ChromeOS Demo Mode

Installation and reset guide

chromebook

About this guide

This guide will show you how to install and remove the ChromeOS demo mode on any ChromeOS device. The guide contains four different sections running you through the whole process.

To perform an installation of the ChromeOS Demo Mode you will need:

- A ChromeOS device that is running ChromeOS M105 or later

- A WiFi connection

- About 15 to 20 minutes of your time

⚠️ Important: Before we begin ⚠️

Before you begin with the installation process you need to make sure that the ChromeOS device is running on **ChromeOS version M105 or later**.

If the device is running ChromeOS M105 or later: continue to section 2 *(Page 12)*

If the device is running a ChromeOS version earlier than M105: continue to section 1 *(Page 5)*

If you are unsure which version the device is running: continue to section 1 *(Page 5)*

chromebook

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chromebook

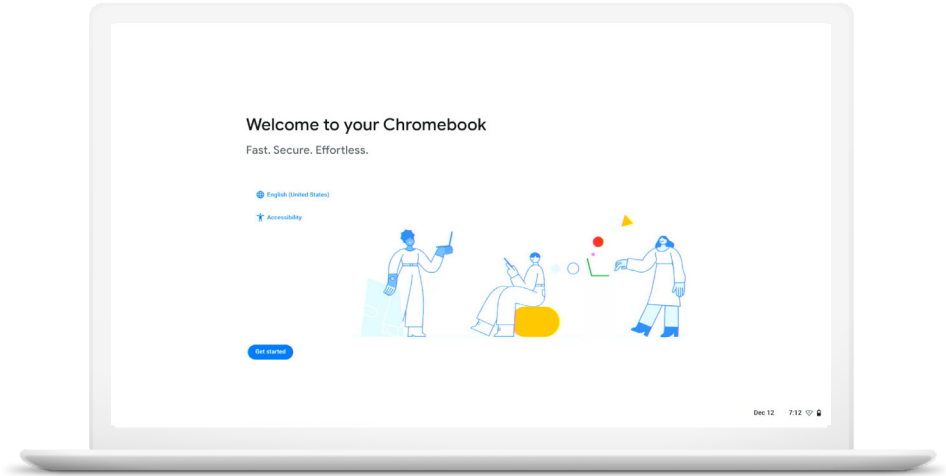# Performing updates

chromebook

Performing an update
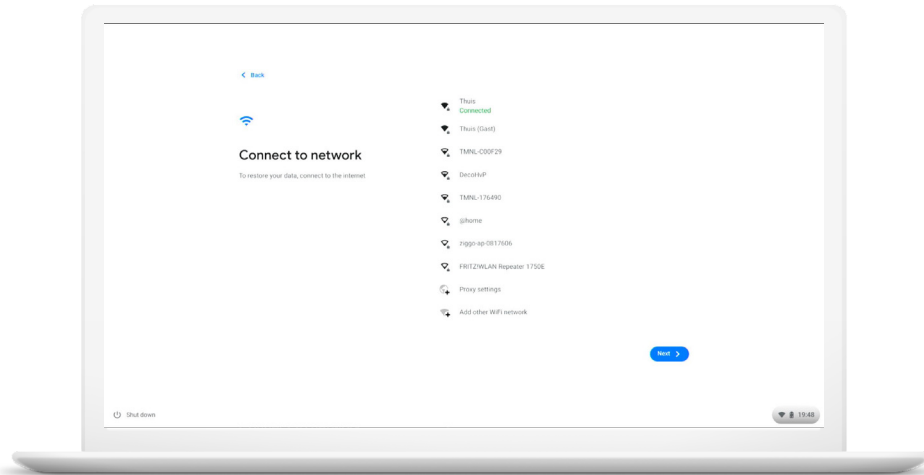

1. First boot up the ChromeOS device.

!!! *If you want to boot up a Chromebook for the first time after taking it out of the box you'll need to plug-in the charger first to activate the battery.*

2. Select your desired language and **press 'Get Started'** to continue.

chromebook

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Performing an update

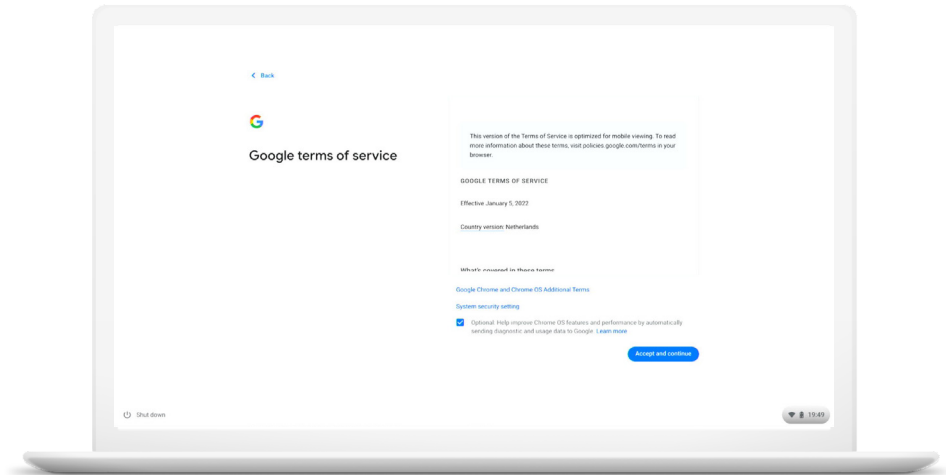**3.** Now connect to the wifi network of the store.

If the wifi network requires a password you can ask a retail sales associate for assistance.

**!!!** *Try to avoid non-protected guest networks for the best experience.*

4. The next step is to agree with the terms and conditions.

You can select or deselect the option to send usage and diagnostic data and **press 'Accept to continue'** to continue the setup.

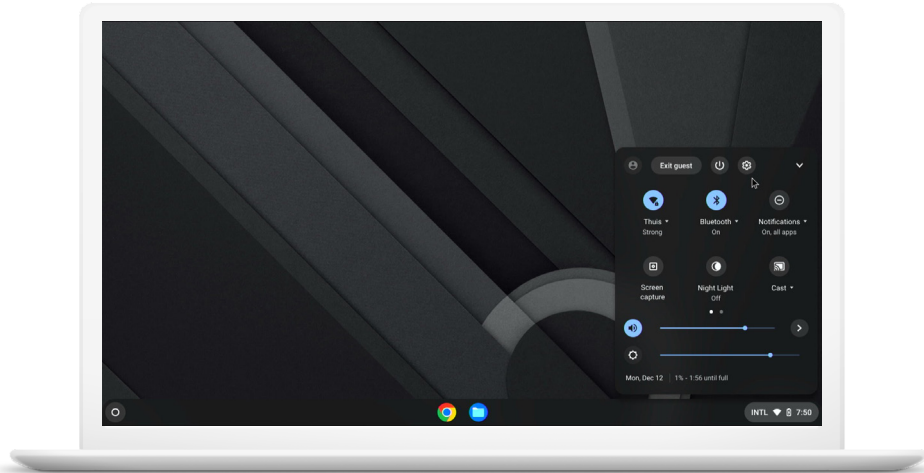 chromebook

7

Performing an update
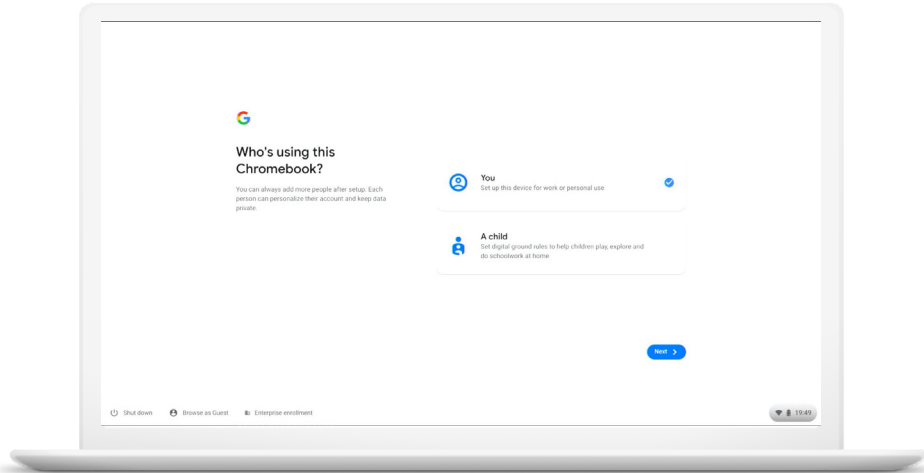
5. On the next screen we can **select 'Browse as Guest'** in the bottom left corner to enter the guest account on the ChromeOS device.
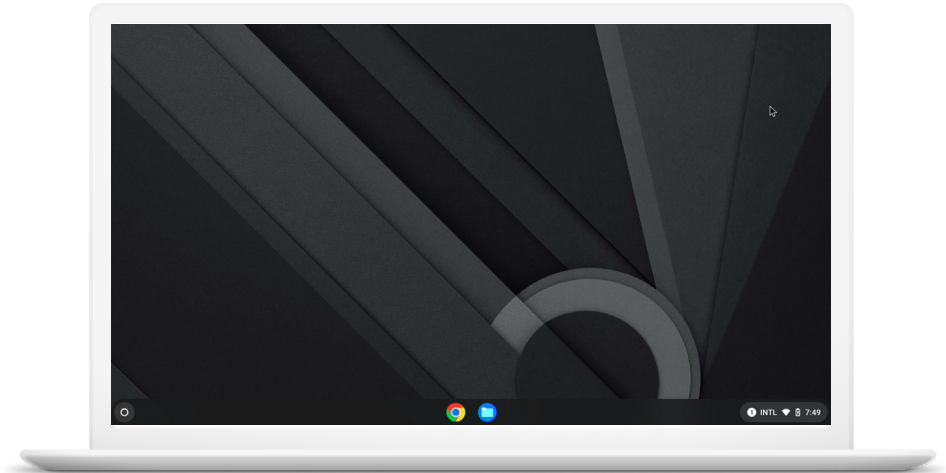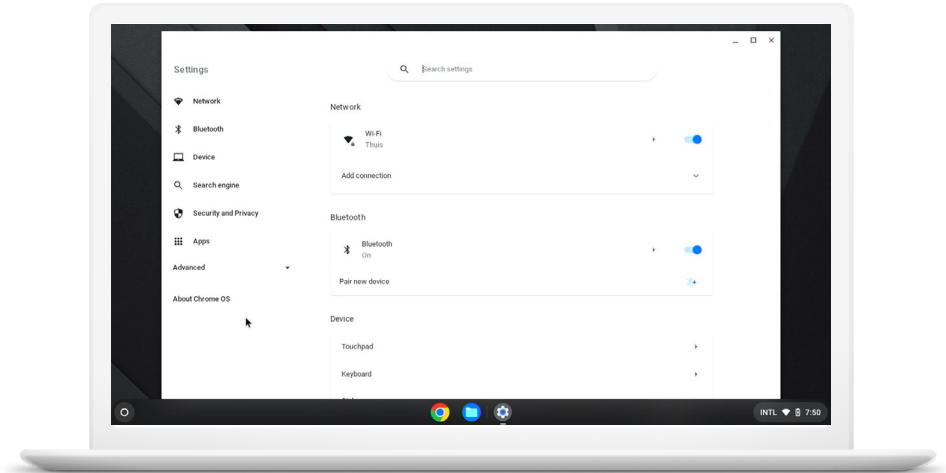
6. You are now using the guest account on the ChromeOS device.

