

Troubleshooting Lenovo 10e Tablets

Tablet not turning on:

If the tablet seems like it is not turning on, pull back the rubber covering over the power button and check the status of the light indicator on the power button.

- If the light is **on** but the screen is not lit up, hold the power button until the light on the power button turns off. Wait about 5 seconds and then turn on the tablet again by holding the power button briefly until the power light turns on.
- If the light is **off**, hold the power button until the light on it turns on.
- If neither of the above gets the screen to turn on, please put in a Help Desk ticket for the tablet with the student's name.

Cannot access Google Drive:

If you cannot access Google Drive or anything Google related, please perform a powerwash. Powerwash instructions are listed under '*Tablet is not responding to touch sometimes*' at the end of the document.

***Please note** that the tablet should say "Chromebook managed by sdownmo.org" near the bottom of the sign-in screen. If it does not, during the powerwash procedure, please keep an eye out for a button that says "**Enterprise Enrollment.**" You'll want to press this and enter the student's school email address and password in order to enroll it to access Google resources.

Tablet is 'Talking':

If the tablet is verbally telling you what is on the screen or things are outlined in orange on the screen, this is due to the Chrome Vox being turned on. To turn it off or on, **hold down the volume up and volume down buttons** at the same time for about 6 seconds. You should hear some beeps and then the Chrome Vox will turn off.

Tablet is frozen:

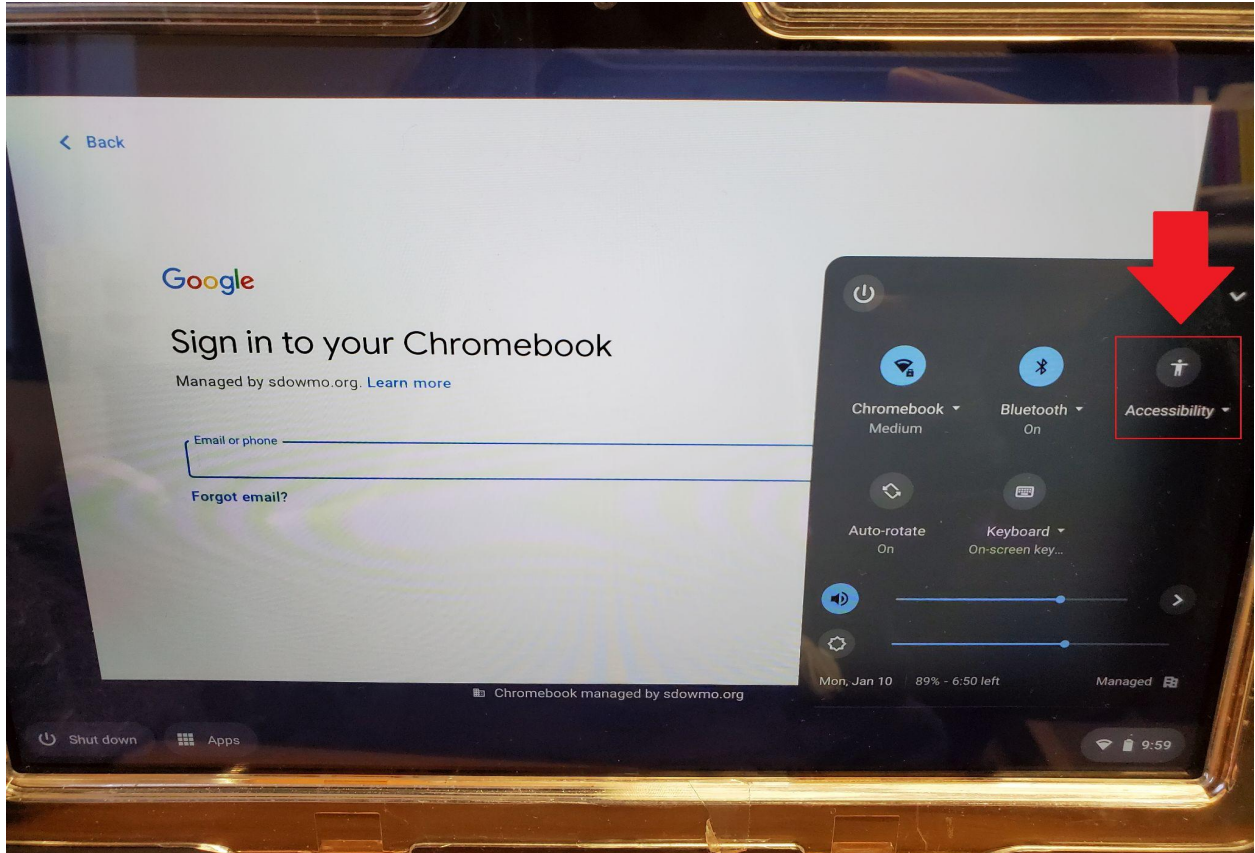
If the tablet is not responding to any buttons or touch and the screen is not fully loading, then hold the power button until the screen turns off. Wait about 5 seconds and try turning the tablet on again.

