

Clevertouch & interactive screens | Medium | 2 min read

Using Microsoft Teams or Zoom on an interactive 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.

Interactive screens are often used for meetings and remote lessons. The screen itself usually does not contain a camera and microphone you can rely on, so you need to check what is connected.

Two common set-ups

- Laptop connected to the screen: the call runs on the laptop. The screen is just a big display, and the camera and microphone come from the laptop or from a USB device.
- Call app running on the screen or a computer module (OPS): this depends on what your IT team has installed. Do not install call apps yourself on a managed screen.

Some screens have a built-in camera or microphone, and some do not. This varies by model, so check your manual or ask IT.

Before the call

1. Connect the laptop by HDMI and, if wanted, USB for touch. See our guide on connecting a laptop.
2. Plug in any room camera or conference microphone by USB.
3. Open Teams or Zoom and join a test meeting or the settings page.
4. In the call settings, choose the correct **camera**, **microphone** and **speaker**. If you picked the laptop's, people may not hear you properly from across the room.
5. Check the sound comes from the screen or room speakers.

Common problems

- Nobody hears me: check the microphone choice and that it is not muted.
- I cannot hear anyone: check the speaker choice and the screen volume.
- The camera is black: look for a lens cover, check the USB lead, and check the camera is not being used by another program.
- Echo or whistling: only one device in the room should have its speaker and microphone on.

Sharing your screen

In the call, use the share option. Choose the window you need rather than the whole desktop, so you do not show private notifications.

When to get more help

If the room camera or microphone is not found by the laptop, ask IT. USB devices can be blocked by security settings. 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.