

Clevertouch & interactive screens | Easy | 2 min read

Locking and unlocking the screen, and using touch lock

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.

Locking a screen can stop pupils changing things, stop accidental touches during a video, and keep private material private. Features and names differ by model and software, so this guide describes what is common and tells you where to look.

Types of lock

- **Touch lock or child lock.** Turns off touch while the picture stays on. It is useful when playing a video or when a screen is switched on in a busy corridor. Check your on-screen menu, the side toolbar or the remote for a lock option.
- **Screen lock.** Some screens ask for a password or pattern before they will wake up or open settings. This is normally set by IT.
- **Button lock.** Some models can lock the physical buttons so they cannot be pressed by accident.

Using touch lock

1. Look for a lock icon in the side toolbar, quick settings or settings menu.
2. Turn it on. Touching the screen should no longer do anything.
3. To unlock, use the method shown. On many screens this is another icon, a button press, or the remote.

If the screen will not unlock, try the remote control first. Some screens use a special touch or button press to unlock, so check the on-screen message.

If you forget a password

Do not guess repeatedly, since some screens lock out after several tries. Ask IT, who can reset it. Never ask a pupil to unlock the screen for you, and never write the code on the screen itself.

When a lock is useful

- Playing a film in assembly
- Leaving a timer or instructions on display
- Stopping pupils pressing menu icons during breaks

When the touch appears locked but you did not lock it

The screen may simply be unresponsive. Make sure no lock icon is showing, check the USB cable if you are using a laptop, and see if the screen responds to the remote.

When to get more help

Ask IT if you do not know the unlock method, a password is needed that you do not have, or the lock turns on by itself. Tell them the model and what message or icon you can see.

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.