

Inspiron Chromebook 7486

Setup and Specifications



Notes, cautions, and warnings

 | **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 | **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 | **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Set up your Inspiron Chromebook 7486

NOTE: The images in this document may differ from your computer depending on the configuration you ordered.

- 1 Connect the power adapter and press the power button.



NOTE: When you receive a new Inspiron Chromebook, the battery is in the shipping mode. Google recommends charging your Inspiron Chromebook for 30 minutes before switching on the system.

NOTE: To conserve battery power, the battery might enter power saving mode. Connect the power adapter and press the power button to turn on the computer.

- 2 On the Welcome screen, select your language, keyboard layout, select a network that you want the Chromebook to connect to. If you are connecting to a secured network, enter the password to access the network when prompted.. After making the desired selections, click **Continue**.

NOTE: An option to enable Chrome OS to send usage statistics and crash reports to Google automatically is selected by default. You may choose to clear this selection before you proceed.

- 3 The next screen displays the Chrome OS terms of agreement. Click **Accept and continue**.

- 4 The next screen enables you to sign in using your Google account. If you do not have a Google account, you can create one or you can choose to browse as a guest.

NOTE: When the device is set for enterprise enrollment, contact the network administrator to register your device or press **CTRL + Alt + E** to cancel enterprise enrollment.

- 5 After signing in, the Inspiron Chromebook's desktop appears. The Chrome OS has preinstalled applications such as Google Apps, Chrome Browser, Gmail, Google Search (which also launches the Chrome Browser), Google Docs, YouTube, and the Get Started App.

Views of Inspiron Chromebook 7486

Front



1 Stylus slot

Dock the stylus into the slot after use.

Right



1 Power button

Press to turn on the computer if it is turned off, in sleep state, or in hibernate state.

Press to put the computer in sleep state if it is turned on.

Press and hold to force shut-down the computer.

2 Volume-control button

Press to increase or decrease the volume.

3 microSD-card slot

Reads from and writes to the microSD-card.

4 USB 3.1 Gen 1 (Type-C) port/DisplayPort

Connect peripherals such as external storage devices, printers, and external displays. Provides data transfer speeds up to 5 Gbps.

NOTE: A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.

Left



1 Power adapter/USB 3.1 Gen 1 (Type-C) port

Connect a power adapter to provide power to your computer and charge the battery.

Connect peripherals such as external storage devices, printers, and so on. Provides data transfer speeds up to 5 Gbps.

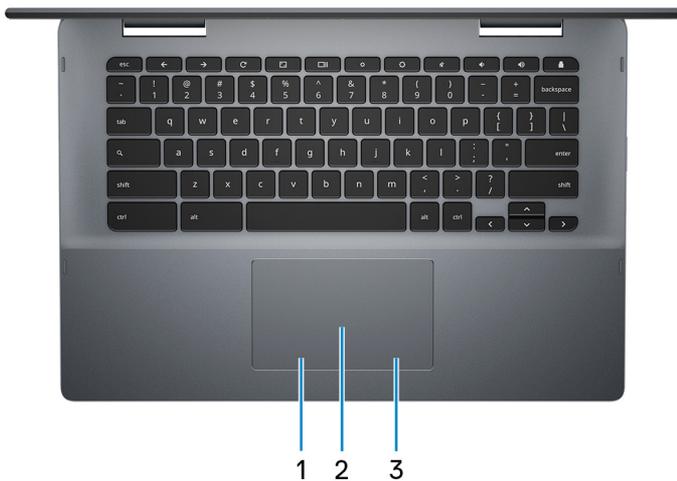
2 USB 3.1 Gen 1 port

Connect peripherals such as external storage devices and printers. Provides data transfer speeds up to 5 Gbps.

3 Headset port

Connect headphones or a headset (headphone and microphone combo).

Base



1 Left-click area

Press to left-click.

2 Touchpad

Move your finger on the touchpad to move the mouse pointer. Tap to left-click and two finger tap to right-click.

3 Right-click area

Press to right-click.

Display



1 **Left microphone**

Provides digital sound input for audio recording and voice calls.

2 **Camera-status light**

Turns on when the camera is in use.

