

Chromebooks (FAQs), Tips and Tricks

Some devices will need to be brought in for repair, there are a limited number of devices in each building that can be used as loaners. If a loaner is needed, please get with your Administrator to find out the current method being used and / or if a loaner is available. The below tips and tricks may help you and your students.

POWER OFF METHOD - Software issues can sometimes be fixed by holding in the power button for 20 seconds. Release the power button and after a few seconds, you can turn the chromebook back on.

WHITE SCREEN - Normally means the chromebook has / had updates, you could use the method above to try and fix this, sometimes letting the chromebook stay on and sit for 20 minutes then doing the POWER OFF METHOD will resolve this issue. (Some experts say this may take a few tries).

CHROMEBOOK LOCKS UP - If signing out and powering down the device fails to work, the next thing to try is remove your PROFILE. Before logging in, if you see your name, to the right of that is a DROP Down arrow, click on that and choose REMOVE THIS USER, then move down and click REMOVE THIS USER again (Yes it must be done twice), Shutdown the device and turn it back on, log back in.

- If this issue still persists, then you may need to **bring your device in for repair**

VERY SLOW CHROMEBOOK - If your Chromebook is running slower than normal, your best bet is to just restart, or check for a system update. In most instances, an update to the Chromebook should automatically check for updates and download when connected to WiFi.

- Another thing to look at are the amount of extensions that have been added. Click on the three dots (Top right corner), move down to MORE TOOLS, Click on Extensions. A list of extensions will appear. Those with a grey slider switch are those we have installed. Games, and other extensions may have been installed and taking up memory. Turning them off should help. They can be removed if the student doesn't need them.

CHROMEBOOK KEEPS SHUTTING DOWN AND RESTARTING (Sometimes by itself) - This is a serious issue, the chromebook will need to be brought in and repaired as the Operating System has issues and should **be brought in for repair**.

BROWSER TABS ARE RELOADING AND MAKING EVERYTHING SLOW - Your

Chromebook Operating System will occasionally run into a problem where it will keep reloading browser tabs – over and over and over, slowing down everything else. The most common culprit here is low memory, so try shutting down any browser tabs that you don't need and see if the problem goes away.

- The same is true of apps and programs. Press the “Shift” and “Escape” keys together to open the “Task Manager,” which will show all the apps currently in operation. Close any apps you don't need or don't recognize.

I CAN'T HEAR ANYTHING FROM MY CHROMEBOOK - First, check for any obvious but sometimes unnoticed issues like plugged-in headphones that may need to be removed before you can hear sound normally. If you are using an audio device like speakers, make sure they are working properly.

- If the problem seems to be on the Operating System itself, then head over to the area on the bottom right where the icon for the time appears. After tapping or clicking there, find the option to adjust the volume via a slider. Make sure the volume is turned up high enough to hear and not muted.
- If you are using headphones or an external speaker, you also can try to change the sound input or output. Simple click on the same time area, and next to the volume slider select the right arrow. Make sure you've selected where you want the sound to come from. If that does not work, you'll need to reset your Chromebook following the steps above.

AUDIO DISTORTION (Excessive Feedback) on Chromebook during Zoom - If you have a student that has a lot of feedback/background noise coming through when they are unmuted here is the way to fix it:

1. Have them click the volume up button on their keyboard.
2. An arrow will show up on the side to open Audio Settings.
3. Adjust the input (internal microphone) so that it is in the middle.

This volume adjustment isn't the same one that is located within the zoom meeting

DOES NOT POWER ON - Although this trick doesn't always work, i am surprised by how often it does. Try powering on using the power cord: Sometimes a Chromebook will not turn on using the power button even when you know it is charged. This trick works quite often.

1. Close the lid of your Chromebook.
2. Plug in your Chromebook power cord into a wall outlet and then plug the other end into your Chromebook.
3. Open the lid of your Chromebook WITHOUT pressing any keys

After 20 or more seconds you just might see that beautiful white screen with the Chrome logo on it. In my experience after doing this once the power button works again.

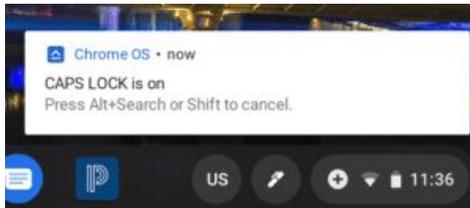
Orange / Red = charging

Green/ White= charged

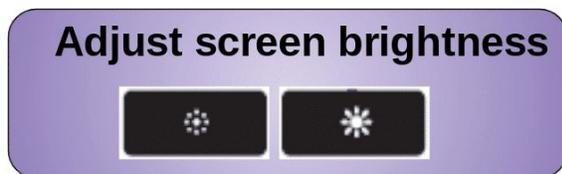
No Charging Light = bad news

If this problem still persists, then the device should **be brought in for repair**

CAPs LOCK STUCK ON - There is no caps-lock button on a Chromebook, but you can still enable this unwise feature by pressing **alt + search** (magnifying glass key). It's easy to forget how to turn it back off! Just press **alt + search** to toggle caps lock off.



SCREEN NOT WORKING OR DIM - Make sure students haven't dimmed the screen using the screen brightness keys. Press the **"increase"** brightness key a few times to check.



IF YOU HAVE A YELLOW OR PINK BOX MOVING AROUND ON YOUR CHROMEBOOK SCREEN / OR SEE A YELLOW BOX AROUND THE ENTIRE SCREEN - In the Top Right corner you may see the CLOSE Button [X]. Click it to close, then you can resume what you were doing. Basically, ChromeVox or Select-to-speak is enabled. Click the time, select accessibility, and disable any features that are enabled.

If you want to me more familiar with the **accessibility features** built into the Chromebook. [Read this post](#) for a full overview!

TOUCH SCREEN STOPS WORKING - Sometimes Chromebook touch screens get "Stuck". Usually restarting the Chromebook fixes this issue.

- Sometimes flipping the chromebook into tablet mode and back will reset the touchscreen, pause a few seconds between modes.

KEYBOARD NOT WORKING AFTER EXITING TABLET MODE - Usually you can fix this by flipping the device back to tablet mode, waiting for a few seconds, and then flipping it back to laptop mode. If not, try a quick restart. If this problem persists, you may need to bring the device in.

IF ANY HARDWARE DEFECTS / BROKEN DEVICE - These will need to be fixed, we do have a limited supply of devices available at each building to use as loaners. Parents may need to drop off their device and pick up a loaner. This will / may have to be scheduled with the Office / Admin of the appropriate building. Some examples are keys or the keyboard doesn't respond (after rebooting); Display doesn't work / is cracked or damaged; Missing keys; power supply doesn't charge the chromebook. (Light on the side of the device will show YELLOW for charging, WHITE will indicate a charged chromebook with the power cable attached. The other light is blue - meaning device is on.

(FEES may apply, per the handbook)