

# Transformer HD Technical Bulletin

## For Chromebook Users v1.00.0.12

**Date:** 03/09/2020

**Serial # Effective:** S0309001

**Subject:** Chromebook v1.00.0.12

**Product Line:** Transformer HD

### Questions & Answers

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#### Question #1: What model is affected?

**Answer #1:** All units.

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#### Question #2: What do I need to do to get this update? How do I know if my Transformer HD is compatible?

**Answer #2:** All units manufactured as of 03/09/20 and later automatically include the Chromebook compatibility update. Units manufactured prior to that date must be sent to Enhanced Vision to enable Chromebook compatibility.

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#### Question #3: What are the minimum Chromebook system specifications?

**Answer #3:** The minimum system requirements are as follows:

- Chrome OS v73 or higher (64-bit only)
- Intel/AMD x86-64 bits processor-based Chromebooks only  
**Note:** No ARM processors (Mediatek, Exynos, Rockchip, or any other ARM processor) will work with Transformer HD.
- Intel® HD graphics 400 or higher
- Screen resolution 1366x768 or higher
- 2GB RAM or higher
- 16GB storage or higher
- USB 3.0 or SuperSpeed (SS)

**Note:** Chromebook is not compatible with OCR or TTS functions. No Wi-Fi connection is available for Chromebook.

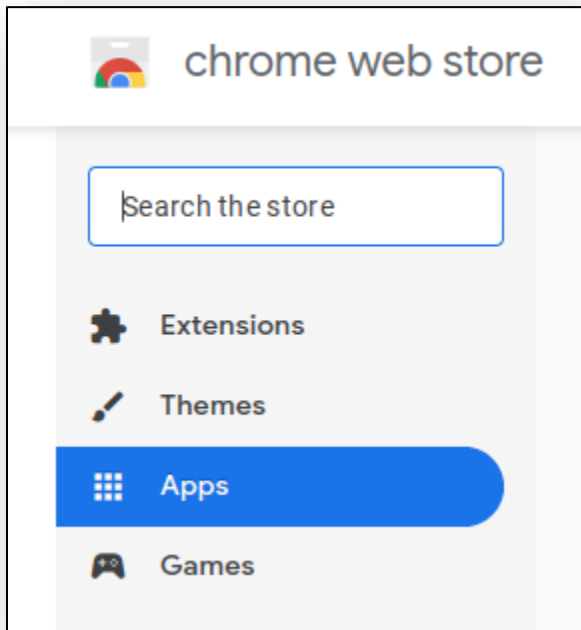
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If you have any questions, comments or concerns about the contents of this update, then please contact Technical Support at +001 714-465-3400 extension 2 Monday through Friday, from 8 a.m. to 5 p.m. Pacific Standard Time (UTC-8).

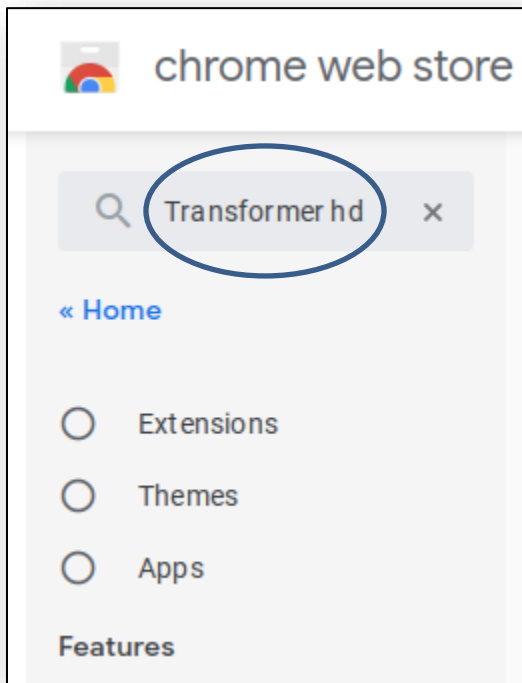
## Installing Transformer HD Chromebook v1.00.0.12

To install the viewer, you must use a Chromebook device connected to the internet and follow these steps precisely:

