



Network Setup

Background: By default your Chrome player will use standard DHCP methods to acquire information that's appropriate to connect to your network. If your network requires that devices use static IP assignments, proxy servers, etc read on...

Static IP Configuration:

1. Plug in a wireless or wired keyboard and mouse to the player's USB port.
2. Make sure your player is connected to your TV via HDMI and that the TV is tuned to the corresponding HDMI input (i.e. HDMI 1).
3. Power on the player (or for the Lite "stick" style player, just plug it into power).
4. SOON after starting up (on the white "Playr" screen), hit CTR+ALT+S to exit out of the signage app as directed at the bottom.
5. Now in Chrome OS, click on the time at the lower-right corner of the screen.
6. Click on the settings gear symbol.
7. Click on Network and set your parameters.
8. Reboot your player to begin displaying signage (turn the player off and back on)
9. If your player hasn't been registered yet then you will see steps on-screen for how to connect it to your account.

DHCP server persistence

In at least one case we have discovered that customers who have their network configured for "DHCP server persistence" may have unstable or erratic connectivity or symptoms. DHCP server persistence is a configuration whereby the router will save a device's IP address based on the device's MAC address and ensure that it continues to have that same address if the device falls off the network and subsequently comes back online. This is an alternative way to configure a static IP address. We currently do not recommend this configuration and prefer a standard DHCP scenario or if required, a standard static IP address, configured on the device itself.

Symptoms we have observed from the one problem case:

- Intermittent crashing of the Chrome player (frown face on screen)
- Intermittent problems launching the signage app (player displays that it cannot connect to the web)
- Device shows as offline on the local screen, but remains online in Chrome Device Management, including the ability to reboot the device.
- Overall erratic and unpredictable behavior.

Disabling DHCP server persistence resolved all issues.

Proxy Server Setup: For networks that have all of their traffic directed through a proxy server, this information must be loaded by our team into the Google Admin system. Attempting to configure proxy settings on the local player itself will not save unless it has been loaded into this cloud-based management system, as intended by Google. Please contact us so that we can help you configure devices this way, if needed.

Alternatively you may be able to configure an exception to the proxy requirement inside your network appliance for our URL range, which is represented by `http://*.playr.biz` and in that case communications with our servers would happen without having to go through your proxy servers first.