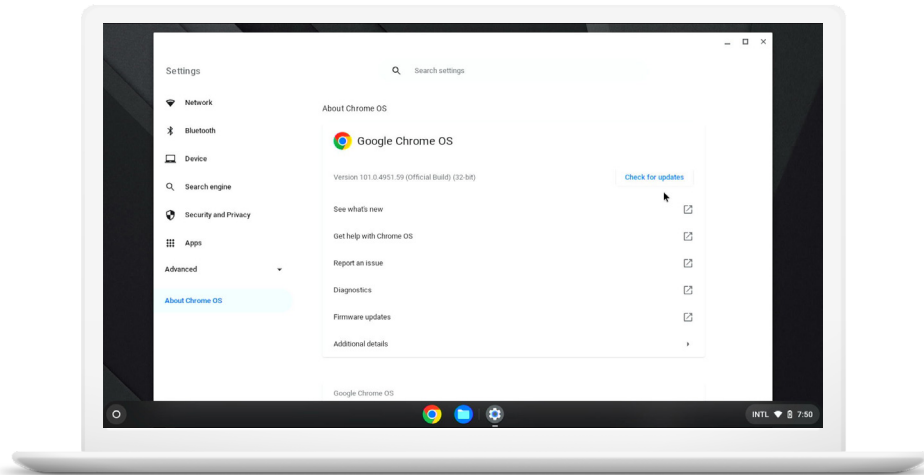# Performing an update

7. **Go into the quick settings menu** by clicking on the time in the bottom right corner.

Next **press the settings cog icon** at the top of the window.

8. The settings menu now pops-up.

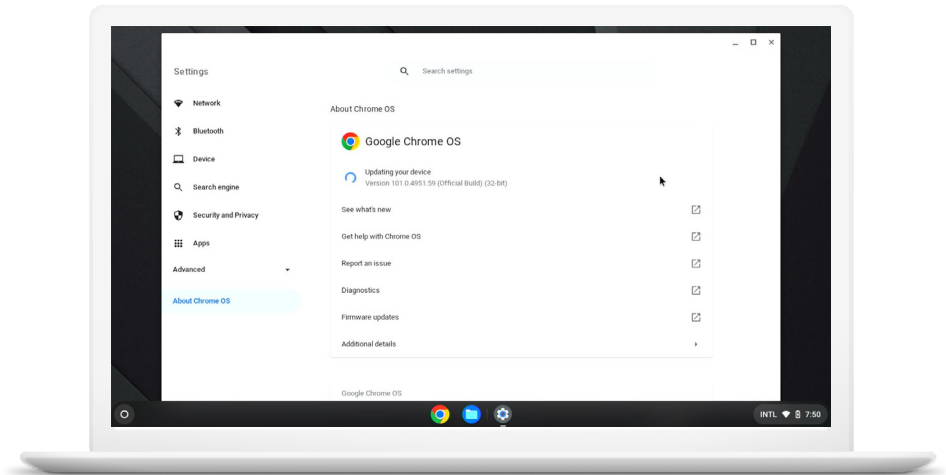Here you can **select 'About ChromeOS'**.

 chromebook

Performing an update

9. You can now check on which version of ChromeOS the device is running.

You can check for updates by **clicking on 'Check for updates'**.

!!! *You need to make sure the device is running ChromeOS M105 or later.*

10. The device will now download the latest updates if there are any availible.

!!! *If the device is already up-to-date you can perform a Powerwash and start installing the Demo Mode. (See section 3 for Powerwash instructions)*

chromebook

Performing an update
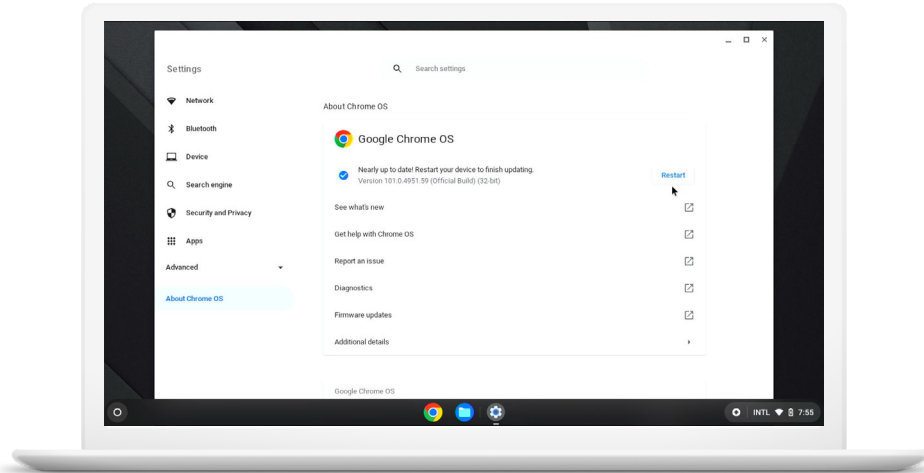
11. After the update has been successfully downloaded you can **press 'Restart'** to restart the device and install the update.
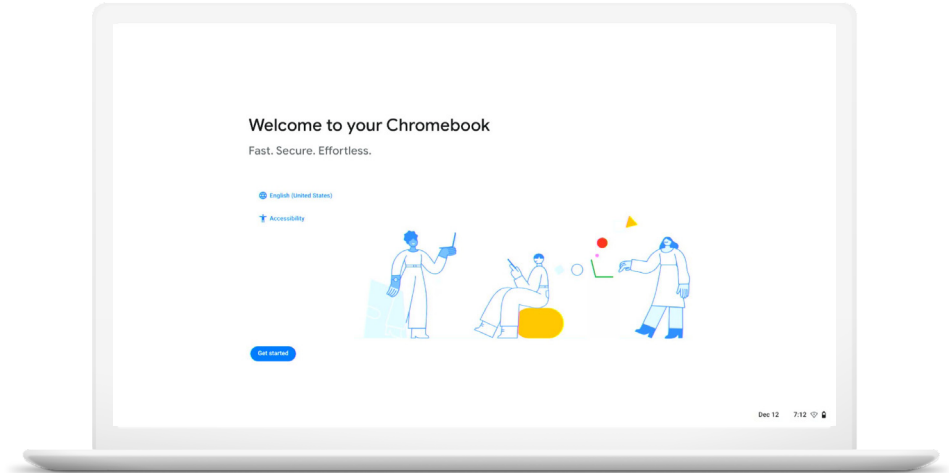
12. The ChromeOS device has now successfully been updated. You can now start the installation of the Demo Mode.

