

Clevertouch & interactive screens | Easy | 2 min read

Clevertouch screen says no signal

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.

"No signal" simply means the screen is not receiving a picture from the input it is looking at. It does not usually mean the screen is broken.

Check the input

1. Press **Input** or **Source** on the remote or the screen.
2. Choose the input that matches the lead you have plugged in, for example HDMI 1 if it is in the socket marked HDMI 1.
3. Wait a few seconds.

Check the connected device

- Is the laptop or computer switched on and awake? Move the mouse or press a key.
- Is it set to send a picture to an external screen? On a Windows laptop, press the Windows key and **P** together, then choose **Duplicate**. On a Mac, check the display settings.
- Try restarting the laptop with the lead still connected.

Check the leads

1. Push the HDMI lead in firmly at both ends.
2. Try another HDMI lead. These do fail, especially long or old ones.
3. Try the other HDMI socket on the screen and select the matching input.
4. If you use an adaptor, such as USB-C to HDMI, try a different adaptor or a different laptop.

Computer module

If the input is a fitted computer module (OPS) and it says no signal, the module may be off or asleep. Do not take it out yourself. Our guide on OPS computer module problems explains more.

Try a restart

1. Turn the screen off.
2. Unplug the lead from the screen and the laptop.
3. Wait a minute.
4. Turn the screen on, plug the lead in again, and select the input.

When to get more help

If the screen shows no signal from several different laptops and leads, there may be a fault with the screen or with a lead built into the wall or desk. Tell your IT team or supplier which inputs you tried. 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.