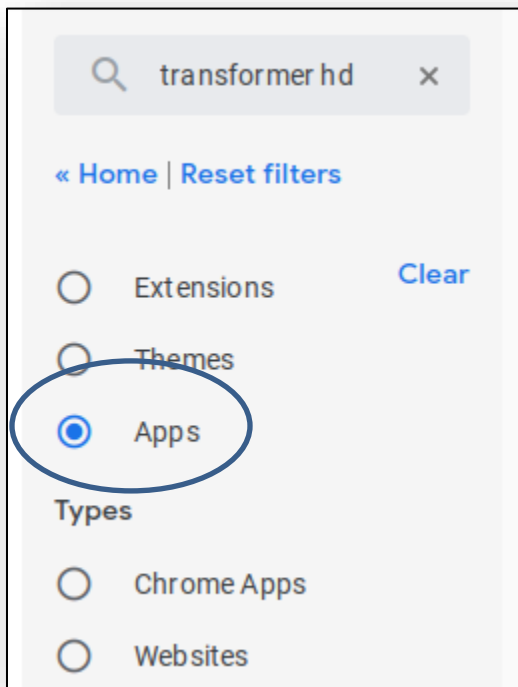
1. Go to [Chrome.Google.com/webstore/category/apps](https://chrome.google.com/webstore/category/apps).



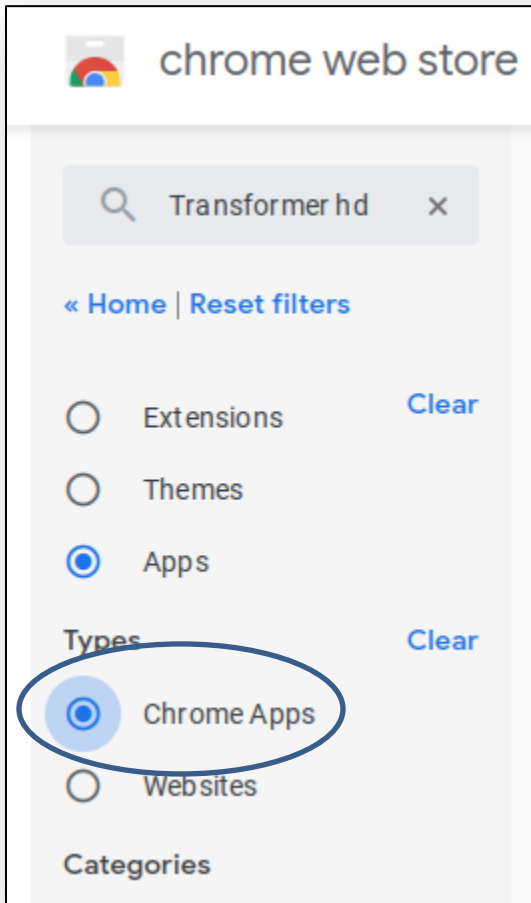
2. In the **Search the store** field in the top left of the screen, type “Transformer HD” and press **ENTER**.



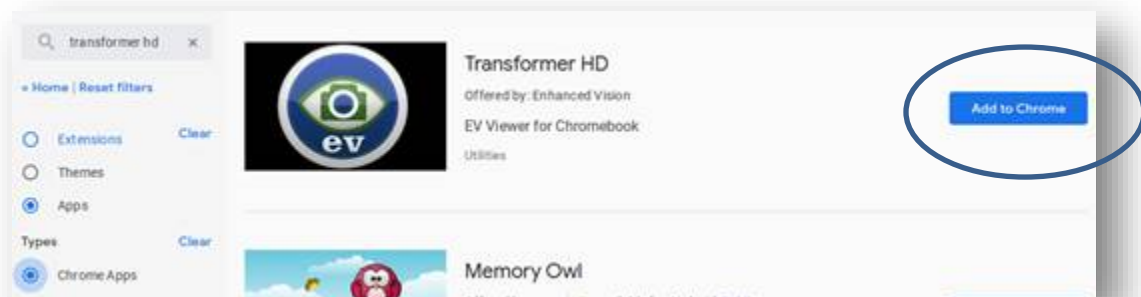
3. Under **Home**, select the **Apps** option.