!!! *To make sure your device is running the latest version of ChromeOS you can always go back into the Guest account and double check.*

 chromebook

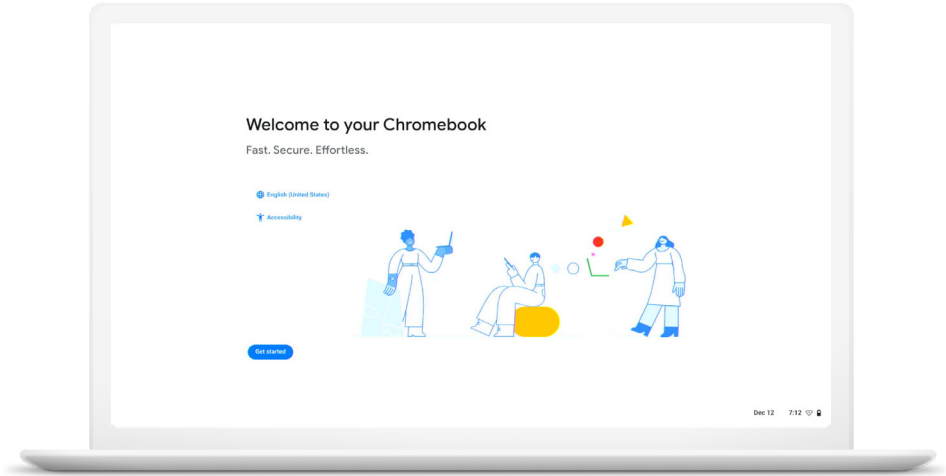# Installing the Demo Mode

chromebook

Installing the Demo Mode

1. First boot up the device.

!!! *If you want to boot up a Chromebook for the first time after taking it out of the box you'll need to plug-in the charger first to activate the battery.*

2. On the start screen you simultaneously press the **CTRL + ALT + D** keys.
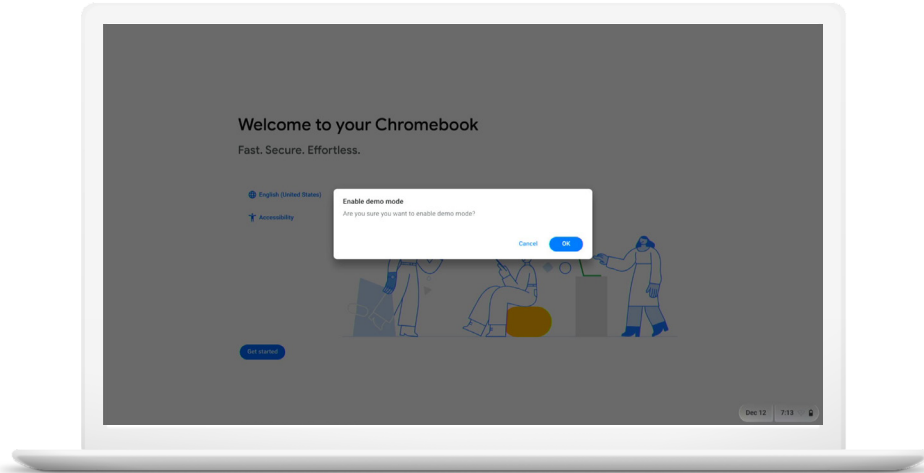
OR

Tap the middle of the screen **ten times** repeatedly.

!!! *If you end up on the wifi selection screen after booting up the ChromeOS device you first need to perform a Powerwash (see section 2)*

chromebook

Installing the Demo Mode

3. On the screen that now pops-up press 'OK' to confirm enabling the Demo Mode.
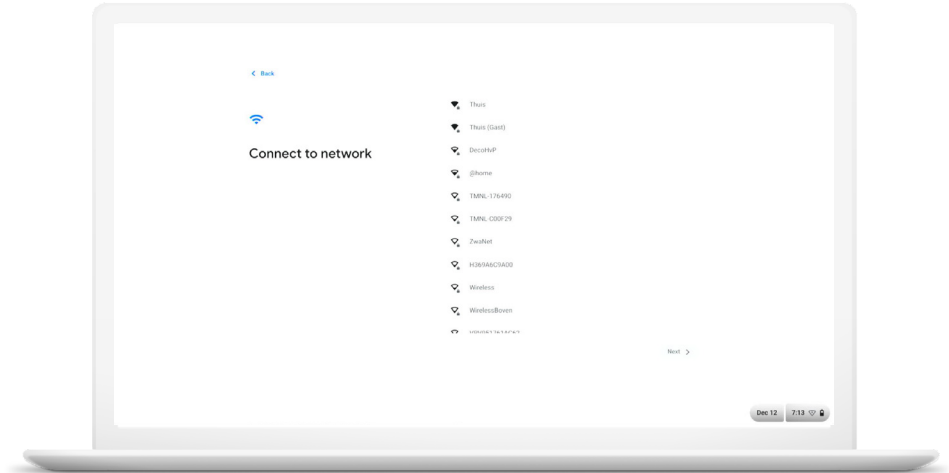
4. Now connect to the wifi network of the store.

If the wifi network requires a password you can ask a retail sales associate for assistance.

!!! *Try to avoid non-protected guest networks for the best experience.*

chromebook

Installing the Demo Mode
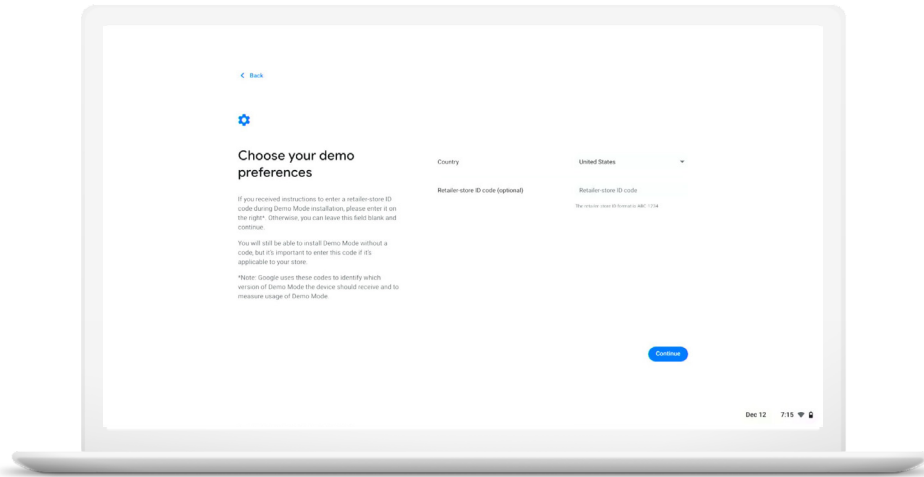
5. On the next screen select the desired country and (optionally) put in a Retailer-store ID code.
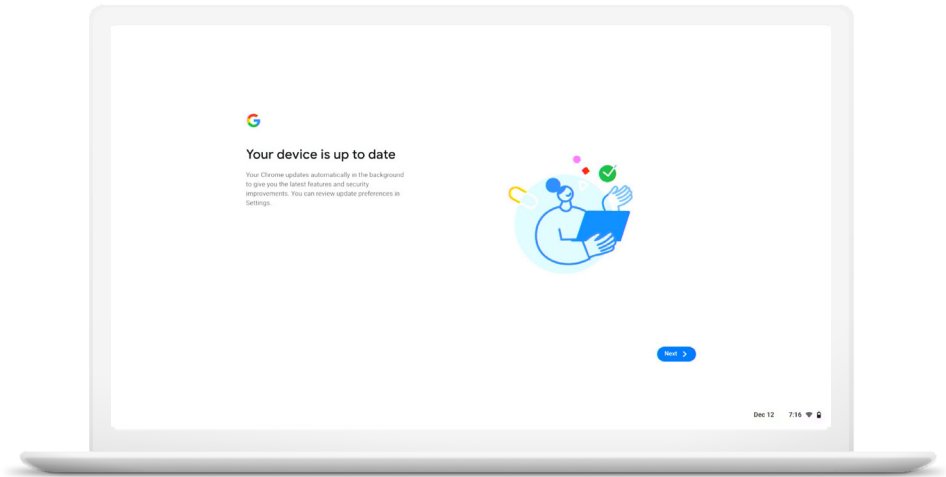
6. The device will now check for any updates. After the check is finished you can click **'Next'** to continue.

!!! *If your device needs to update it will automatically install the update, reboot and bring you back to the start screen.*

chromebook

Installing the Demo Mode

7. The next step is to agree with the terms and conditions.

You can select or deselect the option to send usage and diagnostic data and click **'Accept to continue'** to continue the setup.
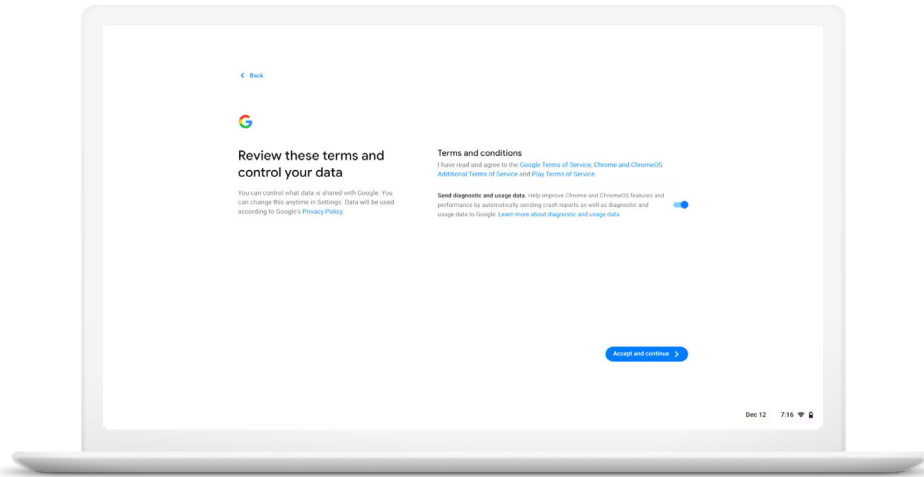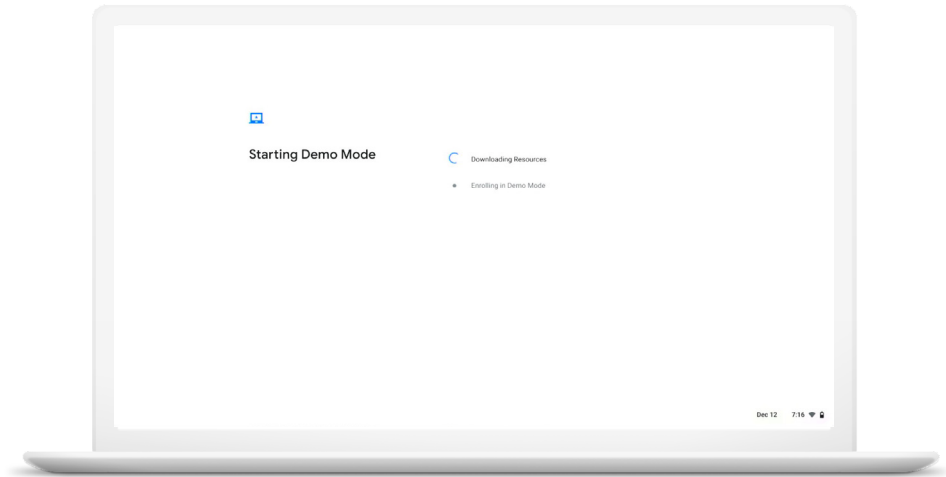
8. After accepting the terms and conditions the device will download the needed recources and start enrolling the device into the Demo Mode.

