# ASUS Chrome Enterprise Devices

Frequently Asked Questions (FAQ)

**1. Are ASUS Chromebook Enterprise devices ruggedized? What form factors are available? What type of peripherals can be connected?**

    a. ASUS Chromebook Enterprise devices come in several different form factors to fit any work environment. The ASUS Chromebook Enterprise Flip series features a 360° hinge that enables them to be used in clamshell, tablet, tent or stand mode. Chromebook Enterprise devices are also able to lay completely flat for easy collaboration.

    b. ASUS Chromebook Enterprise C403 offers U.S.-military-grade durability to endure demanding environments.

    c. ASUS Chromebook Enterprise touchscreen models also support styluses. (Note: Supported styluses may vary by model.)

    d. ASUS Chromebook Enterprise devices can connect to a secondary monitor using a dongle.

**2. What are the benefits of Chrome Enterprise?**

    a. Chrome Enterprise devices include the Chrome Enterprise Upgrade which unlocks the business capabilities of Chrome OS, allowing IT administrators to securely manage the cloud workforce.

    b. Google Admin console allows companies with few IT resources to easily scale services. Whether a company has 10 or 10,000 Chrome Enterprise devices, IT administrators can remotely deploy critical business policies to all users via the Google Admin console.

    c. With Chrome Enterprise Upgrade, IT administrators can centrally manage 220+ security policies.

    d. Chrome Enterprise - Google Admin Console Intro Video

**3. Is the ASUS Chromebook able to upgrade to SODIMM?**

    a. Currently, ASUS Chromebook Enterprise devices are unable to upgrade to SODIMM.

**4. Do ASUS Chrome Enterprise devices support Linux environments?**

    a. Yes, select models support Linux environments, including ASUS Chromebook Enterprise C223, ASUS Chromebook Enterprise C523, ASUS Chromebook Enterprise C423, ASUS Chromebook Enterprise Flip C434, ASUS Chromebook Enterprise Flip C436, ASUS Chromebook Enterprise Flip CX5, ASUS Chromebook Enterprise Flip CM5, ASUS Chromebox Enterprise 4 and ASUS Fanless Chromebox Enterprise.

    b.  Learn more about how to switch to Linux.

**5. Is there a docking station available for ASUS Chromebook Enterprise devices?**

    a. Currently, there is no docking station available for ASUS Chromebook Enterprise devices.

**6. What are the remote management benefits of Chromebook Enterprise?**

    a. If a Chromebook device is lost or stolen, IT administrators can remotely disable it directly from the Google Admin console, ensuring data stays secure. Users can even post a message that lets the finder know where to return it.

    b. ASUS Chromebook Enterprise devices include the Google Admin console with the Chrome Enterprise Upgrade.

    c. IT administrators can remotely deploy critical business policies to all users via the Google Admin console.

**7. How quickly can we deploy ASUS Chrome Enterprise devices?**

    a. IT administrators can mass enroll and deploy ASUS Chrome Enterprise devices while saving money and time.

    b. To learn more, see the Getting Started Guide.

**8. What type of after-sales support comes with ASUS Chrome Enterprise devices?**

    a. ASUS Chrome Enterprise devices come with up to three-year warranty that covers defects in workmanship, materials or product failure (under normal usage). ASUS does not cover failure caused by improper installation, operation, cleaning or maintenance, accidents, damage, misuse, normal wear and tear, or acts of nature.

    b. Google provides support for software issues covered under the Google Technical Support Service guidelines, including:

        i) Google Admin console policies

        ii) Chrome device management

        iii) Chrome OS issues

        iv) Browsing issues not caused by third-party software or websites

v) App and extension issues not caused by third-party software

c. Google provides access to support for customers via the Google Support Center, which offers help online or by phone on a 24/7 basis.

**9. How do I know which ASUS Chrome Enterprise device will match my company's needs for storage and RAM?**

a. Customers and prospective customers can reference the Enterprise Tiering Battle Card. It offers recommendations for choosing the right device based on persona, use cases, etc.

