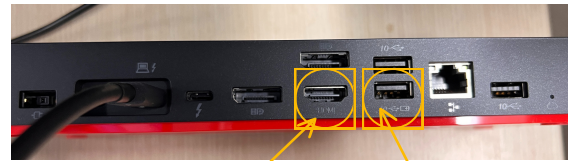


BOXLIGHT NOT REGISTERING TOUCH

If you notice your Boxlight not registering touch, try these steps:

On the back of your dock, make sure the HDMI and USB cables coming from the Boxlight are in the optimal, correct ports (Note: the HDMI and USB cables connected to the boxlight are the ones bound up in the mesh sleeve).

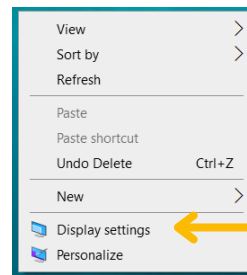


HDMI

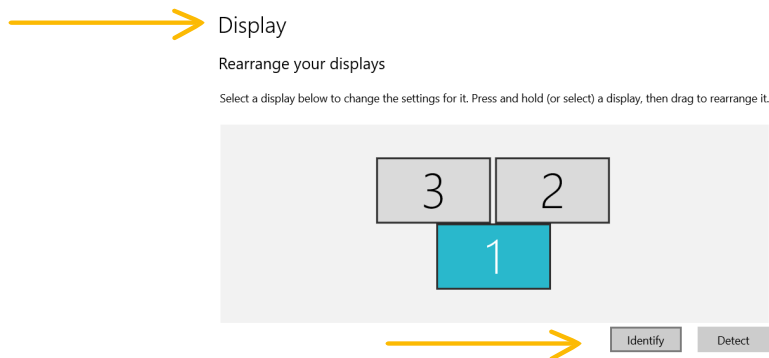
USB

Check to make sure that your Boxlight is listed as the 'main display':

1. Minimize all active windows until you see the desktop. Then, right-click on an empty space on the desktop background and select Display settings.



2. Scroll to *Display* and select '**Identify**' to see which display your Boxlight is. When you click the Identify button, the number assigned to each display appears on the corresponding monitor. You will very likely see that that's what happens when you press the button.



3. The selected display to apply controls to in the display settings menu will turn blue in the layout diagram.
4. Once you've identified which display is your Boxlight, click on it and scroll down to Multiple Displays and select '**Make this my main display**'.

Multiple displays

Multiple displays

Extend desktop to this display

☐ Make this my main display

5. Now, unplug the USBc cable from your laptop and then reconnect it.



IF none of the steps above work, Restart your device.

If that doesn't work, try a WINDOWS update- [See KBA](#)

Lastly, put in a Helpdesk ticket and your building tech will be in touch.