!!! *If the device is connected to a slow(er) wifi network this step could take a while. Give it some time and make sure to **not** turn off the device.*

chromebook

Installing the Demo Mode
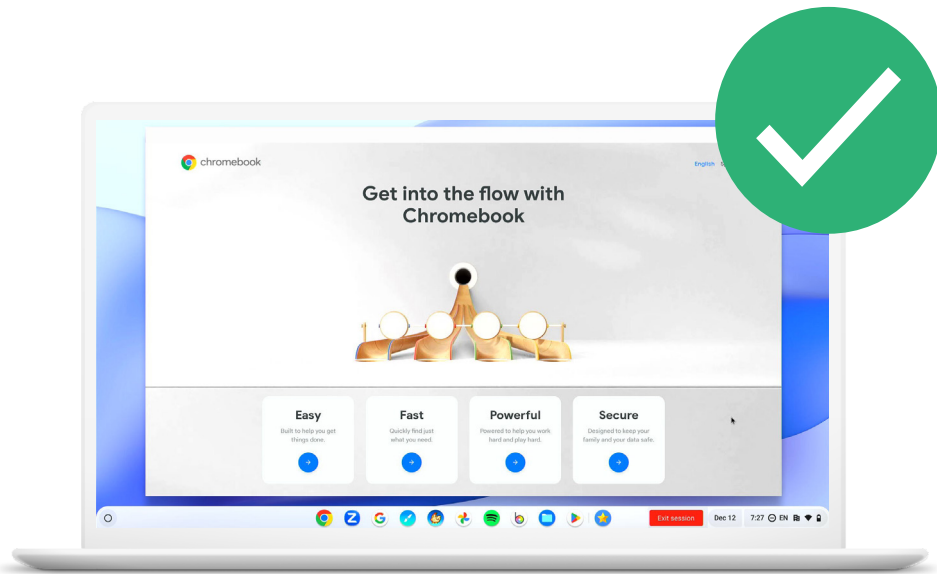
9. You are now finished, the Demo Mode has successfully been installed.

Powerwash

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chromebook

Powerwashing a Chromebook (Legacy)

1. First we need to boot the Chromebook into the ChromeOS recovery

We do this by first **turning off** the Chromebook.

When the Chromebook is turned off you simultaneously press and hold the **ESC (1) and Refresh (2)** keys.

Whilst holding these keys you press the **power button (3)** to turn the Chromebook back on.

chromebook

Powerwashing a Chromebook (Legacy)

2. You should now see the ChromeOS Recovery screen.

On the ChromeOS Recovery screen you simultaneously press the **CTRL + ALT + D** keys.

!!! *If ChromeOS is corrupted or damaged you can now use a Recovery USB stick or SD-card to Powerwash and recover the Chromebook (see section X).*
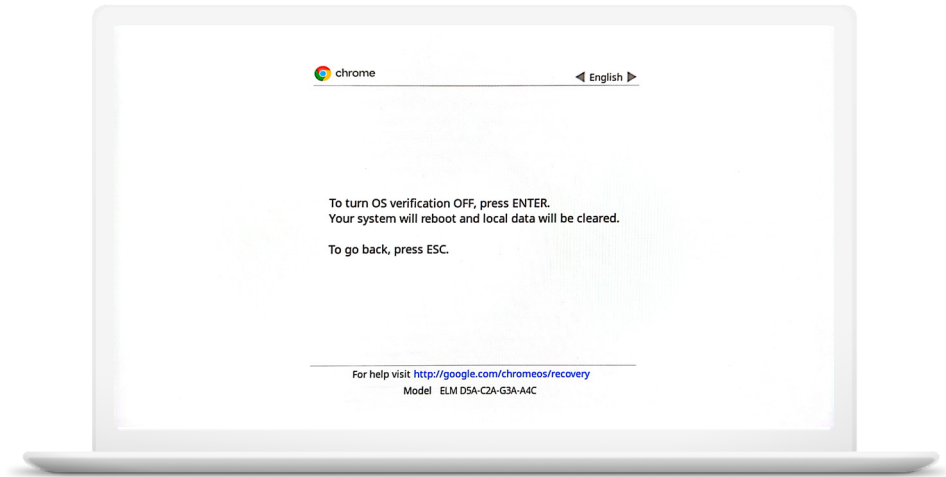
3. The Chromebook will now ask if you want to turn off OS verification.

Confirm this by pressing the **ENTER** key.

chromebook

Powerwashing a Chromebook (Legacy)
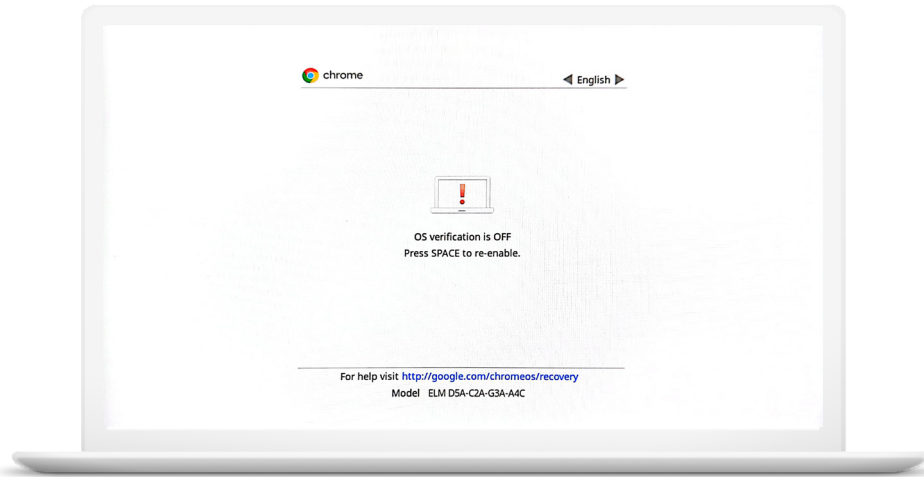
4. OS verification is now turned off.

Press the **SPACEBAR** to re-enable OS verification.
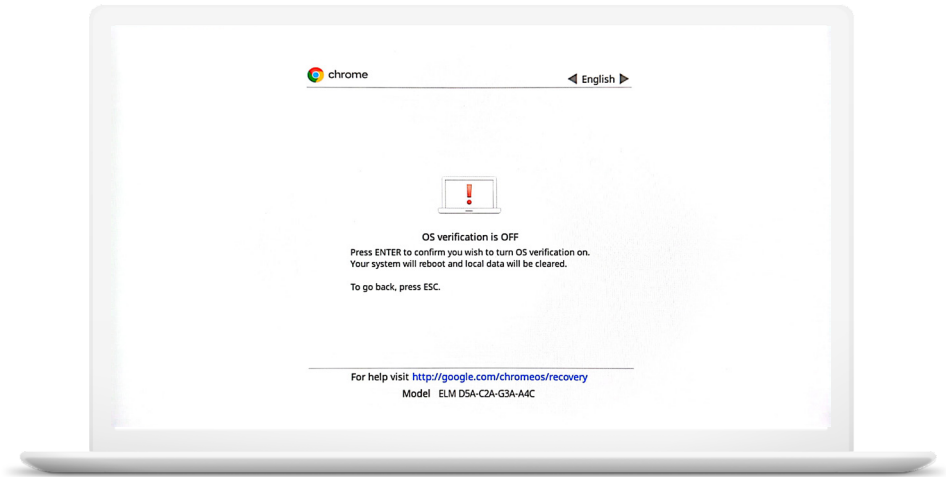
5. On the next screen press **ENTER** to confirm re-enabling OS verification and **clear all local data and settings**.

Powerwashing a Chromebook (Legacy)
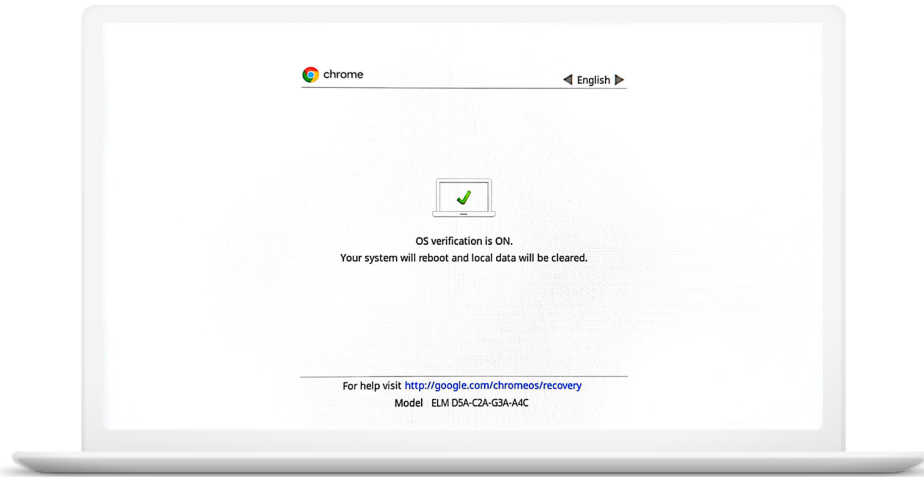
6. OS verification is now back on.

