

Clevertouch & interactive screens | Medium | 2 min read

Ghost touches and random touches on an interactive 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.

Ghost touches are when the screen behaves as if someone is touching it when nobody is. Icons open on their own, windows jump about, or the cursor moves by itself.

Common causes

- Dirt, dust, smears or spilt drink on the glass
- Stickers, tape, magnets or paper stuck on the screen or frame
- A gap or bump under a protective film
- Strong sunlight hitting the screen
- A loose or damaged USB touch lead
- Damp or condensation after the screen has been moved

Quick steps to try

1. Switch the screen off.
2. Clean the glass and the edges of the frame with a dry, soft, lint-free cloth. See our guide on cleaning an interactive screen safely.
3. Remove anything stuck to or leaning on the screen.
4. Switch it back on and watch for a minute with nobody touching it.

Narrow it down

- Does it happen on the screen's own menus, or only when a laptop is connected? If only with a laptop, unplug the USB touch lead and see if it stops. If it does, try a different USB lead or socket.
- Does it happen in one corner or along one edge? That points to dirt or something pressing on the frame. Check carefully around the edge.
- Does it happen only in bright sunlight? Close blinds and see.

Please do not

- Spray liquid onto the screen or into the gaps around the frame.
- Press hard on the glass to test it.
- Open the screen or try to adjust anything inside.

Take a note for the engineer

Write down where on the screen it happens, how often, and what the screen was connected to. A short phone video can help. Give them the model and serial number.

When to get more help

If ghost touches continue after cleaning and a restart, or they happen even with no cables connected, it may be a hardware fault. Contact your IT team or supplier, who can check warranty cover. 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.