

chromebook **HELP!**

→ The Chromebook won't charge or TURN ON:

Chromebook won't turn on or won't charge

First, check if the battery is charging by plugging your Chromebook into a power outlet. (Usually, you'll see a light turn on.)

If your Chromebook is charging, let it charge for at least 30 minutes. If it still won't turn on, CONTACT THE SCHOOL.

If your Chromebook still isn't charging:

- Check if the charger or adapter cables are completely plugged in, both to your Chromebook and the wall.
- Make sure that the power outlet is working.
- Unplug your charger from the wall and your Chromebook.
- Plug your charger back in to your Chromebook, then the wall.
- Charge the device for at least 30 minutes.

→ My BATTERY isn't charging:

Battery won't charge

First, check that:

The charger or adapter cables are completely plugged in, both to your Chromebook and the wall.

The power outlet is working.

If your Chromebook still won't charge:

1. Unplug your charger from the wall and your Chromebook.
2. Plug your charger back in to your Chromebook, then the wall.
3. Charge the device for at least 30 minutes.
4. Contact the school.

→ My CAMERA isn't working:

Camera doesn't work

If your camera isn't working, or if you see a message that says "No camera found":

1. Turn off your Chromebook, then turn it back on.
2. Try using the camera in another app, like [Hangouts](#). If it works in that app, [uninstall the app](#) where it doesn't work, then [reinstall it](#).

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3. CONTACT THE SCHOOL..

→ My SOUND isn't working:

Sound doesn't work

1. Make sure sound isn't muted:
 - At the bottom right, select the time.
 - Adjust the volume using the slider.
2. Change the sound input or output:
 - At the bottom right, select the time.
 - Next to the volume slider, select the Right arrow ▶.
 - Change where sound comes from (output) or where you speak into (input).
3. Unplug audio devices (like headphones or speakers) from your Chromebook.
4. If the sound works unplugged, make sure that you place the headphone back in the correct jack.
5. If the sound still does not work
6. CONTACT THE SCHOOL..

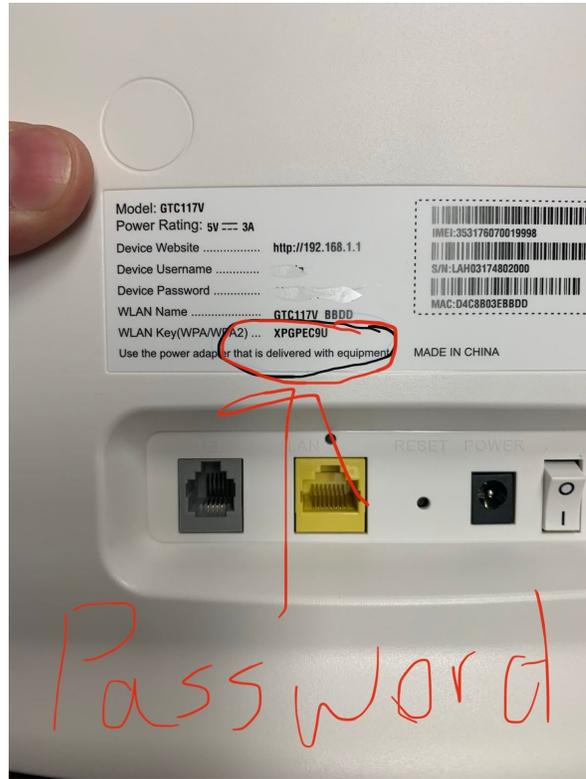
→ The Chromebook just CRASHED or FROZE:

1. Restart the computer. Holding the power button for 10 seconds will hard restart the device and should clear the freeze.
2. If still frozen.
3. CONTACT THE SCHOOL..

→ I Don't have WIFI:

1. If you have a router make sure that it is plugged into power.
 - On the router look to see that the Wifi bars are on.
 - The bars will show in green to let you know that the device is on.
 - The CAT5-e cable (comes in yellow, sometimes green, blue, Black, and Grey) is not needed. The router is sending a signal wirelessly to your device.
2. If you have a MIFI device make sure that it is charged.
3. Make sure that you have chosen the correct Device Name (SSID)
4. Make sure to then enter the password correctly to connect to the WIFI.
 - If you have a router device it will look like the following picture:

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5. The device will not automatically connect to the WIFI. You need to select the (SSID) or WIFI Name. The Password should be saved.
6. You need to be connected to the Internet before you can log into the device with a @kitcarsonschool.com user.