

Chromeflex (3190) Tech Quick Fixes

These are common problems encountered with 3190 Devices. If you need further assistance, [submit a HappyFox ticket](#).

No Internet Access	Changing your Password
1. Go to the bottom right corner of your screen and click on the network/sound/battery icon 2. From here you can Manage Wi-Fi connection 3. Turn the Wi-Fi on the device off and back on, also verify you are on either D11-Secure or D11-IOT 4. Shut the device down (wait several minutes) 5. Restart the device DO NOT “forget” the network.	1. Login to your device 2. Open the Chrome browser at the bottom center of the desktop 3. In the Quick Links at the top left of the window, Select Office 365 4. After logging in, look for your picture and name in the bottom left 5. Click on your name and select view account 6. Scroll down to change password 7. Enter your new password and confirm new password 8. Click submit Your new Network password will now be valid to use to login to your machine.
How to Access Happy Fox	Helpful Keyboard Shortcuts
1. On a signed in Chrome browser, go to the top left corner and click on D11 Quick Links 2. Click on Happy Fox 3. Here you can view knowledge base articles and/or submit a Happy Fox ticket Submit a Happy Fox ticket or call the Support Center Line: (719)520-2211	Take a Full Screenshot: Ctrl + F5 Take a partial screenshot: Ctrl + Shift + F5 Lock Device: Windows key + L Open the Files: App Shift + Alt + M

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First Time Casting	
1. Open a Google Chrome browser 2. On the top right-hand corner of the browser click on the puzzle piece icon then click on manage extensions 3. Check to see if you have the vCast Sender app extension. If you do, move on to Casting Wirelessly below 4. If not, on the left side of the browser click on Chrome web store 5. Scroll down to where it shows Recommended by Colorado Springs School District 11 6. Click on the Vcast Sender then click on add to chrome 7. A popup will come up, click add extension	
Casting Wirelessly	Casting Via HDMI cord
If you already have the extension installed and enabled. 1. Go to the top right corner of a Chrome browser and click on the puzzle icon 2. Click on the vCast sender icon and vCast Sender will open requesting the pin code from your view board 3. From the ViewSonic board, turn on and open the vCast app 4. A code will come up. Enter this on your Chrome flex device 5. vCast sender will open. Click on the cast button 6. Choose what to share will pop up asking if you would like to cast your entire screen, just a Chrome browser tab, or a window (Note: you must click on your option before the share button becomes available) 7. If you want to stream audio, toggle the option on the bottom of the Choose what to share window that says Also share system/tab audio 8. Click on the Share button To Stop Casting: Return to the Vcast Sender app on your Chrome flex device to stop your cast. You can either press the disconnect button on the top right (this will completely disconnect the cast, and you must reenter pin to cast again) or click the stop button (you will be able to cast again without re-entering pin).	Alternatively, you can connect an HDMI cord from your view board/TV to your Chrome Flex 3190 device. 1. Make sure the proper input (HDMI) is selected on your casting device 2. If it does not recognize the connection, you will need to check the settings on your device 3. To do this, you will go to the bottom left side of your screen and click on the google icon and select the settings icon 4. From here you will choose device, then choose display From the Display setting you can choose whether to mirror or extend your display.

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Printing Via a Wired Connection	Printing Via a Wireless connection
Alternatively, you can connect a Chrome flex device to a printer using a USB printer cable. 1. Find a USB type A to B cable and connect the cord to the proper port on the printer (Note: Some schools have a cable already connected to a designated printer in the building) 2. Connect the USB type A portion to your Chrome Flex device 3. Print your document and select the proper printer by looking for the printer model that you are physically connected to in the list of printers that you can print to	Note: You can find hidden printers this way as well 1. Navigate to settings, via the Google button on the bottom left corner of your device 2. Click on Device, then click on Print. (Note: This will only work if you are connected to the D11-Secure or D11-IOT network) 3. Under Other Printers, printers in your current location will populate. You can determine which printer you need by the Host Name 4. Save printer and print as usual 5. If the printer you want is not available. You can add the printer manually 6. Go to the printer and either print a configuration page or go to the web interface of the desired printer 7. Click on Add printer Manually 8. For the printer Name, use the printer's name found in PrinterLogic. As follows: Location Name_Model of the printer_AV#_Room# 9. For address use the IP address from the configuration page or the web interface 10. Click Save and this printer will now be available to you.