

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.