

Common Issues/Fixes For Chromebook Models

Wireless conflicts with certain chipsets

Some Chromebooks do not play well with certain wireless routers.

For example, the N22, C731, and 100e all use the same Intel Chipset. The 300e, 300e Gen 2, and the 100e Gen 2 all use the same wireless chipset (heck, the same motherboard).

First things first.. Check for updates for your home router. There may have been bug fixes that may have resolved these chipset conflicts.

Lenovo N22

T & Y keys do not work

Typical issue. Run electrical contact cleaner through the keys, or replace the keyboard.

Acer C731

Chromebook breaks at the hinge point

The brass inserts that are embedded in the plastic pull out very easily. Buy extra top covers, and hinges. Typically one of the hinges breaks at the point where the bottom bolted support meets the LCD rail.

Lenovo 100e

Wireless loss of connectivity

This one we've seen a lot of lately with student being at home. They have a strong connection with everything else in the home but not this machine. The solution is to **clean the contacts of the WiFi Card**, much like a Nintendo game cartridge. Use some isopropyl alcohol (70% is perfect) on it and re-seat back into the connector.

Chromebook does not boot

No lights on charge LED

- Daughterboard cable may be un-seated. Was the device dropped? Typically, this is the case when the Chromebook is dropped.
- Listen closely to the Chromebook. Did you hear any clicking on the motherboard? Battery might be too flat to recover. Swap the battery.
- Disconnect the daughterboard cables, disconnect the battery. Plug in the charge cable. See a blinking red charge light? Unplug the charge cord, re-connect the daughterboard cables and battery. Plug back in charger. Should see the charge indicator as a solid color now (most likely red).

Red light on charge LED

- Battery is completely flat. Let it sit on the charger. This model in particular will not turn on until the Chromebook is around 5%.

Lenovo 300e

Mouse acting erratic

Digitizer on the touchscreen is failing. Replace the screen.

Power button does not work

Major issue with the daughterboard where the pushbutton for the power button breaks off the board. Replace the daughterboard.

Lenovo 100e 2nd Gen MTK

Lenovo 300e 2nd Gen MTK

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