

Clevertouch & interactive screens | Easy | 2 min read

Pens and erasers not 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.

Pens that do not write, or a finger that draws when you wanted the pen, are common in busy classrooms. Often it is just a setting or a pen that has gone missing.

Check what you are using

Many interactive screens can be written on with a finger or a pen. Many pens are simple plastic sticks that work because the screen senses touch, not because the pen contains electronics. Check the pen is the one supplied with your screen, and that its tip is not cracked, dirty or worn flat.

Check the tool you have chosen

1. Open the whiteboard or annotation tool.
2. Tap the **pen** or **pencil** icon on the toolbar.
3. Tap it again if needed to open its options, then check the colour and thickness. A white pen on a white page looks like it is not working.
4. If you are trying to rub something out, tap the **eraser** tool instead.

Erasing

In the built-in whiteboard, use the eraser tool. On some versions you can also wipe with the back of your hand for quick deletion. This is a software feature, so it may not work on every model or software version. Try the eraser tool first.

If the pen draws in the wrong place or not at all

- Clean the screen with a dry cloth.
- Hold the pen at a normal angle. Pressing very lightly or at an extreme tilt may not register.
- Try writing with your finger. If the finger works and the pen does not, the pen is the problem.
- Try a second pen if you have one.
- Restart the screen and try again.

When to get more help

If neither pens nor fingers work, see the guide on touch not working. If only one pen fails, ask your school or supplier for a replacement. For warranty or software settings, contact your IT team. 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.