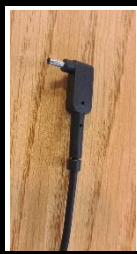


## Troubleshooting Your AACPS Chromebook

While in schools, Chromebooks are charged daily and remain continuously connected to the school's wireless network. Following are some troubleshooting tips to help you manage the power and wireless connectivity of your AACPS Chromebook while outside the school environment.

### Identifying your child's Chromebook

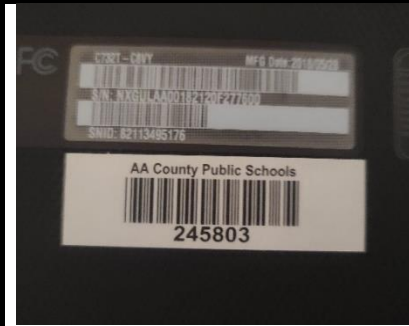
Two model Acer Chromebooks were distributed to students: C731 and C732. The type of power plug will help you identify the model Chromebook.



C731 power plug has a 90-degree bent style plug



C732 power plug is a flat oval style plug



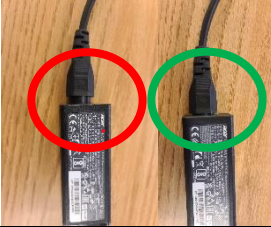



The serial number uniquely identifies both model Chromebooks. It is located on the bottom of the device.

Devices should also have a white AACPS asset tag with a 6-digit number. Additionally, some schools labeled their devices with cart and device name label; some did not.

The serial # and/or asset tag # can accurately identify your device in our tracking system.

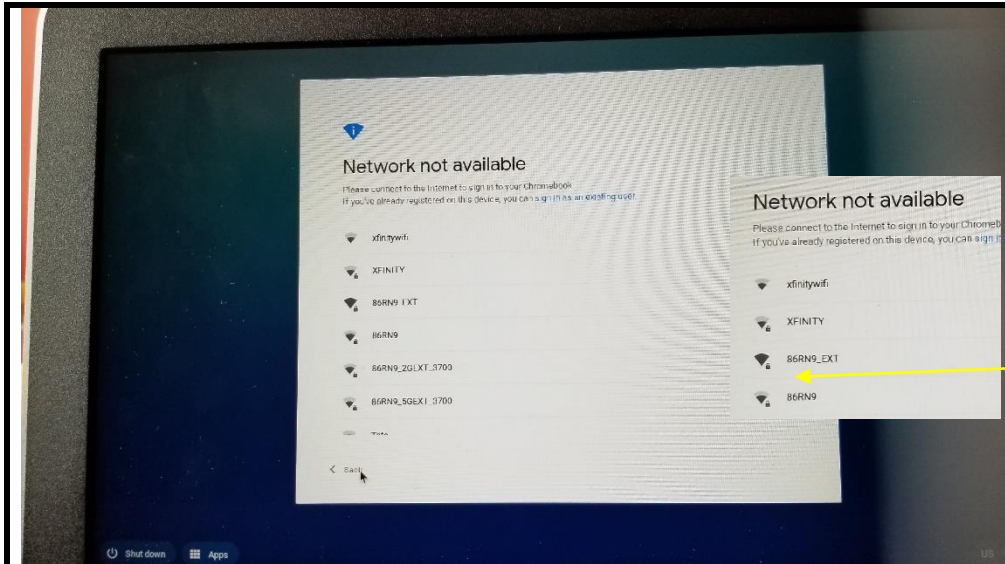
## Troubleshooting power issues

		
<p>C731 will have an amber light when the plug is properly inserted, and the device is charging.</p>	<p>C732 will have a blue light when the plug is properly inserted, and the device is charging.</p>	<p>Be sure the wire that connects the power adaptor to the wall outlet is completely inserted.</p>

