

TROUBLESHOOTING GUIDE

Touchscreen not working

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Questions:

- [Is the touchscreen **showing a black screen**, and it's not waking up when you hold your finger on it for a few seconds?](#)
- [Are you trying to use the touchscreen to **control the Room PC**?](#)

Actions:

- [How to fix a room that's in touchscreen settings mode \(rare\).](#)
-

Touchscreen is showing a black screen

- Have they tried **tapping the screen** several times to wake it up? Have they tried **holding their finger on the touchscreen firmly for several seconds** before removing it, to wake it up?
- It may be that the **touchscreen is turned off**, so to turn it back on:
 - On the right-hand side of the touchscreen, wrap your hand **around the back** of the touchscreen
 - Do you feel a vertical column of buttons?
 - If yes, **the bottom button is the on/off button**.
 - Press this, and after a short pause, a logo saying "Crestron" should appear.
 - It will take a moment to boot up, and after that you should be good to go:



Back-right of a touchscreen, click to expand

(This only applies to the touchscreens on a movable swivel mount. The ones mounted directly on the Teaching Stations do not have a power button that the user can access.)

- Are you in a **room with two touchscreens**?
 - You may be trying to touch the annotation display, instead of the AV control touchscreen.
- If none of these options works, then the only way to resolve it is usually to **reset the DGE**, which means you have to send a **co-pilot to the room** 🚨

Touchscreen doesn't work to control the Room PC

- Sometimes, users think the touchscreen can control the Room PC via touch commands. This isn't the case. Users need to **use the physical keyboard & mouse** to control the Room PC.

How to fix a room that's in touchscreen settings mode (rare)

- Send a **co-pilot to the room** 🚀, and give them the following instructions:
 - There should be an "exit" button somewhere on the hidden menu.
 - If you don't see that and it's just asking for credentials, you can simply power cycle it, and when it boots up it will take you to the main hidden menu screen. You should now see an "exit" button. Press it, and the touchscreen should go black, then load the Crestron program.






Keywords: #touch #screen #Crestron #off #black #blank #broken #failed #unplugged #dead #off #no #power #monitor #display #nothing #computer #control

Touchscreen not working changelog

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Improved instructions for turning touchscreen on	1/30/2023	 Kyle Roberts  Ian Swain
Built beta version on Talkmaster KB site	11/16/2022	 Joshua Chau
Added lots of their own notes	8/15/2022	 Alex Werden  Michael Duffield

Properties

Verify after:

April 14

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