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USB sticks not detected, and storage full on the panel

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.

Two problems often go together. A USB stick is not recognised, or you cannot save because the panel says it has no space. Both are usually simple to sort.

USB stick not detected

1. Remove the stick and plug it into a different USB port on the screen. Some screens have ports for specific inputs, so try the main front or side ports.
2. Wait several seconds and open the file manager or the open dialog in the app.
3. Try the stick on another computer to check it works and the files are there.
4. Check the format. Many panels read the common formats, but a stick formatted in an unusual way may not appear. Ask IT before reformatting, since this deletes everything.
5. Try a different stick, if you can. Very large drives can sometimes cause problems.
6. Restart the screen with the stick removed, then plug it in again.

Important notes

- Never pull the stick out while saving. Use an eject option if offered.
- Some schools block USB storage for security. If that is the case, you will need to use cloud storage instead.
- Use only your own sticks or school-approved ones, and scan unknown ones before use.

Storage full on the panel

The screen has a limited amount of space. It can fill up with recordings, screenshots, downloads and old lessons.

1. Save anything you want to keep to a USB stick or cloud storage.
2. Open the file manager and look through folders for old files.
3. Delete files you no longer need, starting with big ones such as videos.
4. Empty any bin or trash folder if there is one.
5. Check the downloads and screenshots folders.

Never delete files if you are unsure what they are. System files are normally hidden, but if something looks like part of the screen's software, leave it alone.

When to get more help

Ask IT if storage is full but you cannot find what is using it, the stick still fails in every port, or you need USB access turned on. Tell them the model, the stick and what you see when you plug it in.

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.