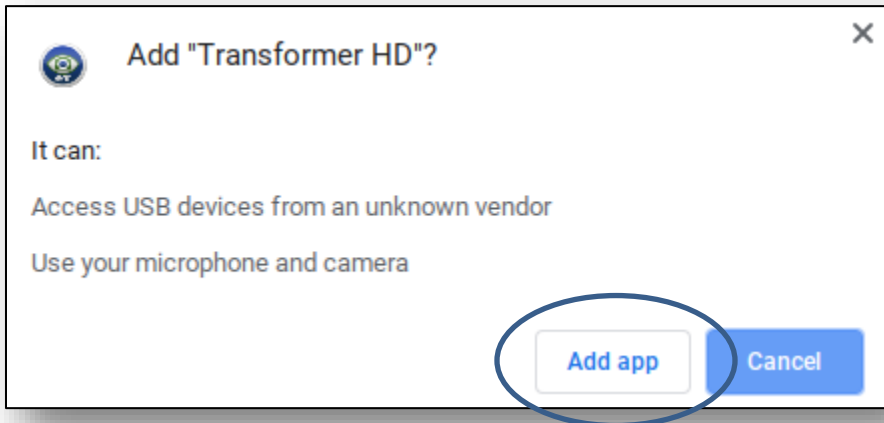
4. Under **Types**, select the **Chrome Apps** option. The store displays the Transformer HD application in the right panel.



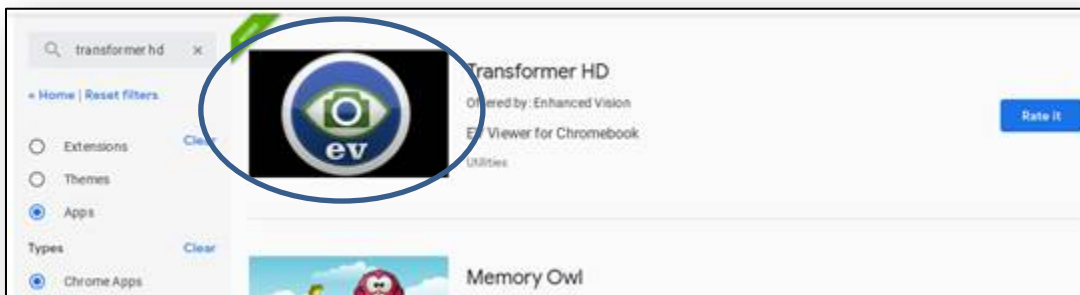
5. Click the **Add to Chrome** button at the top right of the screen.