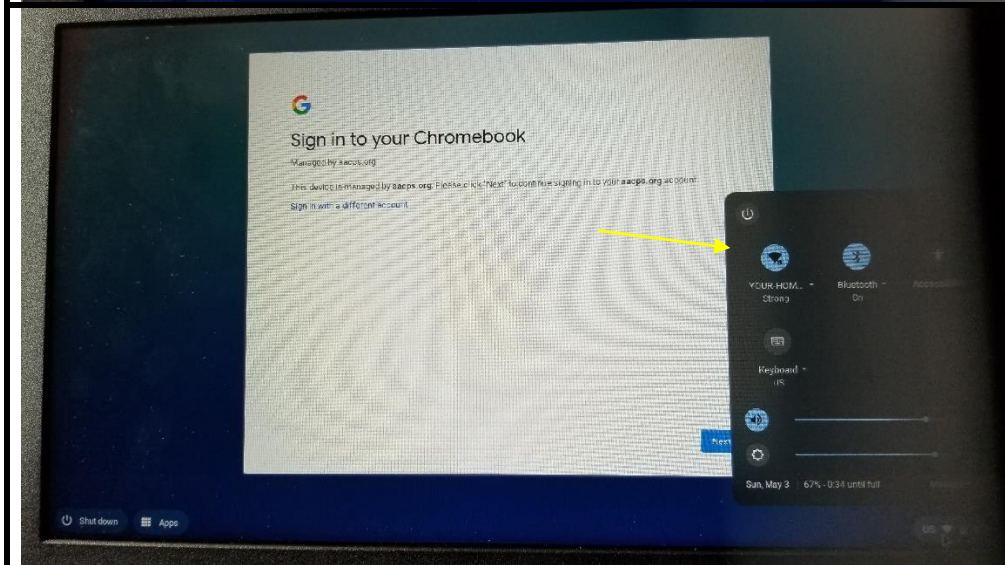
	<p><i>Not powering on?</i> – be sure to check the power/charging troubleshooting tips listed above. Also try pressing and holding down the power button for at least 20 seconds if the Chromebook is charging but not powering on.</p> <p><i>Other items to check if the Chromebook is not charging:</i></p> <ul style="list-style-type: none"><li>➤ Check AC wall outlet by plugging in a known-working device (such as wall lamp).</li><li>➤ If using a power strip, check the strip to make sure it is on and/or has not tripped.</li></ul>
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## Troubleshooting Wi-Fi issues

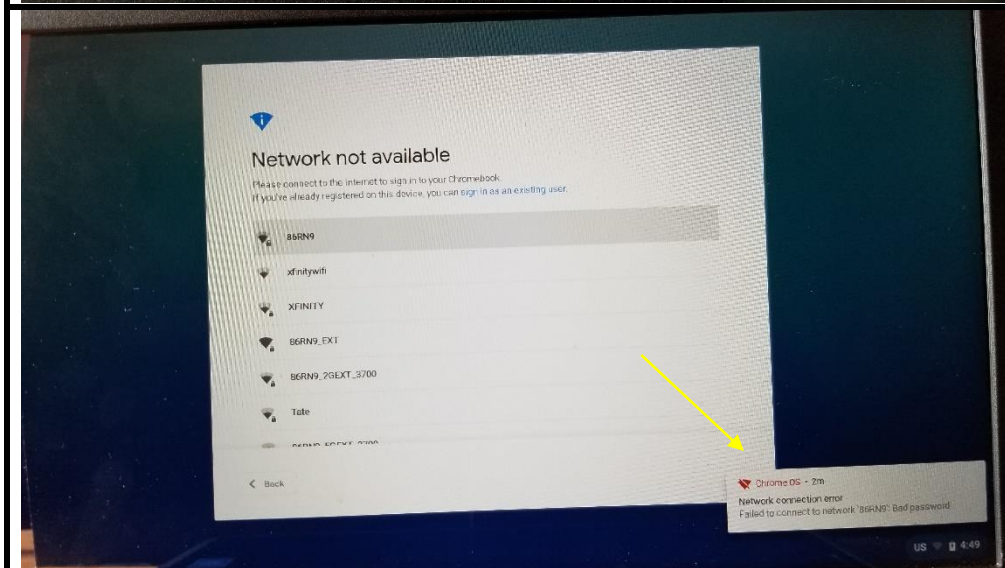
The following pictures will help you troubleshoot Wi-Fi issues with your Chromebook:



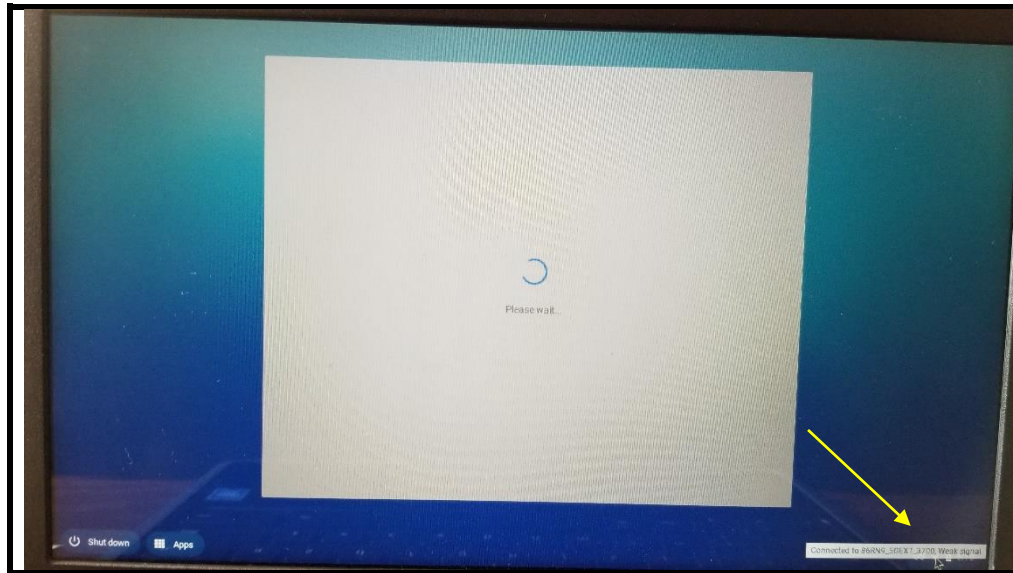
Network Not Available indicates that you have not connected to a wireless network or that your wireless connection no longer exists. The wireless networks with the darkest wedge-shape indicated stronger signal strength.



