

Clevertouch & interactive screens | Easy | 2 min read

No sound or low volume 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.

If the picture is fine but there is no sound, the cause is usually muted volume, the wrong sound output, or a lead problem. Work through these checks.

Check the screen's own volume

1. Use the remote or the on-screen controls to raise the volume. The exact place depends on your model.
2. Look for a mute icon on the screen. If one shows, press mute again to turn it off.
3. Try playing a different sound, such as a short video, to rule out one quiet file.

Check the device you have connected

If the sound is missing only when a laptop is connected:

1. Check the laptop's volume and mute settings.
2. On the laptop, open the sound output settings and make sure the output is set to the interactive screen or HDMI, not to the laptop speakers.
3. Try a different video in case the first has no sound.
4. Unplug the HDMI lead, wait a few seconds, and plug it back in. The laptop will often re-detect the screen's speakers.

Check the wider room set-up

Some rooms use a soundbar or separate speakers. If so, check that they are switched on and that their own volume is up. See our guide on classroom audio for more.

Check headphones

If something is plugged into a headphone socket, the speakers may switch off. Unplug it and try again.

Restart

If nothing changes, turn the screen off, wait a minute, and turn it on again.

When to get more help

If you still hear nothing from any source, or the sound is crackly or distorted, ask for help. Tell your IT team or supplier what you are connecting, which input you are on, and whether sound works from the screen's built-in apps. This helps them tell if the speakers or the lead are at fault. 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.