How to fix a frozen screen (Mac)

If your Mac's screen is frozen, it can be frustrating, but there are several steps you can take to try and resolve the issue. Here's what you can do:

- **Wait**: Sometimes, the Mac might be momentarily unresponsive due to a background task or heavy processing. Give it a few minutes to see if it unfreezes on its own.
- **Force Quit**: If a specific application is causing the freeze, you can force quit it by pressing Option + Command + Esc simultaneously. This will bring up a window showing the currently running applications. Select the application causing the issue and click the "Force Quit" button.
- **Force Restart**: If the entire system is unresponsive, you might need to perform a force restart. Press and hold the power button for about 10 seconds until your Mac shuts down. Then, wait a few seconds and press the power button again to turn it back on.
- **Safe Mode**: If the issue persists, try starting your Mac in Safe Mode. This will load only essential system software and may help identify if third-party software is causing the problem. To enter Safe Mode, follow these steps:
  - Shut down your Mac.
  - Turn it on and immediately press and hold the Shift key until the Apple logo appears.
  - Once in Safe Mode, try to restart your Mac normally.
- **Disk Utility**: Sometimes, disk errors can lead to system freezes. You can run Disk Utility to check and repair any disk issues:
  - Go to "Applications" > "Utilities" > "Disk Utility".
  - Select your startup disk from the list on the left.
  - Click on the "First Aid" tab and then click "Run" to check and repair any disk errors.
- **PRAM/NVRAM and SMC Reset**: Resetting the PRAM/NVRAM (parameter random-access memory) and SMC (System Management Controller) can sometimes help resolve hardware-related issues causing freezes. The steps for resetting these can vary depending on your Mac model, so it's best to look up instructions specific to your model.
- **Check for Software Updates**: Outdated software can sometimes lead to compatibility issues and freezes. Make sure your macOS and all your applications are up to date.
- **Hardware Check**: If the problem persists, it might be worth checking your hardware. Run Apple Diagnostics or Apple Hardware Test to check for any hardware issues. These tests can help identify if there's a problem with your RAM, hard drive, or other components.
- **Backup and Reinstall**: If none of the above steps work, and the freeze is a persistent problem, you might consider backing up your data and performing a clean reinstallation of macOS. This can often resolve deep-seated software issues.

If you've tried these steps and the problem still persists, it might be a good idea to contact Apple Support or visit an Apple Store for further assistance, especially if your Mac is under warranty or covered by AppleCare.