

My mobile devices and computers can't see the board while screen sharing?

This issue can be caused by one of the following:

1. School networks often block a number of ports from communicating across networks. If so, ask the administrator to allow:
 - TCP ports 7000, 8008, 8009, 47000, 7100, 49228, 50259
 - UDP ports 62572 and 54780
 - If using Google Cast, UDP port 1900
 - If using Windows computer or a Mac computer, port 5353.
2. The board's casting ID may not have propagated yet through the network or may be cached on the network when it's not actually available. If this is the case, just wait several minutes and attempt to connect again.
3. You may be using Miracast or an unsupported wireless screen casting method. If so, visit Using Screen Share on [SMART kapp iQ board](#) or the Using Screen Sharing in the SMART kapp iQ board user's guide (smarttech.com/kb/170812).

Screen Share is not working for Windows computers?

This issue can be caused by one of the following:

1. Windows 7 operating system: See Allow a program to communicate through Windows Firewall (windows.microsoft.com/en-us/windows/communicate-through-windows-firewall) for more information.
2. Windows 8 operating system: See Windows Firewall from start to finish (windows.microsoft.com/en-us/windows-8/windows-firewall-from-start-to-finish).

Screen Share is not working for Mac computers?

This issue can be caused by one of the following:

1. The firewall might be blocking access. If so, there might be an issue with your Mac firewall. Please see OS X: About the application firewall (support.apple.com/en-ca/HT201642) for more information.
2. AirPlay and GoogleCast discovery might not be working. If so, please make sure your network is allowed to run Bonjour and mDNS, and Multicast must be enabled.
3. AirPlay might not be displaying on my iOS mobile device. If so, please try the following steps:
 - Ensure your iOS device is on the same network as the board.
 - Try connecting your board with a wired network connection.
 - See Get help with AirPlay and AirPlay Mirroring on your iPhone, iPad, or iPod touch (support.apple.com/en-ca/HT204291) for more information.

Android devices are unable to Screen Share?

If your Android device is not working with Screen Share, please follow the steps below:

1. Ensure your Android mobile device is on the same network as the board.
2. Casting the screen of your Android mobile device is available on mobile devices running Android 4.4.2 or later. Please make sure your device is running an Android OS compatible with Casting.
3. Turn off Power Saving mode on your Android device.
4. If you've downloaded the Google Cast app, see Cast your Android screen from the Chromecast app (support.google.com/chromecast/answer/6059461)
5. Your anti-virus product might be blocking access. See the anti-virus product's help for more information.
6. Your network consists of multiple access points connected to a single wireless LAN controller (WLC) that might be blocking your Android Device from casting. If so, see Chromecast Deployment Guide, Release 7.6 (cisco.com/c/en/us/td/docs/wireless/controller/technotes/7-6/chromecastDG76/ChromecastDG76.html). Or see Chromecast mDNS Service in order to Cast Screen Configuration on WLC (cisco.com/c/en/us/support/docs/wireless-mobility/wireless-mobility/119017-config-chromecast-mdns-wlc-00.html).

The screen is not responding to touch or you're unable to write or draw with the pens?

If you're sharing content from your computer or mobile device to the board using Screen Share, you're unable to interact with the screen using your fingers or pens.

Screen Share app closes unexpectedly or the video stops playing on the board.

Your board is connected to a 2.4Ghz network. Please connect your board to a 5Ghz network.