North Reading Public Schools Digital Learning Chromebook Troubleshooting Quick Assessment Tool For Parents & Students

Below are some quick tips to help you at home when you have an issue with your Chromebook.

Chromebook will not turn on

Be sure the device is charged.   **Close the lid**, plug it in, and make sure orange light comes on to indicate charging. If light turns orange, wait for at least 5 minutes before opening the lid and waiting for the device to turn on. When light turns white the device has a full charge. (It may be necessary to charge for a full 24 hours)

Chromebook is frozen or won't respond: Force a hard restart

Sometimes it is necessary to press and hold the power button down for 30 seconds to force a hard restart. Literally hold down the power button and count to 30. When the chromebook turns off, close the lid and wait at least 10 seconds. Then open the lid and wait for the chromebook to turn back on. This may seem tedious, but you might be surprised with the results.

Getting Kicked off Google Meets, Lagging Device, Wifi Dropping: Check for Chrome OS Updates

Click the bottom right corner of the chromebook where the clock is located.
1. Select the Settings icon (gear)
2. Click About Chrome OS on the left side of the menu
3. Click Check for updates
4. Restart to Update when prompted.

Bluetooth Headphones not connecting
Toggle Bluetooth icon on and off. Make sure that your bluetooth headphones are disconnected from all other devices, then connect them to your chromebook.

Google Meet not allowing student to join (camera window does not show image)
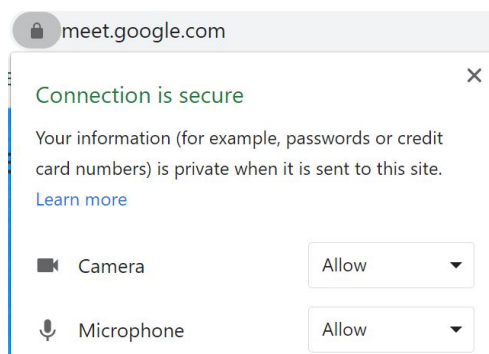
1)   Make sure that the webpage is allowed to use camera and microphone. Click the lock icon in the address bar as noted in the screenshot and make sure each drop down shows allow:

2)   Open the camera app from the app tray and see if the image loads. **If it does not load**, you should submit a tech ticket and bring your chromebook to your school's tech staff. If it does load, you should recheck step #1.

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Device Is Slow and Experiences Camera Issues: Wipe and Re-Enroll
Complete these steps in the linked document with your Students Login Information. This will do a quick wipe of the local data of the Chromebook and reset settings for a fresh start.
[Directions for School Closure 2020 Home Wipe and Re Enroll Chromebooks V 04.02.2020.pdf](#)

When to submit a tech ticket or bring the device to school for repair:
- Chromebook will not turn on even after troubleshooting tips above
- Camera/Microphone not working after troubleshooting tips above
- Cracked screen, other damage to the device causing it to not work properly
- Certain Keyboard keys not working
- Touchpad not working after hard restart

Please submit Technology Tickets and Concerns using the ticket system and corresponding school. Submit Here: http://bit.ly/nrtechticket

Thank you for your support!
Daniel Downs,E.d.D.
Director of Digital Learning
North Reading Public Schools