

Vision Tech

Clevertouch & interactive screens Handbook

64 free step-by-step guides in plain English

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Quick-start routine for new teachers: start of lesson and end of day

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A short routine makes an interactive screen feel simple. These checklists are general. Your school may have its own, so ask IT or a colleague.

Before the lesson

1. Switch on the screen with the power button or the remote. Give it a minute.
2. Check the right input is shown. Press **Input** or **Source** if not.
3. If you are using a laptop, connect HDMI, and USB if you need touch.
4. Check the volume.
5. Open your lesson file or the whiteboard before pupils arrive.
6. Close private emails, messages and notifications.

During the lesson

- Use your finger or the pen provided. Please do not use marker pens.
- Keep drinks away from the screen.
- Save your whiteboard work at the end of the lesson. See our guide on saving whiteboard files.
- Report faults early. Write down what happened.

End of the day

1. Save your work and take your memory stick.
2. Close apps and sign out of accounts.
3. Remove any personal data.
4. Turn off the screen. Check your school's rule. Some say to use standby, others to switch off fully.
Using a blank or sleep key, if your remote has one, keeps the board ready to wake quickly.
5. Tidy leads and put the remote and pens back in their place.

Energy saving and auto-off

Many screens have a sleep or auto-off setting. Settings are usually found in the screen's settings menu, but may be locked by IT. Do not turn off auto-off if you are not sure. Switching the screen off when not in use saves energy and extends its life.

When to get more help

Ask your IT team for a quick demonstration in your own room. They can tell you what is special about your set-up, such as a locked screen or a passcode. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Turning a Clevertouch screen on and off properly

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Switching an interactive screen on and off the right way protects the screen, saves energy and avoids the odd start-up problems that come from pulling the plug. This guide covers a normal day and what to do if the screen seems stuck.

Turning the screen on

1. Check the screen is plugged in and the wall socket or power strip is switched on.
2. Look for a small light on the front edge or bottom of the screen. On many Clevertouch screens it shows one colour when the screen is off or in standby and another when it is on.
3. Press the power button briefly. On many models it is on the front edge or underneath, and the remote control has a power button too.
4. Wait. The screen can take up to a minute to show the home screen, so avoid pressing the button again.

Turning the screen off

1. Save anything you want to keep first, to a USB stick or cloud storage.
2. Press the power button briefly. Some models show a message asking you to confirm. Choose the option to switch off or shut down.
3. Wait for the picture to go and the light to change before you do anything else.

Standby or full shutdown?

A short press often puts the screen into standby, which is quick to wake. A full shutdown or restart is better once a week, as it clears small software hiccups. Check your on-screen menu for a **Restart** or **Shut down** option.

If the screen will not switch off

- Wait a minute. The screen may be finishing an update.
- Try the remote control.
- Do not hold the button for a long time or pull the plug unless IT has told you to, as this can interrupt an update.

When to get more help

Ask for help if the screen will not switch on at all, switches itself off, shows an update message that never finishes, or the light flashes in a way you do not recognise. Tell IT the model number, what the light is doing and what happened just before.

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A tour of the screen: home screen, side toolbar and source menu

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Clevertouch screens look slightly different depending on the model and software version, but most share the same basic layout. This tour uses general wording so you can find the same things on your own screen.

The home screen

When the screen starts up you normally see a home screen with large icons for the built-in tools, such as the whiteboard, the web browser, apps and files. Touch an icon to open it. Many screens also show a clock and a way to open settings.

The side toolbar

Most screens have a small tab or icon fixed to the left or right edge, or sometimes both. Touch it to open a menu or toolbar. On many Clevertouch screens it gives quick access to things like:

- Going back to the home screen
- Choosing the input source
- Opening the annotation or pen tools
- Switching between open apps
- Volume and other quick settings

The exact icons vary, so take a minute to touch each one and see what it does. You cannot easily break anything by looking.

The source menu

The source or input menu lists everything the screen can display, for example HDMI from a laptop, a built-in computer module, and the screen's own Android system. Choose the one you want and the picture changes. If you plug in a laptop and the picture does not appear, this is the first place to check.

Settings

Look for a cog or **Settings** icon. This is where brightness, language, date and time, and network options usually live. Some settings may be locked by your school or office, which is normal.

Getting around

1. Use the home button to get back to the start.
2. Use the back button to step out of a tool.
3. Open the app switcher if you cannot find a program you were using.

When to get more help

Ask IT if an icon you rely on has disappeared, the toolbar will not open, or a menu is greyed out. Mention your model and describe what you see, or take a photo of the screen.

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Locking and unlocking the screen, and using touch lock

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Locking a screen can stop pupils changing things, stop accidental touches during a video, and keep private material private. Features and names differ by model and software, so this guide describes what is common and tells you where to look.

Types of lock

- **Touch lock or child lock.** Turns off touch while the picture stays on. It is useful when playing a video or when a screen is switched on in a busy corridor. Check your on-screen menu, the side toolbar or the remote for a lock option.
- **Screen lock.** Some screens ask for a password or pattern before they will wake up or open settings. This is normally set by IT.
- **Button lock.** Some models can lock the physical buttons so they cannot be pressed by accident.

Using touch lock

1. Look for a lock icon in the side toolbar, quick settings or settings menu.
2. Turn it on. Touching the screen should no longer do anything.
3. To unlock, use the method shown. On many screens this is another icon, a button press, or the remote.

If the screen will not unlock, try the remote control first. Some screens use a special touch or button press to unlock, so check the on-screen message.

If you forget a password

Do not guess repeatedly, since some screens lock out after several tries. Ask IT, who can reset it. Never ask a pupil to unlock the screen for you, and never write the code on the screen itself.

When a lock is useful

- Playing a film in assembly
- Leaving a timer or instructions on display
- Stopping pupils pressing menu icons during breaks

When the touch appears locked but you did not lock it

The screen may simply be unresponsive. Make sure no lock icon is showing, check the USB cable if you are using a laptop, and see if the screen responds to the remote.

When to get more help

Ask IT if you do not know the unlock method, a password is needed that you do not have, or the lock turns on by itself. Tell them the model and what message or icon you can see.

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Brightness, eye-care mode, language, date and time on a Clevertouch screen

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A few simple settings make the screen more comfortable to look at and help sign-in and calendars work properly. The menus differ between models and software versions, so follow the general approach and look for matching options.

Opening settings

Touch the **Settings** icon on the home screen or in the side toolbar. If you cannot find it, check the quick settings menu on the edge of the screen or look in the app list.

Brightness

1. Open settings or the quick settings panel.
2. Look for brightness, backlight or display options.
3. Drag the slider up in a bright room and down in a dim one.

Lower brightness is easier on the eyes and can help the screen last longer. If the picture looks washed out, check this setting first.

Eye-care or blue light mode

Many screens have a mode that reduces blue light or warms the colour. Look in the display settings for something with a name like eye care, low blue light or reading mode. If you do not see one, your model may not have it. It can make white backgrounds look slightly yellow, which is normal. Turn it off if you need colours to be accurate, such as in art lessons.

Language

1. Open settings and find **Language** or **System**.
2. Choose English (United Kingdom) if you want British spellings and layout.
3. The menu may restart or take a moment to update.

If the screen suddenly shows another language, look for the globe icon or the same menu order, as the position of settings often stays the same.

Date and time

Open the date and time settings. Many screens can set these automatically when connected to the internet. If the time is wrong, check that the correct time zone is set. Wrong dates and times can stop websites and school accounts loading.

Some settings may be locked

Your school may protect some settings so pupils cannot change them. If an option is greyed out, this is probably deliberate.

When to get more help

Ask IT if the screen is too dim even at full brightness, the time keeps resetting, or you need a setting that is locked. Mention your model and what you have already tried.

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Clevertouch screens: frequently asked questions for new staff

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Starting at a new school or office can be a lot to take in. These are the questions new colleagues ask most about interactive screens. Features vary by model and software, so if an answer does not match your screen, ask IT.

Do I need to log in?

Many screens work without signing in for basic tools such as the whiteboard. For email, cloud files and school accounts you will need to sign in, and you should always sign out afterwards.

Where do I save my work?

Save to a USB stick or your school's cloud storage. Do not leave important files on the screen, as other people may see them and the storage can be cleared.

Can I use my own laptop?

Usually yes. You will normally need an HDMI cable for the picture and a USB cable for touch. Some rooms also support wireless sharing. Check what is available in your room.

Why does touch not line up?

This often happens when a laptop is set to extend instead of duplicate the display. Try duplicating the screen first.

Why is there no picture?

Check the cable is firmly in, then open the source menu and choose the right input.

How do I turn it off?

Save your work, then use the power button or the shutdown option. Do not pull the plug.

What do I do if something breaks?

Do not try to fix hardware yourself. Report it to IT, and tell them the room, the model, what happened and what you tried.

What information helps IT most?

1. The room and the screen model, if you know it.
2. What you were trying to do.
3. Any message that appeared, or a photo of it.
4. What you have already tried.
5. Whether it happens with other laptops or other apps.

When to get more help

If a problem stops a lesson, report it as soon as you can. If you are unsure about safeguarding, such as recording pupils or sharing their work, check your school's policy and speak to the person responsible, before you carry on.

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Using the built-in whiteboard on a Clevertouch screen

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Most Clevertouch screens come with a built-in whiteboard so you can write, draw and teach without a laptop. On newer models it is often called Lynx Whiteboard, but older models may use a slightly different version.

Opening the whiteboard

On many screens you choose **Present** on the home screen and then tap the **Whiteboard** icon. On others you tap the Whiteboard icon from the Dashboard. Your screen may look slightly different, so look for a Whiteboard icon on the home screen or app list.

Writing and drawing

1. Tap the **pen** or **pencil** icon.
2. Write with your finger or pen.
3. Tap the icon again to see options for colour and thickness.
4. Use the shapes tools to draw lines, circles and boxes.

Toolbars may be in the middle, along the bottom and at the right. The names of buttons can change between versions, so tap an icon to see what it does.

Erasing and undoing

- Use the **eraser** tool to rub out.
- Use **undo** if you made a mistake. It is usually an arrow icon.
- Be careful with any clear page option.

Save before you leave

Whiteboard work does not usually stay on the screen for ever, so save it before you finish. See our guide on saving and sharing whiteboard files.

When to get more help

If the whiteboard will not open, crashes or is missing tools, restart the screen first. If it keeps happening, your IT team or supplier can check the software version and update it. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Saving and sharing whiteboard files on a Clevertouch screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Anything you write on the whiteboard can be lost when the screen is restarted or someone else uses it. Saving takes only a moment.

Ways to save

There are several ways to save. Which ones you see depends on your model and software version.

- **Save** keeps the file in the whiteboard's own format so you can edit it later. On many versions, tap the menu button at the far left and choose **Save**.
- **Export** turns your work into an image or PDF that other computers can open. It is usually in the same menu.
- **QR code** creates a code that you scan with a phone. The file then downloads through the phone's browser. This is a handy option because it usually needs no login.
- **Cloud storage** options may be offered. Some versions can upload to Google Drive. This needs an account and a network connection.

Saving to a USB stick

1. Plug a memory stick into a USB port on the screen.
2. Choose **Save** or **Export**.
3. Choose the USB stick as the place to save.
4. Type a file name and confirm.
5. Wait for the message that it has saved before you take the stick out.

This is a general approach. Your screen may word the steps differently.

Sharing with pupils or colleagues

Export as a PDF or image, then share it using your school's normal system, such as a shared area or learning platform. Do not post pupil information somewhere public.

Staying safe

- Do not sign in to personal email or cloud accounts on a shared screen. Avoid personal logins on the touch screen. If you must, sign out completely afterwards.
- Do not leave files with pupil names on a memory stick that could be lost.
- Follow your school's rules on where files are stored.

