

## How do I screen share using an Android Device?

### By Using the Google Home App.

**Make sure your Android mobile device is connected to the same network as the board.**

### To share your Android mobile device's screen on the board using the Google Home app:

1. Download the Google Home app from Google Play.
2. On the board, open the launcher.
  - The launcher appears.
3. Press Screen Share.
4. On your Android mobile device, open the Google Home app.
5. In the top left corner, press the navigation drawer.
6. Press Cast Screen.
7. Select the board's name.
  - If you don't see the board you want, press MORE SETTINGS to show more boards.

### To share your Android mobile device's screen on the board from the notification shade:

1. On your device, swipe down to open the notification shade.
2. Press Cast.
3. Select the board's name.
  - If you don't see the board you want, press MORE SETTINGS to show more boards.

### To share apps on the board:

1. Download the Google Home app from Google Play.
2. On the board, open the launcher.
  - The launcher appears.
3. Press Screen Share.
4. Open the app you want to share.
5. Press the Cast button.
6. Select the board's name.
  - If you don't see the board you want, press MORE SETTINGS to show more boards.

### If you can't find your SMART kapp iQ board's name in the list of devices, please try the following steps:

1. Make sure your mobile device is on the same network as the SMART kapp iQ board.
2. Not all Android devices can initiate Screen Share from the notification drawer. Download the Google Home app from Google Play to use Screen Share.

### If you can't find your SMART kapp iQ board's name in the list of devices, (cont'd)

3. If your board is using a wired network connection, try connecting it to a wireless network.
  - Wired and wireless networks don't often share the same network subnet. Connecting the board to a wireless network might help the connection between the board and a mobile device or computer that's connected wirelessly.
4. Make sure the board and mobile device are set to the correct date and time.
5. On your mobile device, turn Airplane mode on and then off again. If you can't see the board's name in the list of devices, restart your mobile device.
6. Restarting your mobile device can clear network address information that your mobile device had cached. Restarting the mobile device can also reinitialize audio and video encoders that might have stopped working properly.
7. Restart your Android mobile device.
8. Restart your board.
9. If you've restarted your board and still don't see the board's name in the list of devices, wait several minutes and then try to connect to the board again.
10. Ensure you have the latest operating software on your Android mobile device. Make sure you have no pending system updates for your Android mobile device.

### If your content appears as choppy video or audio that isn't in sync with the video, you could be experiencing performance issues. If so, please follow the following steps:

1. Your mobile device could be connected to different access points than your board which can increase latency. Turn Airplane mode on and then off on your mobile device to try connecting to a closer access point.
2. Make sure the antenna is attached to the AM30 appliance.
3. Sharing videos or playing video games with frequent screen updates requires more network bandwidth. Try reducing the video quality to improve performance.
4. Your mobile device may not be optimized for sharing its screen and is limited to lower quality performance. Try connecting with a different mobile device.
5. Ensure you have the latest operating software on your Android mobile device. Make sure you have no pending system updates for your Android mobile device.

### If the mobile device's video appears on the board but you don't hear audio:

1. Make sure the volume on your mobile device is turned up and the board is not muted.
2. Make sure you have the latest operating software on your Android mobile device.
3. Restart your mobile device.

### If you can see your board but can't connect to it:

1. Open the Screen Share app
2. On the board, open the launcher.
  - The launcher appears.
3. Press Screen Share.

### To restart the Screen Share app and its discovery services:

1. On the board, open the launcher.
2. The launcher appears.
3. Press Settings
4. Scroll to Applications > Screen Share [beta].
5. Press Reset.

### Other issues to note include:

- If a board's name appears more than once, contact your system administrator.
- The screen is not responding to touch or you're unable to write or draw with the pens.
- Using your fingers or the pens to interact with the screen is not supported while using Screen Share.
- Turn off Power Saving mode on your Android device.
- Make sure your Android mobile device is using the latest operating software and has no pending system updates.

### Which Android Devices support screen sharing?

**All devices running Android 4.4.2 or later support the Cast Screen feature.**