

vivo mobile green box

The "green box" you are seeing on your Vivo phone's screen is **likely the TalkBack or Screen Reader accessibility feature being enabled**. This feature is designed to provide spoken feedback for users with visual impairments. 

When TalkBack is on, standard touch gestures change: you must **single-tap** an item to hear it read aloud, and then **double-tap** it to select or open it. You also need to use **two fingers to swipe** on the screen to scroll through pages or menus. 

How to Turn Off the Green Box (TalkBack)

Use the special TalkBack gestures described above to navigate your phone's settings and disable the feature. 

Open Settings: Locate the **Settings** app icon and single-tap it. You will hear spoken feedback. Then, quickly double-tap anywhere on the icon to open the app.

Navigate: Use **two fingers** to scroll down the screen until you find **Shortcuts & accessibility** or simply **Accessibility**. Single-tap to highlight it, then double-tap to enter.

Find TalkBack: In the accessibility menu, look for and open the **TalkBack** option using the same single-tap/double-tap method.

Disable: Tap the **Use TalkBack** toggle switch to highlight it, then double-tap to turn it off. A confirmation pop-up may appear; if so, select **Stop** and double-tap to confirm. 

Once disabled, your phone's touchscreen should return to normal functionality. 

If the Issue Persists

If the green box is a permanent, static line or area on the display and not a navigation aid, it may indicate a hardware issue or software glitch: 

Restart the Phone: A simple restart can often resolve temporary software glitches.

Check for Physical Damage: The issue might be due to a loose display connection from physical pressure or water damage.

Contact Support: If troubleshooting steps fail, the display may need professional inspection or replacement. You can contact **Vivo customer support** for assistance

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