Tablet is not responding to touch sometimes:

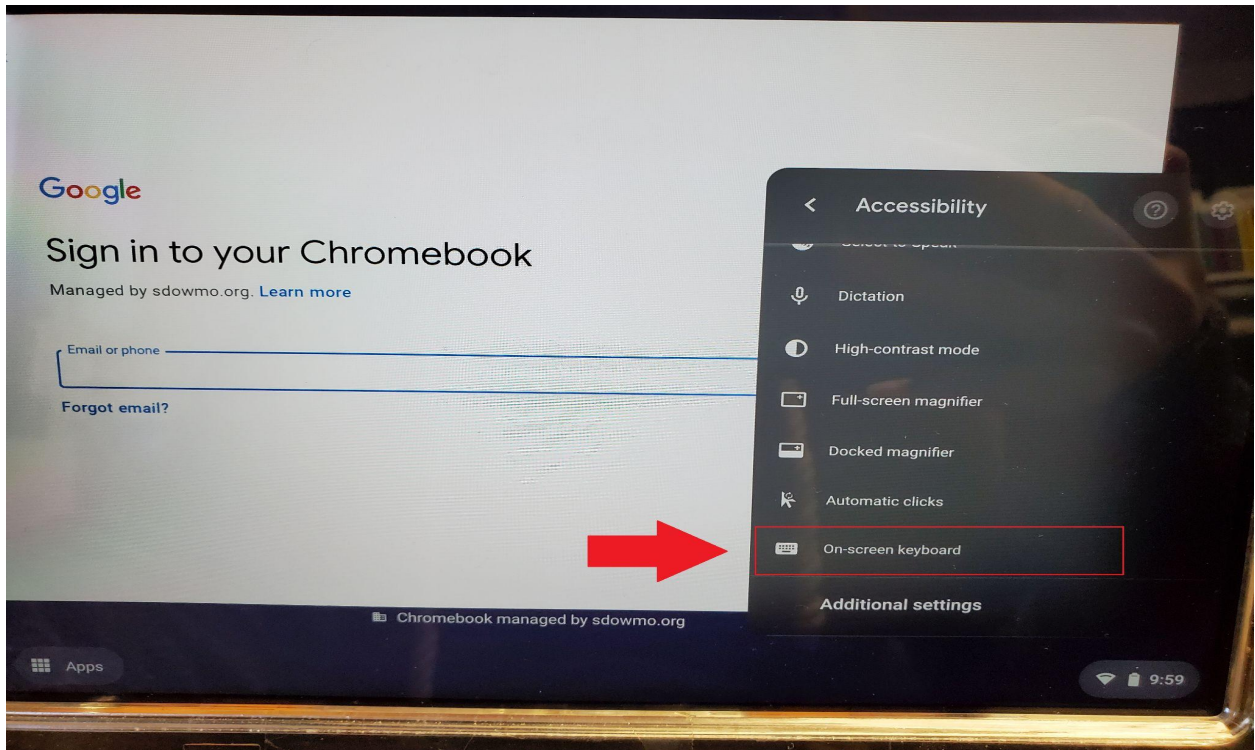
If the tablet is not responding to touch input at times, please perform a powerwash on the tablet. To do a powerwash, follow the instructions below:

Powerwashing a Tablet:

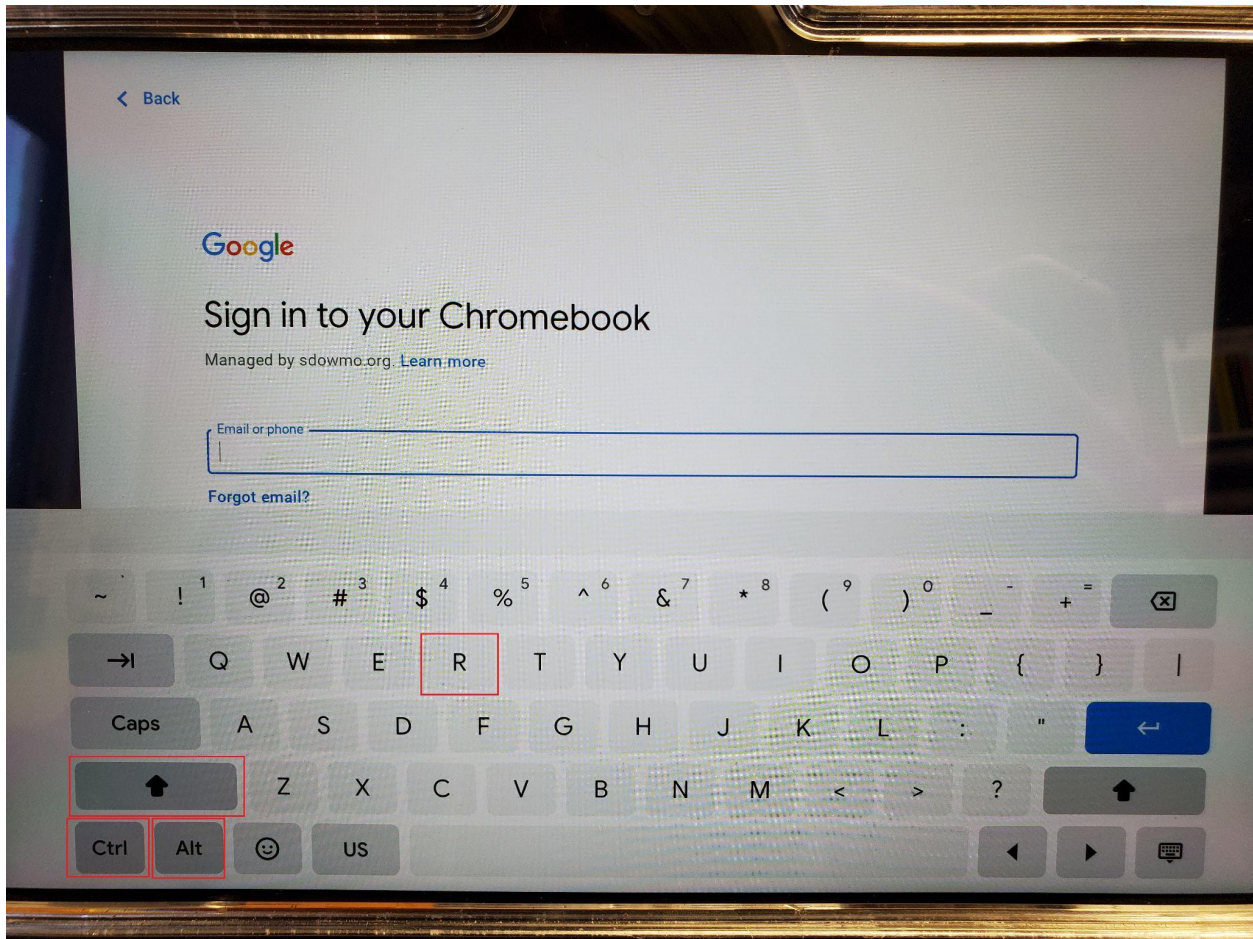
1. Make sure the tablet is on the sign in screen first.
2. Tap the clock in the bottom right corner of the screen and then go to **Accessibility**, as shown in the picture below.