When to get more help

If you cannot find the save menu, the QR code does not work, or cloud sign-in fails, ask your IT team. Sharing may be limited by network or security settings. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Using the built-in web browser on a Clevertouch screen safely

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Many interactive screens include a web browser so you can show a website without a laptop. It is handy, but a shared classroom screen needs a few extra safety habits.

Opening the browser

On many screens the browser is found through the **Present** menu. On other models or versions it may be on the home screen or in the app list. Look for a globe or browser icon.

Using it

1. Tap the address bar and type the website address.
2. Use the on-screen keyboard.
3. Pinch with two fingers to zoom, if your version supports it.
4. Some versions have a crop or capture tool that lets you take part of a web page and send it to the whiteboard. Check the side toolbar.

Keep it safe

- Do not sign in to personal accounts such as email, banking or social media on a shared screen.
- If you must sign in to a work or school system, sign out when you finish and close the browser.
- Check the web address looks right before entering any password.
- Do not save passwords in the browser. If a pop-up offers to, choose no.
- Never click pop-ups saying your screen has a virus.

Pupils in the room

Preview pages before showing them. Adverts and suggested videos can show unsuitable content. Use your school's filtered network and consider turning off sound when not needed. Where possible, open a link you have already checked.

When to get more help

If the browser is missing, will not open, or a site you need is blocked, ask your IT team. They manage filtering and which apps are allowed. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Android apps and the app store on a Clevertouch screen

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Many Clevertouch screens run a version of Android inside, which lets you open built-in apps. Some also have an app store. What you can do depends on your model and how your organisation has set it up.

What you may see

The home screen or app list may include the whiteboard, a browser, file manager, Clevershare, and other apps. The built-in Android part of the screen is sometimes called Lux, but your screen may use different names.

Opening an app

1. Go to the home screen.
2. Tap the app icon.
3. To go back, look for a back or home button on the side toolbar or screen edge. The place varies by model.

Installing new apps

Some screens have an app store, and Clevertouch's own software can be installed through it. On many school screens, installing is turned off or needs an administrator password. This is normal. It stops accidental installs and keeps the screen safe for pupils.

If you are allowed to install, use only well-known apps from the official store, and check what the app wants access to.

Asking for an app

Ask your IT team. Tell them:

- the name of the app,
- what you need it for,
- which classes will use it.

They can check it is safe and suitable and may install it for all screens.

When to get more help

If an app crashes, freezes or will not open, restart the screen first. If it keeps happening, tell IT the app name, and what you were doing. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Split screen, screenshots and annotating on an interactive screen

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Interactive screens often let you show two things side by side, capture what is on the screen, or write over the top of other content. The exact buttons vary by model and software version.

Find the side toolbar

Many Clevertouch screens have a small toolbar that slides in from the edge of the screen. The side toolbar may have options such as Recent apps and a crop button. If you cannot see yours, try swiping in from the left or right edge. If that does not work, check the manual for your model.

Split screen

On many screens the steps are:

1. Open an app.
2. Open the side toolbar and choose **Recent apps**.
3. Tap the **split screen** button on the app you want.
4. Choose another app for the other half.
5. Drag the divider in the middle to change the sizes.

Not every app supports it, and not every screen can do it.

Taking a screenshot

There may be a **Crop** button on the side toolbar. After tapping it you can adjust the area, and then choose to save it as an image, send it to the whiteboard, or capture the whole screen. Look at the options shown on your own screen.

Writing over the top (annotating)

Some versions have an annotate tool, usually a pen or pencil icon in the toolbar, which lets you write over whatever is on the screen.

1. Open the toolbar.
2. Tap the annotate or pen icon.
3. Write or draw.
4. Use the eraser or close annotate when finished.

Check whether your annotation can be saved. Often it can be sent to the whiteboard as an image.

Tips

- Use screenshots to capture a worked answer for later.
- Avoid capturing pupil data, messages or emails.

When to get more help

If the toolbar will not appear or the buttons are missing, restart the screen. Some features depend on the software version, so IT or the supplier can tell you what your version supports. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Writing, erasing and choosing pen colours on an interactive screen

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Writing on an interactive screen feels much like using a marker pen. The main skill is knowing which tool you are holding and how to switch colours and erase quickly.

Writing

1. Open the whiteboard or turn on the annotation tools from the side toolbar.
2. Pick up a pen and touch it to the screen. Many Clevertouch screens also let you write with a finger.
3. Choose the pen tool in the toolbar if nothing appears. Some tools, such as the pointer or select tool, move things instead of writing.

Changing colour and thickness

Touch the pen icon in the toolbar to see the colour options. Many screens show a row of colour swatches and a way to make the line thinner or thicker. Pick a colour, then write again.

Some screens have pens that are tied to a colour, so touching the screen with a particular pen gives that colour. Others use one pen and let you change colour in the software. Try both on your own screen and see which you have.

Erasing

- Choose the eraser tool in the toolbar and rub over your writing.
- Many screens also have a physical eraser or let you use a larger touch, such as the side of your hand or fist, to wipe. This depends on the model and software, so test it with something unimportant first.
- Use **Undo** to take back your last action. This is quicker than rubbing out.
- Look for a **Clear** or bin option to wipe the whole page, and be careful, as it may not ask you to confirm.

Tips for neat writing

- Rest your hand lightly. Pressing hard does not help.
- Write larger than you would on paper, so the back of the room can read it.
- Use contrasting colours. Pale yellow is hard to read on a white background.

When to get more help

If the pen draws in the wrong place, only part of the line appears, or the eraser does nothing, ask IT. Say whether it happens with pens, fingers or both, and in which app.

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Touch gestures on an interactive screen: moving, zooming and erasing

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Interactive screens understand more than a single tap. Gestures can save time, but which ones work depends on the model, the software and the app you are in, so treat this as a guide to try rather than a promise.

Common gestures

- **Tap** to select or open something, like a mouse click.
- **Press and hold** to open extra options on many items, like a right-click.
- **Drag with one finger** to move an object or, on a web page, to scroll.
- **Pinch in and out with two fingers** to zoom out or in on pictures, maps and web pages.
- **Two-finger drag** to move around a large page or canvas in many whiteboard apps.

Erasing gestures

Some screens and whiteboard apps let you wipe writing with the side of your hand or a flat palm, or with several fingers held together. Others only erase with the eraser tool. Try it on a test page in the whiteboard app you use. If nothing happens, use the eraser tool instead.

Testing safely

1. Open a blank whiteboard page.
2. Write a few words.
3. Try one gesture at a time and watch what happens.
4. Use **Undo** if something unexpected happens.

If gestures do strange things

- Keep sleeves, lanyards and loose hair away from the surface.
- Rest your palm only when the screen is meant to ignore it. Some screens do not, and a resting hand may smudge or move your writing.
- When you are connected to a laptop, gestures are passed to the laptop's operating system, so they follow Windows or Mac rules instead.

Teaching students

Show students how to touch gently. Pressing hard does not improve accuracy and can wear the surface. Remind them to use one finger for writing and to wait their turn.

When to get more help

Ask IT if gestures used to work and have stopped, or if the screen reacts to touches that are not there. Say which app you were in and whether a laptop was connected.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Lynx Whiteboard: pages, shapes and text

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Lynx Whiteboard is the whiteboard software found on many Clevertouch screens. Menus differ slightly between versions, so use these steps as a general guide and look for the matching icons on your own toolbar.

Opening it and adding pages

1. Open Lynx Whiteboard from the home screen or app list.
2. Look for an option to add a **New page**. Many versions show page thumbnails or a page counter at the edge of the screen.
3. Use the arrows or the thumbnails to move between pages. It is worth adding a new page for each part of the lesson, so you can go back and review.

Drawing shapes

Find the shapes tool in the toolbar. Choose a shape such as a line, rectangle or circle, then drag on the page to draw it. Many versions let you change the colour and thickness afterwards. If you want a neat shape from a rough drawing, check whether your version has a shape-recognition option.

Adding text

1. Choose the text tool.
2. Touch the page where you want the text to go.
3. Type using the on-screen keyboard, or connect a keyboard if you have one.
4. Touch outside the box to finish.

You can usually move a text box by selecting it and dragging, and change the size or colour from the options that appear.

Moving and resizing things

Use the select tool, touch the object and drag it. Handles at the corners normally resize it. Many versions let you copy, paste and delete from a small menu that appears on the object.

Good habits

- Save your file before the end of the lesson, to a USB stick or cloud storage.
- Do not rely on the screen's own storage for anything important or private, as other people may be able to see it.
- Keep each page simple, with large text and a few clear items.

When to get more help

If Lynx Whiteboard will not open, a tool is missing, or your files will not save, ask IT. Tell them what version you have, if you can see it in the app's menu, and what you were doing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Lynx Whiteboard: handwriting to text, backgrounds, images and templates

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Once you can write and draw in the whiteboard, a few extra features make lessons look more polished. Not every version of Lynx Whiteboard has every feature, so look for the matching option in your toolbar or menu.

Turning handwriting into typed text

Many versions of the software have a way to convert your handwriting into typed text. Look for a handwriting or text conversion option in the toolbar or in the menu that appears when you select your writing.

1. Write clearly on the page, with letters of a reasonable size.
2. Select your writing using the select tool.
3. Choose the convert option if one appears.

Check the result carefully. Handwriting recognition makes mistakes, especially with joined-up writing.

Backgrounds

Many versions let you change the page background from plain white to another colour or to a ruled or squared pattern. This is useful for handwriting practice or maths. Look in the page or background options in the menu.

Inserting images

1. Find the insert or image option in the toolbar or menu.
2. Choose where the picture is coming from, such as a USB stick or a folder on the screen.
3. Select the picture and place it on the page.
4. Drag to move it and use the corner handles to resize.

Only use images you have the right to use, and avoid pictures of pupils unless your school policy allows it.

Templates

Some versions include ready-made page layouts, such as grids or lines. If your version has a template or gallery option, you can start from one of these instead of a blank page. If you have made a page you like, you can often save the lesson file and copy it for next time.

Keeping it readable

- Use plain backgrounds with dark text.
- Do not cram a page with images. Two or three are plenty.
- Check the text can be read from the back of the room.

When to get more help

Ask IT if a feature you were shown in training is missing, if images will not insert from a USB stick, or if the app seems older than other screens in your school. A software update may be needed.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Infinite canvas and recording a lesson on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Some interactive screens let you work on a canvas that keeps growing, and some can record what happens on the screen. Both depend on the model and software, so check your own screen before planning a lesson around them.

The infinite canvas

An infinite or endless canvas means that you are not limited to one screenful. You can keep writing and scroll or drag the page in any direction. This is good for mind maps, timelines and brainstorming.

1. Open your whiteboard app and look for a canvas, infinite page or similar option in the menu or page settings. If you cannot find one, your version may not have it.
2. Write or add items as normal.
3. When you reach the edge, use two fingers to drag the canvas, or use the hand or move tool if there is one.
4. Zoom out to see the whole thing and zoom in to read details.

Keep related ideas close together and use colour to separate topics.

Recording a lesson

Many screens have a screen recording tool, either built into the system or as a feature of the whiteboard app. Look for a record icon in the side toolbar, quick settings or the app menu.

1. Open what you want to teach from.
2. Start the recording and check if your screen asks about microphone use.
3. Teach as normal.
4. Stop the recording and see where the video has been saved.
5. Copy it to a USB stick or upload it to your school's approved storage.

Things to check before recording

- **Permission and safeguarding.** Do not record pupils' faces or voices unless your school policy and consent arrangements allow it.
- **Private information.** Close emails, registers and notifications first.
- **Storage.** Videos can be large. Delete them from the screen once saved elsewhere.
- **Sound.** Test a short clip first to check the voice is clear.

When to get more help

If you cannot find a record option, the recording has no sound, or the video will not play afterwards, ask IT. Tell them how you started the recording and where you looked for the file.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Spotlight, screen shade, ruler and protractor tools

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Many interactive screens include teaching tools that help you focus attention or measure things. Which tools you get depends on the software and version, so look for them in your toolbar rather than expecting a fixed list.

