How do I screen share using Mac?

Using AirPlay on your Mac computer or iOS mobile device.

Make sure your Mac computer or iOS device is connected to the same network as the board.

To mirror your Mac computer's desktop to the board:

1. On the board, open the launcher.
2. Press Screen Share.
3. On your Mac computer, click the Airplay icon in the menu bar.
   - Select the board's name
   - The Airplay icon turns blue when your Mac computer is sharing content with AirPlay.

To extend your Mac computer desktop to the board:

1. On the board, open the launcher.
2. Press Screen Share.
3. On your Mac computer, click the Airplay icon in the menu bar.
   - Select the board's name
   - The Airplay icon turns blue when your Mac computer is sharing content with AirPlay.
4. Click the Airplay icon and, then click Extend Desktop.

To mirror your iOS device's screen to the board

1. On the board, open the launcher.
2. Press Screen Share.
3. On your iOS mobile device, open the Control Center.
4. Press AirPlay.
5. Select the board's name.
6. Select Mirroring.
7. Select an app, and the content appears on the board.

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 or computer is on the same network as the board.
2. 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.
3. Ensure the board and computer have the correct date and time set. See Date & time for more information.

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

4. On your mobile device, turn Airplane mode on and then off on your mobile device. If you can't see the board's name in the list of devices, restart your mobile device.
   - 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.

5. On your computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable. If the board's name still doesn't appear in the list of devices, restart your computer.
   - Restarting your computer can clear network address information that your computer had cached. Restarting the computer can also reinitialize audio and video encoders that might have stopped working properly.

6. Restart your board. See Resetting your SMART kapp iQ and the AM30.

7. 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.

8. Make sure your computer or device has the latest operating software.

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. The board and the mobile device or computer could be connected to different wireless access points, which can increase latency. On the mobile device, turn Airplane mode on and back off to try to connect to a closer access point. On the computer, turn Wi-Fi off and then back on, or disconnect and then reconnect the Ethernet cable to try to connect to a closer access point.

2. Make sure the antenna is attached to the AM30 appliance.

3. Reduce your Mac computer's display resolution to 1920 × 1080 or lower.

4. Sharing videos or playing video games with frequent screen updates requires more network bandwidth. Try reducing the video quality to improve performance.

5. Make sure your computer or device has the latest operating software.

If you are experiencing other issues, please try any of the following:

1. If you see video on the board but don't hear audio, make sure the volume on your iOS device is turned up and the board is not muted.

2. If you see video on the board but don't hear audio, ensure the Ring/Silent switch isn't set to silent on your mobile device.

3. Restart the Screen Share app and its discovery services.
   - On the board, open the launcher.
   - Press Settings
   - Scroll to Applications > Screen Share [beta].
   - Press Reset

4. If you can see your board but can't connect to it, open the Screen Share app.
   - On the board, open the launcher.
   - Press Screen Share

If a board's name appears more than once, contact your system administrator.

If the issues persist even after you've restarted your Mac computer or iOS mobile device and ensured they are on the same network as the board, contact your system administrator.

What iOS and Mac devices support screen share?

The following Apple operating systems support Screen Share.

- **iOS 9 or later**
- **Mac OS X 10.11 (El Capitan) or later**

The following Apple devices support Screen Share.

- **iPhone 4 S or later**
- **iPad 2 or later**
- **iPod touch (5th generation) or later**