

Hard Reset

This has solved a large number of problems including: computer won't turn on or charge, audio jack does not work, screen will not turn on, certain keys not working...it varies by model how effective it is, but only takes a few seconds to try.

Hold the refresh button then press power at the same time for about two seconds. The refresh button is the circular arrow to the right of the →

The Chromebook will restart.



Restart

Restarting the device is another excellent way to resolve simple issues. CLOSING YOUR CHROMEBOOK WILL NOT RESTART IT. Logging off is also not restarting.

Hold the power button until a menu appears and then choose "Power off". If frozen, hold down the power until it turns off—this could take up to a minute. Let it remain off for a minute or two, then press the power button to restart. The device will automatically update itself and correct any minor issues.

Power Supply



Make sure the device is plugged in AND charging—look for the small indicator light near the charging port. If not, check the connection between the power cord and the “box” in the middle of the cord.

Also check the connection between the Chromebook and the power cord.