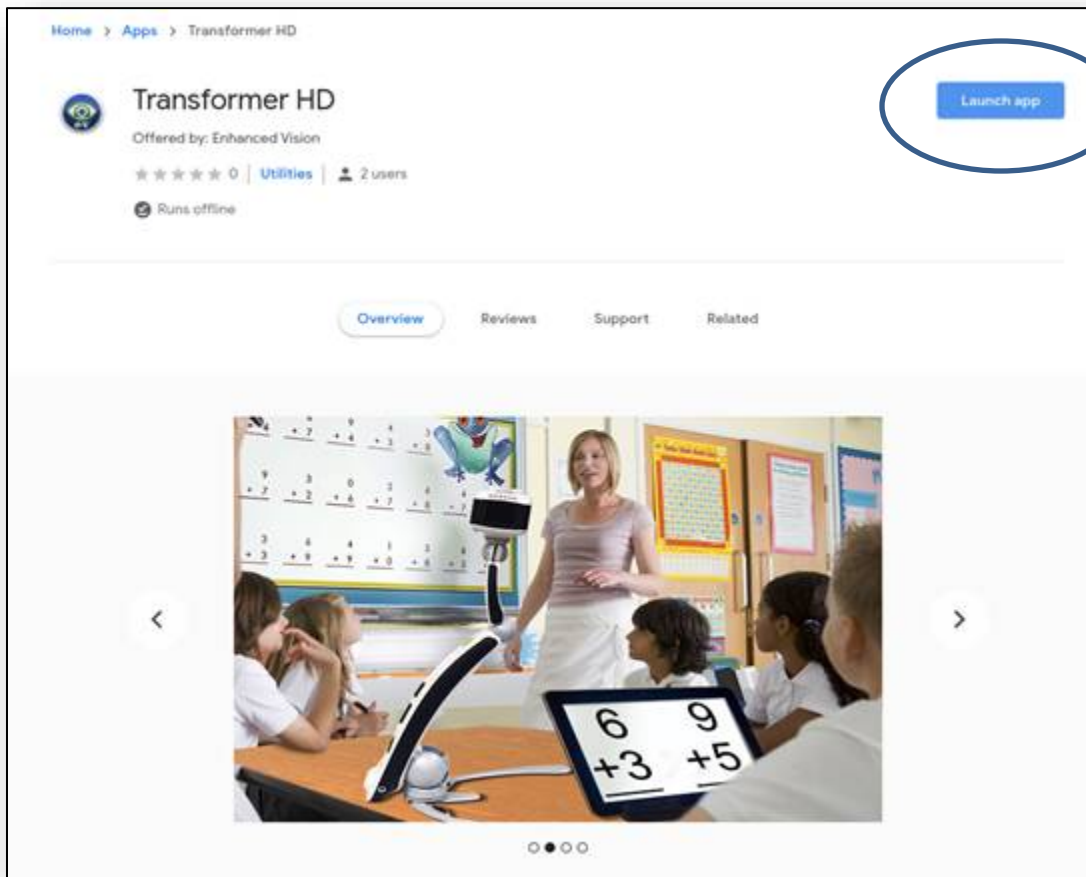
6. When prompted to add Transformer HD, click **Add app** to grant permission to use your camera and microphone. The Transformer HD application is added.



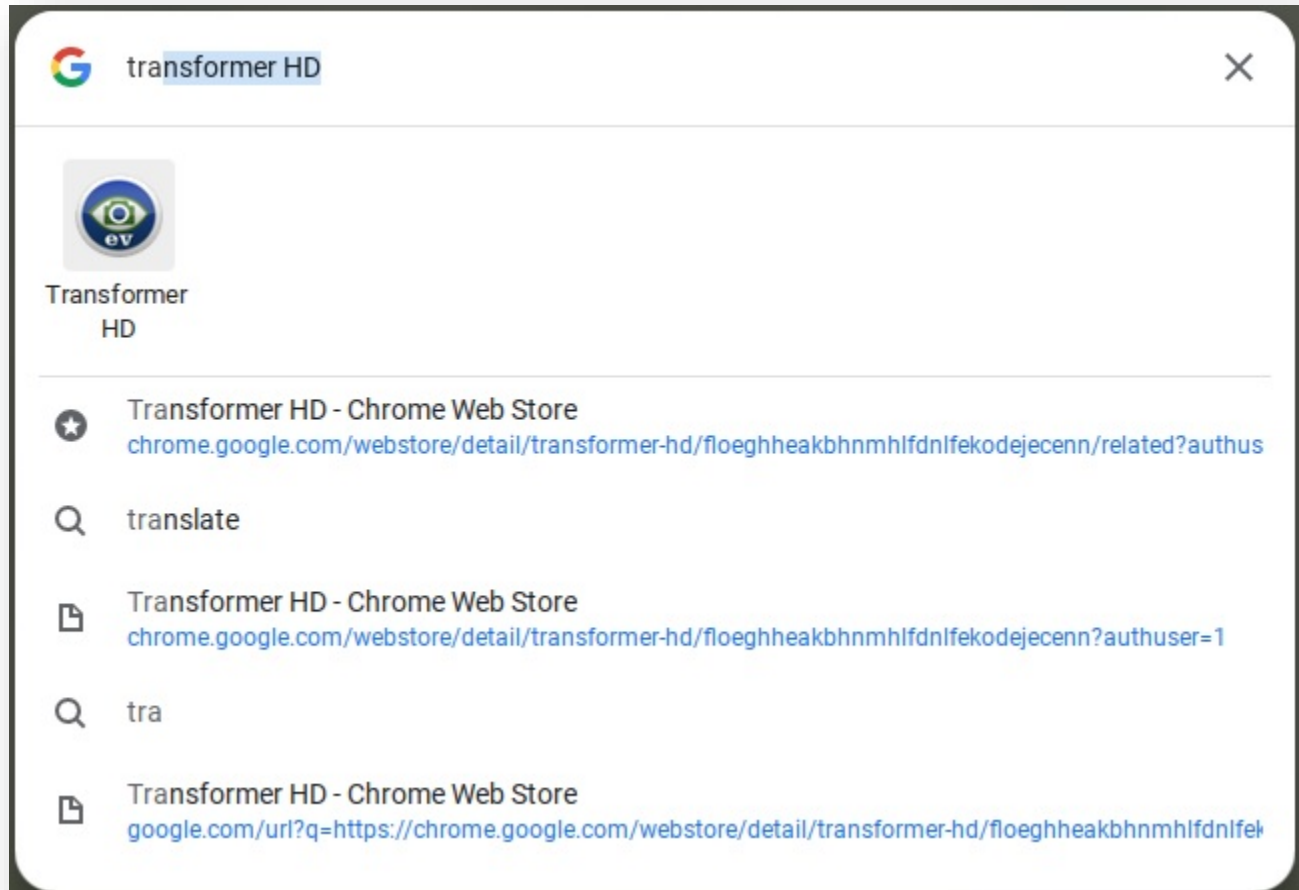
7. Click in the **EV** icon area. The button to the right changes from **Rate it** to **Launch app**.



