CHROMEBOOK TROUBLESHOOTING

CHROMEBOOK WON'T TURN ON OR IS NOT LOADING

Drained/dead Battery

The first thing to check for when your Chromebook won't turn on is a dead battery. Plug the unit in via AC charger and let it charge for at least 30 min to an hour and try turning it on again.

Blank Screen

A "blank screen" is when the light on the power button is on, but the screen remains black.

First try powering your Chromebook off by holding the power button down for six seconds, then turning it back on again. If powering off does not work, then press [refresh] and [power] until the computer returns to a blue screen. This may take at least 15 times.

Overheated computer

If no lights turn on when the power button is pressed and the computer is very hot on the bottom, your computer may be overheated. You will have to wait a few minutes until it has cooled down. Unplug the laptop from its power cable and let it sit with the vents unobstructed. After at least 10-15 minutes, try turning the computer on again. If it boots normally, the computer was too hot. Try using the Chromebook on a hard surface to help prevent this in the future.

Corrupt operating system

If the computer lights up but gives you a message saying "Operating System Not Found", your operating system may be corrupted. First try powering your Chromebook off by holding the power button down for six seconds, then turning it back on again. If powering off does not work, then press refresh [refresh] and power [power] until the computer returns to a login screen. This may take at least 15 times.

CHROMEBOOK TROUBLESHOOTING

BATTERY WON'T CHARGE

First, check that:
- The charger or adapter cables are completely plugged in, both to your Chromebook and the wall.
- The power outlet is working.

If your Chromebook still won't charge:

1. Unplug your charger from the wall and your Chromebook and request a repair.
2. Plug your charger back in to your Chromebook or try plugging the charger on the other side of the Chromebook (for models P28T and P29T), then plug into the wall outlet.
3. Charge the device for at least 30 minutes.

If the battery still won't charge, reset your Chromebook hardware, called a hard reset.

Hard reset your Chromebook
For most Chromebooks, follow the steps below:
1. Turn off your Chromebook.
2. Press and hold Refresh ⟳ + tap Power ⏻.
3. When your Chromebook starts up, release Refresh ⟳.

SOUND DOESN'T WORK

1. Make sure sound isn't muted:
   - At the bottom right, select the time.
   - Adjust the volume using the slider.
2. Change the sound input or output:
   - At the bottom right, select the time.
   - Next to the volume slider, select the Right arrow ▸ .
   - Change where sound comes from (output) or where you speak into (input).
3. Unplug audio devices (like headphones or speakers) from your Chromebook.
4. Or, try resetting Your Chromebook

Hard reset your Chromebook
For most Chromebooks, follow the steps below:
1. Turn off your Chromebook.
2. Press and hold Refresh ⟳ + tap Power ⏻.
3. When your Chromebook starts up, release Refresh ⟳.

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CHROMEBOOK IS SLOW

Check for system updates. If any updates are available, install them.

Update your Chromebook's operating system

Your Chromebook automatically checks for and downloads updates when connected to Wi-Fi or Ethernet.

1. When your Chromebook downloads a software update, at the bottom right, the notification will be colored:
   - Blue: An update is recommended.
   - Orange: An update is required.
2. Select Restart to update.
3. Your Chromebook will restart and update.

Check for updates yourself

1. Turn on your Chromebook.
2. Connect your Chromebook to Wi-Fi.
3. At the bottom right, select the time.
4. Select Settings ⚙.
5. At the bottom of the left panel, select About Chrome OS.
6. Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses.

7. Select Check for updates.
8. If your Chromebook finds a software update, it will start to download automatically.

Delete your browsing data

If you sync a type of data, like history or passwords, deleting it on your computer will delete it everywhere it's synced. It'll be removed from other devices and your Google Account.

1. On your computer, open Chrome.
2. At the top right, click More ⋮ .
3. Click More tools ❯ Clear browsing data.
4. Choose a time range, like Last hour or All time.
5. Select the types of information you want to remove.
6. Click Clear data.

Continue to Reset Chrome settings to default…

CHROMEBOOK TROUBLESHOOTING

Reset Chrome settings to default

You can restore your browser settings in Chrome at any time. You might need to do this if apps or extensions you installed changed your settings without your knowledge. Your saved bookmarks and passwords won't be cleared or changed.

1. On your computer, open Chrome.
2. At the top right, click More ⋮ ❯ Settings.
3. At the bottom, click Advanced.
   - Chromebook, Linux, and Mac: Under "Reset Settings," click Restore settings to their original defaults ❯ Reset Settings.
   - Windows: Under "Reset and cleanup," click Reset Settings ❯ Reset Settings.

These steps won't provide a full reset. For example, some settings like fonts or accessibility won't be deleted.

CHROME RESET MY BROWSER SETTINGS

Sometimes, programs that you install can change your Chrome settings without you knowing. For your safety, the browser checks if your settings have been changed every time you launch Chrome. If Chrome notices that something's not right in your settings, it will automatically go back to the original settings.

Chrome will still reset your settings if you're not signed in to Chrome. If you're signed in to Chrome, you'll still see your usual settings.

CHROMEBOOK TROUBLESHOOTING

LANGUAGE CHANGED

Your Chromebook uses the language you chose when you first set up your device. To change your language:

1. At the bottom right, select the time.
2. Select Settings ⚙ ❯ Advanced.
3. In the "Languages and input" section, select Language.
4. Find the language you want to use.
5. Optional: If you don't see the language you want, click Add languages. Choose the language you want, then select Add.
6. Next to the language you want, select More ⋮ . Choose how you want to use this language:
7. Show menus in this language: Select Show system text in this language, then select Restart. The next time you sign in, menus will show in the language you chose.
8. Show webpages in this language: Select Move to the top to move the language to the top of the list. If you'd like Google Chrome to automatically translate webpages, click Offer to translate pages in this language.

Note: Not every language works with your Chromebook's menus.

Remove a language
1. At the bottom right, select the time.
2. Select Settings ⚙ ❯ Advanced.
3. In the "Languages and input" section, select Language.
4. Next to the language you want to remove, select More ⋮ ❯ Remove.

REMOVE A LANGUAGE (WHEN UNREADABLE)

Have a teacher log on to the Chromebook until the Chromebook is in English, which should take at least two times. Once the teacher is logged on and the device is in English use the following steps:

Remove a language
1. At the bottom right, select the time.
2. Select Settings ⚙ ❯ Advanced.
3. In the "Languages and input" section, select Language.
4. Next to the language you want to remove, select More ⋮ ❯ Remove.