

Clevertouch & interactive screens | Advanced | 2 min read

OPS computer module problems 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.

Some interactive screens have a small Windows computer slotted into the back, often called an OPS module. It may appear as the PC input. It is not on every screen, and not every school has one.

What it is

The module is a small computer. It has its own power, memory and Windows settings, and it needs updates and restarts like any other computer. The screen shows it when you choose the PC or OPS input.

Common problems and checks

- **Black screen or no signal on the PC input:** the module may be off or asleep. Press a key or move the mouse if one is connected. Try the screen's power button for a full restart.
- **Touch not working in Windows:** an internal link carries touch. Do not remove the module to fix this. Ask IT.
- **Slow or frozen:** restart Windows from the Start menu, not by pulling the power. Close extra programs.
- **Cannot sign in:** it may use a school or office account. Check your password on another device. Ask IT if the account is locked.
- **No sound:** check the Windows sound output is set to the screen.

Do not

- Slide the module in or out while the screen is powered.
- Remove screws or covers on the screen.
- Install software without permission.
- Share a shared login with pupils.

Updates

Windows updates can take a while. Do not switch the screen off during one. IT may schedule them out of hours. Leave updates to IT if the screen is managed.

Information for IT

- The screen model and serial number.
- The module make and model, if shown on a label.
- What changed just before the fault, such as an update or a move.

When to get more help

If the module will not start, makes noises, or has lost its software, ask IT or your supplier. Removing or swapping the module without help can affect warranty. 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.