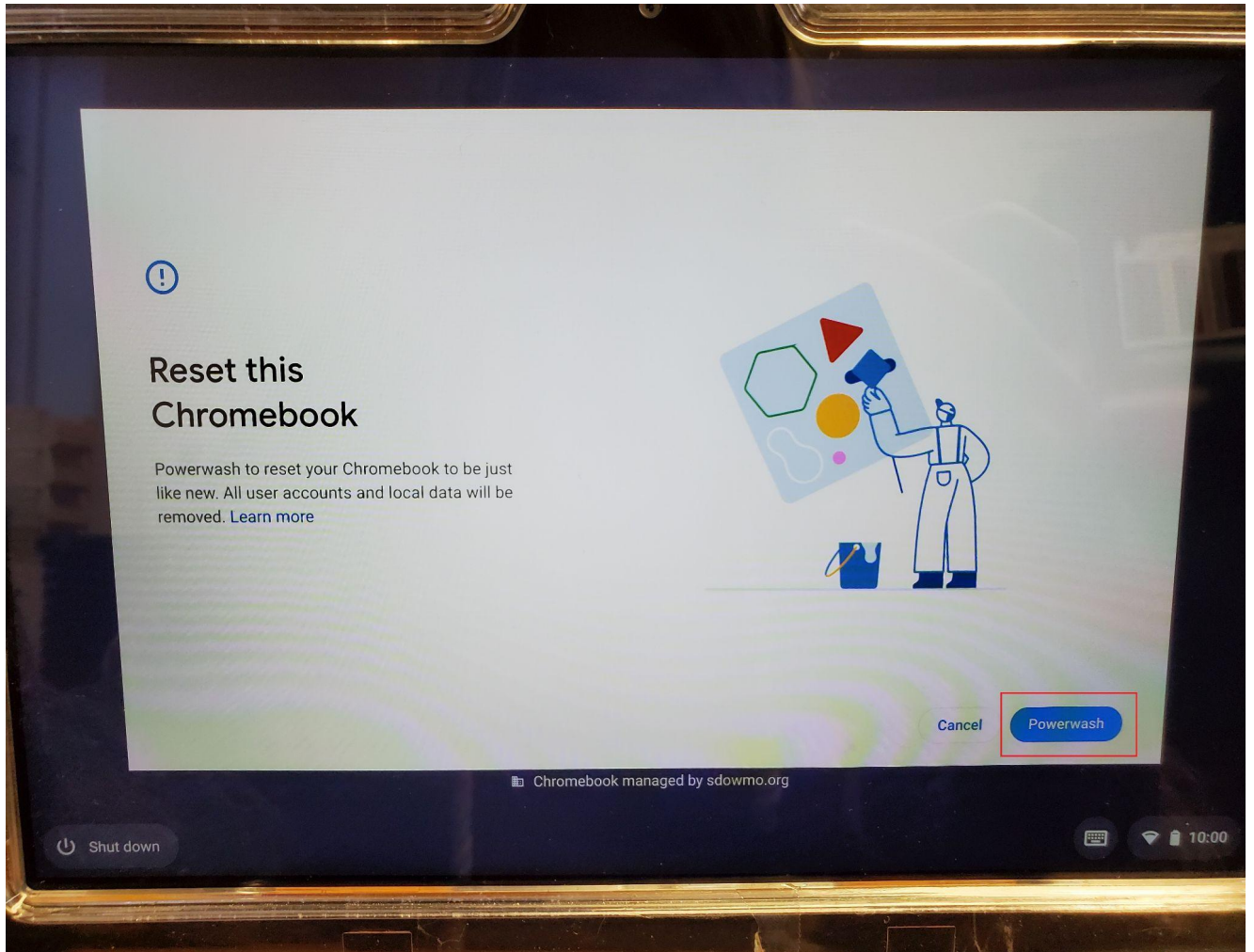
3. Tap the On-screen keyboard like shown below



