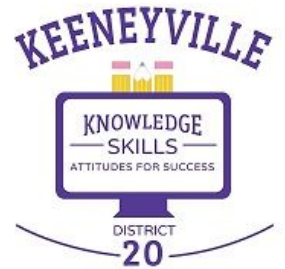


How to Fix Common Chromebook Problems




ESD20 Technology Support

Contents

➤ Hard Reset	3
➤ Power Wash Chromebook	4
➤ Recovery Mode	5
➤ Black Screen with Unresponsive Mouse & Chromebook	6
➤ Webcam Not Working	7
➤ Zoom Stuck on Connecting	8
➤ Clever Login Window Shows No Video or Wrong Camera	9
➤ Chromebook Does Not Turn On	10
➤ No Sound From Speakers	11
➤ Microphone Not Working or Not Loud Enough	12

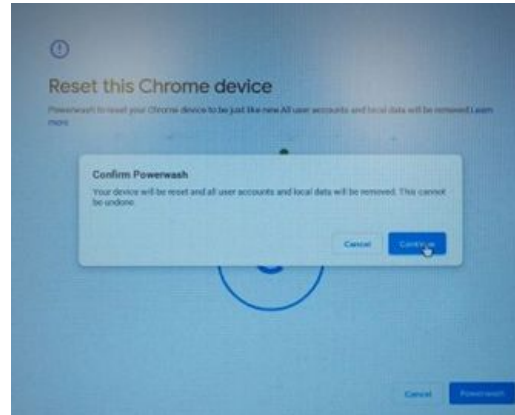
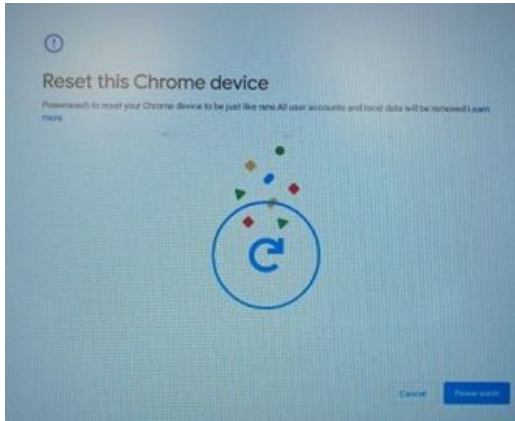
Hard Reset

1. Hold down the **POWER** button until the chromebook turns **OFF**
2. Hold down the **REFRESH** button  and press the **POWER** button at the same time.
3. Release the **REFRESH** button when the Chrome logo shows on the screen.



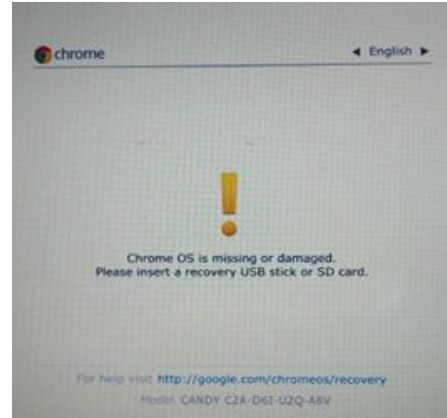
Power Wash Chromebook

1. At the login window press **CRTL + ALT + SHIFT + r**
2. Follow the onscreen prompts (see screenshots below)
3. Reconnect to wireless network
4. Re-enroll chromebook via Enterprise Enrollment (if needed)



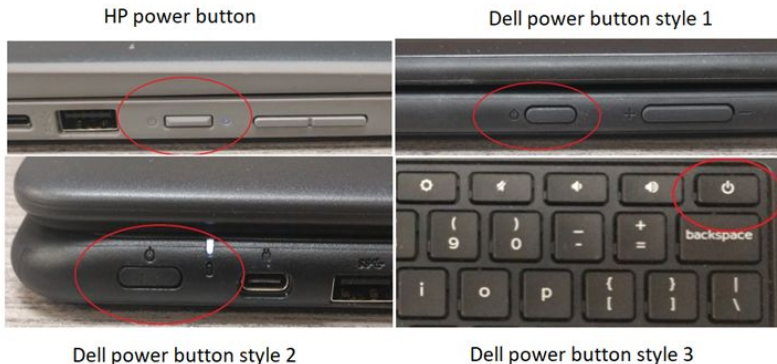
Recovery Mode

1. Press **ESCAPE** + **REFRESH** + **POWER** buttons
2. Wait for the display to turn **WHITE** (see screenshots below)
3. Power down the chromebook via the **POWER** button
4. Turn the chromebook **ON** again and it should boot up normally



