, FIC, Hagenuk, Palm, Kyocera, LG, Panasonic, Huawei, ZTE, Spice, Lava, Sony Ericsson, Micromax etc. What is Display in a Feature Mobile Cell Phone or Android Smartphone or iPhone? Mobile Phone Display is a Card Level Part of a mobile phone that helps see all Programs, Apps and other Data and Multimedia in a mobile Phones there is an Interface IC called Display IC between Display and CPU. Old Feature Phone used to have Small Display with No Touch Screen. Later they started to come with Touch Screen and Keypad. Modern Android Smartphone and Apple iPhone either by Loca Glue or they Come as a Combo Set where the Main LCD Display and the Touch Screen Cannot be Separated by a LCD Screen Separator Machine. Mobile Phone Display and Touch Screen Here I will Explain How to Fix if Display of a Feature Phone is Not Working. Types of Faults or Problems if Mobile Phone Display Not Working Mobile Phone or iPhone is Not Working (Phone Dead) Nothing shows on the Display or Display is Black / Blank Only Half Display Working Display Broken or Crack Sometimes Display Works and Sometimes Display Works and Sometimes it doesn't work There is only light in the Display Works and Sometimes Display and nothing else Touch Screen Not Working Display Broken or Crack Sometimes Display and nothing else Touch Screen Not Working Phone is ON but the Screen is Black You Dropped Your Phone and the Screen is Black Part of the Mobile Phone Screen doesn't work Tools Needed to Replace LCD Display Screen You will need following Mobile Phone Repairing Tools and Equipments to Replace LCD Display of Feature Phone Clean Display Tips and Display Connector. Resold the Display Connector. Replace the Display. Check Display Track. Resold or Change the Display IC. Heat, Reball or Change the CPU. Video: How to Desolder and Remove Display of Mobile Phone Sets, if there is Display problem then it is mainly because of faulty Display Track. Change the track to solve the problem. If the Display is upside down OR only half Display OR the Display is broken then change the Display. If there is white Display and the display is changed but the problem is not solved then RELOAD SOFTWARE / Flash the Software. In some mobile phones like Nokia 6600, N72 etc, when the Phone is Switched ON, the Nokia Logo appears and then the Display disappears. This is problem of BOOT IC. Change the BOOT IC to solve the problem. How to Fix if Display of Android Mobile Phone is ON but the Display is Black, then Most Probably you will have to Replace the Display. Follow these Steps: Disassemble the Mobile Phone Get to the PCB of the Mobile Phone Using IPA Solution Clean the PCB and all the Small Parts. This will Remove any Moisture and Dirt. Apply Flux all over the PCB and Give Heat Using a Hot Air Blower from some Distance. This will Fix any Dry Solder. Now check if the Display is Working or Not. If Working then Fine. 3 Cheers for You. If Not, then Bad Luck for You. You have No Option but to Replace the Old Display with New One. NOTE: Mobile Phone Display Not Working FAQs There are several possible reasons why your mobile phone display is not working, including a hardware problem, software issue, or damage to the device. Try restarting your phone, checking for software updates, and ensuring the display is not damaged. If none of these solutions work, you may need to seek professional repair or replacement. It depends on the cause of the issue. If it's a software problem, you may be able to fix it yourself by updating or reinstalling the software. However, if it's a hardware problem, it's not recommended to try to fix it yourself as you may cause more damage to the device. It's best to seek professional repair or replacement. The cost of replacing a mobile phone display varies depending on the make and model of the device or the manufacturer to get an accurate estimate. In most cases, yes, a cracked mobile phone display can be repaired. However, it depends on the extent of the damage and the make and model of the device. It's best to seek professional repair or replacement to ensure the issue is properly resolved. To prevent your mobile phone display from not working, take care to avoid dropping or otherwise damaging the device. Keep it protected in a case or cover, and avoid exposing it to moisture or water. Related Posts: Tags: how to fix black screen on android phone and the screen is black but it still workslg phone turns on but screen is blankMobile Phone Display Not WorkingMobile Phone RepairMobile Phone Repairing TutorialMobile Phone Repairing TutorialMobile Repairing Tutori (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/blank 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 flex connectors if got loosen, as well see the pins if broken. And if can, try your LCD screen has been broken. But you should check the LCD flex connectors if got loosen, as well see the results. can know the way to fix. Use MHL to HDMI adapter to check if your phone works it will allow you to access your stuff then back up BEFORE sending out for repair. press both the home and power button for exactly 1 minute. With the battery still removed put it down and just leave it alone for 5 to 10 minutes. After 5 or 10 replace the battery go dead then recharge, that goes for all phones Check out for your LCD maybe it was damaged i had the same problem too on my Sony Xperia J and we found that the LCD was damaged If you are knowledgeable in trouble shooting, first: check your back-light, if it is okay on test battery. Suspect a LCD has the problem, swapping method is the easiest technique, replace your LCD. If you are not knowledgeable in trouble-shooting you better leave the job for expert and watch on it for further learning. Hope, this help you and answer your question. I how the same problem too ...i just format my phone and wipe cache and it's work like usual...if its still the same...send ur phone to shop maybe the lcd how problem ... i have the note 4 and i always go to the gym with it. i got in the sauna for 10 minutes like i always do but this time the screen got completely black after that. I guess it was overheading or i got some water inside for the humidity. It did nor work for 1 day but somehow it began to work normally next day.. I guess it was a problem. Sorry for my writting. Same thing for me on my GT-N7100 After drop on the ground and with a new screen at the beginning i have sound right and left lights on low side. After search on the ned and reading the service manual i found shortcut on