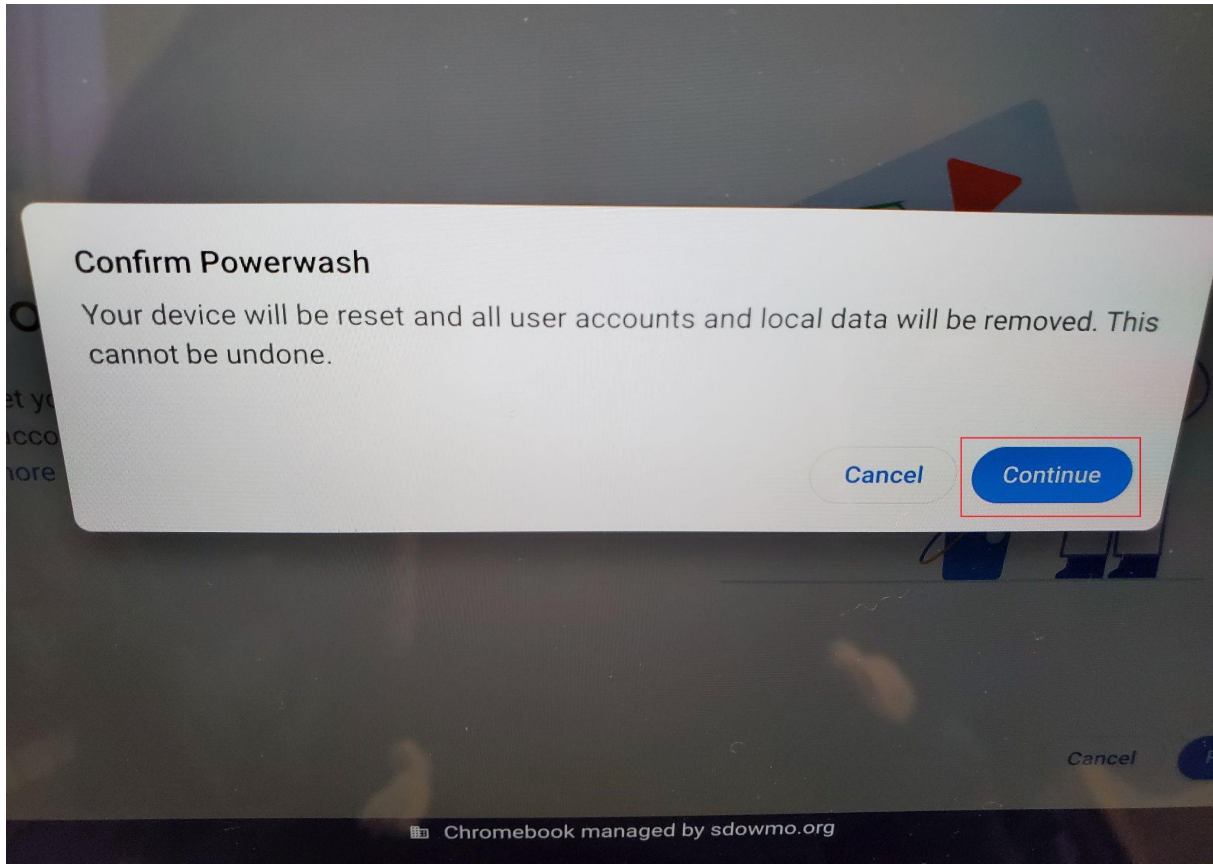
4. A keyboard icon will then show up next to the clock. Tap that and then press the 4 following keys: **Ctrl, Alt, Shift, and R**
These do not have to be pressed at the same time, just highlighted gray like shown below before R is pressed.



