

PLAYER OS RECOVERY PROCEDURE (for Chrome players)

For cases where a player is misbehaving and the simpler reset (wipe) doesn't work then you can do a full operating system "recovery" by following the procedure below. This process will resolve virtually any problem that the device itself is experiencing.

To recover the OS do the following:

1. Locate a blank USB drive of at least 8GB in capacity
2. Launch [Chrome Recovery Utility](#) from your office computer's Chrome browser. Search for Chrome Recovery Utility in the Chrome Web Store if the hyperlink in this PDF isn't working for you.
3. Follow the prompts along until the process has completed creating the USB recovery drive.
4. Turn off your Chrome device (player). For the Lite (Chromebit) player, simply unplug it.
5. Insert a paper clip into the recovery pinhole on the right-hand side (Chromebox) or on the underside (Chromebit) and depress the button while powering the player back on.
6. At this point it should say "Chrome OS is missing or damaged" on the TV screen. Insert the recovery drive that you created into the player's USB port and wait for the recovery process to complete.
7. Follow the prompts to connect to your network until you get to the login screen
8. IMPORTANT... Press **CTRL+ALT+E** at the login screen to switch to "Enterprise Enrollment" which should be displayed at the top.
9. Enroll with players@smartsign2go.com and password of Happyplayers
10. Follow the instructions on-screen to register your player in the SS2G software or we can help you with that.