Where to find them

Look in the toolbar of your whiteboard app, or in a **Tools** or **More** menu. Icons are normally small pictures of the item: a circle with a dark area for spotlight, a blind for screen shade, and a ruler or set square for measuring tools. If you cannot see them, they may not be in your version.

Spotlight

A spotlight darkens most of the screen and leaves a small area bright. It is good for drawing attention to one part of a diagram or paragraph. Drag the bright area to move it. Many versions let you resize it or change its shape.

Screen shade

A shade covers part of the page, and you drag it away to reveal what is underneath bit by bit. Use it for reveal activities, such as hiding answers until pupils have had a go.

Ruler and protractor

Measuring tools appear as shapes on the page. Drag to move them, and many versions let you rotate them with two fingers. You can draw along the edge of a ruler to get a straight line. For accuracy, remember that digital tools are only as exact as your touch, so do not rely on them for measured work that needs precision.

Making the most of them

1. Prepare a page with your diagram or question.
2. Turn on the tool and test it before pupils arrive.
3. Switch it off when you are done, or it may get in the way of the next activity.

If a tool is missing

Some tools may need a different app, or a software update. They are not always in every version. If you rely on a tool for lessons, find out whether it is available before planning around it.

When to get more help

Ask IT if tools you were shown in training are missing, will not move, or leave a dark shape on the screen that you cannot remove. Mention the app you use and what you tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Importing a PowerPoint or PDF and annotating over it

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Many teachers already have slides and worksheets. Instead of rewriting them, you can bring them onto the interactive screen and write on top. The exact steps depend on the software, so these instructions are general.

Option 1: import into the whiteboard app

1. Put your file on a USB stick or in cloud storage you can reach from the screen.
2. Open the whiteboard app and look for an **Open**, **Import** or **Insert** option in the menu.
3. Choose your PowerPoint or PDF file.
4. Wait while it loads. Large files can take a minute.

Many versions turn each slide or page into a whiteboard page that you can write on. Complex animations and fonts may change or be lost, so check every slide before the lesson.

Option 2: open the file in a viewer and annotate over it

If importing does not work well, open the file in an app or viewer on the screen, then use the annotation tool from the side toolbar. On many Clevertouch screens this lets you write over whatever is displayed, even if it is not a whiteboard file. You can usually save a screenshot of the result.

Option 3: present from a laptop

Connect your laptop, show your slides, and use the screen's annotation tool to write over them. This keeps your original formatting.

Tips

- Save the PDF version of your slides if the PowerPoint looks wrong.
- Keep a copy of the original file in case you need to start again.
- Save your annotated version with a new name, such as the date.
- Check embedded videos before the lesson, as they may not play.

Problems with importing

- A file will not open: try the PDF version.
- Slides look different: check fonts and spacing, or present from a laptop instead.
- It is slow: reduce the file size or split a long document.

When to get more help

Ask IT if files will not import at all, the app crashes while loading, or you need to know what file types your screen supports. Tell them the file type and its size.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Opening Google Slides or Microsoft Office on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

You can often use Google Slides, Word, PowerPoint and similar tools directly on the screen, or you can use them on your laptop and show them on the screen. Which route works best depends on your model and on what your school or office allows.

Option 1: use a web browser on the screen

1. Open the built-in web browser from the home screen.
2. Go to the Google Slides or Microsoft 365 website your school uses.
3. Sign in with your school or work account.
4. Open your file and present it.

Online versions work well for viewing and light editing. Typing is easier with a keyboard, so consider keeping one nearby.

Option 2: use an Office app on a connected computer

If your screen has a built-in Windows computer module, or you connect a laptop, you can use the full Office programs there. Choose the right source from the source menu and use the touch screen as you would use a touch screen laptop.

Option 3: use your own laptop

Connect with HDMI and the USB touch cable, or cast the screen wirelessly if your school has set that up, and present from your own files.

Signing in safely

- Use only your own account.
- Never save your password in a shared browser on the screen.
- Always **Sign out** when you finish.
- Close the browser tab and clear any downloads if you opened files with private information.

Tips for presenting

1. Open your slides before pupils arrive and check they display properly.
2. Use presenter view on your laptop if you want speaker notes.
3. Use the annotation tool to write over your slides if needed.
4. Save changes in the cloud so they are available at home.

When to get more help

Ask IT if you cannot sign in, the browser blocks the site, Office programs are missing, or a file will not open. Tell them which account type you use, such as school Google or Microsoft 365, and what message appears.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Using a Clevertouch screen with Google Classroom or Teams for Education

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Interactive screens work well with the online tools many schools already use. The screen does not replace Google Classroom or Microsoft Teams. It gives you a bigger, touchable place to show and use them. What works depends on how your school has set the screen up.

Using Google Classroom

1. Open the web browser on the screen or the browser on your connected laptop.
2. Go to Google Classroom and sign in with your school account.
3. Open the class and the post you want to show, such as an assignment or a shared slide.
4. Use the annotation tool or your whiteboard app to mark up work, then save or share the result.

Using Teams for Education

1. Open Teams on a connected laptop, in the browser, or in an app if your screen has one.
2. Sign in with your school account.
3. Open the class team, then the assignment, file or meeting.
4. For live online lessons, see the camera and microphone advice for your screen, and test before the lesson.

Handing work back

Many teachers save a screenshot or whiteboard file after a lesson and add it as a resource in the class. Check that files saved from the screen are in a format pupils can open, such as PDF or image.

Good practice

- Always sign out when you finish. Never leave your school account open on a shared screen.
- Do not show pupil names, grades or private comments on the big screen.
- Make sure notifications are off so messages do not appear while you teach.
- Use your own laptop if you need a lot of typing.

If it does not work

Sign-in problems may be caused by a wrong date and time on the screen, blocked sites, or a poor connection. Check the screen's date and time first, then try on your laptop to see if the problem is the screen or your account.

When to get more help

Ask IT if you cannot sign in, the site is blocked, or the browser keeps asking you to verify. Say whether the problem is the same on your laptop.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Two people writing at once and group activities on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Many interactive screens can recognise more than one touch at the same time, so two or more people can write together. This makes the screen great for group work. How many touches it supports depends on the model and on the app you use, so test it before you plan a lesson around it.

Testing two-person writing

1. Open a blank page in your whiteboard app.
2. Ask a colleague, or use two hands, and write at the same time with two fingers or two pens.
3. If both lines appear, multi-touch is working. If only one appears, the app may be limited to a single pen, even if the screen can do more.

Some apps give each pen its own colour and some do not, so decide at the start who will use which colour.

Practical classroom ideas

- **Split the board.** Draw a line down the middle. Two pupils or teams work on their own side, then compare.
- **Race the clock.** Two teams add words to a list, then swap sides.
- **Sort it.** Place items on the page and have pupils drag them into groups.
- **Mind map together.** Start with a topic in the centre and let pupils add branches.
- **Peer feedback.** One pupil writes, another circles what they would improve.
- **Label the diagram.** Insert a picture and ask pupils to add labels.

Keeping it fair and calm

1. Give each group a turn limit.
2. Decide who is writing and who is advising.
3. Make sure everyone gets a go, including quieter pupils.
4. Use **Undo** if mistakes happen, rather than rubbing out.
5. Save a copy at the end to show what each group did.

Safety and space

Leave room around the screen. Remind pupils to be gentle with the surface and not to lean on or pull the screen. Keep pen leads and bags out of walkways.

When to get more help

Ask IT if only one touch seems to work, or touches jump around when two people write. Say which app you were using and whether it happens on every page.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Saving a lesson to USB, Google Drive or OneDrive and opening it at home

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A lesson you create on the screen is only useful if you can get it back later. The safest habit is to save to somewhere you control, rather than leaving it on the panel.

Why not leave it on the screen?

The panel's own storage is shared, can fill up, and may be wiped during updates or resets. On many screens other people can open files saved there. Treat it as temporary.

Saving to a USB stick

1. Plug a USB stick into a port on the front or side of the screen.
2. In your whiteboard app, choose **Save** or **Save as** from the menu.
3. Choose the USB stick as the place to save. It may appear under a name like USB drive.
4. Give the file a clear name, such as the class and date.
5. Wait for the save to finish before removing the stick. If there is an eject option, use it.

Saving to Google Drive or OneDrive

Options for cloud storage depend on your screen's software and what your school allows. If it is available:

1. Open the browser on the screen and sign in to your school account.
2. Upload your saved file, or export or share from the app if it offers cloud saving.
3. Sign out when you finish.

Never save your password in a shared browser.

Opening it at home

- A file saved in a whiteboard format may need the same software on your home computer. Some versions can export as a PDF or images, which open almost anywhere.
- Use an export option if you want to read, print or share the lesson without special software.
- Cloud files can be opened from any device where you sign in.

Good habits

1. Save regularly, not just at the end.
2. Keep two copies of important lessons.
3. Do not put pupil data on a personal USB stick.
4. Check your school's rules about using personal storage and home computers.

When to get more help

Ask IT if the USB stick is not detected, saving to the cloud is blocked, or your lessons will not open at home. Tell them the file type, where you saved it and what happens.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

How to change the input source on a Clevertouch screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

An interactive screen can show different things: its own built-in system, a laptop, or a computer module fitted inside. Changing the input source tells the screen which one to display.

What the options usually are

On many Clevertouch screens you may see options such as the built-in Android system, a computer module (often called OPS or PC), HDMI 1, HDMI 2 and sometimes others. The names and the number of inputs vary by model and software version, so the options on your screen may look slightly different.

Using the on-screen menu

On many screens you can go to the home screen and choose **Connect** to select the input. On some, swiping up from the bottom edge with one finger brings up input selection quickly. Not every model or software version works this way, so look at what appears on your own screen.

Using the remote or the screen buttons

1. Press the **Input** or **Source** button on the remote control, or on the screen near the power button.
2. A list of inputs appears.
3. Move to the one you want and select it.
4. Wait a few seconds for the picture to appear.

Without the remote, many screens have an input button near the power button. Press it repeatedly to cycle through the options.

Pick the right one

- Laptop connected by HDMI: choose the HDMI input that your lead is plugged into.
- Built-in apps and whiteboard: choose the built-in system.
- Computer module: choose the module or PC option.

Common issues

If you see "no signal", the screen is probably on the wrong input or the lead is loose. See our guide on no signal.

When to get more help

If an input is missing from the list, or the screen switches input by itself, it may be a setting your IT team controls. Contact them or your supplier. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Clevertouch screen says no signal

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

"No signal" simply means the screen is not receiving a picture from the input it is looking at. It does not usually mean the screen is broken.

Check the input

1. Press **Input** or **Source** on the remote or the screen.
2. Choose the input that matches the lead you have plugged in, for example HDMI 1 if it is in the socket marked HDMI 1.
3. Wait a few seconds.

Check the connected device

- Is the laptop or computer switched on and awake? Move the mouse or press a key.
- Is it set to send a picture to an external screen? On a Windows laptop, press the Windows key and **P** together, then choose **Duplicate**. On a Mac, check the display settings.
- Try restarting the laptop with the lead still connected.

Check the leads

1. Push the HDMI lead in firmly at both ends.
2. Try another HDMI lead. These do fail, especially long or old ones.
3. Try the other HDMI socket on the screen and select the matching input.
4. If you use an adaptor, such as USB-C to HDMI, try a different adaptor or a different laptop.

Computer module

If the input is a fitted computer module (OPS) and it says no signal, the module may be off or asleep. Do not take it out yourself. Our guide on OPS computer module problems explains more.

Try a restart

1. Turn the screen off.
2. Unplug the lead from the screen and the laptop.
3. Wait a minute.
4. Turn the screen on, plug the lead in again, and select the input.

