

Clevartouch & interactive screens | Advanced | 2 min read

Touch is in the wrong place after plugging in a laptop

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 you touch one spot and the pointer appears somewhere else, or touch controls your laptop's own screen instead of the panel, the computer has mixed up which display the touch belongs to. This usually happens when the laptop is extended across two screens.

Quick checks first

1. Make sure the USB touch cable is connected as well as HDMI.
2. Set the display to **Duplicate** rather than **Extend**. On Windows, press **Windows key + P** and choose **Duplicate**. On a Mac, use mirror displays in **System Settings** under **Displays**.
3. Unplug the USB cable, wait a few seconds and plug it back in.

If touch lines up after duplicating, the problem is solved.

Windows: match touch to the correct screen

If you need to extend your displays, Windows can be told which screen belongs to touch:

1. Open the **Control Panel** and search for **Tablet PC Settings**. It may also be listed under Pen and Touch.
2. Choose **Setup** next to Configure your pen and touch displays.
3. Follow the on-screen instructions. Windows will ask you to touch the screen that is the touch display. Touch the interactive panel when it is shown.
4. If needed, use **Calibrate** to improve accuracy, and follow the on-screen prompts carefully.

The names in Windows change a little between versions, so use the search box if you cannot find them. School laptops may restrict access to these settings.

Mac

Macs normally treat the panel as another display, and touch may behave like a mouse. If the pointer is offset, mirroring displays usually fixes it. Some Clevartouch screens need a driver or a particular connection mode on Mac, and a managed Mac may not allow you to install it, so ask IT.

Other causes

- Wrong cable or port on the panel
- Screen scaling or resolution mismatch
- More than one touch device connected

When to get more help

Ask IT if you do not have permission to open the touch settings, calibration does not hold, or the offset returns every time. Tell them the laptop type, the operating system and whether you are duplicating or extending.

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.