

Clevertouch & interactive screens | Easy | 2 min read

Turning a Clevertouch screen on and off properly

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.

Switching an interactive screen on and off the right way protects the screen, saves energy and avoids the odd start-up problems that come from pulling the plug. This guide covers a normal day and what to do if the screen seems stuck.

Turning the screen on

1. Check the screen is plugged in and the wall socket or power strip is switched on.
2. Look for a small light on the front edge or bottom of the screen. On many Clevertouch screens it shows one colour when the screen is off or in standby and another when it is on.
3. Press the power button briefly. On many models it is on the front edge or underneath, and the remote control has a power button too.
4. Wait. The screen can take up to a minute to show the home screen, so avoid pressing the button again.

Turning the screen off

1. Save anything you want to keep first, to a USB stick or cloud storage.
2. Press the power button briefly. Some models show a message asking you to confirm. Choose the option to switch off or shut down.
3. Wait for the picture to go and the light to change before you do anything else.

Standby or full shutdown?

A short press often puts the screen into standby, which is quick to wake. A full shutdown or restart is better once a week, as it clears small software hiccups. Check your on-screen menu for a **Restart** or **Shut down** option.

If the screen will not switch off

- Wait a minute. The screen may be finishing an update.
- Try the remote control.
- Do not hold the button for a long time or pull the plug unless IT has told you to, as this can interrupt an update.

When to get more help

Ask for help if the screen will not switch on at all, switches itself off, shows an update message that never finishes, or the light flashes in a way you do not recognise. Tell IT the model number, what the light is doing and what happened just before.

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.