

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: screen black, frozen or not responding, and how to restart it

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A frozen or black screen is alarming, but the phone is often still working underneath. A restart usually fixes it and does not delete anything.

Step 1: A normal restart

1. Press and hold the **Side key** and **Volume down** together. On some older models, hold the **Power** button alone.
2. Tap **Restart** on the screen.

If the screen will not respond, move to a force restart.

Step 2: Force restart

1. Press and hold **Volume down** and the **Side key** together for about seven seconds.
2. Keep holding until the Samsung logo appears, then let go.
3. Wait for the phone to start up. This can take a minute or two.

A force restart is safe. It does not erase photos or apps. It is like pulling the plug on a computer.

Black screen, but you can hear sounds or feel buzzing

- Charge the phone for 30 minutes, then try again, using the force restart above.
- Remove any case or screen protector that might be pressing on sensors.
- If part of the screen shows lines or patches, it may be damaged. See our guide on cracked screens.

Touch screen issues

- Wipe the screen and your fingers dry.
- Remove thick screen protectors, which can make touch unreliable.
- In **Settings, Display**, look for **Touch sensitivity** and turn it on if you use a protector.
- Restart in Safe mode to see whether an app is causing it. See our guide on apps crashing and Safe mode.
- Install any waiting software update in **Settings, Software update**.

Wording differs slightly by model and One UI version.

When to get more help

If the phone keeps freezing every day, the touch only works in part of the screen, or it will not respond to a force restart after charging, it may need repair. Ask us, and back up what you can first.

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.