When to get more help

If the screen shows no signal from several different laptops and leads, there may be a fault with the screen or with a lead built into the wall or desk. Tell your IT team or supplier which inputs you tried. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Connecting a laptop to a Clevertouch screen with HDMI and USB

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

The usual way to show your laptop on an interactive screen is an HDMI lead for the picture and sound, plus a USB lead so you can use touch on the laptop. Both are needed for full touch control.

What you need

- An HDMI lead from the laptop to one of the screen's HDMI sockets
- A USB lead from the laptop to the screen's USB touch socket, if you want to control the laptop by touch
- An adaptor if your laptop has no full-size HDMI or USB socket, such as a USB-C adaptor

Many rooms already have leads fitted to a desk or wall plate. Use those if so.

Connect the picture

1. Plug the HDMI lead into the laptop.
2. Plug the other end into an HDMI socket on the screen. Note its number, such as HDMI 1.
3. Press **Input** or **Source** on the remote or screen and select the same HDMI number.
4. If the picture does not appear, on a Windows laptop press the Windows key and **P**, then choose **Duplicate**.

Connect touch back

1. Plug the USB lead into the laptop.
2. Plug the other end into the screen's USB socket for touch. The label depends on your model, so check what is printed next to the socket or in the manual.
3. Wait a few seconds. The laptop may show a message about setting up a device.
4. Touch the screen and see if the cursor follows your finger.

If touch does not work

Make sure the USB lead is in the touch socket, not a general USB socket meant for memory sticks. Try another USB port on the laptop. On a work laptop, some USB devices may be blocked by your organisation, in which case ask IT.

When to get more help

If the picture works but touch never does on any laptop, or the screen does not detect the laptop at all, ask for help. Your IT team can check the wall plate, leads and laptop settings. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Screen mirroring and casting to a Clevertouch screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

You can often show a phone, tablet or laptop on an interactive screen without leads. How you do it depends on the device and on what your school or office has set up.

Clevershare

Many Clevertouch screens include or support an app called Clevershare. The basic process is usually:

1. Tap the Clevershare icon on the screen. It shows a connection code and may show a QR code.
2. On your laptop, phone or tablet, open the Clevershare app. You may be able to scan the QR code instead of typing.
3. Enter the connection code if asked.
4. Choose to share your screen and confirm. You may need to accept a request on the interactive screen.

The app and its options can change between versions, so follow the prompts on your own screen.

The same network

Wireless sharing normally needs the screen and your device to be on the same network, or one that lets them find each other. Guest Wi-Fi often will not work for this. If it fails, ask your IT team which network to use.

Other options

Some screens and software versions can also work with Chromecast-style or AirPlay-style casting. This may need to be turned on in the Clevershare settings. Whether yours supports it depends on the model and on settings your IT team controls. Do not assume it will work.

If it will not connect

- Check both devices are on the correct Wi-Fi.
- Check the code is typed correctly. Codes can change when the app is restarted.
- Close and reopen the app on both devices.
- Restart the screen.
- Use an HDMI lead instead, if the screen has a free HDMI socket.

Privacy

Before sharing, close private messages, emails and anything with pupil or staff details. Notifications can appear on the big screen.

When to get more help

If wireless sharing is blocked or never works, the network may restrict it. Ask your IT team. They can also install the app on school laptops. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Using Clevershare step by step on Windows and Mac

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Clevershare is Clevertouch's wireless sharing tool. It lets you show your computer's screen on the panel without cables. The exact app and steps vary with your screen's software and what your school has set up, so use this as a general guide and follow any instructions your IT team gives you.

Before you start

- Your computer and the screen usually need to be on the same network, or the screen needs to be reachable through it. School networks sometimes block this.
- You normally need the Clevershare app or a supported browser method. Ask IT which one to use.
- Look at the panel for a Clevershare icon or screen showing a name and code.

On a Windows computer

1. Open the Clevershare app on your laptop.
2. Enter the code or choose the name of your screen, as shown on the panel.
3. Choose to share your whole screen or a single window, if offered.
4. Your picture should appear on the panel after a moment.
5. Choose **Stop** or **Disconnect** in the app when you finish.

On a Mac

1. Open the Clevershare app, or the sharing method your school uses.
2. Enter the code or pick your screen from the list.
3. If macOS asks for permission to record your screen, open **System Settings**, go to **Privacy & Security**, and allow it for the app. You may need to restart the app.
4. Choose the whole screen or one window.
5. Stop sharing from the app when finished.

Tips

- Close private email and messages first.
- Mute notifications so they do not appear on the big screen.
- Move close to the screen if you can, as a long distance can slow the picture.
- Video may look less smooth wirelessly than with a cable.

When to get more help

Ask IT if the app is not installed, the code is rejected, the picture keeps freezing, or sharing works at home but not at school. Tell them the device, the app version if you can see it, and any message shown.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Using Clevershare on Chromebook, iPad, iPhone and Android

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Clevershare and similar wireless methods can often be used from tablets and phones as well as computers. What you need depends on the device, your school's network and which software your Clevertouch screen runs, so ask IT if the steps here do not match.

Before you start

- Check whether your school allows personal devices to join the network.
- Make sure the device is on the same Wi-Fi or approved network as the panel, if your IT team has told you to do so.
- Look for the panel's sharing screen, which normally shows a name and a code.

Chromebook

Many schools install the Clevershare app or extension on staff Chromebooks. Open it, enter the code or choose the screen, and select what to share. If you cannot find it, ask IT, since Chromebooks managed by a school may be limited.

iPad and iPhone

Depending on your set up, you may use the Clevershare app from the App Store, or Apple's built-in screen mirroring if the panel supports it. In the app, enter the code, then allow screen sharing when your device asks. To stop, use the app or the device's own stop button.

Android phones and tablets

Install the Clevershare app from the store if your school allows it, open it, then enter the code or choose the screen. Allow screen capture when asked. Some Android devices also have a built-in casting option with a name such as screen cast or smart view, which may work if the panel supports it.

Tips for everyone

1. Turn off notifications before sharing.
2. Keep the device awake while sharing.
3. Hold the device in landscape for the best picture.
4. Stop sharing when you finish, so the next person can connect.

When to get more help

Ask IT if you cannot find the app, your device is blocked, the code never works, or the picture is very slow. Tell them the device type, its software version and the message you see.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Sharing your screen wirelessly with students, including AirPlay and Chromecast

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Wireless sharing lets pupils show their work on the big screen from their seats. It can be brilliant for feedback, but it needs good planning, and not every screen or school network supports every method.

What methods might be available

- The Clevertouch sharing tool, which uses a code or name.
- Apple's AirPlay mirroring, on many newer panels if it has been turned on.
- Google's Chromecast-style casting, on screens that support it or have a casting receiver added.
- A browser-based method, depending on your software.

Check your on-screen menu to see which are listed, and ask IT if you are not sure. Do not assume a method works because your phone shows a button for it.

A simple routine for the lesson

1. Tell pupils how the sharing works and the rules for it.
2. Put the sharing screen on the panel, showing the name or code.
3. Invite one pupil at a time to connect.
4. When they have finished, ask them to stop sharing before the next pupil starts.
5. Disconnect everyone and clear the code at the end if the software allows it.

Keeping it safe

- Use any lock or approval option so only people in the room can connect.
- Remind pupils that anything on their device may appear on screen, including messages.
- Follow your school's rules about pupils using their own devices.
- Keep codes private and change them if you suspect misuse.

If a method will not work

AirPlay and casting often fail because the school network separates devices from each other. This is a security choice, not a fault with your device. IT may be able to set up a different approach.

When to get more help

Ask IT if devices cannot find the screen, codes fail, or you would like to use AirPlay or casting and are not sure it is allowed. Say which device, which method and any message that appears.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Starting a meeting in two minutes on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

An interactive screen is a handy meeting tool, but only if it is ready when people walk in. This routine gets you from a dark screen to a working meeting quickly, even if you have never used it before.

Before the meeting, if you can

1. Switch the screen on at least five minutes beforehand, as it may need a moment to start.
2. Find your files and save them where you can reach them, such as cloud storage or a USB stick.
3. Check that the cable or wireless method you plan to use is ready.

The two-minute routine

1. Press the power button and wait for the home screen.
2. Decide how you will present: from your laptop with a cable, wirelessly, or using the screen's own apps.
3. If you are using a laptop, connect the HDMI cable and the USB touch cable, then choose the right source from the source menu if the picture does not appear by itself.
4. Open your slides or document.
5. Check the sound and volume.
6. Ask someone at the back if they can read the text.

Taking notes on the screen

Open the whiteboard or annotation tool and write actions as they come up. At the end, save the page and send it to the group.

If something goes wrong

- No picture: check the source menu and cable connections.
- No touch: check the USB cable.
- No sound: check volume on the screen and on your laptop.
- If you are stuck, switch to a plan B, such as sharing your laptop screen by another method or sending documents by email.

Tidy up afterwards

1. Save your notes.
2. Sign out of any accounts.
3. Disconnect cables and put them somewhere safe.
4. Switch off the screen if it will not be used again soon.

When to get more help

If the screen will not start, or the meeting room needs a more reliable setup, ask IT. Tell them which room and what you tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Presenting from a laptop and annotating over your slides in a meeting

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

You can present from your laptop and still use the touch screen to highlight, circle and write notes over your slides. This is the best of both worlds: your own files and the big screen's tools.

Setting up

1. Connect your laptop to the screen with the HDMI cable.
2. Connect the USB cable so touch can control the laptop. Many panels use a separate USB cable for this, so check which one it is.
3. Use the source menu on the panel to choose the matching input.
4. On your laptop, choose to duplicate your screen, or extend it if you want to see speaker notes privately. On Windows you can use **Windows key + P**. On a Mac, use the display settings.

Annotating

Look for the annotation or pen tool in the panel's side toolbar. On many Clevertouch screens it lets you write over whatever is on the screen, even a laptop picture. Use it to circle figures, underline points or draw arrows.

When you finish, choose the option to close or exit the annotation mode so you can move to the next slide. Some versions let you save a snapshot of the annotated slide.

Alternatively, annotate within your software

PowerPoint and many other programs have their own pen or highlighter. With touch working properly, you can use these directly. You do not have to use the panel's tools, so choose whichever feels simpler.

Tips

- Turn notifications off before presenting.
- Keep slide text large.
- Keep the laptop plugged in and stop it from going to sleep.
- Leave extra time the first time you use a new room.

If touch is in the wrong place

The laptop may think the touch belongs to another screen. Check the display and touch settings on the laptop, or ask IT to do so.

When to get more help

Ask IT if you cannot get a picture, annotation tools are missing, or touch controls the wrong screen. Tell them your laptop type and which cables you used.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevartouch & interactive screens | Advanced | 2 min read

Touch is in the wrong place after plugging in a laptop

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If you touch one spot and the pointer appears somewhere else, or touch controls your laptop's own screen instead of the panel, the computer has mixed up which display the touch belongs to. This usually happens when the laptop is extended across two screens.

Quick checks first

1. Make sure the USB touch cable is connected as well as HDMI.
2. Set the display to **Duplicate** rather than **Extend**. On Windows, press **Windows key + P** and choose **Duplicate**. On a Mac, use mirror displays in **System Settings** under **Displays**.
3. Unplug the USB cable, wait a few seconds and plug it back in.

If touch lines up after duplicating, the problem is solved.

Windows: match touch to the correct screen

If you need to extend your displays, Windows can be told which screen belongs to touch:

1. Open the **Control Panel** and search for **Tablet PC Settings**. It may also be listed under Pen and Touch.
2. Choose **Setup** next to Configure your pen and touch displays.
3. Follow the on-screen instructions. Windows will ask you to touch the screen that is the touch display. Touch the interactive panel when it is shown.
4. If needed, use **Calibrate** to improve accuracy, and follow the on-screen prompts carefully.

