# My touchscreen is not responding. How can I fix it?

**Question:**

### My touchscreen is not responding. How can I fix it?

**Answer:**

If you are a driver you should contact either your dispatch office or your shop.

### Bad Touch Screen

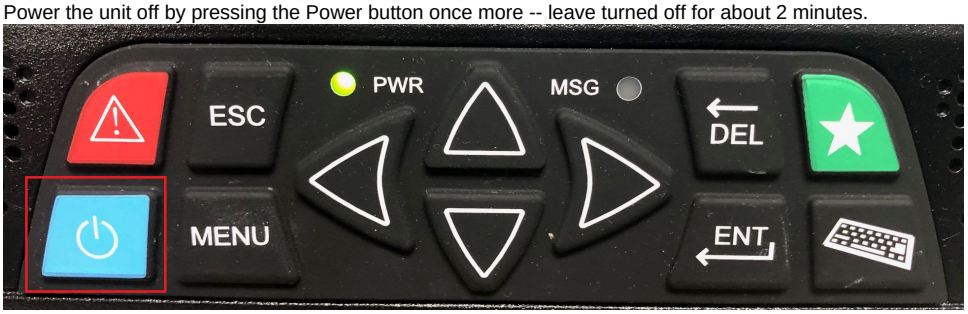
**Problem:**

The touchscreen is not responding to touch.

**Solution:**

NOTE: The unit might seem like it is locked up but the physical buttons underneath the display are working.

1. Log out of the DriverTech unit by pressing the blue power button.
2. Power the unit off by pressing the Power button once more -- leave turned off for about 2 minutes.




3. Check connections on the back of the screen to make sure there is nothing loose.
4. Then power the unit back on, by again pressing the Power button.
5. If the issue persists: remove power from the unit via either the fuse or the battery kill switch.
6. Keep the power disconnected for 5 minutes
7. Bring the unit back up and test the touchscreen
8. If the issue persists remove power via either the fuse or battery kill switch for 30 minutes
9. Bring the unit back up and test the touchscreen
10. If the touchscreen is still inoperable, clean it using this procedure.
    a. Power down the unit
    b. With a damp cloth, with finger pressure, wipe from the top-left over to the top-right
    c. Continue the process row-by-row until the bottom-right is reached.
    d. Clean out the edges next to the bezel
    e. Power the unit back up
11. If the screen is still not responding to touch, it will need to be brought into a shop.
12. A USB keyboard and/or mouse may be used as a temporary workaround to this issue while the unit is awaiting shop repair.

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