

Clevertouch & interactive screens | Easy | 2 min read

Troubleshooting checklist before you call support for 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.

Support can help much faster if you tell them the right details. This guide shows what to try, and what to write down.

Quick things to try

1. Restart the screen.
2. Check the power, HDMI, USB and network leads at both ends.
3. Check the input source.
4. Try a different laptop or lead, if you can.
5. Clean the glass with a dry cloth.
6. See if the fault happens in the built-in apps as well as with a laptop.

Information to gather

- **What happened:** the exact words of any error message, or take a photo.
- **When it started:** and what changed just before, such as an update, move or power cut.
- **Model:** often printed on a label or in the settings.
- **Serial number:** It is usually on a white sticker with a barcode at the rear or side of the screen. It may differ by unit.
- **Software version:** look in the settings under an **About** or similar section. The name depends on the model and version, so do not worry if yours is labelled differently.
- **What is connected:** laptop, OPS module, camera, soundbar, and the network.
- **What you already tried.**

Locked settings

Some settings may need an administrator passcode, or are managed centrally by your school's IT team. Do not try to bypass these. If you see a locked setting, tell IT.

Safety

If you notice burning smells, smoke, sparks or liquid inside, switch off at the wall if it is safe to do so, and tell your premises team.

When to get more help

Contact your IT team first, and then your supplier if they ask you to. Give them everything on the list above. 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.