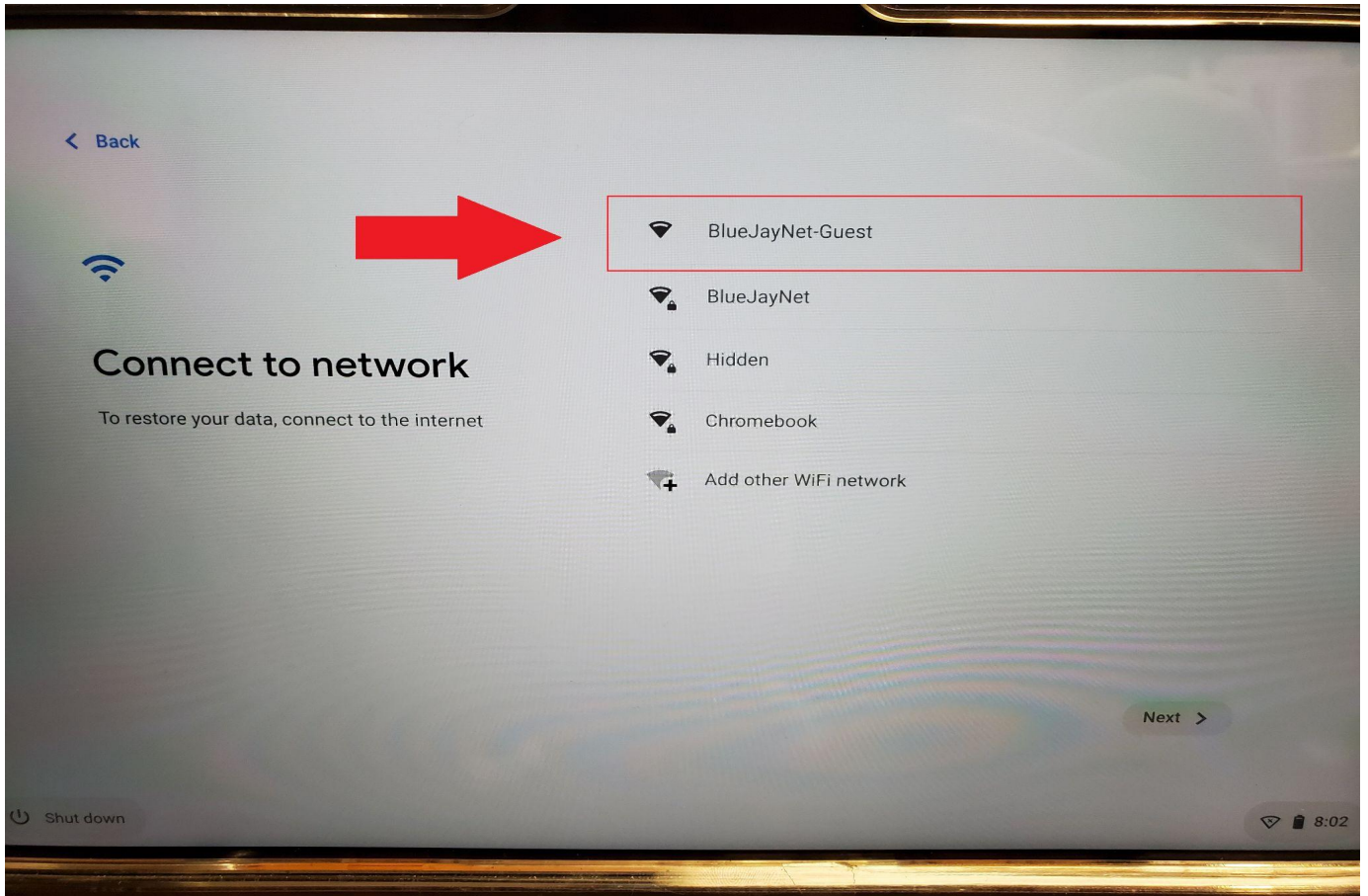
5. A new prompt will then appear asking if you want to Powerwash the device, like shown below. Then press **Powerwash**



6. It will then ask for confirmation, like the picture below. Then press **Continue**



7. The tablet will then shut off and go through a reboot. Once it is back on, just follow through the prompts. Press **Get Started** and then select **BlueJayNet-Guest** wifi option, like shown below.



8. Then press **Accept and Continue** and then **Done**.
9. And now the powerwash is complete! Please check to see if the same problem persists. If so, then please put in a Help Desk ticket describing the problem, what has already been tried to fix it, and the name of the student the tablet belongs to.