

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.