**10. How can a customer manage their ASUS Chromebook?**

a. Customers can purchase an ASUS Chrome Enterprise device or Chrome Enterprise Upgrade to manage end-user devices via the included Google Admin console. It only takes a few simple steps to enroll devices when setting up during the out-of-box experience. With the Google Admin console, IT admins are able to manage over 220 devices, user profiles and application policies, as well as use up to 599 secondary domains. If a user misplaces their Chromebook, IT admins can disable or decommission devices remotely and can remove user profiles while disabling a device.

-----------------------Other Options-------------------------
**Refer to Chrome Enterprise Help Center for more information**

**For more information:**

**What is Chrome Enterprise?**

Google Chrome Enterprise is a business-focused solution for Chrome devices, Chrome Browser, and Chrome OS. Chrome Enterprise offers cloud-first tools, integrations with third-party products, and 24/7 support for IT administrators. The Chrome Enterprise ecosystem has four components:

1. Chrome Enterprise devices offer businesses a wide range of choices, such as the clamshell and convertible Chromebooks, all-in-one Chromebases, Chromeboxes and Chrome bits.
2. Core OS is the intuitive interface foundation for collaboration through G Suite, Chrome Browser, and Android apps through Google Play.
3. Chrome Enterprise Upgrade provides the capabilities and control that enterprises require in order to manage and support their Chrome device fleet.
4. Google partners with system integrators to build Android, cloud and web app solutions.

**What is the difference between Chrome Enterprise, Chromebook Enterprise, and Chrome Enterprise Upgrade?**

Chrome Enterprise is the name of the product portfolio that includes Chrome OS, Chrome Browser, Chromebox Enterprise, and Chromebook Enterprise. Chrome Enterprise Upgrade unlocks the built-in business capabilities of Chrome OS and Chrome devices, which allows IT to secure, manage and update the cloud workforce. Chromebook Enterprise is the brand name for a Chromebook that comes with the built-in business capabilities of Chrome Enterprise Upgrade.

**Can Chromebooks run Microsoft Office programs, or do you have to use G Suite if you use Chrome?**

Microsoft Office is available via the Chrome browser. Additionally, Chrome OS devices support the Google Play Store and Android apps, allowing developers to build Android apps. Administrators can manage Android apps on Chromebooks using the Admin console. In addition to allowing listing or push-installing specific apps to users, admins can selectively enable the apps for parts of their organization while disabling them in others.

**Do you have to be connected to the Internet to use a Chromebook?**

Chrome OS continues to work offline. Among other tasks, users can watch local video files, listen to music and access files on a Chromebook without being connected to the Internet. For example, Gmail Offline supports offline access,

allowing users to read, respond, search and archive mail without network access. The Chrome Web Store has a section of applications and extensions that work just as well offline as they do online.

**You tout Chrome's automatic updates — aren't they the same as Windows' automatic updates?**

Chrome's automatic security updates can run in the background, protecting users without getting in the way as they work. In addition, IT admins have full control and can manage the organization's software update cycle or let Chrome OS auto aupdate. Competing operating systems take up to 30 minutes to complete updates.

**What is the Google Admin console?**

The Google Admin console is a cloud-based administration panel that allows users to manage Chrome devices, Chrome browsers, G Suite, Cloud Identity, etc.

**What are the key security differentiators for Chrome Enterprise?**

Chrome Enterprise is differentiated by its built-in protections, fast vulnerability management, and granular policy controls. Chrome Enterprise protects data at every cloud entry point, providing secure, instant access to online work resources, authorized apps, and legacy software. Chrome OS, Chrome Browser, and Chrome Enterprise devices work together to reinforce security, while system-wide automatic updates future-proof business.

**How often does Chrome OS automatically update security settings?**

Chrome releases a full operating system (OS) update about every 6 weeks. Minor updates, such as security fixes and software updates, happen every 2 to 3 weeks. By default, Chrome devices update to the latest version of Chrome when it's available.

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