

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: touch screen not responding

If the screen ignores your taps, lags or does things on its own (sometimes called ghost touch), the cause is often something simple like dirt, moisture or software. Here is how to work out which.

Quick checks

1. Wipe the screen with a clean, dry, soft cloth. Wet or greasy fingers confuse touch screens.
2. Dry your hands and try again. If the phone has been in the rain or bathroom, wait until the screen is dry.
3. Remove any screen protector that is cracked, bubbled or peeling, and any thick case that presses on the edges.
4. Unplug it. Some poor-quality chargers cause erratic touch while charging.

Restart it

- **iPhone:** if you cannot use the screen, quickly press **Volume Up**, then **Volume Down**, then hold the **Side** button until the Apple logo appears.
- **Android:** hold **Power** until it restarts. If that fails, holding **Power** and **Volume Down** together for around 10 to 30 seconds usually forces a restart.

Is it an app or the phone?

On Android, restart into **Safe mode**. This turns off downloaded apps. Hold the power button, then press and hold **Power off** on screen and tap **Safe mode**. If touch works normally there, an app is likely to blame. Remove recently installed apps one at a time.

On either phone, check for updates. Go to **Settings**, then **General**, then **Software Update** on iPhone, or **Settings** then **Software update** or **System** on Android. Back up before updating if you can.

If only part of the screen is dead

A dead area or ghost touches after a drop, a crack or water usually mean the screen or its cable is damaged. A software reset will not fix a hardware fault. Resetting also erases everything, so back up first and only do it if a repairer or manufacturer advises it.

When to get more help

Get help if touch does not return after a restart, if the screen was recently dropped or wet, or if you cannot get into the phone to back up. Mention if you can use the phone with a mouse or voice control, as this can help us rescue your data.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.