- When installation is complete, click **Launch app**. The Transformer HD viewer launches for the first time.



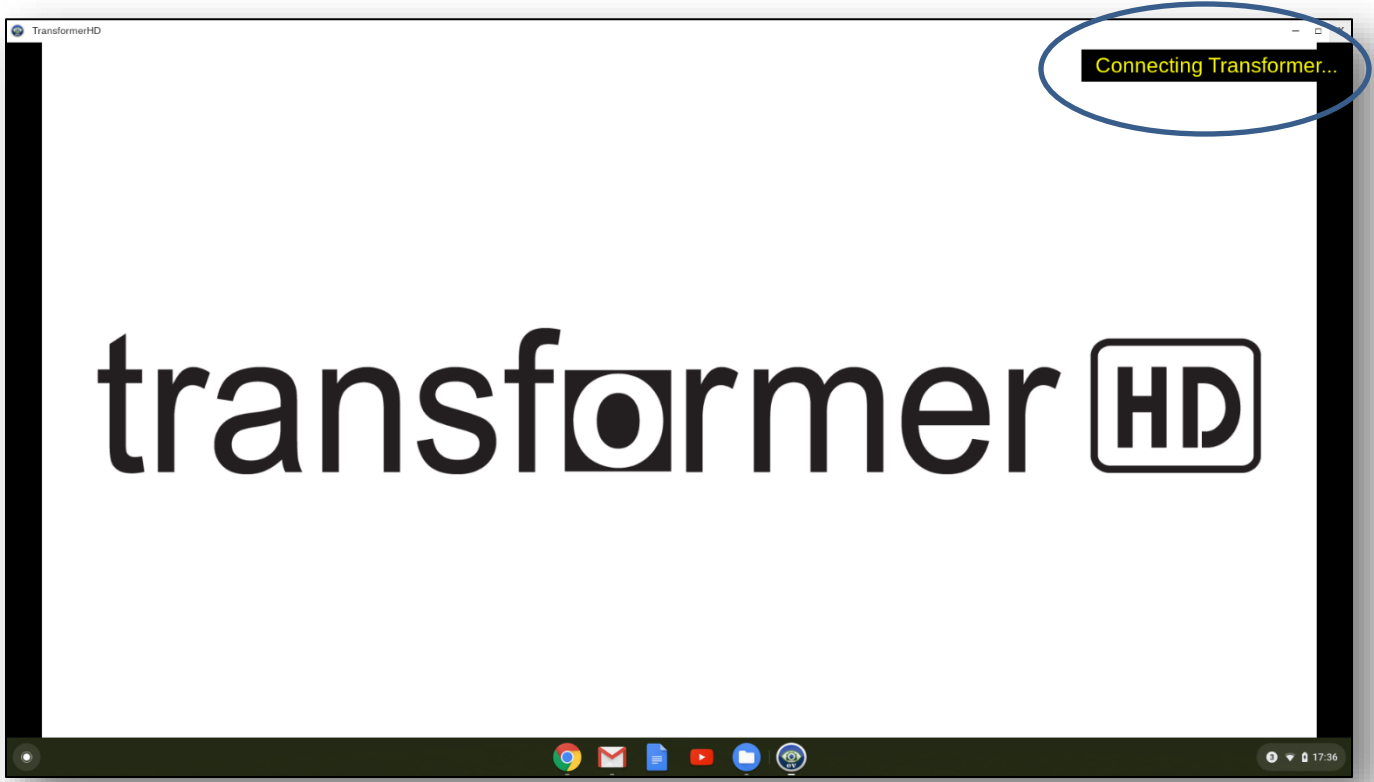
**Note:** Next time, launch the Transformer HD viewer by clicking the **Start** button on the lower left corner of the screen, which displays a list of applications. Type “Transformer HD” in the search bar and click the **Transformer HD** icon, which may display before you finish typing.



