

Chromebook Troubleshooting Guide

Hardware Issues:

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.
2. Plug your charger back in to your Chromebook, then the wall.
3. Charge the device for at least 30 minutes.

Bluetooth doesn't work

Can't connect to Bluetooth

- Make sure that your Bluetooth device is supported and fully charged.
- Make sure you've entered your Bluetooth PIN correctly.
- Turn off Bluetooth, then turn it back on.

Can connect, but Bluetooth keeps dropping

- Make sure that your Bluetooth device is supported and fully charged.
- On your Chromebook, turn off Bluetooth, then turn it back on.
- Move the Bluetooth device and your Chromebook closer together.
- Move your Bluetooth device away from other wireless devices and appliances.
- Close browser tabs and apps you're not using.

Camera doesn't work

If your camera isn't working, or if you see a message that says "No camera found":

- Turn off your Chromebook, then turn it back on.
- Try using the camera in another app, like Hangouts. If it works in that app, uninstall the app where it doesn't work, then reinstall it.

Sound doesn't work

Make sure sound isn't muted:

1. At the bottom right, select the time.
2. Adjust the volume using the slider.

Change the sound input or output:

1. At the bottom right, select the time.
2. Next to the volume slider, select the Right arrow.
3. Change where sound comes from (output) or where you speak into (input).
4. Unplug audio devices (like headphones or speakers) from your Chromebook.

Fix touchpad problems

If your touchpad stops working, try these steps:

1. Make sure there is no dust or dirt on the touchpad.
2. Press the Esc key several times.
3. Drumroll your fingers on the touchpad for ten seconds.
4. Turn your Chromebook off, then back on again.
5. Perform 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.

Can't connect to Wi-Fi

Make sure Wi-Fi is on.

1. At the bottom right, select the time.
2. Select Not Connected.
Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
3. Turn on Wi-Fi.
4. Your Chromebook will automatically look for available networks and show them to you in a list.

Check that the network you want to connect to works with your Chromebook.

- Open networks that don't require a password
- Secure networks that use WEP, Dynamic WEP, WPA-PSK, WPA-Enterprise, or WPA2-Enterprise settings
- We recommend WPA2, as it is more secure than WEP or WPA
- Standards: 802.11 a/b/g/n and 802.11ac for AC-equipped Chromebooks

Software Issues:

Chromebook crashes or freezes

If your Chromebook is crashing or freezing:

- Turn off your Chromebook, then turn it back on.
- Close all your apps and browser windows.
- If a specific tab in your browser causes your Chromebook to crash or freeze, hard refresh the page: Ctrl + Shift + r.
- If you've installed any new apps or extensions recently, uninstall them.

Uninstall an app

1. In the corner of your screen, select the Launcher Up arrow.
2. Right-click the app you want to remove.
 - a. Right-click the app you want to remove. Or, on your keyboard, press Shift + Search + Increase volume. Or press Shift + Launcher + Increase Volume.
3. Select Uninstall or Remove from Chrome.
4. Select Remove.

Uninstall an extension

1. Open Chrome.
2. Select More - More tools - Extensions.
3. Next to the extension you want to remove, select Remove.
4. To confirm, select Remove.
 - a. To remove an extension that's a button on the browser toolbar, right-click the button and select Remove from Chrome.

Disable an extension

1. To temporarily stop using an extension:
2. Open Chrome.
3. Select More - More tools - Extensions.
4. Turn off the extension you want to disable.