

How do I screen share using a Windows device?

You can use the Chrome browser and Google Cast (a browser extension for Chrome) to share content from your Windows computer or Chromebook.

You can purchase AirParrot, an application that allows you to share your display, an application, audio or a media file. It is available for purchase online here: <http://www.airparrot.com/airparrot/features/win/>

Make sure your computer is connected to the same network as the board and that Chrome 52 and later is already included in the Google Cast extension.

To download the Chrome browser:

- On your computer, go to google.com/chrome.
- Click Download > For personal computers > Download Chrome.
- Follow the on-screen instructions.

To download the Google Cast extension:

1. On your computer, go to chrome.google.com/webstore.
2. Search for Google Cast.
3. Under Extensions, click Add to Chrome > Add Extension.
4. The extension installs in your browser.

To share content from the browser tab to the board:

1. On the board, open the launcher.
 - The launcher appears.
2. Press Screen Share.
3. On your computer, open the Chrome browser.
4. Open the tab you want to share on the board.
5. In the top right corner of your browser, click the Cast icon.
6. Select the board's name.
7. When you're sharing content, the Cast icon turns blue.

To share content from your desktop to the board:

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

To share content from your desktop to the board (cont'd)

3. On your computer, open the Chrome browser.
4. In the top right corner of your browser, click the Cast icon.
5. Click the drop-down menu beside Cast to.
6. Click Cast desktop.
7. Select the board's name.
8. In the Share your screen dialog box, click Entire screen.
9. When you're sharing content, the Cast icon turns blue.

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 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. Make sure the board and computer have the correct date and time set.
4. 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.
5. Restart your board.
6. If you've restarted your board and still don't see the board's name in the list of devices, wait several minutes and try to connect to the board again.
7. Make sure the operating system on your Windows computer is updated.
8. Windows Wireless Display (Miracast) may not be currently supported.
 - Use Google Cast from Chrome browser.
 - You can purchase AirParrot, an application that allows you to share your computer's display, an application, audio or a media file. See <http://www.airquirrels.com/airparrot/features/win/>.

If your experiencing performance issues, it could be one of the following:

1. If your network is slow or congested, that affects Screen Sharing. Contact your administrator.
2. The Wi-Fi signal could be weak. Contact your administrator.
3. Your device could be connected to different access points than your board which can increase latency. Turn Airplane mode on and then off on your computer to try connecting to a closer access point.
4. Sharing videos or playing video games with frequent screen updates requires more network bandwidth. Try reducing the video quality to improve performance. See Evaluating the impact of Screen Share on your network data usage.
5. Make sure the antenna is attached to the AM30 appliance.

If your experiencing performance issues, it could be one of the following (cont'd)

6. Reduce your display's resolution to 1920 × 1080 or lower.
7. Make sure the operating system on your Windows computer is updated.
8. If you're using AirParrot, make sure AirParrot is updated.
9. If you're using Chrome, make sure Chrome is updated.
10. 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.

If your experiencing performance issues, it could be one of the following:

1. If you can see your board but can't connect to it, open the Screen Share app.
 - On the board, open the launcher. The launcher appears.
 - Press Screen Share.
2. Restart the Screen Share app and its discovery services.
 - On the board, open the launcher. The launcher appears.
 - Press Setting
 - Scroll to Applications > Screen Share [beta].
 - Press Reset.