

Clevertouch & interactive screens | Easy | 2 min read

Clevertouch screen goes to standby by itself

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.

If your interactive screen goes dark or switches off when you did not touch it, there is usually a setting or a connection causing it. Here is how to work out which.

Sleep, standby and auto power-off

Many interactive screens are set to save energy. After a period with no touch and no signal, they may dim, show a message, go to standby or switch off completely. This is often set by IT so that screens are not left on overnight.

Check these first

1. Is there a message on the screen before it goes off? Read it, as it may name a timer or a reason.
2. Was a laptop connected? A laptop that sleeps stops sending a picture, and the panel may then go to standby because there is no signal.
3. Was the screen idle for a long time? A long pause in a lesson can start the timer.

Look at the settings

Open the settings menu and look for options such as sleep, power, auto standby, no signal power off or timer. Many screens let you choose a time or turn it off. Some options may be locked.

Keep the laptop awake

If the screen goes off because the laptop sleeps, change your laptop's power settings so it stays awake while plugged in. On Windows, open **Settings**, go to **System**, then **Power**, and extend the screen and sleep times when plugged in.

If it switches off when nobody has touched it

- Check the remote control is not being pressed by something, or its batteries are not leaking.
- Make sure the power cable and socket are secure.
- Check whether your school has scheduled a power-down, such as at the end of the day.
- A hot room or blocked vents can cause some devices to shut down. Keep vents clear.

If it restarts rather than switches off

It may be installing an update or recovering from a fault. Note the time and what you were doing.

When to get more help

Ask IT if the screen switches off in the middle of use, you cannot change the timer, or it keeps restarting. Note how often, what the light does, and what was connected.

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.