The Chromebook will now reboot and wipe all local data and settings.

7. After the process has been completed the Chromebook will boot back up.

The Chromebook is now ready to be setup again.

chromebook

Powerwashing a Chromebook (New)

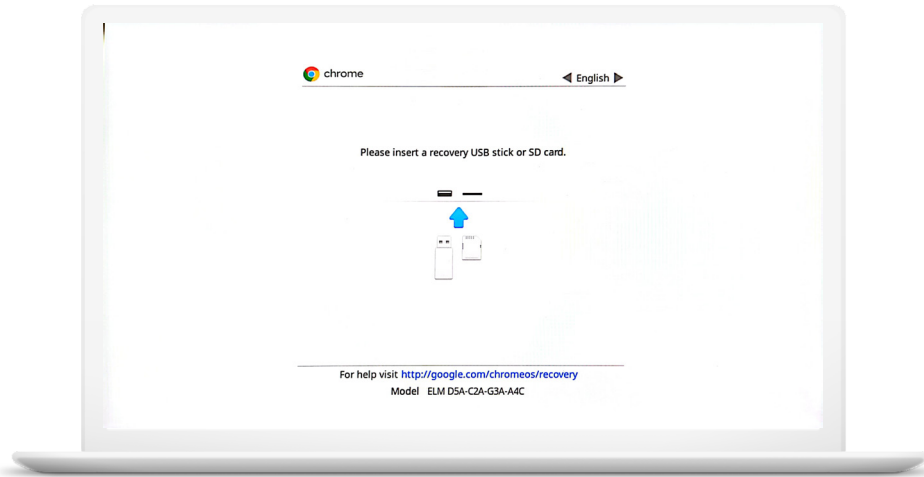1. First we need to boot the Chromebook into the ChromeOS recovery

   We do this by first **turning off** the Chromebook.

   When the Chromebook is turned off you simultaneously press and hold the **ESC (1) and Refresh (2)** keys.

   Whilst holding these keys you press the **power button (3)** to turn the Chromebook back on.
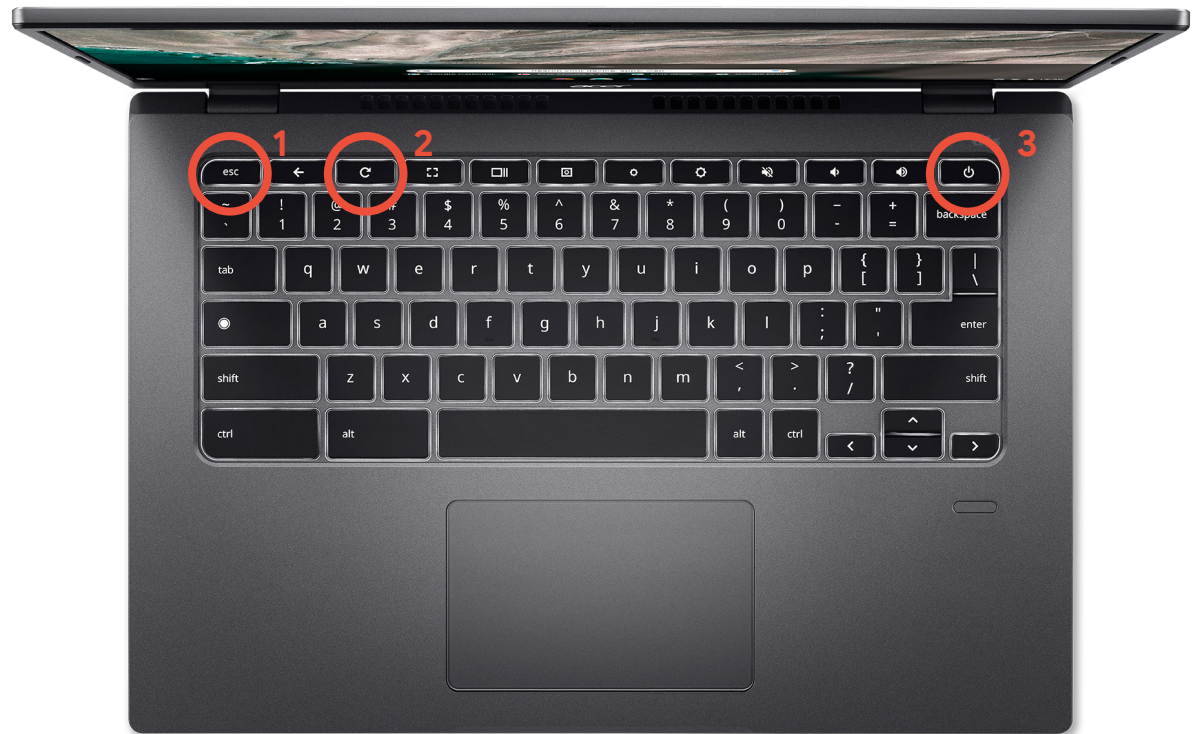
Powerwashing a Chromebook (New)
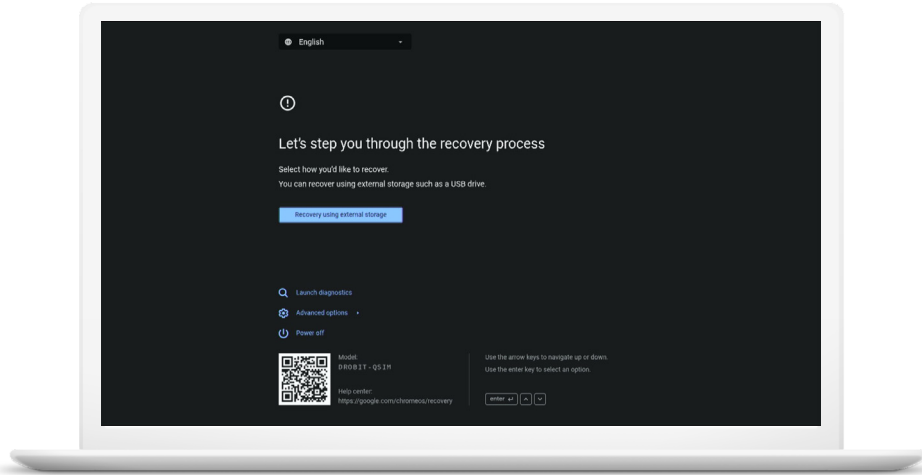
2. You should now see the ChromeOS Recovery screen.

Use the arrow keys on the keyboard to **select "Advanced options"** and press the **ENTER key** to confirm.

!!! *If ChromeOS is corrupted or damaged you can now use a Recovery USB stick or SD-card to Powerwash and recover the Chromebook (see section X).*
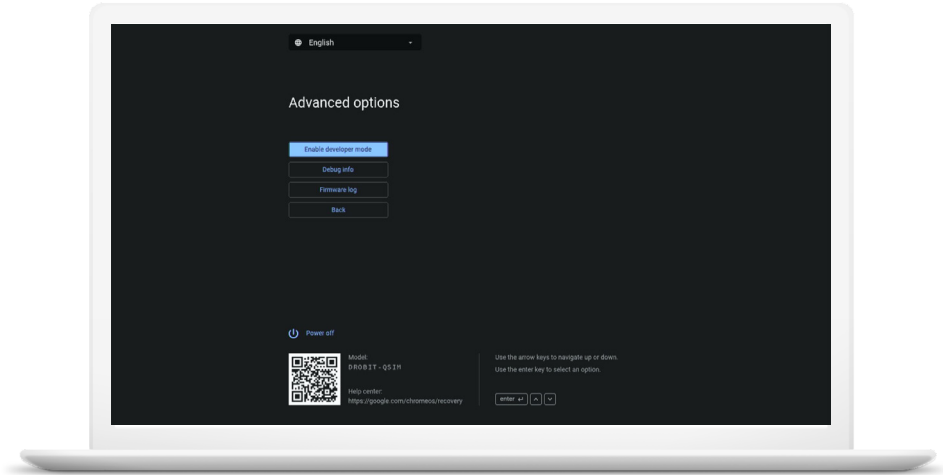
3. You are now in the "Advanced options" menu

Use the arrow keys to **select "Enable developer mode"** and press the **ENTER key** to confirm.

 chromebook

Powerwashing a Chromebook (New)
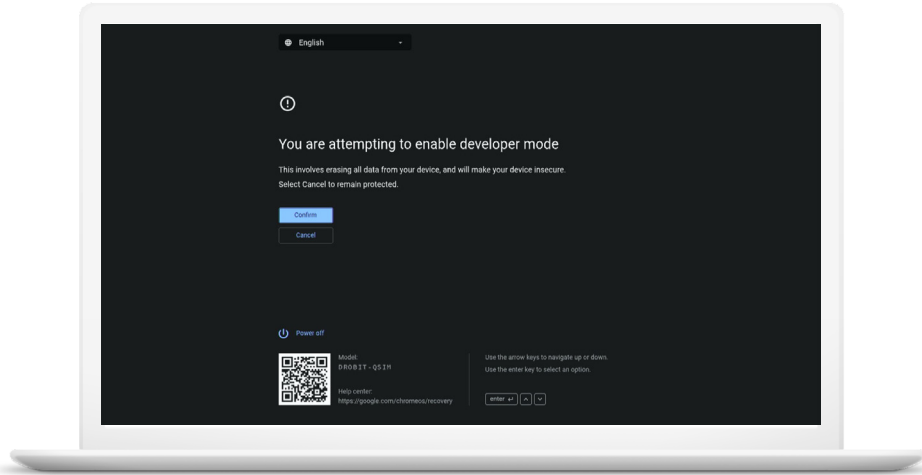
4.   The Chromebook will now ask to confirm enabling Developer mode.

