

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.