The names in Windows change a little between versions, so use the search box if you cannot find them. School laptops may restrict access to these settings.

Mac

Macs normally treat the panel as another display, and touch may behave like a mouse. If the pointer is offset, mirroring displays usually fixes it. Some Clevartouch screens need a driver or a particular connection mode on Mac, and a managed Mac may not allow you to install it, so ask IT.

Other causes

- Wrong cable or port on the panel
- Screen scaling or resolution mismatch
- More than one touch device connected

When to get more help

Ask IT if you do not have permission to open the touch settings, calibration does not hold, or the offset returns every time. Tell them the laptop type, the operating system and whether you are duplicating or extending.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Touch works on the panel but not on the laptop

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

The panel's own apps respond to touch, but when you connect your laptop the screen shows your laptop and touch does nothing. The usual reason is that the laptop is not receiving the touch signal, because touch travels by a different cable from the picture.

Why it happens

HDMI carries the picture and sound. Touch information is normally sent back to the laptop over a USB cable. Without that cable, the laptop shows on the screen but cannot be touched.

USB touch cable checklist

1. Find the USB cable from the panel, usually labelled as touch or for a computer. Plug it into your laptop.
2. Check you are using the correct USB port on the panel for the input you chose. Many screens pair each HDMI input with a certain USB socket, so look at the markings or ask IT.
3. Push both ends in firmly. A loose plug is a common cause.
4. Try another USB port on your laptop, preferably directly, not through a dock or hub.
5. Wait about ten seconds. Your laptop may be installing the touch device.
6. Check that the right input is selected on the panel.
7. Restart your laptop with the cable connected.

Laptop settings to check

- On Windows, check that touch is not disabled. Many laptops allow you to switch it on and off.
- Some managed laptops block new USB devices. If so, ask IT.
- On a Mac, touch may behave like a mouse when connected, and some features may be limited.

Try these tests

- Use a different USB cable, if it is allowed and safe.
- Try another laptop. If that works, the problem is the first laptop.
- Try the built-in apps on the panel to prove the touch hardware is fine.

USB-C connections

Some laptops connect with a single USB-C cable that carries both picture and touch. Check that your laptop and cable support this, because not all USB-C cables or ports carry video.

When to get more help

Ask IT if the cable is missing, the laptop will not recognise touch, or it works in some rooms and not others. Tell them the laptop, the ports used and which tests you tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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HDMI keeps dropping, or says No signal after a laptop wakes up

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

You connect your laptop, the picture appears, then it disappears or flashes. Or the screen worked before the laptop slept and now says there is no signal. These are common and usually solved by simple checks.

Check the cable first

1. Push both ends of the HDMI cable firmly into place.
2. Look for bent pins or a damaged cable.
3. Try another HDMI cable, preferably a short, good quality one that supports 4K.
4. Avoid cheap adapters and long extension leads if you can.

A loose cable that is moved slightly can cause dropouts, so avoid tight bends or hanging weight.

Check the source

Make sure the panel is set to the input you plugged into. Some screens switch automatically and then switch back. If you see no signal, open the source menu and choose the right input.

After the laptop wakes up

Laptops sometimes forget the external screen when they sleep.

1. Wake the laptop fully and wait a few seconds.
2. On Windows, press **Windows key + P** and choose **Duplicate** again.
3. If this does not work, unplug the HDMI cable, wait, and plug it back in.
4. As a last step, restart the laptop with the cable connected.

You can also stop the problem coming back by changing your power settings so your laptop does not sleep during a lesson or meeting.

Check the display settings

A very high resolution or refresh rate can overload a cable. Try lowering the refresh rate in the laptop's advanced display settings.

Docking stations and adapters

Docks, USB-C adapters and splitters can all cause dropouts. Try connecting directly to see if the problem goes away.

Make it more reliable

- Leave the cable connected to the screen for the whole day.
- Keep a spare cable in the room.
- Turn off sleep and screen saver during lessons.

When to get more help

Ask IT if it happens with several laptops, with new cables, or in the same room each time. Note how often it happens and whether the screen's own home screen is steady.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Clevershare codes not working, or the connection keeps dropping

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

You enter a code to share your screen, but it is rejected, or the connection starts and then drops. This is frustrating mid-lesson, but there are only a few common causes.

Code not accepted

1. Look at the code on the panel again. Some codes change, so make sure yours is current.
2. Check you have typed it exactly. Look for letters and numbers that look alike.
3. Make sure you are connecting to the right screen, especially if you have several in your building.
4. Try disconnecting and reconnecting from your device, then refresh the code on the panel if there is a refresh option.

Cannot find the screen at all

- Make sure your device is on the right Wi-Fi network. Many school networks separate staff and pupil devices, and the sharing tool may only work on one of them.
- Check the panel is awake and showing its sharing screen.
- Turn Wi-Fi off and on again on your device.
- Close the app and reopen it.

Connection drops or freezes

1. Move closer to the screen or the Wi-Fi access point.
2. Close other apps on your device, especially video or large downloads.
3. Check your battery. Low-power mode on some devices reduces performance.
4. Stop and start sharing again.
5. Restart the app, then your device if needed.

Someone else is already connected

Many sharing tools allow only certain numbers of people to connect at once. Ask everyone to disconnect, then try again. If your software has an option to disconnect users from the panel, use it.

When it works at home but not at school

This often means the school network is blocking the connection. This is a security setting and needs IT to change.

A backup plan

Always have a cable ready in case wireless sharing fails. A cable is the most reliable choice when time matters.

When to get more help

Ask IT if codes never work, the app is missing, or sharing stops working on all devices. Tell them the device type, the app, any message and the time it started.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Clevertouch screen will not turn on

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

When an interactive screen stays dark, the cause is usually something simple like a switched-off socket or a loose lead. This guide takes you through the quick checks in a sensible order.

Check the power first

Most interactive screens have a mains lead, and some have a power switch near it, as well as a standby button. Look at all of them. Make sure the wall socket is switched on and the lead is pushed firmly into the back of the screen.

- Try a different socket or a lead you know works.
- If the screen is plugged into an extension block or a ceiling socket, check that is switched on too.
- Look for a small rocker switch near where the mains lead plugs in. It needs to be in the on position.

Turn it on

1. Press the power button on the screen itself, usually along the bottom edge or on the side. Do this in case the remote has flat batteries.
2. Wait up to a minute. Some screens take a little while to show a picture.
3. If you still see nothing, press the **Input** or **Source** button in case the screen is on but showing an empty input.

Try a power reset

1. Switch the screen off at the wall.
2. Unplug any cables from the sockets on the screen, such as HDMI and USB.
3. Wait one minute.
4. Plug the mains lead back in and switch on.
5. Once it starts, plug your other leads back in one at a time.

A screen with flashing lights can sometimes recover after a restart with all cables removed, so it is worth a try. It is not a guaranteed fix.

When to get more help

If the light stays off, flashes in a way you do not recognise, or the screen clicks and stays dark, stop and ask for help. Do not open the screen. Make a note of the model and serial number and what the light is doing. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Touch is not working or is in the wrong place on a Clevertouch screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If the screen shows a picture but does not respond to your finger, or draws somewhere other than where you touch, there are a few common causes. Most are easy to check.

Start with the simple things

1. Wipe the screen with a dry, soft, lint-free cloth. Dirt, tape or stickers can confuse touch.
2. Check nothing is resting on the screen or its frame, such as paper or a cable.
3. Remove any plastic film or cover that was not fitted by your installer. A protective film can make touch less accurate.
4. Restart the screen from the power button and wait for it to start fully.

Check the touch lead

When a laptop or a computer module is connected, touch is usually sent back through a USB lead. An unplugged or loose USB lead is one of the most common causes of touch not working. Check that:

- the USB lead is plugged in at both ends, including at any wall plate or desk plate,
- it is in the correct USB socket on the screen, often marked for touch (your model may be labelled differently),
- the laptop has not put its USB port to sleep.

Try unplugging the USB lead, waiting ten seconds, and plugging it back in.

Touch lands in the wrong place

This can happen when the laptop's display settings are set to extend rather than duplicate the screen, or when the resolution is not the one the screen expects. Set the laptop to duplicate and use its recommended resolution. Some models also offer a touch calibration option in their settings. Only use it if your model has one and your IT team is happy for you to.

When to get more help

If touch has stopped everywhere, or one section of the screen never responds even after cleaning and a restart, the screen may need a technician. Tell them the model and serial number, and when it started. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Pens and erasers not writing on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Pens that do not write, or a finger that draws when you wanted the pen, are common in busy classrooms. Often it is just a setting or a pen that has gone missing.

Check what you are using

Many interactive screens can be written on with a finger or a pen. Many pens are simple plastic sticks that work because the screen senses touch, not because the pen contains electronics. Check the pen is the one supplied with your screen, and that its tip is not cracked, dirty or worn flat.

Check the tool you have chosen

1. Open the whiteboard or annotation tool.
2. Tap the **pen** or **pencil** icon on the toolbar.
3. Tap it again if needed to open its options, then check the colour and thickness. A white pen on a white page looks like it is not working.
4. If you are trying to rub something out, tap the **eraser** tool instead.

Erasing

In the built-in whiteboard, use the eraser tool. On some versions you can also wipe with the back of your hand for quick deletion. This is a software feature, so it may not work on every model or software version. Try the eraser tool first.

If the pen draws in the wrong place or not at all

- Clean the screen with a dry cloth.
- Hold the pen at a normal angle. Pressing very lightly or at an extreme tilt may not register.
- Try writing with your finger. If the finger works and the pen does not, the pen is the problem.
- Try a second pen if you have one.
- Restart the screen and try again.

When to get more help

If neither pens nor fingers work, see the guide on touch not working. If only one pen fails, ask your school or supplier for a replacement. For warranty or software settings, contact your IT team. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Ghost touches and random touches on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Ghost touches are when the screen behaves as if someone is touching it when nobody is. Icons open on their own, windows jump about, or the cursor moves by itself.

Common causes

- Dirt, dust, smears or spilt drink on the glass
- Stickers, tape, magnets or paper stuck on the screen or frame
- A gap or bump under a protective film
- Strong sunlight hitting the screen
- A loose or damaged USB touch lead
- Damp or condensation after the screen has been moved

Quick steps to try

1. Switch the screen off.
2. Clean the glass and the edges of the frame with a dry, soft, lint-free cloth. See our guide on cleaning an interactive screen safely.
3. Remove anything stuck to or leaning on the screen.
4. Switch it back on and watch for a minute with nobody touching it.

Narrow it down

- Does it happen on the screen's own menus, or only when a laptop is connected? If only with a laptop, unplug the USB touch lead and see if it stops. If it does, try a different USB lead or socket.
- Does it happen in one corner or along one edge? That points to dirt or something pressing on the frame. Check carefully around the edge.
- Does it happen only in bright sunlight? Close blinds and see.

Please do not

- Spray liquid onto the screen or into the gaps around the frame.
- Press hard on the glass to test it.
- Open the screen or try to adjust anything inside.

Take a note for the engineer

Write down where on the screen it happens, how often, and what the screen was connected to. A short phone video can help. Give them the model and serial number.

When to get more help

If ghost touches continue after cleaning and a restart, or they happen even with no cables connected, it may be a hardware fault. Contact your IT team or supplier, who can check warranty cover. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 1 min read

Clevertouch screen frozen or running slowly

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A screen that responds late, freezes, or jumps can make a lesson stressful. Often a simple restart or closing a few apps helps.

Close what you are not using

1. Open the side toolbar or recent apps view. On many screens the side toolbar has a **Recent apps** option. Yours may differ, so check the on-screen menu.
2. Close apps you are finished with.
3. Close extra browser tabs.
4. Save and close large whiteboard files.

Free up space

Screens with lots of saved files or downloads can slow down. Save files to USB or the cloud, and remove old ones. Ask IT before deleting anything you did not create.

