

AirMedia issues

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Questions

Which model of AirMedia does the room have: is it an AM-200 or an AM-3200?

Each of our teaching stations has one of **two different models of AirMedia units** in it: an AM-200 or an AM-3200. The different models work slightly differently, so it can be helpful to know which one is installed in a room:

- **Use VLC player** to look at the OCCS stream

- Use the Xpanel (or ask the user) to **select AirMedia as the source**
- What kind of **splash page** does AirMedia show?
 - If it's a **slideshow** splash page, that means it's an **AM-3200** unit
 - If it's a **plain Crestron logo** splash page, that means it's an **AM-200** unit

Do not follow the software download link on the AM-200 splash page

- The link on the AM-200 splash page will take them to an older version of the software download page.
- We **do not** want them to download that version of the AirMedia software.
 - [Instructions for finding & installing the newest version of the AirMedia app \(on a Mac\)](#).
 - [Instructions for finding & installing the newest version of the AirMedia app \(on Windows\)](#).

What kind of device are they using: Mac, Windows, iPad/iPhone or Android tablet/phone?

- For each of these kinds of devices, there is a different version of the AirMedia app that users must download to get AirMedia working on their device.
- The instructions for each are linked to below, in the section called: [How to install the AirMedia app on the user's device, then get their image up on the big screen](#)

Have they added the AirMedia receiver in this room as a "favourite", to make it easier to connect to in the future?

- After you successfully connect to an AirMedia receiver for the first time, it will show up in the AirMedia app on device, in your history. You can also **favourite it** to find it more easily in the future:
 - In the AirMedia app, click on the "clock" icon to view your history (a list of all the AirMedia rooms you've connected to in the past)
 - find the room you want to "favourite," and click on the little "star" icon next to it

Actions

How to install the AirMedia app on the user's device, then get their image up on the big screen

Instructions:

- [Mac \(using the Chrome browser\)](#) (PDF)
- [Windows](#) (PDF)
- [iPad/iPhone and Android phone/tablet](#) (PDF)

If the user is having trouble following these instructions over the intercom, then send a co-pilot to the room to help them in person 📢

What to do if they're getting the error message: "Unable to verify AirMedia certificate"

The error message "Unable to verify AirMedia certificate" looks like this

- This error message indicates that the user is on an older version of the AirMedia application.
- To fix it, **install the newest version** of the AirMedia app
 - as of March 2023, this is:
 - AirMedia version 4.1.14 or higher (for Mac)
 - AirMedia version 5.7.1.53 or higher (for Windows)
- On Mac and Windows, using the app's internal update feature doesn't seem to work.
- The user must **download the latest version of the app** from the Crestron website, and install it on top of the old version of the app. Instructions below:

Instructions for finding & installing the newest version of the AirMedia app (on a Mac)

- Search for "**AirMedia macOS Guest Application**" using Google
- Click the **first** search result titled "[AirMedia macOS Guest Application - Crestron](#)". It should take you to a page on the website *Crestron.com*.
- Click the blue button that says, "*I Agree to The Terms of the License, Download Now*"
- To get their image up on the big screen, follow the AirMedia Mac instructions from [Step 7](#) onward

Instructions for finding & installing the newest version of the AirMedia app (on Windows)

- Search for "**AirMedia Windows Guest Application**" using Google
- Click the **second** search result titled "[AirMedia Windows Guest Application](#)". It should take you to a page on the website *Crestron.com*.
- Click the blue button that says, "*I Agree to The Terms of the License, Download Now*"
- To get their image up on the big screen, follow the AirMedia Windows instructions from [Step 7](#) onward

*If you notice anything wrong with these instructions, **please make note of it in the TM Log + inform Jon**, so we can keep our info up-to-date 👍*

What to do if they entered the correct URL for AirMedia, but their Mac won't open it

- Sometimes, Macs will not accept the hostname (e.g. utsg-my-360) and will require the raw IP address instead (e.g. http://10.192.111.50).
- We don't want to share the raw IP address widely, so in this situation, **send a co-pilot** 🛩️

How to update security settings to give AirMedia permission to screenshare (on a Mac)

- Sometimes on a Mac, AirMedia will not allow the user to screenshare until they go into their **Security & Privacy** settings and give AirMedia the required permissions
- We don't have detailed instructions for this yet, so if the user encounters this problem and can't figure it out themselves, **send a co-pilot** 🚨
- *Be sure to make note of it in the TM Log + let Jon know, so that we become aware if this issue becomes more frequent*

What to do if the room's AirMedia receiver doesn't show up automatically in the list of locations (on iPads/iPhones)

- In the AirMedia app, search for the room's hostname (e.g., utsg-my-360)
- If that doesn't work, send **staff to the room** 🚨

What to do if the AirMedia signal keeps disconnecting

- Make sure your device is **connected to the Wi-Fi network called UofT**
 - if your device is connected to the Wi-Fi network called **eduroam**, then **AirMedia won't work**
 - this happens by accident sometimes, because eduroam uses the same username & password as the UofT Wi-Fi network.
- Try **turning off Wi-Fi on your device** for 10 seconds, then turning it back on again. Do this while you're standing at the podium.
 - this will help make certain your device is connected to the nearest Wi-Fi antenna.
 - because sometimes when your device automatically switches between Wi-Fi antennas, it can lose its AirMedia connection
- If you have a **larger device with Wi-Fi, then try using that instead**
 - tablets tend to have a larger Wi-Fi antenna than smartphones, and laptops tend to have a larger Wi-Fi antenna than tablets
 - you typically get a better Wi-Fi signal with a larger device

Special cases

GB 303, 304 (for iPads)

GB 303 and GB 304 have both been **problematic for iPad users**. If an iPad doesn't project right away, send a co-pilot 🚨

About

What is AirMedia?

AirMedia allows you to send your device's display to the big screen, just like an HDMI cable. But instead of plugging in a physical cable, it uses your device's **Wi-Fi connection**.

AirMedia **requires you to install the AirMedia app** on your device first, before it can connect to the big screen. The AirMedia app is available for the following devices:

- Mac laptop
- Windows laptop
- iPad/iPhone
- Android tablet/phone

If HDMI isn't working with a user's device, then AirMedia is a good alternative to try

In areas where we've had recurring issues getting user devices to work with HDMI, like the Myhal building, Jon & James have found that **AirMedia is a good alternative**. It takes some time to set up, but once that's done, it works well consistently over time.

If the user wants a portable video camera to broadcast to the big screen, then AirMedia is a viable option

- Say, for example, that a class wants to show the work that students are doing at their desks up on the big screen (demo projects, etc.)
- AirMedia is a good way to **turn the user's personal device into a makeshift video camera** (sort of like a portable doc cam)
- We've found that this works surprisingly well, even when you're wandering around the room with your device
 - But be aware: you may lose your AirMedia connection when you walk to certain corners of the room

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Properties

Verify after:

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Page owner(s)



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