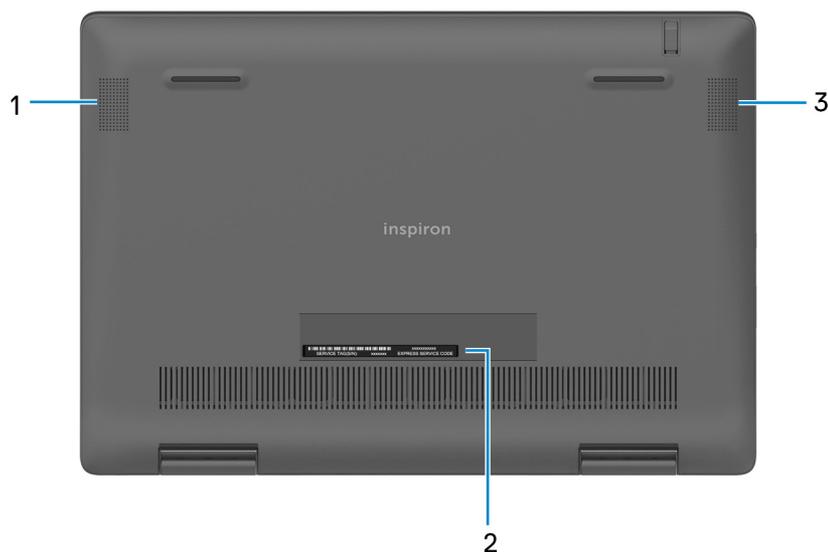
3 **Camera**

Enables you to video chat, capture photos, and record videos.

4 **Right microphone**

Provides digital sound input for audio recording and voice calls.

Bottom



1 **Left speaker**

Provides audio output.

2 **Service Tag label**

The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.

3 **Right speaker**

Provides audio output.

Modes

Notebook



Tablet



Stand



Tent



Specifications of Inspiron Chromebook 7486

Computer model

Inspiron Chromebook 7486

Dimensions and weight

Table 1. Dimensions and weight

Height:

Front 16.76 mm (0.66 in.)

Rear 17.70 mm (0.70 in.)

Width 328.88 mm (12.95 in.)

Depth 230.07 mm (9.06 in.)

Weight 1.81 kg (3.99 lb)

NOTE: The weight of your computer depends on the configuration ordered and the manufacturing variability.

Processors

Table 2. Processor specifications

Processor	8 th Generation Intel Core i3 (Ci3-8130U)
Wattage	15 W
Core count	2
Thread count	4
Speed	Up to 3.4 GHz
L2 cache	512 KB
L3 cache	4 MB
Integrated graphics	Supported

Operating system

Chrome OS

Memory

Table 3. Memory specifications

Slots	None (Memory is integrated on the system board)
Type	DDR4
Speed	2400 MHz
Minimum memory	4 GB
Memory per slot	Not applicable
Configurations supported	4 GB DDR4 at 2400 MHz

Ports and connectors

Table 4. Ports and connectors specifications

External:

Network	Not applicable
USB	<ul style="list-style-type: none">• One USB 3.1 Gen 1 port• One Power adapter port/USB 3.1 Gen 1 (Type-C) port• One USB 3.1 Gen 1 (Type-C) port/DisplayPort
Audio	One headset port
Video	USB 3.1 Gen 1 (Type-C) port/DisplayPort
Memory card reader	One micro-SD slot
Micro subscriber identity module (uSIM) card	Not supported
Docking port	Not supported
Express card	Not supported
Power adapter port	One Power adapter port/USB 3.1 Gen 1 (Type-C) port
Smart card reader	Not supported
Security	Not supported

Legacy ports

Not supported

Communications

Wireless module

Table 5. Wireless module specifications

Model number	Intel 7265
Transfer rate	Up to 867 Mbps
Frequency bands supported	Dual band 2.4 GHz/5 GHz
Wireless standards	Wi-Fi 802.11b/g/a/n/ac
Encryption	<ul style="list-style-type: none">• 64-bit/128-bit WEP• AES-CCMP• TKIP
Bluetooth	Bluetooth 4.2

Audio

Table 6. Audio specifications

Type	High Definition Audio
Controller	Dialog DA7219-02VBA
Stereo conversion	Supported
Internal interface	I ² S (Inter-IC Sound)
External interface	<ul style="list-style-type: none">• Digital microphone input on camera module• Headset combo jack (stereo headphones/microphone-in)
Speakers	Supported
Internal speaker amplifier	Supported
External volume controls	Supported
Speaker output:	
Average	2 W
Peak	2.5 W

Subwoofer output	Not supported
Microphone	Supported

Storage

Table 7. Storage specifications

Storage type	Interface type	Capacity
One embedded MultiMedia card (eMMC)	eMMC	<ul style="list-style-type: none"> 64 GB 128 GB

Media-card reader

Table 8. Media-card reader specifications

Type	One microSD card slot
Cards supported	Secure Digital (SD)

Keyboard

Table 9. Keyboard specifications

Type	<ul style="list-style-type: none"> RGB Backlit keyboard RGB per Key keyboard
Layout	QWERTY
Number of keys	United States: 74 keys
Size	<ul style="list-style-type: none"> X = 19.00 mm key pitch Y = 18.05 mm key pitch
Shortcut keys	Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. To type the alternate character, press Shift and the desired key.