What it looks like when properly connected to Wi-Fi. If you are properly connecting to your Wi-Fi, you will see the Sign In to Your Chromebook prompt. In the lower right corner, you will see your network name.



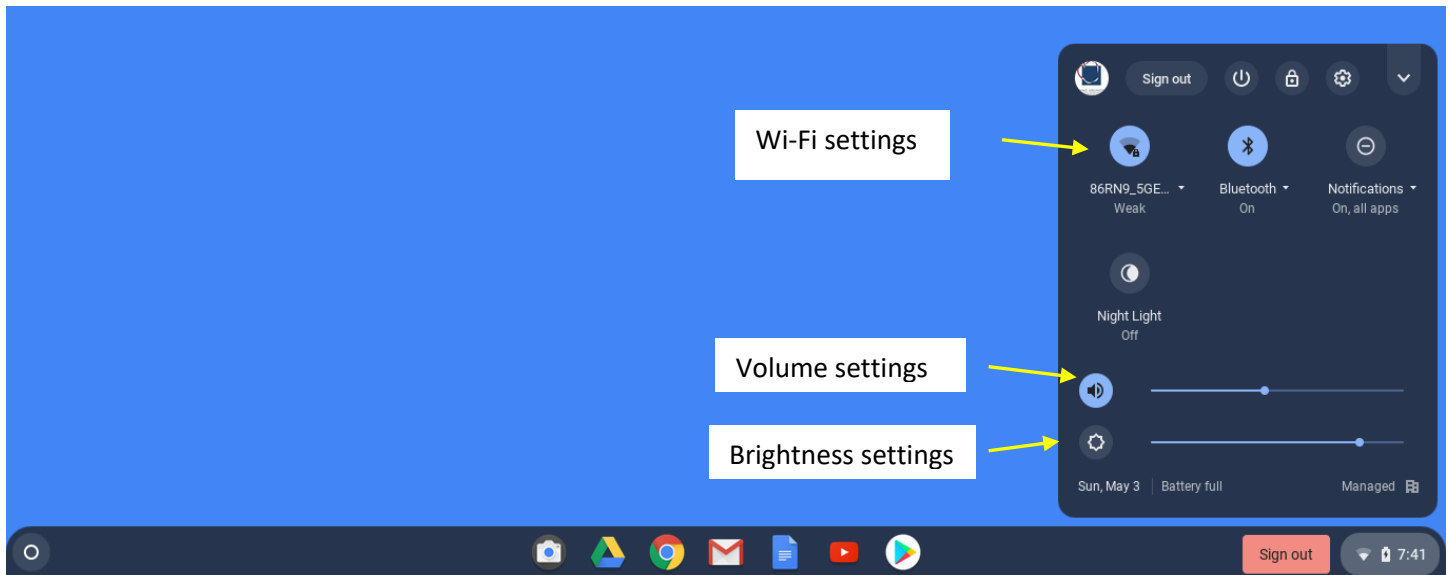
There will be a small dialog box in the lower right-hand corner if the wrong Wi-Fi password is entered. Most wireless networks use pass phrases that are case-sensitive.



Low signal strength is indicated in the lower right-hand corner. Low signal strength (weak signal) will cause many issues include slow loading of web pages and participation in Google Classroom.

## **Additional controls**

By clicking on the bottom right-hand corner on the time, you can access the controls for volume settings, screen brightness and wireless settings. Depending upon the version of Chrome OS, this setting may appear different.



*Wi-Fi settings* – this setting allows you to add an additional wireless network to your device and check signal strength.

*Volume settings* – this setting allows you to mute sound and adjust sound volume. If headphones (or headphones with microphone) are plugged in, this setting will allow you to choose between the internal speaker (and microphone) and the external speaker (and microphone).

*Brightness settings* – this setting allows you to brighten/darken the screen.

NOTE – there are other settings that can be accessed in this panel. It is strongly recommended to not make additional adjustments to your device as it may adversely impact the use of this device for instruction.

## **Still having trouble?**

If you are still having difficulty with your child’s Chromebook, kindly send an email to [chromebookissues@aacps.org](mailto:chromebookissues@aacps.org). Make the subject line: “Chromebook Issue – Student Last Name” and include the following information in the body of your message:

- Child’s name
- Child’s school
- Chromebook model #
- From what location did you get your child’s Chromebook
- Brief description of what the issue is

Depending upon the circumstances, we may resolve the issue or swap out the Chromebook.

Thank you for your assistance in helping us with Chromebook support!