

Mac & Chromebook | Medium | 2 min read

Chromebook: keyboard, touchpad and screen problems

If part of your Chromebook is misbehaving, a few simple checks fix most problems. Try these before anything drastic.

Restart first

Switch the Chromebook off and on again. Many glitches clear after a restart.

Keyboard

- Keys not working: clean around them gently. Turn the Chromebook upside down and tap lightly to remove crumbs.
- Typing the wrong letters: open **Settings**, then **Device**, then **Keyboard**, and check the language and input method. You may also need to check the **Region** in **Settings**.
- Caps Lock: Chromebooks have no Caps Lock key by default. Press **Alt** and the **Search key** (the magnifying glass) together.
- Function keys: the top row controls brightness, volume and more. Check **Settings**, **Device**, **Keyboard** to change how they work.

Touchpad

1. Open **Settings**, then **Device**, then **Touchpad**.
2. Check that **Tap-to-click** is on if you want it, and adjust speed.
3. Try cleaning the touchpad with a dry cloth, as greasy fingers can cause problems.
4. Connect a mouse to see whether the cursor moves. If it does, the touchpad may need attention.

Screen

- Too dark: press the brightness keys on the top row.
- Flickering or blank screen: restart. Plug in the charger, as low power can cause screen faults.
- Cracked screen or lines across it: this is a hardware issue. Do not press on the damaged area.
- Touchscreen not responding: wipe it with a dry cloth. Hold the power button to restart.

External screens

If an external monitor will not work, check the cable and open **Settings**, then **Device**, then **Displays**. Try a different cable or port.

Check for updates

Open **Settings**, **About ChromeOS** and choose **Check for updates**.

When to get more help

Contact us if a key, the touchpad or the screen has stopped working even after a restart, or if there is physical damage. We can tell you whether a repair is worthwhile.

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.