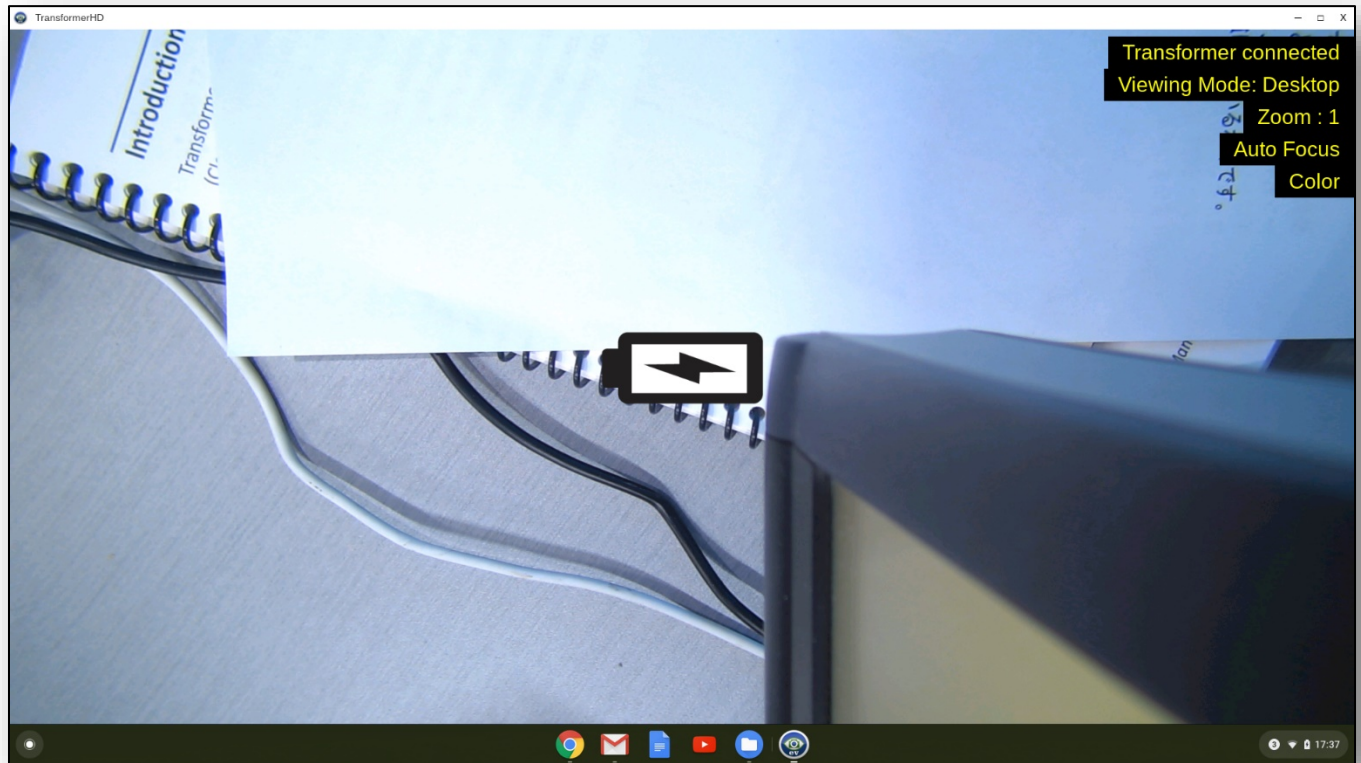
9. Once the viewer has started, use the USB cable provided with Transformer to connect the Transformer HD device to the USB 3.0 or SS port on the Chromebook.