Restart

1. Save your work if you can.
2. Use the screen's restart option if it responds. If not, press the power button on the screen.
3. If it does not turn off, a long press on the power button may power the screen down. On some screens a long press powers it down completely. Check your model's instructions first.
4. Wait a minute and turn it on again.

If a laptop is the problem

Restart the laptop. Close programs. A frozen laptop picture is not a fault with the screen.

When to get more help

If the screen freezes daily, restarts itself or becomes hot, report it to your IT team or supplier. Include the model, serial number and the software version if you can find it. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Troubleshooting checklist before you call support for an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Support can help much faster if you tell them the right details. This guide shows what to try, and what to write down.

Quick things to try

1. Restart the screen.
2. Check the power, HDMI, USB and network leads at both ends.
3. Check the input source.
4. Try a different laptop or lead, if you can.
5. Clean the glass with a dry cloth.
6. See if the fault happens in the built-in apps as well as with a laptop.

Information to gather

- **What happened:** the exact words of any error message, or take a photo.
- **When it started:** and what changed just before, such as an update, move or power cut.
- **Model:** often printed on a label or in the settings.
- **Serial number:** It is usually on a white sticker with a barcode at the rear or side of the screen. It may differ by unit.
- **Software version:** look in the settings under an **About** or similar section. The name depends on the model and version, so do not worry if yours is labelled differently.
- **What is connected:** laptop, OPS module, camera, soundbar, and the network.
- **What you already tried.**

Locked settings

Some settings may need an administrator passcode, or are managed centrally by your school's IT team. Do not try to bypass these. If you see a locked setting, tell IT.

Safety

If you notice burning smells, smoke, sparks or liquid inside, switch off at the wall if it is safe to do so, and tell your premises team.

When to get more help

Contact your IT team first, and then your supplier if they ask you to. Give them everything on the list above. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Picture too large, cut off or too small on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If the edges of your desktop, slides or taskbar are missing, or if there are black borders around the picture, the screen is probably scaling the signal wrongly. This is common when connecting a laptop and is usually easy to fix.

What is happening

The panel receives a picture from your laptop and then fits it to the screen. If the laptop's resolution and the panel's picture size settings do not match, you may see overscan, where the edges are cropped, or underscan, where there are black borders.

Fix it on the panel

1. Open the panel's menu, settings or the picture options.
2. Look for an option named something like **Aspect ratio**, **Picture size**, **Screen size** or **Overscan**.
3. Try the option that says full, native, 16:9 or just scan, depending on what is available. Names vary by model, so check your on-screen menu.
4. Check the edges of the screen to see if the full desktop is now visible.

Fix it on your laptop

1. On Windows, right-click the desktop, choose **Display settings**, and look at the resolution and scale. Choose the setting marked as recommended for the panel. Many Clevertouch screens are 3840 by 2160, although older ones may be 1920 by 1080.
2. On a Mac, open **System Settings**, go to **Displays**, choose the panel and select the default or a matching resolution.
3. Check that you are duplicating the screen rather than extending it, unless you intended that.

Try a different cable or port

An old HDMI cable or a different input can cause odd sizing. Try another cable or port, and make sure the cable is pushed in firmly.

If a presentation is cut off

Check your slides are set to widescreen (16:9). Old slides in 4:3 will have borders. That is normal.

When to get more help

Ask IT if the setting is missing, resets every time you connect a laptop, or the problem appears with all laptops. Tell them the screen model, the laptop and what you see.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Blurry text or flickering picture on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Text that looks soft, fuzzy or too small, or a picture that shimmers and flickers, is annoying on a big screen. These problems are usually caused by the resolution, the cable or the scaling, rather than a faulty screen.

Blurry text: check resolution

Many modern interactive screens have a 4K display, which is 3840 by 2160 pixels. If your laptop sends a lower resolution, such as 1920 by 1080, the picture is stretched and text can look soft.

1. On Windows, right-click the desktop and choose **Display settings**.
2. Look for **Display resolution** and choose the option marked recommended, or the highest available.
3. On a Mac, open **System Settings**, go to **Displays**, and select the matching resolution.
4. If everything is now tiny, increase the scale slightly to 150 percent or more until text is comfortable.

Some older screens are 1920 by 1080, and sending a higher resolution to them will not help. Check the model if you are not sure.

Check the cable and port

Use a good quality HDMI cable that supports 4K, and push it in firmly. Cheap or long cables can cause blur, sparkles or dropouts at high resolutions. Try a different cable if you can.

Flicker or shimmering

- Try another HDMI cable or input.
- Lower the refresh rate in your laptop's advanced display settings, for example from 60 Hz to 30 Hz if 4K is struggling.
- Check nothing is pressing on the cable or pulling it sideways.
- Try another laptop to see if the problem is the laptop or the panel.

Check the built-in picture too

Switch to the panel's own home screen. If that looks clear, the problem lies with the laptop connection rather than the panel.

Brightness and eye care

If the screen looks dull or yellow, check the brightness and any eye-care modes in the display settings.

When to get more help

Ask IT if the home screen itself is blurry, flicker appears in all inputs, or lines and patches appear on the screen. Take a photo or short video to show them.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

One corner not responding, or pen works but finger does not

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

When part of the screen ignores you, or one kind of touch works and another does not, the cause is usually something blocking the touch sensors or a setting, not a broken screen. Work through these checks in order.

Check for obstructions

Many interactive screens detect touch with sensors around the frame. Dust, stickers, tape, smudges or even a small object lodged in the edge can stop a corner working.

1. Switch off the screen.
2. Check the frame edges and corners for anything stuck on or in them.
3. Wipe the screen and frame gently with a soft, slightly damp, lint-free cloth. Never spray liquid directly on the screen.
4. Switch on and test again.

Check for bright light

Strong sunlight or spotlights shining at the screen can confuse some types of touch sensors. Try closing a blind or moving the light and test again.

One corner not working

1. Test in the panel's own whiteboard, not through a laptop, to see if the problem is the screen or the connection.
2. Draw a line from corner to corner and note exactly where it fails.
3. Restart the screen and test again.
4. If it only fails with a laptop, the problem may be calibration. Check touch settings on the laptop.

Pen works but finger does not

- Check for touch lock or a child lock setting.
- Look for a setting in your app that turns off finger drawing and allows pen only, as some apps have this.
- Make sure you are not wearing gloves, as thick gloves may not register.
- Restart the whiteboard app.

Finger works but pen does not

The pen may be the wrong type for your screen, or the pen tip may be worn. Try another pen and see if the problem follows the pen.

Photograph the problem

Take a photo of your test lines on the screen. It helps IT work out whether the fault is a sensor, a setting or software.

When to get more help

Ask IT if the problem remains after cleaning and restarting, or if one area is dead on every input. Tell them the model, the location of the dead area and which tests you tried.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Lag when writing on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If the ink trails behind your pen, or the screen takes a moment to react to a touch, it makes writing frustrating. The cause may be the screen, the app, a connected laptop or the cable.

First, find out where the lag is

1. Open the panel's own whiteboard and write quickly. Note whether the lag is there.
2. Switch to your laptop and write in a drawing program or on a slide. Compare.

If the panel's own whiteboard is fine but the laptop is slow, the laptop is the likely cause. If everything is slow, look at the panel.

If the panel is slow

- Restart the screen. A full restart can clear a build-up of tasks.
- Close apps you are not using, using the app switcher.
- Check the storage. Full storage can slow everything, so delete old recordings and files after saving them elsewhere.
- Check for pending updates and ask IT to install them.
- Look at the room temperature. A very hot room can slow some equipment.

If the laptop is slow

- Close other programs and browser tabs.
- Plug in the laptop's charger. Many laptops slow down on battery power.
- Restart the laptop.
- Lower the display resolution if the laptop is old or struggling with 4K.
- Check the USB connection and try a different port, preferably straight on the laptop rather than through a dock.

Online whiteboards and wireless sharing

Web-based tools and wireless sharing depend on the network. If your connection is slow, writing will lag. Try the built-in app or a cable connection to see if it improves.

Small habits that help

1. Write at a steady pace.
2. Use a new page rather than one with hundreds of marks.
3. Keep files small, especially large images.

When to get more help

Ask IT if lag is there on every app, even after restarting, or has got worse over time. Tell them what you were running, how long the screen has been on, and how full the storage is if you can see it.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Clevertouch screen goes to standby by itself

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If your interactive screen goes dark or switches off when you did not touch it, there is usually a setting or a connection causing it. Here is how to work out which.

Sleep, standby and auto power-off

Many interactive screens are set to save energy. After a period with no touch and no signal, they may dim, show a message, go to standby or switch off completely. This is often set by IT so that screens are not left on overnight.

Check these first

1. Is there a message on the screen before it goes off? Read it, as it may name a timer or a reason.
2. Was a laptop connected? A laptop that sleeps stops sending a picture, and the panel may then go to standby because there is no signal.
3. Was the screen idle for a long time? A long pause in a lesson can start the timer.

Look at the settings

Open the settings menu and look for options such as sleep, power, auto standby, no signal power off or timer. Many screens let you choose a time or turn it off. Some options may be locked.

Keep the laptop awake

If the screen goes off because the laptop sleeps, change your laptop's power settings so it stays awake while plugged in. On Windows, open **Settings**, go to **System**, then **Power**, and extend the screen and sleep times when plugged in.

If it switches off when nobody has touched it

- Check the remote control is not being pressed by something, or its batteries are not leaking.
- Make sure the power cable and socket are secure.
- Check whether your school has scheduled a power-down, such as at the end of the day.
- A hot room or blocked vents can cause some devices to shut down. Keep vents clear.

If it restarts rather than switches off

It may be installing an update or recovering from a fault. Note the time and what you were doing.

When to get more help

Ask IT if the screen switches off in the middle of use, you cannot change the timer, or it keeps restarting. Note how often, what the light does, and what was connected.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Apps crashing or freezing on an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

When an app closes by itself, freezes or will not open, it is nearly always fixable without any tools. Start with the simplest steps and move on only if you need to.

Step 1: close and reopen the app

1. Open the app switcher on your screen, often by using the side toolbar or a button on the screen.
2. Find the app, then swipe it away or choose the close option.
3. Open the app again from the home screen.

Step 2: check the basics

- Is there a lot of storage free? A full screen can make apps misbehave.
- Are too many apps open? Close those you do not need.
- Is the app using the internet? Check the network if it is a web-based app.
- Has the app been updated recently, or has the screen? Updates can change how things work.

Step 3: restart the screen

A full restart clears memory and often fixes the problem. Save your work first if you can, then use the restart option in the menu or switch off, wait a minute and switch on again.

Step 4: look at the file

If an app only crashes with one file, the file may be too big or damaged. Try a different file. If it is a large presentation, split it or save a smaller version.

What not to do

- Do not uninstall system apps.
- Do not reset the screen to factory settings without IT agreeing, since this removes data and settings.
- Do not download apps from unknown places.

Keep a note

If the same app crashes every day, write down the time, what you were doing and what the screen showed. A pattern, such as always after a certain page, gives IT a head start.

Check for updates

Some problems are solved by software updates. IT normally manages these, so ask them to check whether the screen and app are up to date.

When to get more help

Ask IT if one app crashes repeatedly, an app is missing, or the whole screen restarts. Tell them the app name, the file you were using and how often it happens.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Connecting a Clevertouch screen to Wi-Fi or a wired network

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

The built-in apps, web browser, cloud saving and wireless sharing all need the screen to be on a network. Many schools and offices set this up when the screen is installed, but you may need to check it.

Check first

Look for a Wi-Fi or network icon on the screen, often in a toolbar or settings page. If it shows connected, you may not need to do anything.

Wired connection

A cable from the wall to the screen's network socket is often the most reliable choice. If your room has one:

1. Check the network cable is clicked into the screen's network socket. It looks like a wide phone socket.
2. Check the other end is in the wall or network box.
3. Wait a minute. The screen may connect by itself.