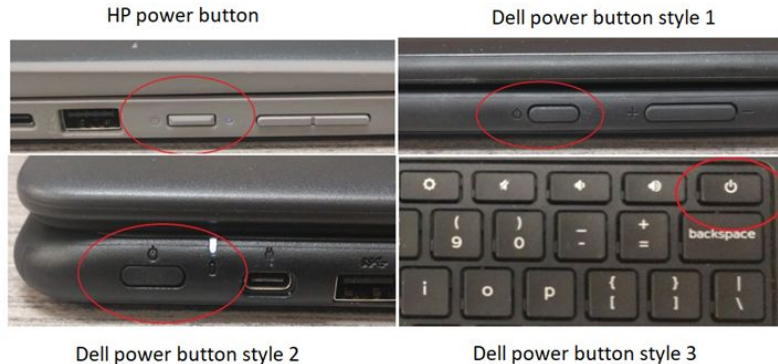
Black Screen with Unresponsive Mouse Pointer & Chromebook

1. Hold down the **POWER** button until the chromebook turns **OFF**
2. Turn the chromebook back **ON** again
3. Hard Reset (see page 3)
4. Power Wash (see page 4)
5. Recovery Mode (see page 5)
6. Replace Device (contact technology@esd20.org)



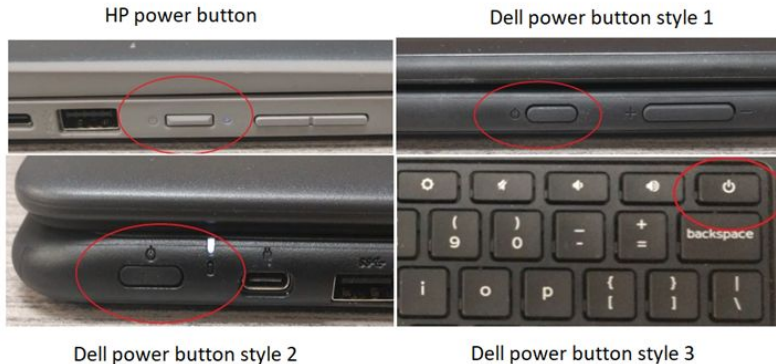
Webcam is not Working

1. Hold down the **POWER** button until the chromebook turns **OFF**
2. Turn the chromebook back **ON** again
3. Hard Reset (see page 3)
4. Power Wash (see page 4)
5. Replace Device (contact technology@esd20.org)



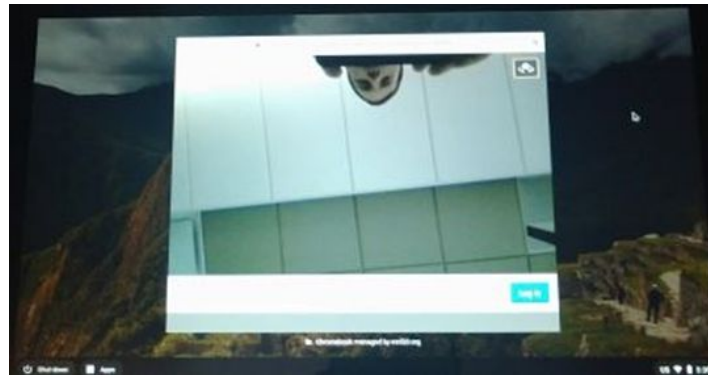
Zoom is Stuck on Connecting

1. Hold down the **POWER** button until the chromebook turns **OFF**
2. Turn the chromebook back **ON** again
3. Hard Reset (see page 3)
4. Power Wash (see page 4)
5. Replace Device (contact technology@esd20.org)



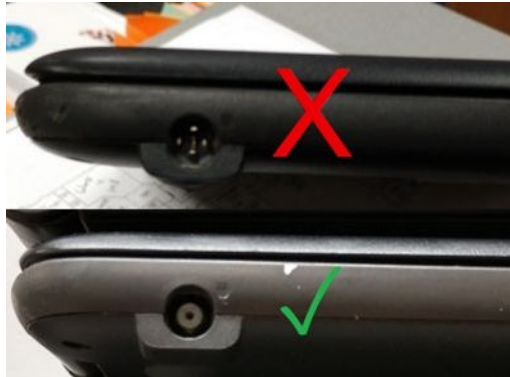
Clever Login Window Shows No Video or Wrong Camera