capacitors. I replace the two capacitors and now work perfect. I think that can work even for s3. See my photo with red circle on capacitors. Bye. Doriano. Who is your mobile service provider? I have Sprint and set up a repair 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 disassembly 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 20-30mnts 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. ;) 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, peope bust 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 blah blah has stopped" and then it just all 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 resest my phone and see what happens :/ If this cant work u have to remove back cover , remove back cover , remove back cover , remove back cover a 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, 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 thigs 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 us 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. For "Samsung Galaxy Note 10+ 5g" Users. When Your Screen Goes Black, Easy Fix If Your Phone Has A "Stylus Pen" When Your On A Call And Your Screen Goes Black, Simpky "Remove Your Stylus Pen" and Then You've Turned Your Screen Is Back On.... Remember This: If Your Screen Is Back Again Just Remove Your Stylus Pen"...Reinsert Pen When You've Turned Your Screen Is Back On.... Remember This: If Your Screen Is Now Open, Hit The Arrow Key,,,And You're Screen Is Back Again Just Remove Your Stylus Pen"...Reinsert Pen When You've Turned Your Screen Is Back On.... Remember This: If Your Screen Is Back Again Just Remove Your Screen Is Back On Screen Is Back On Screen Is Back Again Just Remove Your Screen Is Back On Screen Is Back On Screen Is Back Again Just Remove Stylus Pen"...Reinsert Pen When You've Turned Your Screen Is Back On Screen Is Back Again Just Remove Stylus Pen"...Reinsert Pen When You've Turned Your Screen Is Back On Screen Is Back O 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. 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 . "Hello, I need help troubleshooting my phone. I'm using a Xiaomi Android phone, and recently, it would go on a black screen and then go back to normal. If I'm watching a video, the audio would still continue to play even when the screen is black, it would still allow me to scroll through my feed, and I can hear that it really switches video (for example, scrolling through tiktok) ". - From Reddit A phone screen that goes black while the device is still functioning, but the display remains dark. If you're facing this issue, you're not alone. It's a common problem for many smartphone users. In this article, we'll explore the possible reasons behind this problem of the phone screen going black but still running and provide you with practical solutions to fix it. Part 1. Why Is My Screen Black But Everything Else Works? When your phone's screen goes black but still on, it could be caused by several factors. One common reason is a software glitch, which could cause the display to freeze while the rest of the phone continues to function. In some cases, it might be a hardware issue like a broken display or a loose connection between the screen and the motherboard. Another possible cause is a battery issue, where your phone may still be operating, but the screen doesn't have enough power to display anything. Sometimes, a background app might cause a system crash, leading to the screen going black while the device itself remains operational. Here are a few key reasons why this happens: Software crashes or glitches Physical damage to the screen or internal components Battery or charging issues Issues with the phone's display drivers or system settings Part 2. What Do You Do When Your Phone Screen Goes Black But Still Works? If your phone works but the screen is black, don't panic. Let's move on to some practical solutions you can try: Solution 1. Check for Physical Damage Before jumping to more technical solutions, first, check if there's any visible physical damage to your phone. A cracked screen. If the screen is physically damaged, you may need to replace the display or visit a repair shop for further assessment Solution 2. Check Battery Level and Charging A low or depleted battery could also result in a black screen, especially if the phone isn't getting enough power to display anything. Make sure to connect your phone to a charger and check if the screen comes back on. If the phone is charging but not displaying anything, try charging it for a while and then perform a restart. Solution 3. Adjust Screen Brightness Sometimes, the issue may simply be that your screen brightness is set too low. While this is unlikely if you have recently used your phone. Solution 4. Restart Your Phone Sometimes, a simple restart is all it takes to fix a black screen issue caused by a software glitch or temporary malfunction. Here are steps to restart your phone for most Android devices: Step 1. Press and hold the "Power" button and "Volume Down" button simultaneously for 10-20 seconds. Step 2. Wait for the phone to vibrate or restart if it doesn't, try pressing the "Power" button for a longer duration (up to 30 seconds). Step 3. If your phone still doesn't restart, try pressing the "Power" button for a longer duration (up to 30 seconds). phone to crash, leading to a black screen. Booting into Safe Mode can help you determine if an app is the culprit. Step 1. Power off your phone by pressing and hold "Power Off" until a prompt to reboot into Safe Mode appears. Step 3. Tap "OK" to reboot into Safe Mode. Step 4. In Safe Mode, only system apps will run. Check if the screen returns to normal. If the screen works in Safe Mode, it's likely that a third-party app is causing the problem. Uninstall any recently installed apps that might be causing the problem. screen is still black, it's time to try a more specialized solution. Android Repair is an excellent repair tool for fixing various Android Repair is an excellent repair black screen problems. Key features of Android Repair is an excellent repair black screen issues, boot loops, and other software-related problems. step interface. To repair efficiently, it can complete the task in less than 10 minutes. Work with all the mainstream Samsung models, including Samsung models, including Samsung S22/23. How to resolve the issue of a black phone screen when the phone is still on? 01After running this Android repair tool on your computer, click on the "System Repair" module on the initial interface and then connect your Android device to the PC using a USB cable. Next, select "Android Repair" from the three options provided. 02Choose the brand, name, model, country/region, and tick
