

Technology Services Department

721 Brewer Drive
Monroe, NC 28112
(704) 296-3143

COMMON CHROMEBOOK ISSUES AND SIMPLE FIXES

Created By: Technology Services

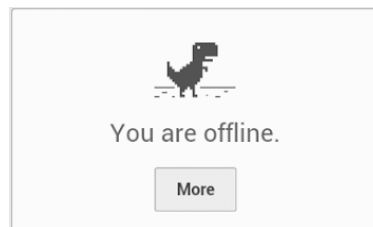
Most Chromebook issues are fixable by taking the battery out and putting it back in after about 10-15 seconds.

Examples:

- Turned my Chromebook on and the screen is black.
- My Chromebook won't turn on.
- If the red dot on the letter "i" on the ThinkPad logos are lit then take the out battery and turn it back on again. This usually fixes the issue.
- If they can't log in because the keyboard language got changed.

OFFLINE ERRORS:

If you see the Offline dinosaur then your Chromebook probably forgot the wireless password or the wireless may be turned off.



WIRELESS TURNED OFF

1. Click the wireless signal meter at the bottom right of the Chromebook task bar and make sure it is turned on. It will have a slash through the wireless icon if it turned off.
2. If it is not turned on then just click it again to enable it.

DROPPED WIRELESS

1. If the UCPCSB wireless network is prompting for a password then it will have to be plugged into an active network port in order to reconnect to the wireless. (If you're not sure if you have any active ports in your room use the switch port on the back of the phone in your room.)
2. After plugging in the network cable it may take 30 seconds to 1 minute to connect back to the wireless network. Turning it off and then turning it back on with the network cable plugged in seems to work also.
3. Unplug the network cable and it should connect to the wireless again.

If students are experiencing other issues, my office hours are during lunch and I will be in the Media Center. This handout is meant to keep students from losing valuable instruction time by having to come to the media center every time a simple problem needs to be addressed.