




KIPP MA Chromebook Troubleshooting Guide

My computer volume isn't working

Make sure that the volume is not muted: On your keyboard, first row, press the volume up key multiple times to get out of mute mode.  Pressing the mute or volume down key, will not take you out of the mute mode on Chromebooks.

Make sure to unplug any headphones: If the sound works when the headphone is unplugged, the headphone might be malfunctioning.

My screen is black

Make sure that your Chromebook is turned on: Press the power button  to turn your Chromebook on. **Make sure that your Chromebook is charged:** Connect your Chromebook to the power adapter provided with your Chromebook. **Make sure that the screen brightness is not all the way down:** On the first row of keys on your keyboard, press the bright up key multiple times to bring the bright up. 

My computer will not charge


Make sure that you are connecting your Chromebook depending on your type following the page provided with your computer: If you have an HP with a Flat charger head, make sure that it's connected in the right port: The right charger port is located on the right side of the body of the Chromebook and it has an LED (small light indicator) next to it. **Correct**

port:  **Incorrect port:**  Make sure that the LED is on while the charger is connected.

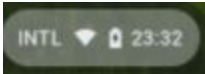

My computer will not connect to the internet/ wi-fi

Open [this document](#) and follow the steps on the session "How to connect the Chromebook to the Internet"

My computer will not turn on

Make sure that your Chromebook is charged: Connect your Chromebook to the power adapter provided with your Chromebook and press the power button .


My keyboard setting not in English

Make sure that on the bottom left corner of the screen, where the time displays,  it displays "US" if not, press Ctrl+Space until US show up 




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The image on the screen is rotated

Press Ctrl+Shift+Reload/Refresh(): The screen will rotate 90 degrees each time the combination key is pressed.

My computer stop responding and/or is frozen

To force a reboot, press Reload/Refresh  + Power bottom 

I'm getting an error message when trying to access Canvas saying "Your Browser does not meet the minimum requirements for Canvas"

Please refer to the following [one page article](#)