Use the arrow keys to **select "Confirm"** and press the **ENTER key** to confirm.
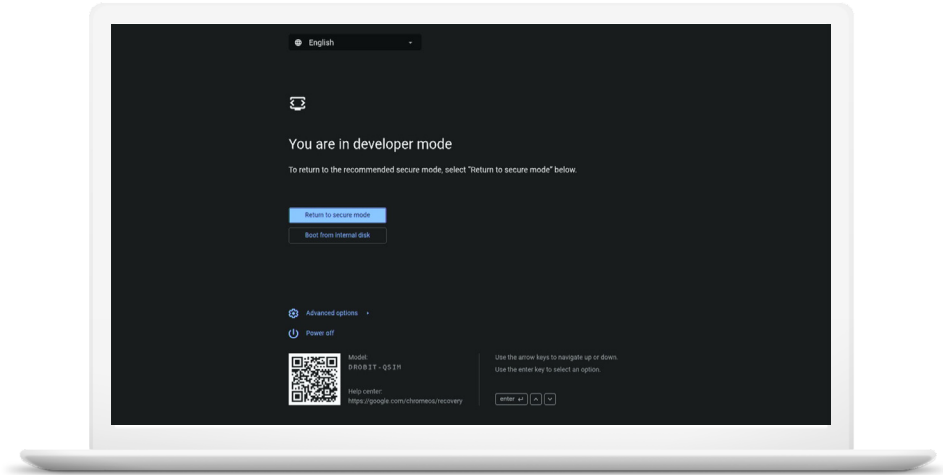
5.   You are now in developer mode.

Use the arrow keys to **select "Return to secure mode"** and press the **ENTER key** to confirm.

chromebook

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Powerwashing a Chromebook (New)
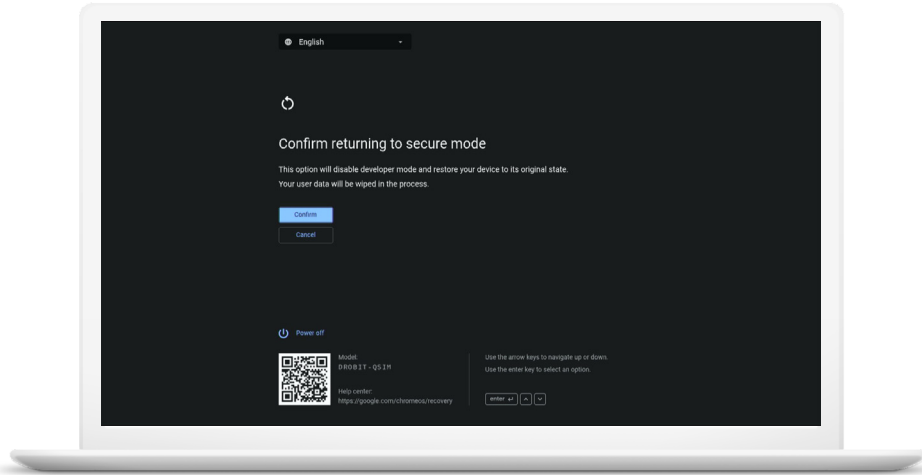
6. The Chromebook will now ask to confirm returning to secure mode. This will clear all data and settings.

Use the arrow keys on the keyboard to **select "Confirm"** and press the **ENTER key** to confirm.

The Chromebook will now reboot and clear all data and settings.
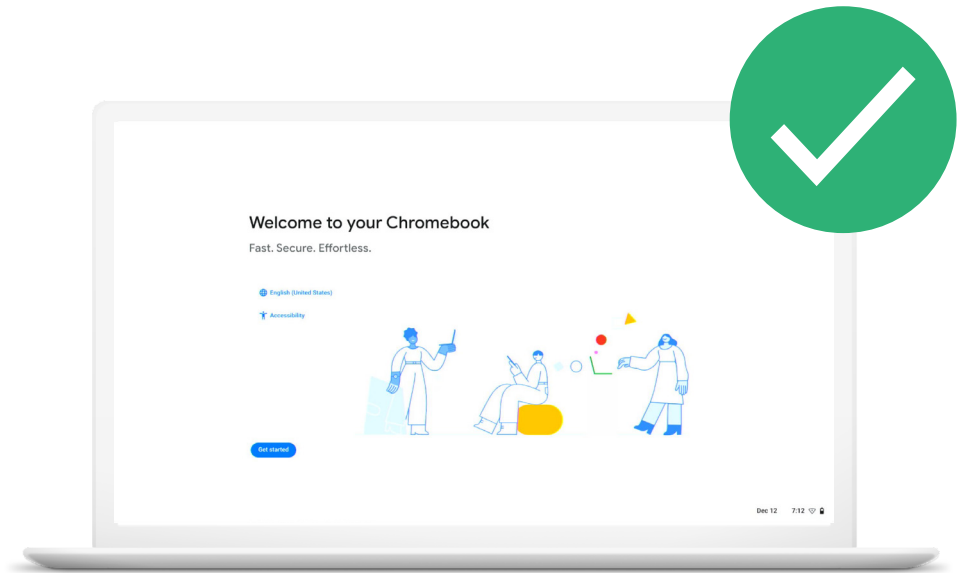
7. After the process has been completed the Chromebook will boot back up.

The Chromebook is now ready to be setup again.

Powerwashing a ChromeOS Tablet (Legacy)

1. First we need to boot the ChromeOS Tablet into the ChromeOS recovery.

   We do this by first **turning off** the ChromeOS Tablet.

   When the ChromeOS Tablet is turned off you simultaneously press and hold the **volume up and down (1)** buttons.

   Whilst holding these buttons you press and hold the **power button (2)** until the ChromeOS Tablet turns back on.

!!! *You can't use the detachable keyboard during this process, you can detach it to make handling the device a bit easier.*

1

2

Powerwashing a ChromeOS Tablet (Legacy)

chrome — English

Please insert a recovery USB stick.

For help visit https://google.com/chromeos/recovery
Model KRANE-ZDKS D5D-A2B-C4F-C3I-R4M-A2L

chrome — English

Disabling OS verification will make your system INSECURE.
Select "Cancel" to remain protected.

Confirm Disabling OS Verification
Cancel
Power Off
Language 🌐

Use the volume buttons to navigate up or down
and the power button to select an option.

For help visit https://google.com/chromeos/recovery
Model KRANE-ZDKS D5D-A2B-C4F-C3I-R4M-A2L
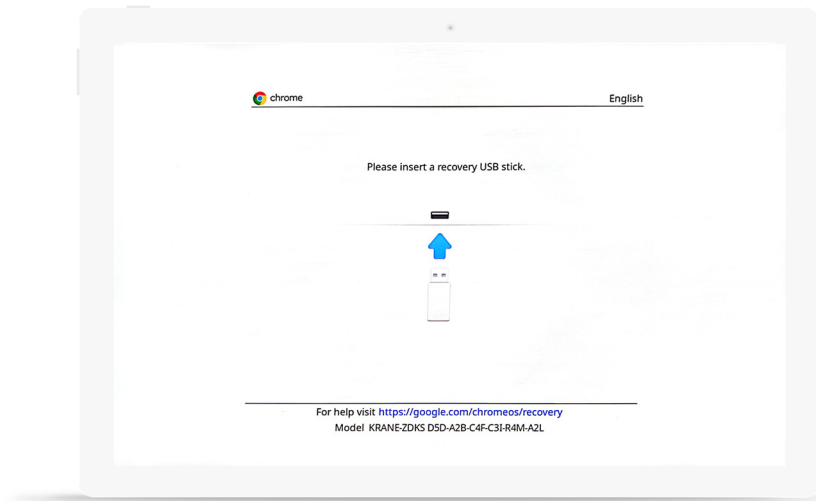
2. You should now see the ChromeOS Recovery screen.

Now press the **volume up and down buttons** simultaneously to enter the Advanced options menu.

!!! *If ChromeOS is corrupted or damaged you can now use a Recovery USB stick or SD-card to Powerwash and recover the Chromebook (see section X).*
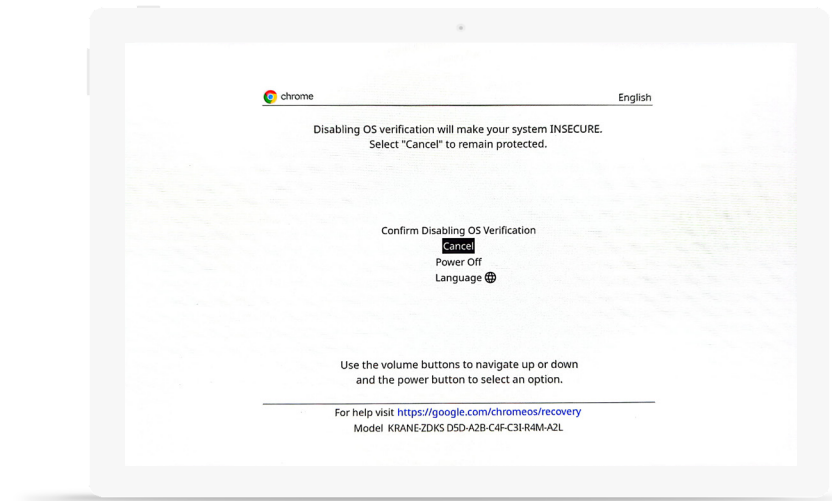
3. You are now in the "Advanced options" menu

Powerwashing a ChromeOS Tablet (Legacy)

English

Disabling OS verification will make your system INSECURE.
Select "Cancel" to remain protected.

