




| Chromebook Troubleshooting

<p>Lenovo 300e not holding a charge</p>	<p>Only the left side USB-C port (4) charges the battery of the device. The right side USB-C port (8) will power on the device while plugged in but will not charge the battery.</p> 
<p>Lenovo 300e will not turn on</p>	<p>If the Lenovo 300e Chromebook battery is completely drained, it will take up to 30 minutes on the charger to turn on again. Plug in the charger on the left side and wait 30 minutes before attempting to use the Chromebook again.</p>
<p>Chromebook is charged but the screen won't come on because the Chromebook has gone to sleep</p>	<p>Reboot/Soft Reset</p> <ol style="list-style-type: none">1. Press and hold "Refresh" key (half circle above 4 - aka F3) + tap Power2. When your Chromebook starts up, release Refresh

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<p>Toggle on/off accessibility features</p> <p>*Large cursor, magnified screen, or spoken feedback may make the Chromebook appear to be malfunctioning. Follow these steps to turn them off</p>	<p>Step 1: Find accessibility features</p> <ol style="list-style-type: none"> 1. At the bottom right, select the time. Or press Alt + Shift + s 2. Select Settings  3. At the bottom, select Advanced 4. In the "Accessibility" section, select Manage accessibility feature. Optional: To have quick access to accessibility features, turn on Always show accessibility options in the system menu. <p>Step 2: Turn on or off a feature</p> <p>Choose the accessibility features you'd like to use:</p> <ul style="list-style-type: none"> • Text-to-speech: Turn on the screen reader or Select-to-speak. • Display: Turn on high contrast mode or screen magnifier, or change screen resolution or text size. • Keyboard: Turn on sticky keys, on-screen keyboard, keyboard focus highlighting, keyboard repeat rate, or word prediction. Learn how to type with your voice. • Mouse and touchpad: Turn on navigation buttons in tablet mode, automatic clicking, tap dragging, cursor highlighting, or change the cursor's size. • Audio: Play all sounds together through all speakers or play sound on startup
<p>Zoom "Connecting" screen continues to spin when attempting to join a Zoom meeting</p>	<p>Clear browsing history</p> <ol style="list-style-type: none"> 1. At the top right of the Chrome browser, click More . 2. Click History History. 3. On the left, click "Clear browsing data." A box will appear 4. Click "Advanced" 5. From the drop-down menu, select "All time" 6. Check all the boxes 7. Click "Clear data"

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<p>Zoom screen is black while the teacher is sharing their screen</p> <p>For tips on how to access Zoom or join a test meeting, click here</p> <p>Students will use SSO to sign in, with the domain mcpsmd</p>	<p>Level 1 - Check for Updates and Clear cache, cookies, and history</p> <ol style="list-style-type: none"> 1. Click on the time at the bottom right of the Chromebook 2. A window pops up. Click on the Settings cog  3. Another window will pop up called Settings 4. Go the bottom left and click on About Chrome OS <ol style="list-style-type: none"> a. The Google Chrome OS windows opens. Check for updates. <p>After any updates are finished, clear cache, cookies, and history for all time. Then, go back to a Zoom meeting to see if the screen is now functioning normally.</p> <p>Level 2- Hard Reset</p> <ol style="list-style-type: none"> 1. Press and hold the “Esc” key and “Refresh” key (half circle above 4 - aka F3) and the “Power” button to turn on the Chromebook 2. The Chromebook will boot to Developer Mode. Press “Ctrl” + “D” to turn off OS verification 3. Press Enter to confirm that you wish to turn OS verification OFF 4. The Chromebook restarts and prompts to re-enable verification. Press the spacebar 5. Press Enter to confirm that you wish to turn OS verification ON 6. After an automatic reboot, the "Welcome!" screen will be displayed and you can complete the on screen instructions. Click the blue “Let’s Go” button to continue 7. Choose the Wifi network and connect 8. The “Enterprise Enrollment” screen should follow. When it does login with your @mcpsmd.net account and password
<p>Screen resolution error during MAP testing</p>	<p>Press Ctrl + Alt + 0 to reset the resolution</p>
<p>Date and/or Time are incorrect</p>	<p>Hard Reset</p> <ol style="list-style-type: none"> 1. Log out of the Chromebook



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<p>This may cause the Chromebook to be unable to connect to WiFi</p>	<ol style="list-style-type: none"> 2. Press and hold the “Esc” key and “Refresh” key (half circle above 4 - aka F3) and the “Power” button to turn on the Chromebook 3. The Chromebook will boot to Developer Mode. Press “Ctrl” + “D” to turn off OS verification 4. Press Enter to confirm that you wish to turn OS verification OFF 5. The Chromebook restarts and prompts to re-enable verification. Press the spacebar 6. Press Enter to confirm that you wish to turn OS verification ON 7. After an automatic reboot, the "Welcome!" screen will be displayed and you can complete the on screen instructions. Click the blue “Let’s Go” button to continue 8. Choose the Wifi network and connect 9. The “Enterprise Enrollment” screen should follow. When it does login with your @mcpsmd.net account and password
<p>Chromebook is acting unusual or slow. Trackpad is hanging or clicking funny. Keyboard is slow or delayed.</p>	<p>Powerwash</p> <ol style="list-style-type: none"> 1. Sign out of your Chromebook 2. Press and hold Ctrl + Alt + Shift + r 3. Select Restart 4. In the box that appears, select Powerwash Continue 5. Log into the wifi 6. Follow the steps that appear and sign in with your Google Account
<p>Issues with Zoom camera or microphone</p>	<p>It is recommended that students use the Zoom app for the best experience. If using the web browser and the camera appears to be blocked</p> <ol style="list-style-type: none"> 1. Go to mcpsmd.zoom.us 2. At the top left of the URL bar, click the lock icon 3. In the dropdown menu, click Site Settings 4. Click the dropdown menu next to Camera or Microphone 5. Select “Allow” or “Ask (default)”
<p>Printing</p>	<p>Print from a Chromebook Instructions</p>

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Other [common issues and solutions](#)