

Clevertouch & interactive screens | Easy | 1 min read

Clevertouch remote control not working

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 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.

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.