Confirm Disabling OS Verification
Cancel
Power Off
Language 🌐

Use the volume buttons to navigate up or down
and the power button to select an option.

For help visit https://google.com/chromeos/recovery
Model KRANE-ZDKS D5D-A2B-C4F-C3I-R4M-A2L

English

OS verification is OFF. Your system is INSECURE.
Select "Enable OS Verification" to get back to safety.

Developer Options
Show Debug Info
Enable OS Verification
Power Off
Language 🌐

Use the volume buttons to navigate up or down
and the power button to select an option.

For help visit https://google.com/chromeos/recovery
Model KRANE-ZDKS D5D-A2B-C4F-C3I-R4M-A2L

4. Use the **volume up button** to go up and **select "Confirm Disabling OS Verification"** and press the **power button** to confirm.
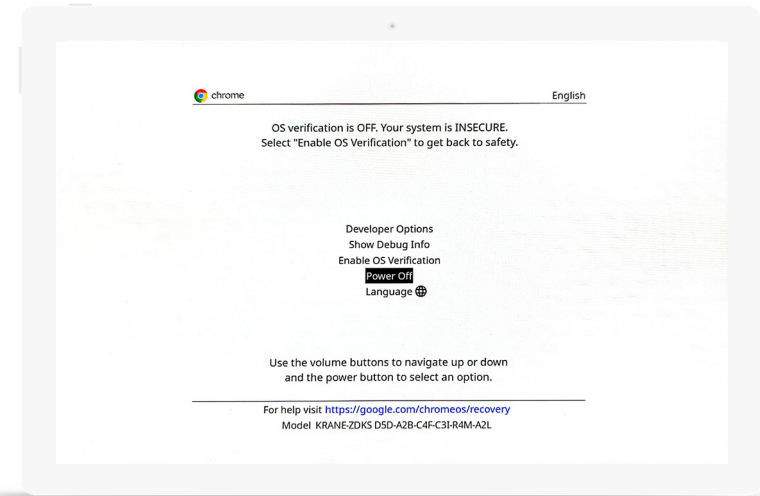
5. You will now be brought back to the "Advanced options" menu.

chromebook

Powerwashing a ChromeOS Tablet (Legacy)

chrome   English

OS verification is OFF. Your system is INSECURE.
Select "Enable OS Verification" to get back to safety.

Developer Options
Show Debug Info
Enable OS Verification
Power Off
Language 🌐

Use the volume buttons to navigate up or down
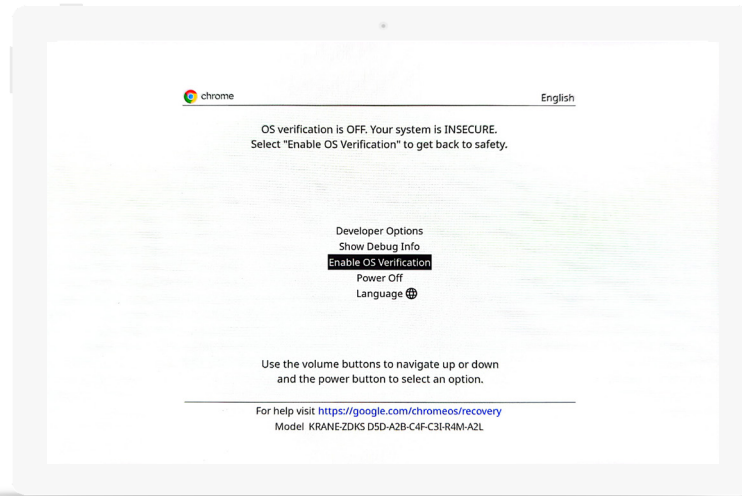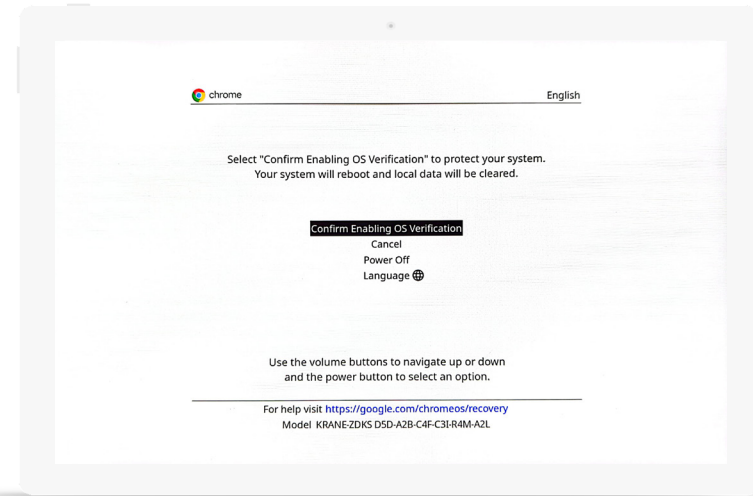and the power button to select an option.

For help visit https://google.com/chromeos/recovery
Model KRANE-ZDKS D5D-A2B-C4F-C3I-R4M-A2L

chrome   English

Select "Confirm Enabling OS Verification" to protect your system.
Your system will reboot and local data will be cleared.

Confirm Enabling OS Verification
Cancel
Power Off
Language 🌐

Use the volume buttons to navigate up or down
and the power button to select an option.

For help visit https://google.com/chromeos/recovery
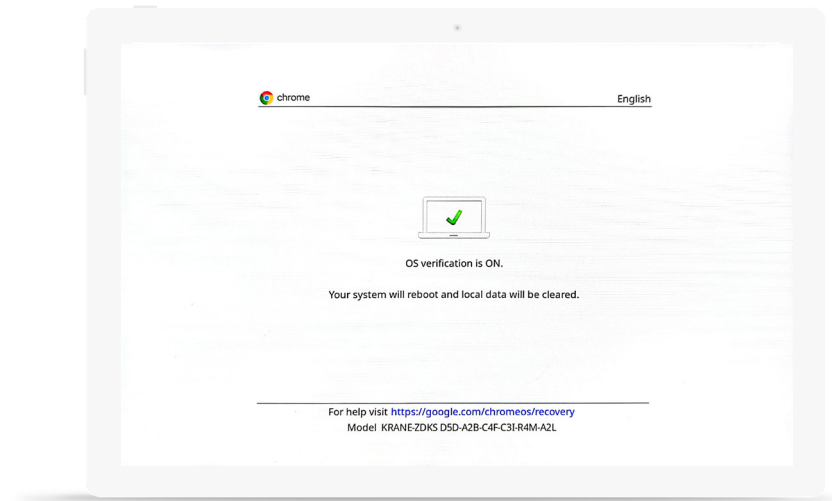Model KRANE-ZDKS D5D-A2B-C4F-C3I-R4M-A2L

6. Use the **volume up button** to go up and **select "Enable OS verification"** and press the **power button** to confirm.

**7.** The ChromeOS Tablet will now ask to confirm enabling OS verification.

Use the **volume buttons** to **select "Confirm enabling OS verification"** and press the **power button** to confirm.

chromebook

Powerwashing a ChromeOS Tablet (Legacy)

chrome   English

✓

OS verification is ON.

Your system will reboot and local data will be cleared.

For help visit https://google.com/chromeos/recovery
Model KRANE-ZDKS D5D-A2B-C4F-C3I-R4M-A2L

Welcome to your Chromebook
Fast. Secure. Effortless.

🌐 English (United States)

♿ Accessibility

Get started

8.   OS verification is now back on.

The ChromeOS Tablet will now reboot and wipe all local data and settings.
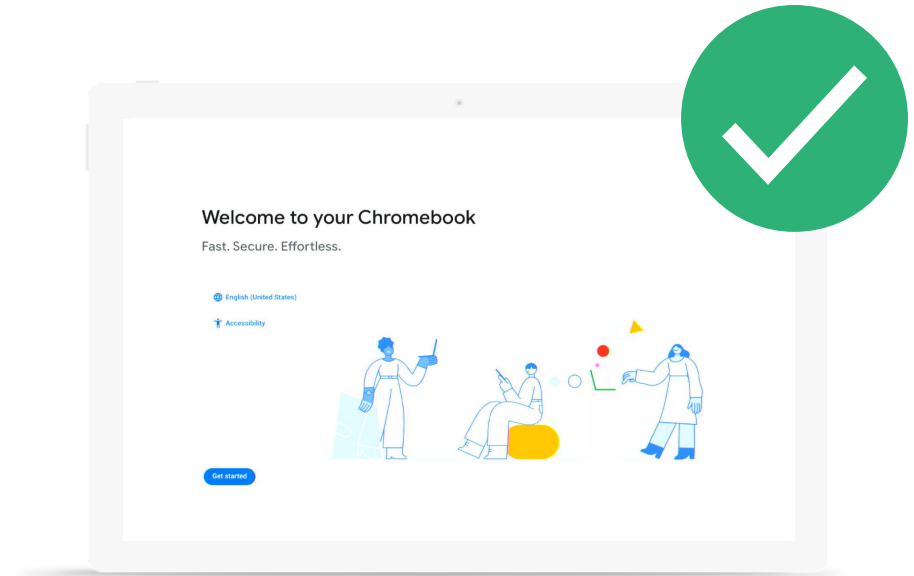
9.   After the process has been completed the Chromebook will boot back up.

The Chromebook is now ready to be setup again.

chromebook

Powerwashing a ChromeOS Tablet (New)

1. First we need to boot the ChromeOS Tablet into the ChromeOS recovery.

   We do this by first **turning off** the ChromeOS Tablet.

   When the ChromeOS Tablet is turned off you simultaneously press and hold the **volume up and down (1)** buttons.