Wi-Fi

1. Open **Settings**. On many screens this is on the home screen or in the app list. The place may differ by model.
2. Choose the **Wi-Fi** or **Network** section.
3. Pick the school or office network from the list. Choose the staff network if your IT team says so.
4. Enter the password if asked.
5. Wait for it to say connected.

Important points

- Guest Wi-Fi may not allow screen sharing or file sharing.
- Some networks need a special sign-in or certificate that only IT can set up. If so, you cannot connect with just a password.
- Do not share the Wi-Fi password with pupils.
- The screen and your device usually need to be on the same network for Clevershare or other wireless sharing.

If it will not connect

1. Check the Wi-Fi works on another device.
2. Choose to forget the network and try again.
3. Restart the screen.
4. Move the router or screen if signal is weak. Ask IT for this.

When to get more help

If the network list is empty, the password is rejected, or the settings are locked, ask your IT team. Network settings are often controlled by an administrator. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Advanced | 2 min read

Updating Clevertouch software and firmware safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Updates can fix problems and add features, but a bad update can leave a screen unusable in front of a class. On most schools' screens, updates are best left to the IT team or the supplier.

Where official updates come from

Firmware downloads are normally provided by the screen's maker. Always get updates from the official source or from your IT team, never from unofficial websites or forwarded files.

Before any update

1. Check with IT first. The screen may be managed centrally.
2. Save and close any work. Saved whiteboard files on the screen could be lost.
3. Check the screen is plugged in, with a reliable connection.
4. Make a note of your model and current software version in case you need to report a problem. This is usually in the settings, often under an **About** or similar section. Names vary.
5. Read the instructions for your own model and version. Do not use instructions for a different model.

During the update

- Do not turn off the screen or unplug it.
- Do not touch the screen or remove USB sticks used for the update.
- Be patient. It may take some time and the screen may restart several times.

Why leave it to IT?

Some updates change settings, security or the apps allowed. An administrator can test an update on one screen first and then update the rest.

When to get more help

If an update fails, the screen will not start, or it keeps restarting, stop and contact your IT team or supplier straight away. Firmware faults can affect warranty, so do not try repeated fixes yourself. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Advanced | 2 min read

Factory reset warning: what you lose on a Clevertouch screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A factory reset returns a screen to how it was when it was new. It can fix serious problems, but it is a last resort, and on a managed screen it can undo a lot of work.

What may be lost

The details vary by model, but a reset can remove:

- files saved on the screen, including whiteboard files,
- installed apps,
- Wi-Fi networks and passwords,
- saved logins, accounts and cloud connections,
- custom settings such as language, wallpaper, input names, screen locks and passcodes,
- any set-up done by your IT team, such as management software enrolment.

You may then need IT to set the screen up again.

Before you even think about it

1. Try a normal restart.
2. Try switching off at the wall for a minute.
3. Check cables and inputs.
4. Read our guide on a frozen or slow screen.
5. Ask your IT team or supplier for advice. They may know of a simpler fix.

If a reset is advised

1. Copy anything you need from the screen to a USB stick or cloud storage first.
2. Write down the settings you remember.
3. Follow the exact steps for your model. Look for a reset option in the settings menu, often under system or backup. The names depend on your model, so do not guess.
4. Do not turn off the screen during the reset.
5. Expect the screen to restart and show a first-time set-up.

Passcodes and locks

Some screens are protected by an administrator passcode. If you do not have it, do not try to bypass it. This protection is there deliberately.

Warranty

Resetting settings yourself should not normally affect warranty, but if the screen is managed, unexpected changes can cause trouble. Check with your supplier.

When to get more help

Always involve IT or the supplier before resetting a school or office screen. Give them the model, serial number, what is wrong, and what you have tried. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 1 min read

Cleaning an interactive screen safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Fingerprints, chalk dust and pen marks build up fast. Cleaning the screen the wrong way can scratch it or damage the edges, so it is worth doing carefully.

Before you start

1. Turn the screen off. A dark screen shows dirt better and stops accidental touches.
2. Unplug it if you will be cleaning the sides and edges.
3. Check your manual for your model's advice. It may say what you can and cannot use.

What to use

- A clean, dry, soft, lint-free cloth, such as a microfibre cloth, for everyday cleaning.
- If marks remain, a cloth very slightly damp with water, or a cleaner that the manufacturer says is suitable.

How to clean

1. Wipe gently from the top down in straight lines.
2. Do not press hard.
3. Wipe the frame and the edges with a dry cloth. Do not push cloth into the gaps around the glass.
4. Finish with a dry cloth to remove streaks.
5. Wait until it is dry before switching on.

Never

- Spray liquid onto the screen. It can run into the edges and damage the electronics or touch sensors.
- Use bleach, thinners, glass cleaner with ammonia, or strong solvents unless the maker says it is safe.
- Use paper towels or rough cloths, which can scratch.
- Use a whiteboard marker or permanent pen. If someone has, ask for advice before scrubbing.
- Use abrasive sponges.

When to get more help

If you see cracks, liquid behind the glass, or marks that will not come off, stop. Contact your IT team or supplier. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

Moving, transporting and mounting an interactive screen safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Interactive screens are large, heavy and easy to damage. Moving or mounting one is not a job for a teacher or an untrained helper.

Mounting

Always get a qualified installer to fit a wall mount or a stand. The wall must be able to carry the weight, and the fixings must suit the wall type. A screen that falls can seriously injure someone. Vision Tech is not affiliated with screen manufacturers, so please use your supplier or the installer your organisation trusts, and follow the manufacturer's instructions.

If a screen needs to be moved

1. Tell your IT team, premises team or supplier first.
2. Do not carry it by yourself.
3. Switch off and unplug it. Disconnect the leads.
4. Use the correct trolley, stand or lift. Many screens need two or more people.
5. Hold it by the frame, not the glass, and keep it upright.
6. Take care in doorways and corridors.

Using a mobile stand

- Use the brakes on the wheels.
- Keep leads tidy and not across floors.
- Move slowly and avoid slopes or thresholds.
- Never let pupils push or climb on it.
- Check the stand is rated for the screen's size and weight.

Transporting

Use the original box and padding if you can. Keep the screen upright unless the maker says otherwise. Do not stack things on top of it. Protect it from rain and cold. After being moved from a cold vehicle, leave it to warm up before switching on. Condensation can cause problems.

When to get more help

Call a professional for mounting, relocating a wall-mounted screen, or anything involving fixings and electrics. Tell them the model and the weight and size shown on the label or manual. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Medium | 2 min read

USB sticks not detected, and storage full on the panel

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Two problems often go together. A USB stick is not recognised, or you cannot save because the panel says it has no space. Both are usually simple to sort.

USB stick not detected

1. Remove the stick and plug it into a different USB port on the screen. Some screens have ports for specific inputs, so try the main front or side ports.
2. Wait several seconds and open the file manager or the open dialog in the app.
3. Try the stick on another computer to check it works and the files are there.
4. Check the format. Many panels read the common formats, but a stick formatted in an unusual way may not appear. Ask IT before reformatting, since this deletes everything.
5. Try a different stick, if you can. Very large drives can sometimes cause problems.
6. Restart the screen with the stick removed, then plug it in again.

Important notes

- Never pull the stick out while saving. Use an eject option if offered.
- Some schools block USB storage for security. If that is the case, you will need to use cloud storage instead.
- Use only your own sticks or school-approved ones, and scan unknown ones before use.

Storage full on the panel

The screen has a limited amount of space. It can fill up with recordings, screenshots, downloads and old lessons.

1. Save anything you want to keep to a USB stick or cloud storage.
2. Open the file manager and look through folders for old files.
3. Delete files you no longer need, starting with big ones such as videos.
4. Empty any bin or trash folder if there is one.
5. Check the downloads and screenshots folders.

Never delete files if you are unsure what they are. System files are normally hidden, but if something looks like part of the screen's software, leave it alone.

When to get more help

Ask IT if storage is full but you cannot find what is using it, the stick still fails in every port, or you need USB access turned on. Tell them the model, the stick and what you see when you plug it in.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

Wi-Fi login on a school network: when to ask IT

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Connecting a Clevertouch screen to a school or office network is not always as simple as joining Wi-Fi at home. Many networks need special sign-in steps, and some should only be changed by IT. This guide helps you understand why and what to do.

Types of Wi-Fi you may meet

- **Open or password Wi-Fi.** You pick the network and type a password, as at home. This is the easy case.
- **Captive portal.** You join the network, then a web page asks you to sign in or accept terms. This page may not appear on a screen unless you open the browser.
- **Enterprise Wi-Fi, often called 802.1X.** You sign in with a username and password, or a certificate, that the school or company has set up. Many devices need extra settings for this.

What to try

1. Open **Settings** and go to the Wi-Fi or network section.
2. Look for the correct network name. Your school may have more than one, for staff, pupils and visitors.
3. Choose the one IT has told you to use.
4. Type the password carefully.
5. If a sign-in page is expected, open the browser and try any website.

Why you should ask IT

- Enterprise Wi-Fi needs accurate settings, such as security type and sign-in details, and the wrong ones can lock your account out.
- Many networks restrict which devices may join. IT may have to register the screen.
- Using your own staff account on a shared screen can be a security risk.
- A wired network connection may be simpler and more reliable for a screen that never moves.

Do not do this

- Do not share staff passwords with pupils.
- Do not connect the panel to a personal phone hotspot unless your school allows it.
- Do not try to bypass blocked sites.

Before you ask

Have the screen's model, the network name, the exact message that appears and the time it started to fail.

When to get more help

Ask IT for any enterprise Wi-Fi setup, a screen that cannot join the network, or a wired connection to be activated. The earlier you contact them, the more likely it is to be sorted before your next lesson.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 2 min read

End-of-term shutdown and summer holiday checklist for interactive screens

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A little care before the holidays protects the screen, saves energy and means a smooth start in September. This checklist works for classrooms and offices.

Before you leave

1. Save any lessons you want to keep to a USB stick or cloud storage, then delete personal files from the screen.
2. Sign out of every account you used on the screen, including the browser and any apps.
3. Remove USB sticks, adapters and any personal items.
4. Close open apps and files.
5. Clear browsing history and downloads if you have been using the browser.

Tidy and clean

- Switch the screen off, using the proper off or shutdown option.
- Wipe the screen with a soft, dry or lightly damp lint-free cloth, following your school's cleaning advice.
- Check the pens, eraser, remote control and cables are together. Put pens in a safe place and take the batteries out of the remote if they are going to be left for weeks.
- Coil cables loosely, without tight bends, and make sure none are left trailing.

Power

Follow your school's policy. Some schools ask staff to switch off at the wall for the holiday, and some prefer screens left on standby for updates. If you are not sure, ask IT or the site team. Do not move the screen yourself.

Protect the screen

- Close blinds so strong sunlight does not hit it over the holiday.
- Cover it if there is a risk of dust or building work.
- Report any marks, cracks or loose parts before you go.

Coming back

1. Switch the screen on and let it start fully.
2. Check the date and time, since a long break can sometimes reset them.
3. Test touch, pens, sound and your usual input.
4. Allow time for updates.
5. Report faults early.

When to get more help

Ask IT if you are unsure what to do about power, if the screen needs updates or repairs over the holiday, or if you find problems on return. List the faults you saw and in which room.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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Health and safety basics for interactive screens

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Interactive screens are large, heavy and connected to power and data cables. A few sensible habits keep everyone safe, including pupils, who may be curious about wires and buttons.

Cables and trip hazards

- Keep cables tidy and out of walkways. Use cable covers or clips where leads must cross the floor.
- Do not let HDMI and USB cables dangle from the screen, as someone could pull the screen or damage the socket.
- Check plugs, leads and sockets are in good condition. Report any that are frayed, hot, cracked or loose.
- Do not overload extension leads. Ask IT or the site team if you need more sockets.

