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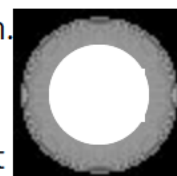
Feedback

Your Galaxy phone's or tablet's touchscreen is the main way of navigating your device, so we understand how worrisome it can be when the touch function isn't working properly. However, there are some simple ways to get the touchscreen working again when it's frozen, unresponsive, or acting funny.

1 Review touchscreen tips and tricks.

Certain factors may affect how well the touchscreen on your device performs. Please keep the following in mind when using the touchscreen:

- If a third-party screen protector or accessory is attached, the touchscreen may not work properly. In particular, it may not work well if there is dust or air under the protector, if two or more protective films are attached to the screen, or if the protective film is peeling near the edge of the screen.
- The touchscreen may not work properly if you wear gloves, have dust on your finger, or touch the screen with fingernails or a ballpoint pen. It may also not work if a conductive object, such as a coin or key, is close to the screen.
- If the screen is wet, the touch sensor may not work properly. Even for waterproof models, some touch functions may not work if the product



in water.

2 Restart your device.

Restarting your device can help solve minor issues. Restarting will vary depending on the model:

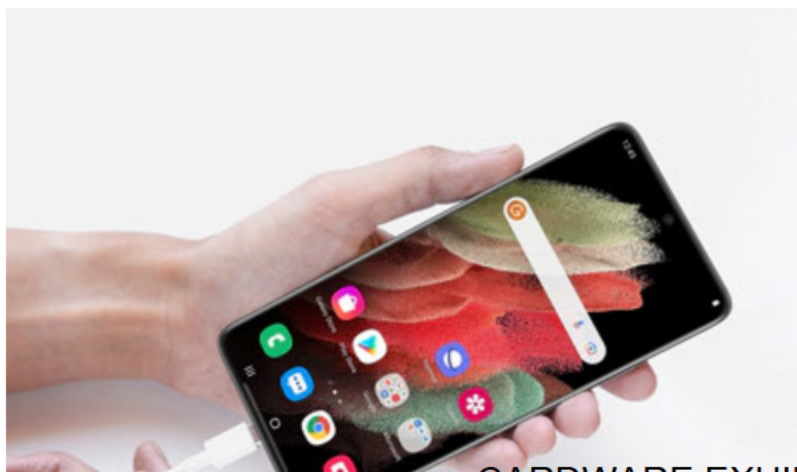
- **On devices with a Power key:** Press and hold the **Power** key, and then tap **Restart**. Tap **Restart** again to restart your device.
- **On devices with a Side key:** Using two fingers, swipe down from the top of the screen to open the Quick settings panel. Tap the **Power** icon, and then tap **Restart**. Tap **Restart** again to restart your device.

If the touchscreen isn't not working at all, you can restart your device by pressing and holding the **Volume down** key and the **Power** key/**Side** key simultaneously for 10 seconds. Once it turns off, you can turn your device back on by pressing the **Power** key or **Side** key again.

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3 Check your charger.

If your charger is damaged, it may not supply power to your device, which may cause the touch screen to malfunction. In this case, use a different, undamaged charger to prevent this issue. It's also a good idea to avoid using the touchscreen when the device is charging.





Important: To complete Steps 4 - 6, you can try connecting your device to a computer or monitor using [Samsung DeX](#). This will allow you to navigate the device even if the touchscreen isn't working.

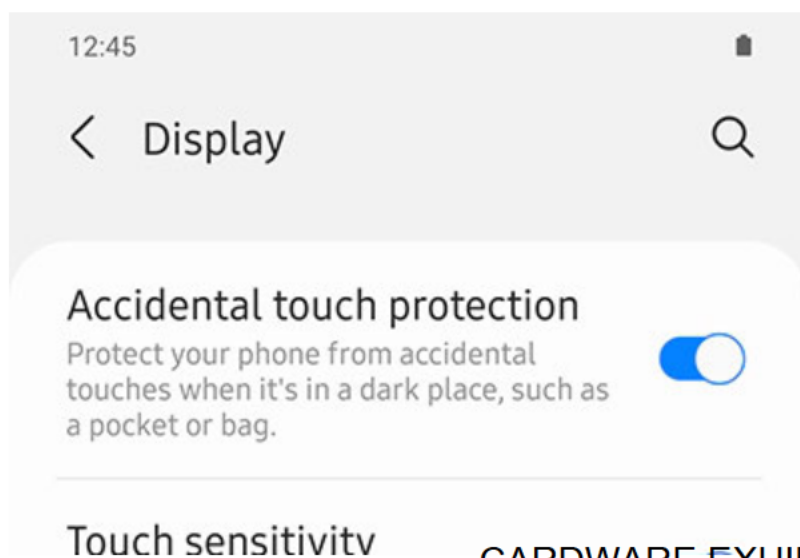
4 Disable gestures.

When using the full screen gesture function, touch input may not be possible because the touch is recognized as a gesture. To stop this from happening, disable the full screen gesture function. Open **Settings**, tap **Display** and then tap **Navigation bar**. Tap **Buttons t** disable full screen gestures.

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5 Disable Touch sensitivity.

If the Touch sensitivity setting is turned on when no protective film is used, the touchscreen may respond too sensitively and therefore malfunction. To disable the Touch sensitivity feature, navigate to **Settings**, tap **Display**, and then tap the **switch** next to Touch sensitivity to turn it off.



Increase the touch sensitivity of the screen for use with screen protectors.



6 Check for software updates.

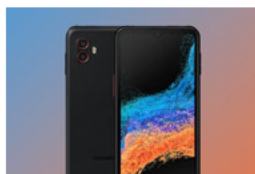
Keeping your device's **software updated** regularly will ensure it continues to run smoothly.

7 Request service.

If the issue persists after performing the above steps, please contact **Samsung Support** to set up service.

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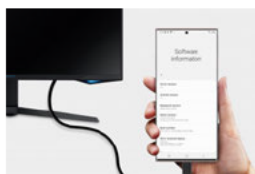
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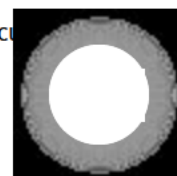
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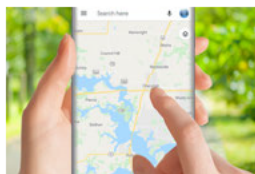
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