   Whilst holding these buttons you press and hold the **power button (2)** until the ChromeOS Tablet turns back on.

   !!! *You can't use the detachable keyboard during this process, you can detach it to make handling the device a bit easier.*
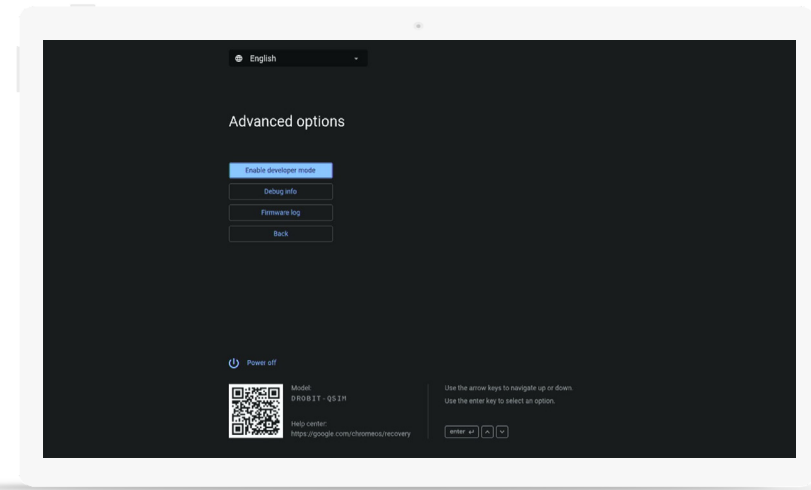

chromebook

Powerwashing a ChromeOS Tablet (New)
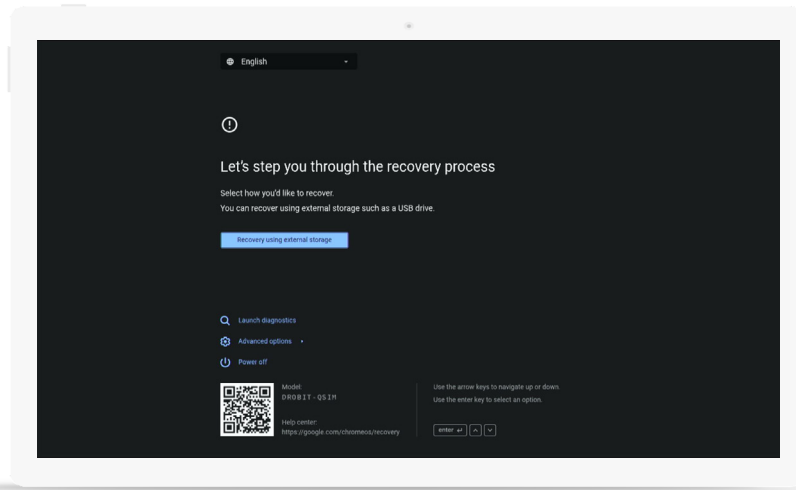
2.   You should now see the ChromeOS Recovery screen.

Use the voulme buttons to **select "Advanced options"** and press the **power button** to confirm.
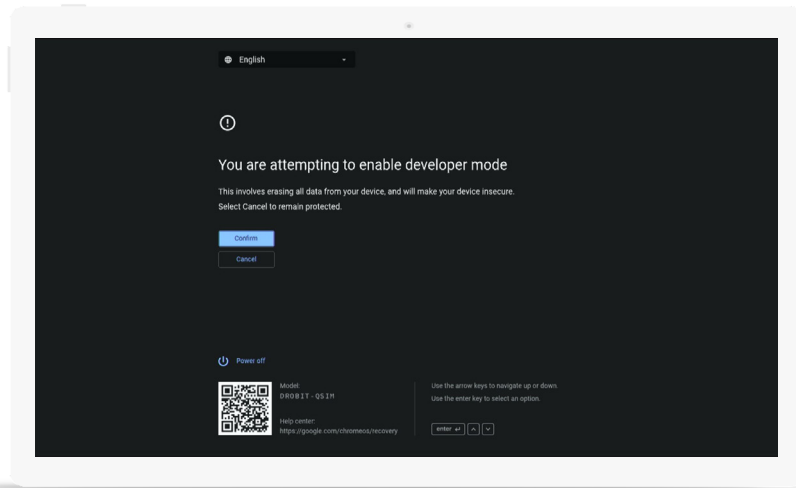
!!!   *If ChromeOS is corrupted or damaged you can now use a Recovery USB stick or SD-card to Powerwash and recover the Chromebook (see section X).*
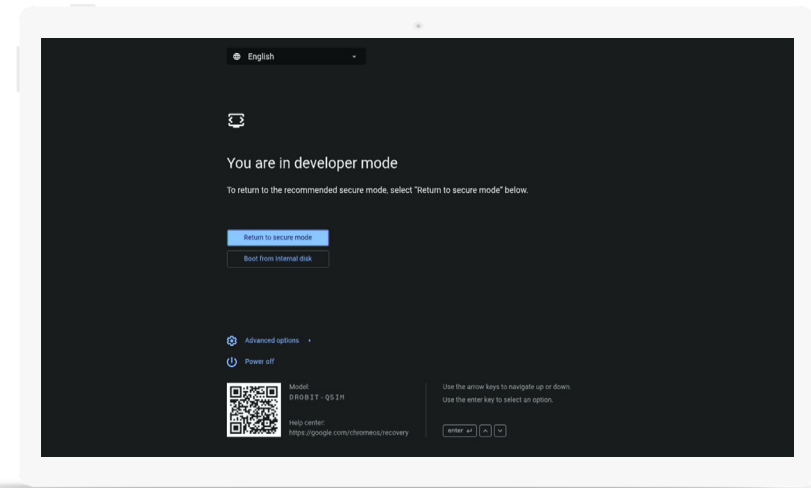
3.   You are now in the "Advanced options" menu

Use the voulme buttons to **select "Enable developer mode"** and press the **power button** to confirm.

chromebook

Powerwashing a ChromeOS Tablet (New)

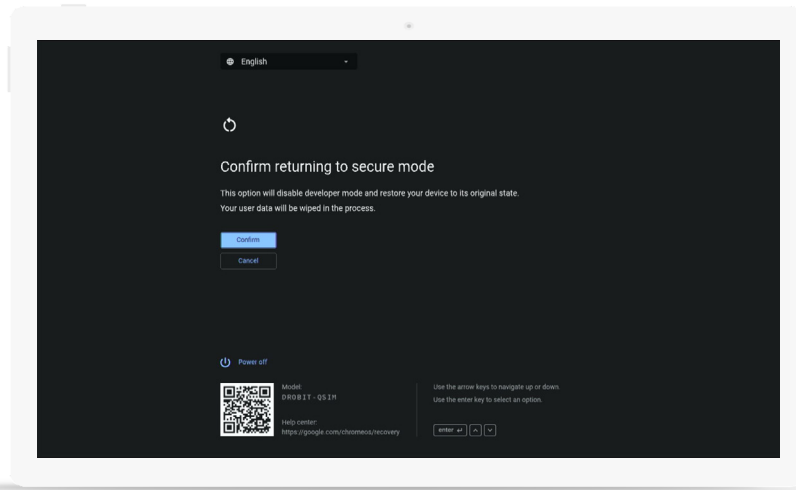**4.** The ChromeOS Tablet will now ask to confirm enabling Developer mode.

Use the voulme buttons to **select "Confirm"** and press the **power button** to confirm..

5. You are now in developer mode.

Use the voulme buttons to **select "Return to secure mode"** and press the **power button** to confirm.
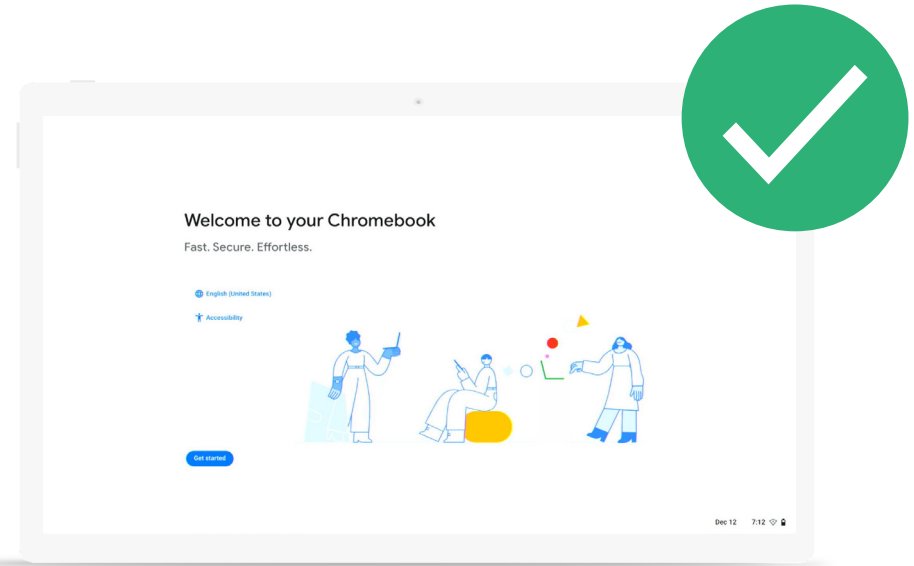
Powerwashing a ChromeOS Tablet (New)

6. The ChromeOS Tablet will now ask to confirm returning to secure mode. This will clear all data and settings.

Use the voulme buttons to **select "Confirm"** and press the **power button** to confirm.

The ChromeOS Tablet will now reboot and clear all data and settings.

7. After the process has been completed the ChromeOS Tablet will boot back up.

The Chromebook is now ready to be setup again.

Troubleshooting