Chromebook Troubleshooting

If your problem is not listed, please email Josh Shepard (jshepard@oconee.k12.sc.us) and I will be more than happy to help you! I have addressed the majority of problems that seem to arise on a day to day basis in this document. If you continue having problems, please fill out a ticket and submit it to technical support.

Power Problems

- **Computer is getting no power at all, check the following items:**
    - Verify the power button. The red dot in the ThinkPad logo is lit whenever the computer is on.
    - Check all power connections. Remove any power strips and surge protectors to connect the ac power adapter directly to the ac power outlet.
    - Inspect the ac power adapter. Check for any physical damage, and make sure that the power cable is firmly attached to the adapter brick and the computer.
    - Verify if the ac power source is working by checking the ac power status indicator. The ac   power status indicator is lit when ac is connected to the computer.
    - Remove all devices and then test for system power with minimal devices attached.
        - Disconnect the ac power adapter and all cables from the computer.
        - Close the computer display, and turn the computer over.
        - Remove the battery.
        - Wait for 30 seconds, and then reinstall a known good battery and the ac power adapter to test the computer without external devices attached.
        - Swap batteries with another Lenovo ThinkPad Chromebook. Verify that the battery pack works in the other Chromebook and that the battery pack for the other model works in this computer.
        - Verify the battery-status indicator.

- **Computer stops responding and you cannot turn it off**
    - Press and hold the power button for about eight seconds.
    - If the computer still is not responding, remove the ac power adapter and the battery to reset the computer. Note: The power button is not designed to handle excessive pressure. Pressing the power button with excessive force will not assist in repairing a power problem.
    - Press and hold the power button until the computer turns off. Turn on the computer again by pressing the power button. If the computer does not turn on, continue with step 2.
    - Note: Do not remove the battery and the ac power adapter to reset the computer.

- While the computer is turned off, remove all power sources from the computer (battery and the ac power adapter).
- Hold down the power button for 10 seconds. Plug in the ac power adapter while keeping the battery out of the computer. If the computer does not turn back on, contact technical support

Battery problems

- **The battery pack cannot be fully charged in the standard charge time when the computer is powered off.**
  - The battery pack might be over-discharged. Do the following:
    - Turn off the computer.
    - Ensure that the over-discharged battery pack is in the computer.
    - Connect the ac power adapter to the computer and let it charge.

- **Your computer shuts down before the battery status indicator shows empty, or your computer operates after the battery status indicator shows empty.**
  - Discharge and recharge the battery pack.

- **The operating time for a fully charged battery pack is short.**
  - Discharge and recharge the battery pack. If your battery operating time is still short, and still cannot be charged, Contact technical support

Sleep problems

- **The computer enters sleep mode unexpectedly.**
  - If the microprocessor overheats, the computer automatically enters sleep mode to allow the computer to cool and to protect the microprocessor and other internal components.
  - Check the settings for sleep mode.

- **The computer enters sleep mode (the sleep indicator turns on) immediately after the power-on self-test.**
  - Ensure that:
    - The battery is charged.
    - The operating temperature is within the acceptable range.

Wireless Internet Problems

- **You cannot connect to the network using the built-in wireless network card.**
  - o Ensure that:
    - The wireless radio is enabled.
      - (this is under settings in the bottom right corner)
    - Your computer is within range of a wireless access point.

Computer Screen Problems

- **When I turn on the computer, nothing is displayed on the screen.**
  - o Ensure that:
    - The battery is installed correctly.
    - The ac power adapter is connected to the computer and the power cord is plugged into
    - A working electrical outlet.
    - The computer is turned on. (Turn the power button on again for confirmation.)
    - If these items are correctly set, and the screen remains blank, contact technical support

- **The screen stays on even after you turn off your computer.**
  - o Press and hold the power button for about eight seconds to turn off your computer; then turn it on again.

- **Missing, discolored, or bright dots appear on the screen every time you turn on your computer.**
  - o This is an intrinsic characteristic of the TFT technology. Your computer display contains multiple thin-film transistors (TFTs). A small number of missing, discolored, or bright dots on the screen might exist all the time.

- **My screen goes blank while the computer is on.**
  - o Your screen saver or power management might have been enabled. Do either of the following:
    - Touch the TrackPoint pointing device or the touch pad, or press a key to exit the screen saver.
    - Press the power button to resume from sleep.

- **My screen is flipped sideways or upside down.**
  - Press CTRL+Alt+ ↑

Audio Problems

- **A volume or balance slider cannot be moved.**
  - The slider might be grayed out. This means that its position is fixed by the hardware (external device) and cannot be changed.

- **The volume sliders do not stay in place when some audio programs are used.**
  - It is normal for the sliders to change position when certain sound programs are used.
  - The programs are aware of the settings in the Volume Mixer window and are allowed to change the settings themselves. Usually the program has sliders available to control the sound from within the program.

- **The balance slider cannot completely mute one channel.**
  - The control is designed to compensate for minor differences in balance and does not completely mute either channel.

- **The sound cannot be turned off completely even if you set the Master volume control at minimum.**
  - You still can hear some sound even though you have set the Master volume control at minimum.
  - To turn off the sound completely, go to the Master volume control and select Mute speakers.