

Clevertouch & interactive screens | Medium | 2 min read

One corner not responding, or pen works but finger does not

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.

When part of the screen ignores you, or one kind of touch works and another does not, the cause is usually something blocking the touch sensors or a setting, not a broken screen. Work through these checks in order.

Check for obstructions

Many interactive screens detect touch with sensors around the frame. Dust, stickers, tape, smudges or even a small object lodged in the edge can stop a corner working.

1. Switch off the screen.
2. Check the frame edges and corners for anything stuck on or in them.
3. Wipe the screen and frame gently with a soft, slightly damp, lint-free cloth. Never spray liquid directly on the screen.
4. Switch on and test again.

Check for bright light

Strong sunlight or spotlights shining at the screen can confuse some types of touch sensors. Try closing a blind or moving the light and test again.

One corner not working

1. Test in the panel's own whiteboard, not through a laptop, to see if the problem is the screen or the connection.
2. Draw a line from corner to corner and note exactly where it fails.
3. Restart the screen and test again.
4. If it only fails with a laptop, the problem may be calibration. Check touch settings on the laptop.

Pen works but finger does not

- Check for touch lock or a child lock setting.
- Look for a setting in your app that turns off finger drawing and allows pen only, as some apps have this.
- Make sure you are not wearing gloves, as thick gloves may not register.
- Restart the whiteboard app.

Finger works but pen does not

The pen may be the wrong type for your screen, or the pen tip may be worn. Try another pen and see if the problem follows the pen.

Photograph the problem

Take a photo of your test lines on the screen. It helps IT work out whether the fault is a sensor, a setting or software.

When to get more help

Ask IT if the problem remains after cleaning and restarting, or if one area is dead on every input. Tell them the model, the location of the dead area and which tests you tried.

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.