

Clevertouch & interactive screens | Advanced | 2 min read

Factory reset warning: what you lose on a Clevertouch screen

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 factory reset returns a screen to how it was when it was new. It can fix serious problems, but it is a last resort, and on a managed screen it can undo a lot of work.

What may be lost

The details vary by model, but a reset can remove:

- files saved on the screen, including whiteboard files,
- installed apps,
- Wi-Fi networks and passwords,
- saved logins, accounts and cloud connections,
- custom settings such as language, wallpaper, input names, screen locks and passcodes,
- any set-up done by your IT team, such as management software enrolment.

You may then need IT to set the screen up again.

Before you even think about it

1. Try a normal restart.
2. Try switching off at the wall for a minute.
3. Check cables and inputs.
4. Read our guide on a frozen or slow screen.
5. Ask your IT team or supplier for advice. They may know of a simpler fix.

If a reset is advised

1. Copy anything you need from the screen to a USB stick or cloud storage first.
2. Write down the settings you remember.
3. Follow the exact steps for your model. Look for a reset option in the settings menu, often under system or backup. The names depend on your model, so do not guess.
4. Do not turn off the screen during the reset.
5. Expect the screen to restart and show a first-time set-up.

Passcodes and locks

Some screens are protected by an administrator passcode. If you do not have it, do not try to bypass it. This protection is there deliberately.

Warranty

Resetting settings yourself should not normally affect warranty, but if the screen is managed, unexpected changes can cause trouble. Check with your supplier.

When to get more help

Always involve IT or the supplier before resetting a school or office screen. Give them the model, serial number, what is wrong, and what you have 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.