10. Press the green Power button and wait a few moments until the **Connecting Transformer** message is displayed at the top right of the viewer.

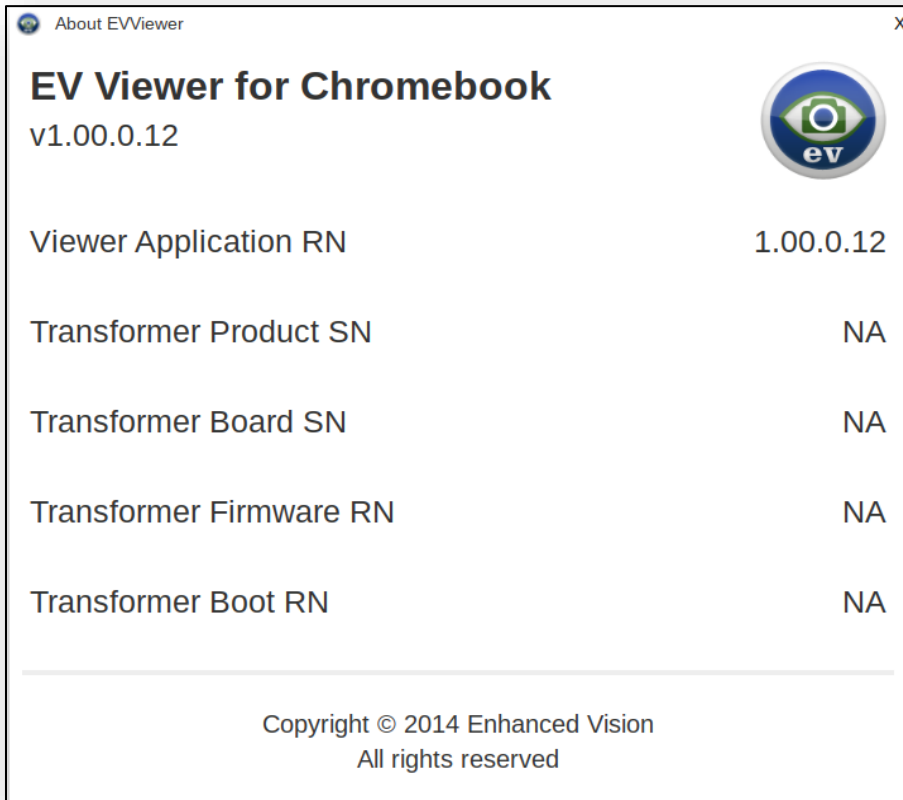


11. When the Transformer HD application has booted up, the camera begins functioning and the screen displays whatever the camera captures.



## Updating the Transformer HD Device Firmware

It is **not** possible to update the Transformer HD device firmware from the Chrome OS Transformer HD viewer. Therefore, no software update is available on the Product Information window (displayed by going to **Menu > Settings > Product Information**).



If your Transformer HD unit was manufactured **on March 9, 2020 or later** (serial number S0309001 or later), it already has the device firmware required to enable compatibility with the Chrome OS Transformer HD viewer.

If your Transformer HD was manufactured **prior to March 9, 2020** (before serial number S0309001) but was sent into the Enhanced Vision factory for a Chromebook compatibility update, then it already has the device firmware required to enable compatibility with the Chrome OS Transformer HD viewer.

If an update to the firmware becomes available in the future, you will need to connect the Transformer HD device to a Windows or Mac computer and follow the instructions in the applicable technical bulletin found at <https://www.enhancedvision.com/support/software/transformer-hd/update.html>.