

Clevertouch & interactive screens | Advanced | 2 min read

Updating Clevertouch software and firmware safely

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.

Updates can fix problems and add features, but a bad update can leave a screen unusable in front of a class. On most schools' screens, updates are best left to the IT team or the supplier.

Where official updates come from

Firmware downloads are normally provided by the screen's maker. Always get updates from the official source or from your IT team, never from unofficial websites or forwarded files.

Before any update

1. Check with IT first. The screen may be managed centrally.
2. Save and close any work. Saved whiteboard files on the screen could be lost.
3. Check the screen is plugged in, with a reliable connection.
4. Make a note of your model and current software version in case you need to report a problem. This is usually in the settings, often under an **About** or similar section. Names vary.
5. Read the instructions for your own model and version. Do not use instructions for a different model.

During the update

- Do not turn off the screen or unplug it.
- Do not touch the screen or remove USB sticks used for the update.
- Be patient. It may take some time and the screen may restart several times.

Why leave it to IT?

Some updates change settings, security or the apps allowed. An administrator can test an update on one screen first and then update the rest.

When to get more help

If an update fails, the screen will not start, or it keeps restarting, stop and contact your IT team or supplier straight away. Firmware faults can affect warranty, so do not try repeated fixes yourself. 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.