Weight and mounting

Interactive screens are heavy. Never unmount, tilt, move or lift one yourself, and do not let pupils lean on it, climb near it or hang things from it. Wall-mounted screens must be installed by trained people. For trolley-mounted screens, follow your school's instructions and ask for help moving them.

Safe use

1. Keep liquids away from the screen and from cable connections.
2. Teach pupils to touch the screen gently with a finger or pen.
3. Do not use sharp or hard objects on the surface.
4. Make sure vents are not blocked.
5. Switch off and unplug the screen before any cleaning near connections, unless IT says otherwise.

Eyes and posture

- Do not make pupils stand too close for long periods.
- Adjust brightness to suit the room.
- Take breaks from long periods of screen time.
- Tall staff may find a low screen uncomfortable, so ask about height-adjustable options.

Reflection and glare

Position the screen so strong light does not shine directly on it. Use blinds where needed.

What to do if something goes wrong

If you see smoke, smell burning, hear popping or notice sparks, switch off at the wall if it is safe to do so, move people away and report it straight away following your school's emergency procedure. Do not use the screen again until it has been checked.

When to get more help

Ask your site team or IT if a screen seems unstable, a cable is damaged, or something has been moved. Report it before anyone is hurt.

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No sound or low volume on a Clevertouch screen

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If the picture is fine but there is no sound, the cause is usually muted volume, the wrong sound output, or a lead problem. Work through these checks.

Check the screen's own volume

1. Use the remote or the on-screen controls to raise the volume. The exact place depends on your model.
2. Look for a mute icon on the screen. If one shows, press mute again to turn it off.
3. Try playing a different sound, such as a short video, to rule out one quiet file.

Check the device you have connected

If the sound is missing only when a laptop is connected:

1. Check the laptop's volume and mute settings.
2. On the laptop, open the sound output settings and make sure the output is set to the interactive screen or HDMI, not to the laptop speakers.
3. Try a different video in case the first has no sound.
4. Unplug the HDMI lead, wait a few seconds, and plug it back in. The laptop will often re-detect the screen's speakers.

Check the wider room set-up

Some rooms use a soundbar or separate speakers. If so, check that they are switched on and that their own volume is up. See our guide on classroom audio for more.

Check headphones

If something is plugged into a headphone socket, the speakers may switch off. Unplug it and try again.

Restart

If nothing changes, turn the screen off, wait a minute, and turn it on again.

When to get more help

If you still hear nothing from any source, or the sound is crackly or distorted, ask for help. Tell your IT team or supplier what you are connecting, which input you are on, and whether sound works from the screen's built-in apps. This helps them tell if the speakers or the lead are at fault. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Clevertouch & interactive screens | Medium | 1 min read

Using a visualiser or document camera with an interactive screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A visualiser, also called a document camera, lets you show a book, a worksheet or an experiment on the big screen. It is a good tool for demonstrating work without scanning it first.

Connecting with HDMI

1. Plug the visualiser's power lead in and switch it on.
2. Connect an HDMI lead from the visualiser to an input on the screen or the room's wall plate.
3. On the screen, press **Input** or **Source** and choose the matching HDMI input.

Connecting with USB

If the visualiser connects by USB, you may need an app on a laptop or on the screen. If your screen allows it, a camera app or similar may be available. Not every screen supports USB visualisers directly, so ask IT if you are unsure.

Getting a good picture

- Place the item flat and under the camera.
- Use the visualiser's own light, if it has one, to reduce shadows.
- Use the focus or auto-focus button, usually on the visualiser itself.
- Use the zoom to make small writing readable.
- Place dark paper under thin pages.

If there is no picture

- Check power and the input source.
- Check the lead.
- Try another HDMI socket.
- See our guide on no signal.

When to get more help

If the camera is not recognised, the picture is blurry even after cleaning, or the arm is loose, contact your IT team or supplier. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Clevertouch & interactive screens | Medium | 1 min read

Classroom audio: soundbars, speakers and microphones

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Good sound matters as much as a good picture. Interactive screens usually have built-in speakers, but a classroom or meeting room may also have a soundbar, separate speakers or a microphone.

What your room may have

Rooms vary. Some have only the screen's speakers. Others have a soundbar fixed below the screen, ceiling speakers, a wireless microphone or a conference microphone on the table. Ask your IT team what is fitted in your room.

Check the basics

1. Switch on any separate speakers or amplifiers. They often have their own power and volume controls.
2. Raise the volume on the screen and on the speakers.
3. Check mute is off.
4. Check the connection. Soundbars usually connect by an audio lead, HDMI or Bluetooth.

Laptop sound

When you use a laptop, choose the right sound output on it. It should be the screen, HDMI or the soundbar, not the laptop speakers. See our guide on no sound.

Microphones

- Wireless microphones need charged batteries or a charged pack. Switch them on and check the receiver light.
- Keep the microphone away from speakers to stop whistling feedback.
- Test the microphone before the lesson or meeting starts.

When to get more help

If sound is crackly, cuts out, or the soundbar will not pair, tell your IT team. Give them the make of the device, if known, and what it is connected to. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

Clevertouch & interactive screens | Easy | 1 min read

Connecting a wireless presenter to an interactive screen or laptop

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A wireless presenter, sometimes called a clicker, lets you move slides forward without standing at the laptop. They are small and easy to use, but the connection can confuse people.

Connecting a USB presenter

1. Take the small receiver out of the presenter, if it is stored inside.
2. Plug it into a USB port on the computer that is running the slides.
3. Wait a few seconds for the computer to recognise it.
4. Open your presentation in slideshow mode.
5. Press the next button on the presenter.

Which computer?

The receiver must be plugged into the device that is running your slides. If you have the receiver in the interactive screen's USB socket but the slides are on a laptop, it may not work.

If it works only sometimes

- Check the batteries. A weak battery gives a poor range.
- Move closer to the receiver.
- Keep the receiver away from metal. A USB extension lead can help.
- Try another USB port.

Bluetooth presenters

Turn on Bluetooth on the computer. Put the presenter into pairing mode as its instructions say, and choose it from the list. For help, see our Bluetooth guide.

When to get more help

If the computer does not recognise the receiver, it may be blocked by your organisation's security settings. Ask your IT team. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Clevertouch & interactive screens | Medium | 2 min read

Using Microsoft Teams or Zoom on an interactive panel

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Interactive screens are often used for meetings and remote lessons. The screen itself usually does not contain a camera and microphone you can rely on, so you need to check what is connected.

Two common set-ups

- Laptop connected to the screen: the call runs on the laptop. The screen is just a big display, and the camera and microphone come from the laptop or from a USB device.
- Call app running on the screen or a computer module (OPS): this depends on what your IT team has installed. Do not install call apps yourself on a managed screen.

Some screens have a built-in camera or microphone, and some do not. This varies by model, so check your manual or ask IT.

Before the call

1. Connect the laptop by HDMI and, if wanted, USB for touch. See our guide on connecting a laptop.
2. Plug in any room camera or conference microphone by USB.
3. Open Teams or Zoom and join a test meeting or the settings page.
4. In the call settings, choose the correct **camera**, **microphone** and **speaker**. If you picked the laptop's, people may not hear you properly from across the room.
5. Check the sound comes from the screen or room speakers.

Common problems

- Nobody hears me: check the microphone choice and that it is not muted.
- I cannot hear anyone: check the speaker choice and the screen volume.
- The camera is black: look for a lens cover, check the USB lead, and check the camera is not being used by another program.
- Echo or whistling: only one device in the room should have its speaker and microphone on.

Sharing your screen

In the call, use the share option. Choose the window you need rather than the whole desktop, so you do not show private notifications.

When to get more help

If the room camera or microphone is not found by the laptop, ask IT. USB devices can be blocked by security settings. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Clevertouch & interactive screens | Advanced | 2 min read

OPS computer module problems on a Clevertouch screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Some interactive screens have a small Windows computer slotted into the back, often called an OPS module. It may appear as the PC input. It is not on every screen, and not every school has one.

What it is

The module is a small computer. It has its own power, memory and Windows settings, and it needs updates and restarts like any other computer. The screen shows it when you choose the PC or OPS input.

Common problems and checks

- **Black screen or no signal on the PC input:** the module may be off or asleep. Press a key or move the mouse if one is connected. Try the screen's power button for a full restart.
- **Touch not working in Windows:** an internal link carries touch. Do not remove the module to fix this. Ask IT.
- **Slow or frozen:** restart Windows from the Start menu, not by pulling the power. Close extra programs.
- **Cannot sign in:** it may use a school or office account. Check your password on another device. Ask IT if the account is locked.
- **No sound:** check the Windows sound output is set to the screen.

Do not

- Slide the module in or out while the screen is powered.
- Remove screws or covers on the screen.
- Install software without permission.
- Share a shared login with pupils.

Updates

Windows updates can take a while. Do not switch the screen off during one. IT may schedule them out of hours. Leave updates to IT if the screen is managed.

Information for IT

- The screen model and serial number.
- The module make and model, if shown on a label.
- What changed just before the fault, such as an update or a move.

When to get more help

If the module will not start, makes noises, or has lost its software, ask IT or your supplier. Removing or swapping the module without help can affect warranty. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Clevertouch & interactive screens | Easy | 1 min read

Clevertouch remote control not working

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The remote is easy to lose and its batteries run flat. Most problems are fixed in a minute.

Check the batteries

1. Slide the back cover off. Check the batteries are in the right way round, matching the plus and minus marks.
2. Replace both batteries with new ones of the same type. Do not mix old and new.
3. Clean the battery contacts with a dry cloth if they look dirty.

Check the line of sight

Many remotes use infrared. That means they must be pointed at the sensor on the screen, usually on the bottom edge, with nothing in the way. Try from closer. Bright sunlight can also interfere.

Check the screen is on

If the screen is off or in standby, press the power button on the screen itself to see if it responds. If it does, the remote is the problem.

Some buttons do nothing

Some remote buttons only work when the screen is showing the computer, and some control the built-in system instead. Check which input you are on by pressing **Input** or **Source**.

When to get more help

If the batteries are new and the screen responds to its own buttons but never to the remote, ask your supplier for a replacement. They can supply one that matches your model. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

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Clevertouch & interactive screens | Medium | 2 min read

Using the microphone and camera with Teams or Zoom on a Clevertouch screen

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Some interactive screens have a built-in camera and microphone, and others do not. Even when a screen has them, how they work with video calls depends on the model and the connection. Check your own screen before you rely on it for an important call.

Does your screen have them?

Look at the top edge of the screen for a small lens or a row of tiny holes. Check your model information or the on-screen settings. If you are not sure, ask IT. Many rooms use a separate webcam or speaker instead.

Using the screen's own apps

If the screen has a camera and microphone and a video call app installed, open the app, sign in with your account and allow camera and microphone access when asked. Sign out when you finish.

Using your laptop

When your laptop is connected to the screen, the call runs on the laptop. You may need to choose the camera, microphone and speaker inside Teams or Zoom.

1. Start or join the meeting on your laptop.
2. Open the call settings and look for **Audio** and **Video**.
3. Choose the panel's camera, microphone and speakers if they appear in the list, or a separate device if you have one.
4. Do a test call or use the preview to check what others will see and hear.

Many laptops connect the panel's camera and microphone over the USB cable. If they do not appear, check the USB connection.

Echo and poor sound

- Mute your microphone when you are not speaking.
- If the laptop and screen both have microphones on, you may hear echo. Choose only one.
- Check the volume on the screen as well as on your laptop.

Privacy

- Cover or turn off the camera when not in use if it has that option.
- Tell people before you record or share a meeting.
- Keep pupils' faces and names off calls unless your school permits it.

When to get more help

Ask IT if the camera or microphone is not listed, audio keeps cutting out, or you need a room set up for regular calls. Mention the app, your laptop and what you hear or see.

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