Special keys

Dell Inspiron Chromebook keyboards have extra features to help you browse the web efficiently. The keyboard contains a dedicated search key and a new row of web shortcut keys. A standard USB Windows keyboard can also be used with the Chromebook, using the same keyboard shortcuts.



Keyboard keys function

The Chromebook keyboard is designed to help you access the features that you need the most. The table below is an overview of the special keys on the top row of the keyboard:

Table 10. Special keys

Keys	Description
	Go to the previous page in browser history
	Go to the next page in browser history
	Reload active page
	Enter Immersive mode, which hides the tabs and launcher
	Enter Overview mode, which shows all windows
	Decrease brightness
	Increase brightness
	Mute

Keys	Description
	Decrease volume
	Increase volume
	Search applications and the web at the same time. On a Chromebook, this key is on the side, where the Caps Lock key is normally located.

Keyboard shortcut keys

Table 11. Shortcut keys

Function	Combination keys
Page up	Press Alt and the up arrow
Page down	Press Alt and the down arrow
Home	Press Ctrl+Alt, and the up arrow
End	Press, Ctrl+Alt and the down arrow
Delete	Press Alt+Backspace
Toggle the bookmark bar	Ctrl+Shift+B
Search current webpage	Ctrl+F
Open a new tab	Ctrl+T
Open a new window	Ctrl+N
Open the link you clicked in a new background tab	Press Alt and click a link
Switch to next tab	Ctrl+Tab
Switch to next window	Switch to next window
Sign out of Google Account	Ctrl+Shift+Q
Close current tab	Ctrl+W

To access the keyboard on the screen and to see more shortcuts, press Ctrl+Alt+?.

Camera

Table 12. Camera specifications

Number of cameras	One
Type	One Full HD fixed focus
Location	Front camera
Sensor type	CMOS sensor technology
Resolution:	

Camera:

Still image

1920 x 1080 (FHD)

Video

1920 x 1080 (FHD) at 30 fps

Diagonal viewing angle:

Camera

87.6 degrees (Optical) ; 94 degrees (Mechanical)

Touchpad

Table 13. Touchpad specifications

Resolution:

Horizontal

3220

Vertical

1952

Dimensions:

Horizontal

105 mm (4.13 in.)

Vertical

65 mm (2.56 in.)

Touchpad gestures

For more information about touchpad gestures for Inspiron Chromebook, see the Google Chromebook Help at support.google.com.

Power adapter

Table 14. Power adapter specifications

Type

45 W

Diameter (connector)

Not applicable

Input voltage

100 VAC-240 VAC

Input frequency

50 Hz-60 Hz

Input current (maximum)

1.30 A

Output current (continuous)

2.25 A/3 A

Rated output voltage

5 VDC/9 VDC/15 VDC/20 VDC

Temperature range:

Operating

0°C to 40°C (32°F to 104°F)

Battery

Table 15. Battery specifications

Type	4-cell “smart” lithium-ion (56 WHr)
Voltage	15.20 VDC
Weight (maximum)	0.25 kg (0.55 lb)
Dimensions:	
Height	5.90 mm (0.23 in.)
Depth	98.20 mm (3.87 in.)
Width	233.37 mm (9.19 in.)
Temperature range:	
Operating	0°C to 35°C (32°F to 95°F)
Storage	–40°C to 65°C (–40°F to 149°F)
Operating time	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Charging time (approximate)	4 hours (when the computer is off)
Life span (approximate)	300 discharge/charge cycles

Display

Table 16. Display specifications

Type	14-inch FHD TrueLife LED Backlight with EMR Pen support
Panel technology	In-plane Switchin(IPS) panel
Luminance (typical)	260 nits
Dimensions (active area):	
Height	174.02 mm (6.85 in.)
Width	309.37 mm (12.18 in.)
Diagonal	354.95 mm (14 in.)
Native resolution	1920 x 1080

