

How to Fix Laptop Black Screen Issue

You pressed the power button on your laptop to open it. You could hear your laptop fan spinning. And the indicator lights were flashing as usual. Then you were waiting for something popping up on your laptop screen. But after a while, you found a horrible fact: there was nothing shown on the display — your laptop screen was black!

There have been many laptop users seeing their laptop screen become black. In many cases, their laptop screen shows totally nothing, while for some the mouse cursor (only) is still visible.

Try these one at a time:

1. **Restart the explorer.exe process**

- 1) Press the **Ctrl**, **Shift** and **Esc** key on your keyboard at the same time. This will open Task Manager.

- 2) Click the **Details** tab (or the **Processes** tab in Windows 7's Task Manager) and see if there exists a process called "**explorer.exe**"

If there is, try ending the process (right-clicking it and selecting **End task** or **End process**) and then reboot your computer. Then check to see if this fixes your problem.

But if you can't see the explorer process, you can run it on your own:

- i. Click **File** and click **Run new task**.

- ii. In the Create new task dialog that pops up, type "**explorer.exe**" and press **Enter** on your keyboard.

- iii. The process will run and you can see if your desktop becomes normal.

- 3) If the steps above bring your desktop back, you may need to **restore your system to a previous state** in order to prevent your issue from occurring again.

2. **Enter safe mode and undo recent changes**

3. **Hard reset your laptop**

Hard resetting your laptop can clear all the information in your memory and the charges in your laptop. This is helpful for restoring your laptop screen. To hard reset your laptop:

- 1) Turn off your laptop.

- 2) Disconnect all the **peripheral devices** on your laptop.
- 3) Remove the **battery**. (If it is not removable, skip this step.)
- 4) Disconnect the power cable from your laptop.
- 5) Press and hold the **power button** on your laptop for about **one** minute.
- 6) Connect the **power cable** to your laptop and turn it on.
- 7) Turn off your laptop.
- 8) Connect the **battery** to your laptop and turn it on.
- 9) If this method works for you, you will see there starts to be something showing up on your laptop screen.

Note that this method may not be able to hard reset laptops of all makes. You can consult the official guides for your laptop for the proper way of hard resetting your device.

Should the above instructions did not resolve the issue, please don't hesitate to contact us so we can further assist you. You can always reach us out through our support channels below:

- Email: support@restoro.com
- Chat: <https://tinyurl.com/RestoroLiveChat>
- Phone: 1-888-575-7583

Revision #1

Created 2 years ago by [Ghichel Santos](#)

Updated 2 years ago by [Ghichel Santos](#)