the box that says "I agree with the warning". After that, click the "Next" button, enter "000000" in the pop-up window and then press the "Confirm" button. 03Follow the on-screen instructions to put your device into download mode. Then, click "Next" to downloaded and verified, the program will automatically repair your Android phone with system issues. Solution 7. Factory Reset Your Phone If all else fails, a factory reset can resolve deep-seated software issues. However, this will erase all data, so ensure you have a backup before proceeding. Step 1. Turn off your phone. Step 3. Navigate using the Volume buttons and select "wipe data/factory reset". Step 4. Press the "Power" button to confirm and wait for the reset to complete. Step 5. Once done, choose "Reboot system now". Solution 8. Contact After-Sales Service If all else fails, it may be time to contact your phone's after-sales service or customer support. If your phone is under warranty, they may be able to repair or replace the device at no cost. Even if the warranty has expired, they might still offer a repair option or guide you through additional troubleshooting. Last Part In conclusion, dealing with a phone screen that goes black but still runs can be tricky, but it's often solvable with the right approach. For a hassle-free and effective solution, we highly recommend using Android Repair, which offers a reliable, safe, and easy way to fix your Android device's black screen issue. Taking the right steps early on can help prevent further damage and restore your device to full functionality. Whether it's a software glitch or a more serious issue, these solutions should help you get your phone working again in no time. Related Articles: Strategies for Tackling Google Pixel Unresponsive Black Screen on Android? A Troubleshooting Guide Samsung Black Screen of Death: Reasons, Solutions & Preventions How to Fix Green Line on Phone Screen: Causes and Solutions & Preventions How to Fix Blue Screen on Android? A Troubleshooting Guide Samsung Black Screen of Death: Reasons, Solutions & Preventions How to Fix Blue Screen of Death: Reasons, (Samsung Galaxy E5) screen goes blank/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/blank 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 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 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 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 it will allow you to access your stuff then back up BEFORE sending out for repair. Press both the home and power buttons for up to 10 seconds until the logo appears. You will not lose anything With the battery removed press and hold the power button for exactly 1 minute. With the battery still removed put it down and just leave it alone for 5 to 10 minutes. After 5 or 10 replace the battery then power up the device and you should be good to go Wait til the battery go dead then recharge, that goes for all phones Check out for your LCD maybe it was damaged i had the same problem too on my Sony Xperia J and we found that the LCD was damaged If you are knowledgeable in trouble-shooting, first: check your back-light, if it is okay on test battery. Suspect a LCD has the problem, swapping method is the easiest technique, replace your LCD. If you are not knowledgeable in trouble-shooting you better leave the job for expert and watch on it for further learning. Hope, this help you and answer your question. I hv the same problem too ...i just format my phone and wipe cache and it's work like usual...if its still the same...send ur phone to shop maybe the lcd hv problem ... i have the note 4 and i always go to the gym with it. i got in the sauna for 10 minutes like i always do but this time the screen got completely black after that. I guess it was overheading or i got some water inside for the humidity. It did nor work for 1 day but somehow it began to work normally next day. I guess it was a problem because the humidity and as soon as it got dry inside that fix the problem. Hope this answer solves some of your problem. Sorry for my writting. Same thing for me on my GT-N7100 After drop on the ground and with a new screen at the beginning i have sound right and left lights on low side. After search on the ned and reading the service manual i found shortcut on capacitors. I replace the two capacitors and now work perfect. I think that can work even for s3. See my photo with red circle on capacitors. Bye. Doriano. Who is your mobile service provider? I have sprint and set up a repair 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 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 disassembly 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 disassembly 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 disassembly my phone ( then put it back together. After finished, I tried to turn on again for couple time, and the LCD working again. 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 your lcd to digitizer and touch panel to skipping your cost. have a good day. ;) 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, peope bust 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 blah blah blah blah has stopped" and then it just all 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 resest my phone and see what happens :/ If this cant work u have to remove back 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 thigs to do : 1. soft boot the device , by holding power+vol up+home for 10 seconds , 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 helps.. I think u have to have a Samsung to us that program though, good luck From my experience it is often moisture that causes these types of problems... After my girlfriend had this problem such as 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. For "Samsung Galaxy Note 10+ 5g"
Users. When Your Screen Goes Black, Easy Fix If Your Phone Has A "Stylus Pen". When Your On A Call And Your Screen Goes Black, Simpky "Remove Your Stylus Pen" and Then Your Screen Is Back On.... Remember This: If Your Screen Is Back Again Just Remove Stylus 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 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. 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 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