

## Troubleshooting a Chromebook Tech Tip Sheets

### PLEASE FOLLOW THE TROUBLESHOOTING TIPS BEFORE FILLING OUT A WORK ORDER AND BRINGING THE DEVICE TO THE SCHOOL

*\*Any computers will access student work. The student just needs to sign into their Google Drive account.*

*When in doubt, plug in Chromebook, power off and restart. If all else fails, do a power wash.*

#### Won't turn on?

- Plug into power source and check the battery level. If the battery level is fine, and the chromebook is charging, check the student's power cord. If cord is OK and functioning, have them plug into other outlets at home.
- Do a power wash. (esc + refresh(circle with arrow)+power) then OS screen - power to turn off - close cover - open again - login
- Do a factory reset.

#### 6th grade Chromebook won't turn on

- a. Press Press Esc + Refresh (circle with arrow on it key) + Power - hold down for a couple of seconds. Release the keys.
- b. Press Power once.
- c. Close the laptop and then open it.
- d. Don't press the power button. Wait for the laptop to turn on, on its own.
- e. Repeat the above steps until the laptop powers on.
- f. \*6th grade Dell Chromebooks may go into sleep mode on their own. This is typically what causes the laptop to not turn on. Try the above steps. Typically, these devices will turn on eventually when plugged in. Give it a half an hour or so and then try turning on again. DO NOT press the power button when you open up your laptop. Wait for it to turn on.

#### Login is not recognizing the password

- Click on "forgot password" and reset password.

#### All text is in another language

- Go to settings (lower right of home screen)
- Type in "language"
- Check language settings. If not English, click on "language" and then click on "English". Remove any other languages that are set up as defaults.

#### All typed input is in another language

- Go to settings (lower right of home screen)
- Type in "language"
- Check input method. It should say "US keyboard". If not, click on "manage input methods" and click on "US keyboard".

#### If the home screen is zoomed in

- Click on bottom right of the home screen and then click on "Accessibility"
- Turn off "Screen magnifier"

#### If Google screen is too big or too small

- Press ctrl + plus or minus key
- To return to default, press ctrl + 0

### **If internet or application pages are larger or smaller**

- Go to tab and press Ctrl+less or minus key (next to “0” key)
- OR - go to settings and search “display”. Click “Displays” and check the resolution. It should be 1366 x 768(Best).

### **Screen is rotated**

- Go to settings.
- Type in “display” and then click on “displays”. Go to “orientation” and
- OR - press ctrl+shift+refresh (circle arrow)

### **If Google window is too small**

- Press button on the top row of the keyboard with a square and two lines next to it.

### **If the Google window takes up the complete screen and you can't see the menu bar on the bottom**

- Press button on the top row of the keyboard with the square with two triangles in it.

### **If screen is too dark or too light**

- Press round sun keys on top row of keyboard.

### **If there is no sound**

- Press volume keys to make sure mute is off. (upper right hand of keyboard)

### **If there is sound, but it's not playing through earbuds**

- Make sure there is sound playing (see above)
- Check to see if the earbuds are plugged in all the way, and they are not broken (wire frayed). Check with another pair of earbuds.
- Click on headphone icon in settings. Where it says “Output”, “headphone” should be checked. (Headphone icon disappears when earbuds are unplugged.)

### **Chromebook is not connecting to wifi**

- Check the settings and click “network”. Click on CCSD Student Wireless.
- If still not connecting, do a power wash. This will reset the computer to the defaults.

### **Computer won't connect to testing session (failed readiness check)**

- Go to settings. Type in “display”.
- Click on “Displays”. Check the resolution. Change the resolution to 100%, “native”, or “best”.
- OR - press ctrl+shift+minus or plus key to change

### **How to power wash a Chromebook**

- Escape+refresh(arrow circle)+power - hold down until “! Chrome OS is missing” on screen
- Control+d (to turn OS verification off) then press the power to turn off.
- Close the cover, wait a couple of seconds then open again. Do not press the power button. The computer should turn on automatically.
- You should be on the login screen. If not, there will need to be a complete factory reset of the device.