


What can I do if my Chromebook does not start/boot?


CHROMEBOOK RESET - ACER

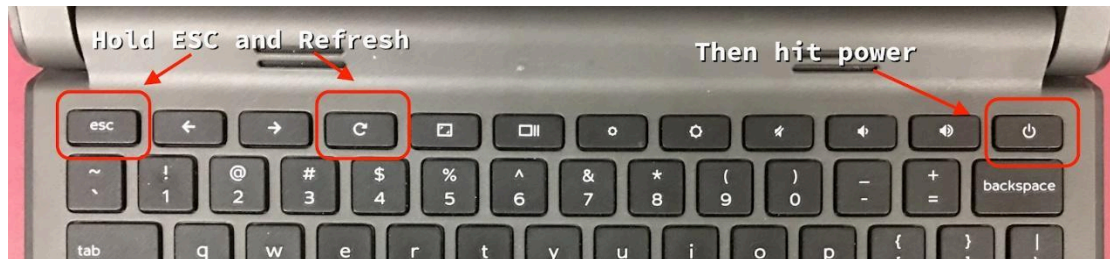
When your Chromebook does not start/boot, you can use the steps below to get your Chromebook to start/boot again.

1. Make sure that all external devices are disconnected.
2. Connect the power adapter to your Chromebook and charge the Chromebook for 30 minutes.
3. Power on the Chromebook by pressing the **Power** button. If the Chromebook still does not boot, proceed with the next step.
4. Leave the Chromebook connected to the power adapter and press the **Power** button for 8 seconds to make sure that the Chromebook is completely powered off.
5. Press and hold the **Refresh** button , and briefly press the **Power** button.
6. When the Chromebook starts, release the buttons.

CHROMEBOOK RESET – DELL 3100

Dell 3100 – chromebook won't turn on/won't charge.

The only way to get it to power on/charge again is using an original Dell power adapter AND pressing Escape/refresh  /Power at the same time.



Give it a minute or two to load to the reinstall OS screen, then shut it down (do not reinstall OS). Once powered down, press the Power button again and it will turn on.

There are 2 things you can do to prevent this.

1. Use the original Dell power adapter that came with your chromebook. (very important)
2. DO NOT let the battery drain completely (this causes another issue – the power light will blink orange for about 5-20 minutes and may not let you turn on the device until charged to 5%).