





Common Chromebook Issues & Solutions

Frozen Chromebook: Press and hold the power button for much longer than you normally would (it could be up to a minute). Eventually it will shut down. Most of the time the chromebook will boot back up normally if not: plug it in, wait a few minutes, and then press and hold the power button.



Chromebook Won't Turn On (no status light when plugged in)

Plug Chromebook in to the power adapter.

- Press and hold Esc + Refresh , then press Power  (you should see the orange status light come on)
 - Release Esc + Refresh , and Power 
 - Wait 30 seconds. If Chromebook does not power back on by itself press and hold power until it comes on.
 - The Chromebook will boot to a recovery screen just press the power button to restart it again. This should bring it to your login screen.
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WiFi Troubleshooting

As we navigate teaching and learning from home, here are some tips to try using your chromebook. Here are a few things to try if you are experiencing connection problems.

- **Restart your Device:** When was the last time you restarted your device? The first step in troubleshooting is to shut down your Chromebook, laptop, PC, etc. and turn it back on. That sometimes clears up any issue with the device running slowly.
- **Close Tabs:** Limit the number of other Chrome tabs you have open. Each tab you have open takes up time & resources
- **Clear your Cache:** On your computer, open Chrome.
 - At the top-right, click “More” .
 - Click “More tools”  “Clear browsing data”
 - At the top, choose a time range. To delete everything, select “All” time.
 - Next to “Cookies and other site data” and “Cached images and files”, tick the boxes.
 - Click “Clear data”
- **Camera:** To improve connectivity, turn off your camera as a last resort.

Home Internet Connectivity

As we navigate teaching and learning from home, here are some tips to help diagnose your home internet connection. Many factors can affect the stability of your WiFi. Here are a few things to try if you are experiencing connection problems.

- **Check your Bandwidth:** Are other devices on your home Internet consuming your Internet bandwidth? Make sure other family members are not streaming video on sites such as YouTube, Netflix, Hulu, Spotify, etc. Your home bandwidth is limited and other devices may be using up the limited capacity.
- **Router Proximity:** How far are you from your WiFi router? Getting as close as possible to the WiFi router will give you the best performance. You may want to consider a whole home mesh WiFi system for better coverage and a stronger signal. Some recommend the Netgear Orbi RBK50 system (base station and

satellite access point) but there are many other home mesh WiFi systems as well.

- **Router Upgrade:** The router/WiFi system you may be using could be many years old and the technology is sub par now. Many newer modems have a 2.5Ghz signal and a 5 Ghz signal (often indicated in the name of the WiFi). 2.4Ghz is slower but has a longer range. If you are further away from your modem, try the 2.4Ghz, if you are close, use the 5 Ghz.
- **ReStart your Router/Modem.** If you use a router/modem from your cable company look for a black box with lots of lights on it and the coaxial cable plugs into it. Unplug the unit's power cable and wait 15 seconds. Then plug the unit back in, wait one minute, and try your Internet again.
- **Run a Speed Test:** Go to <https://www.speedtest.net/> Download speeds of less than 5Mbps are going to present some challenges (upload speeds are less of an issue). Try running the speed tests in various locations in your home to find the best location.
- **Wired Internet:** You can achieve the fastest speeds possible with a wired Internet connection. You will need a USB adapter and Ethernet cable to try this. The adapter plugs into the USB port on your computer and the Ethernet cable connects the adapter to the router/modem. This is a sample [USB adapter](#) and [cable](#).

If none of these suggestions solve your Internet issue, you should call your Internet Service Provider.

Internet Service Provider Troubleshooting pages:

[Comcast](#)

[Verizon](#)

[HughesNet](#)