

Chromeflex (3190) Tech Quick Fixes

If you need further assistance, [submit a HappyFox ticket](#).

No Internet Access

1. Go to the bottom right corner of your screen and click on the network/sound/battery icon
2. From here you can go to Manage Wi-Fi connection. Turn the Wi-Fi on the device off and back on, also verify you are on either D11-Secure or D11-IOT
3. Shut the device down (wait several minutes)
4. Restart the device

DO NOT “forget” the network.

Changing your Password

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.

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 next section (Casting Wirelessly)

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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
7. Click on add to chrome
8. A popup will come up, click add extension

Casting Wirelessly

If you already have the extension installed and enabled complete the following.

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. A code will come up, and you will enter on your Chromeflex device
4. Vcast sender will pop up, and you will click on the cast button
5. Choose what to share will pop up and ask if you would like to cast, entire screen, just a Chrome browser tab, or a window
(Note: you must click on your option before the share button becomes available)
6. 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
7. Click on the Share button
8. **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 (to completely disconnect, must reenter pin) or click the stop button (which will let you cast again without re-entering pin)

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Casting via HDMI Cord

Alternatively, you can connect an HDMI cord from your view board/TV to your Chromeflex 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.

Printing via a Wireless Connection

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 the Add Printer Manually
8. For the Name, use the printer's name found in PrinterLogic.

(Tip: Format should be as follows: Location Name_Model of the printer_

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9. For address use the IP address that is listed on the configuration page or in the web interface
10. Click Save and this printer will now be available to you

Printing via a Wired 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 Chromeflex 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

Helpful Keyboard Shortcuts

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

How to Access Happy Fox

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 (719)520-2211 for assistance.

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