



PLAYER RESET PROCEDURE (Ultra model)

If your player goes through a trauma of some kind then you may find that it loses its settings. Typically you'll see advertisements for Chrome rotating on-screen instead of your signage! In that case we recommend performing a reset or a "wipe" in Chrome terms.

1. Unplug the player from power or press and hold the power button to turn off.
2. With the player connected to the TV insert a paperclip into the small hole on the left side of the device (above the Kensington lock slot) and depress the button while powering the player on.

3. It will say "Chrome OS is missing or damaged" **or** "Please insert a recovery USB stick" on screen. Now with the keyboard press CTRL+D

NOTE: if pressing CTRL+D doesn't change what's on screen then most likely your keyboard is not compatible. We recommend using a wired keyboard in this case.

4. Press the recovery pinhole button briefly once more
5. On the next screen press the "enter" key.
6. The player will reboot and you'll come to a login screen
7. Press **CTRL+ALT+E**. It should now say "**Enterprise Enrollment**" at the top.
8. Login with players@smartsign2go.com and password of Happyplayers
9. Cycle power on the player once more and then you will have a registration code on the screen which you or we can use to create a new player registration under SETTINGS>PLAYERS

* If in the process it asks to send a verification code to a phone number (5894) then go ahead and do that and we will forward the code to you once we receive it.

Thank you!
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