

Mac & Chromebook | Easy | 2 min read

Chromebook: it will not turn on or charge

A Chromebook that seems dead is often just out of battery or has a charging problem. Work through these checks before assuming it is broken.

Check the charger and socket

- Plug the charger firmly into the wall and into the Chromebook. Try a different socket.
- Use the charger that came with the Chromebook, or one from a trusted maker that matches it. A weak or wrong charger may not charge it.
- Look at the charging light. Many Chromebooks show an amber or orange light when charging and white or blue when full. Check the manual for your model.
- Look at the cable and ends for damage or bent pins.

Leave it charging

If the battery is completely flat, it may need 30 minutes or more before it will start. Leave it plugged in and then press the **power button**.

Check the screen

Press a key and turn up the brightness. The Chromebook could be on but have a dim screen.

Try a hard restart

1. Unplug the charger and anything else connected.
2. Hold the **power button** for about 10 seconds, then let go.
3. Plug the charger in and press the power button again.

Some models have a different hard reset method, for example holding **Refresh** and tapping power. Because it varies, look up your model or ask us.

Be careful

- Do not open the Chromebook or use a damaged charger. Swollen batteries and damaged cables can be dangerous.
- Stop using it if the case is bulging or very hot.

Good habits

Do not leave it flat for weeks. Charge it occasionally even when not in use.

When to get more help

Contact us if there is no light and no sign of life after trying a different charger, if the battery drains in minutes, or if the charging port feels loose. A new battery or charger may be needed, and we can help you choose the right one.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.