1. Hold down the **POWER** button until the chromebook turns **OFF**
2. Turn the chromebook back **ON** again
3. Hard Reset (see page 3)
4. Power Wash (see page 4)
5. Replace Device (contact technology@esd20.org)



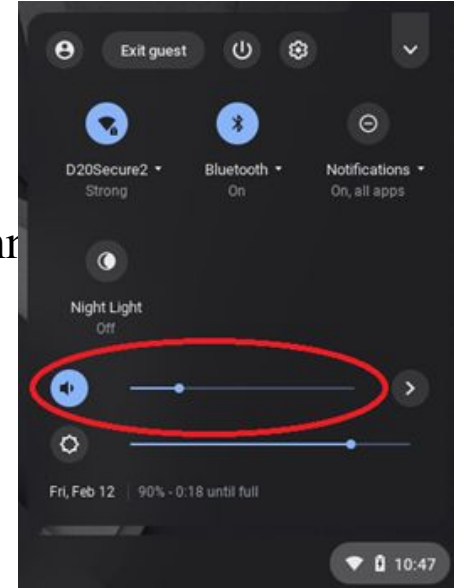
Chromebook Does Not Turn On

1. Check for a **CHARGING LIGHT** when connected to a power adapter
2. **INSPECT THE PORT** where the power adapter connects for damage or obstruction (see picture below)
3. Hard Reset (see page 3)
4. Enter Recovery Mode (see page 5)
5. Try a different power adapter (contact technology@esd20.org)
6. Replace Device (contact technology@esd20.org)



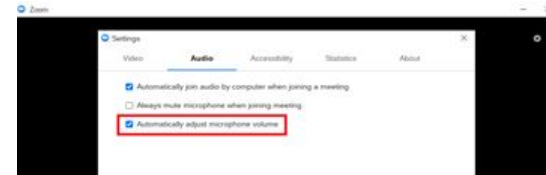
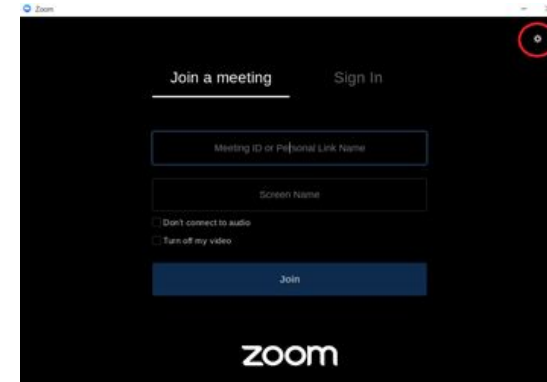
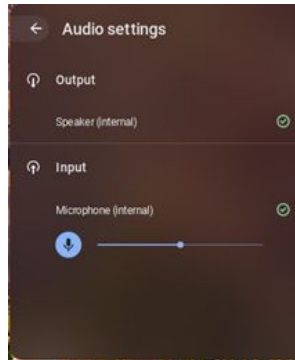
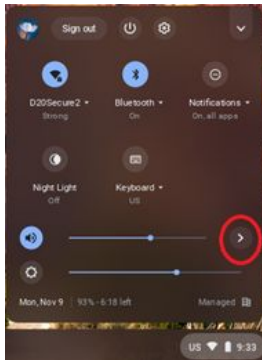
No Sound From Speakers

1. Adjust **VOLUME** in application or website
2. Adjust **MAIN VOLUME** via volume keys or volume slider
3. INSPECT HEADPHONE JACK for broken off headphone connector
4. Power Wash (see page 4)
5. Replace Device (contact technology@esd20.org)



Microphone Not Working or Not Loud Enough

1. Adjust **MICROPHONE** sensitivity via chromebook audio setting
2. Enable “Automatically adjust microphone volume” in **ZOOM** audio settings
3. Hard Reset (see page 3)
4. Power Wash (see page 4)
5. Replace Device (contact technology@esd20.org)



If you are unable to resolve your problem or need help, please contact the ESD20 Technology Department:

technology@esd20.org
(630) 894-4274

