

Clevertouch & interactive screens | Easy | 2 min read

Clevertouch screens: frequently asked questions for new staff

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.

Starting at a new school or office can be a lot to take in. These are the questions new colleagues ask most about interactive screens. Features vary by model and software, so if an answer does not match your screen, ask IT.

Do I need to log in?

Many screens work without signing in for basic tools such as the whiteboard. For email, cloud files and school accounts you will need to sign in, and you should always sign out afterwards.

Where do I save my work?

Save to a USB stick or your school's cloud storage. Do not leave important files on the screen, as other people may see them and the storage can be cleared.

Can I use my own laptop?

Usually yes. You will normally need an HDMI cable for the picture and a USB cable for touch. Some rooms also support wireless sharing. Check what is available in your room.

Why does touch not line up?

This often happens when a laptop is set to extend instead of duplicate the display. Try duplicating the screen first.

Why is there no picture?

Check the cable is firmly in, then open the source menu and choose the right input.

How do I turn it off?

Save your work, then use the power button or the shutdown option. Do not pull the plug.

What do I do if something breaks?

Do not try to fix hardware yourself. Report it to IT, and tell them the room, the model, what happened and what you tried.

What information helps IT most?

1. The room and the screen model, if you know it.
2. What you were trying to do.
3. Any message that appeared, or a photo of it.
4. What you have already tried.
5. Whether it happens with other laptops or other apps.

When to get more help

If a problem stops a lesson, report it as soon as you can. If you are unsure about safeguarding, such as recording pupils or sharing their work, check your school's policy and speak to the person responsible, before you carry on.

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.