

Clevertouch & interactive screens | Medium | 2 min read

Lag when writing 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.

If the ink trails behind your pen, or the screen takes a moment to react to a touch, it makes writing frustrating. The cause may be the screen, the app, a connected laptop or the cable.

First, find out where the lag is

1. Open the panel's own whiteboard and write quickly. Note whether the lag is there.
2. Switch to your laptop and write in a drawing program or on a slide. Compare.

If the panel's own whiteboard is fine but the laptop is slow, the laptop is the likely cause. If everything is slow, look at the panel.

If the panel is slow

- Restart the screen. A full restart can clear a build-up of tasks.
- Close apps you are not using, using the app switcher.
- Check the storage. Full storage can slow everything, so delete old recordings and files after saving them elsewhere.
- Check for pending updates and ask IT to install them.
- Look at the room temperature. A very hot room can slow some equipment.

If the laptop is slow

- Close other programs and browser tabs.
- Plug in the laptop's charger. Many laptops slow down on battery power.
- Restart the laptop.
- Lower the display resolution if the laptop is old or struggling with 4K.
- Check the USB connection and try a different port, preferably straight on the laptop rather than through a dock.

Online whiteboards and wireless sharing

Web-based tools and wireless sharing depend on the network. If your connection is slow, writing will lag. Try the built-in app or a cable connection to see if it improves.

Small habits that help

1. Write at a steady pace.
2. Use a new page rather than one with hundreds of marks.
3. Keep files small, especially large images.

When to get more help

Ask IT if lag is there on every app, even after restarting, or has got worse over time. Tell them what you were running, how long the screen has been on, and how full the storage is if you can see it.

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.