

Clevertouch & interactive screens | Easy | 2 min read

Clevertouch screen will not turn on

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.

When an interactive screen stays dark, the cause is usually something simple like a switched-off socket or a loose lead. This guide takes you through the quick checks in a sensible order.

Check the power first

Most interactive screens have a mains lead, and some have a power switch near it, as well as a standby button. Look at all of them. Make sure the wall socket is switched on and the lead is pushed firmly into the back of the screen.

- Try a different socket or a lead you know works.
- If the screen is plugged into an extension block or a ceiling socket, check that is switched on too.
- Look for a small rocker switch near where the mains lead plugs in. It needs to be in the on position.

Turn it on

1. Press the power button on the screen itself, usually along the bottom edge or on the side. Do this in case the remote has flat batteries.
2. Wait up to a minute. Some screens take a little while to show a picture.
3. If you still see nothing, press the **Input** or **Source** button in case the screen is on but showing an empty input.

Try a power reset

1. Switch the screen off at the wall.
2. Unplug any cables from the sockets on the screen, such as HDMI and USB.
3. Wait one minute.
4. Plug the mains lead back in and switch on.
5. Once it starts, plug your other leads back in one at a time.

A screen with flashing lights can sometimes recover after a restart with all cables removed, so it is worth a try. It is not a guaranteed fix.

When to get more help

If the light stays off, flashes in a way you do not recognise, or the screen clicks and stays dark, stop and ask for help. Do not open the screen. Make a note of the model and serial number and what the light is doing. 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.