

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.