Megapixels	262,144
Pixels Per Inch (PPI)	157
Contrast ratio (minimum)	16:9
Response time (maximum)	35 msec rise/fall
Refresh rate	60 Hz
Horizontal view angle	+/- 80 degrees
Vertical view angle	+/- 80 degrees
Pixel pitch	0.161 mm
Power consumption (maximum)	3.9 W
Touch options	Yes

Computer environment

Airborne contaminant level: G1 as defined by ISA-S71.04-1985

Table 17. Computer environment

	Operating	Storage
Temperature range	0°C to 35°C (32°F to 95°F)	-40°C to 65°C (-40°F to 149°F)
Relative humidity (maximum)	10% to 90% (non-condensing)	0% to 95% (non-condensing)
Vibration (maximum)	0.66 GRMS	1.30 GRMS
Shock (maximum)	110 G†	160 G‡
Altitude (maximum)	-15.2 m to 3,048 m (-50 ft to 10,000 ft)	-15.2 m to 10,668 m (-50 ft to 35,000 ft)

* Measured using a random vibration spectrum that simulates user environment.

† Measured using a 2 ms half-sine pulse when the hard drive is in use.

‡ Measured using a 2 ms half-sine pulse when the hard-drive head is in parked position.

Chrome operating system recovery

Recovering the Chrome operating system

Install a new version of the Chrome operating system on your Inspiron Chromebook by going through the recovery process. You may want to go through this process if you are having problems updating your Inspiron Chromebook or if it stops working.

NOTE: All account information and data stored on your Inspiron Chromebook, such as photos, downloaded files, and saved networks, will be deleted. Owner privileges for your primary account will also be reset. However, the actual Google Accounts and any data synced to these accounts are not affected by the recovery process. After the recovery process is complete, you will be guided through the initial setup again.

Prerequisites:

- A Chrome device, Windows, Mac, or the Linux computer with administrative rights.
- A 4 GB or larger USB flash drive or SD card.

Step 1: Check for the "Chrome OS is missing or damaged" message

If you see this message, you can first try to perform a hard reset on your Inspiron Chromebook by pressing Refresh + Power. If you still see this message after performing a hard reset, please proceed to Step 2.

If you see the **Chrome OS verification is turned off** message, refer to [Chrome OS verification is turned off](#) section below.

Step 2: Create the recovery USB flash drive or SD card

Insert a USB flash drive or SD card into your computer and follow the instructions below:

Table 18. Inspiron Chromebook recovery

Operating System	Instructions
Chrome Device Instructions	<p>Create a recovery flash drive by using the Image Burner. The tool may not be available in all languages.</p> <ol style="list-style-type: none"> 1 Type <code>chrome://imageburner</code> into the omnibox (browser's address bar). 2 Run the tool and follow the instructions that appear on your screen. <p>NOTE: When recovering your Chrome operating system, ensure to create the recovery flash drive on the same model.</p>
Windows Instructions	<ol style="list-style-type: none"> 1 Click this link to download the Recovery Tool. 2 Run the tool and follow the instructions that appear on your screen. 3 After you recover your Chrome operating system, you must format your USB flash drive or SD card using the Recovery Tool.

NOTE: If you do not format your USB flash drive or SD card, you will not be able to use all the storage space on your external device. Also, your USB flash drive or SD card may not be recognized by Windows.

Mac Instructions

Create a recovery flash drive by using the Recovery Tool. The tool may not be available in all languages.

- 1 Click this [link](#) to download the Recovery Tool.
- 2 Run the tool and follow the instructions that appear on your screen.

After the process is complete, you might see an alert saying your USB drive or SD card is unreadable. If this fails, try removing and reinserting your USB drive or SD card. Your USB drive or SD card should now be ready to use for recovery.

Linux Instructions

Create a recovery flash drive by using the Recovery Tool. The tool may not be available in all languages.

- 1 Click this [link](#) to download the Recovery Tool.
- 2 Modify the script permissions to allow execution with the following command: `$ & sudo chmod 755 linux_recovery.sh.`
- 3 Run the script with root privileges with the following command: `$ sudo bash linux_recovery.sh.`
- 4 Follow the prompts from the tool to complete building the operating system image.

Reinstall the Chrome operating system

- 1 Start your Inspiron Chromebook.
- 2 When the **Chrome OS is missing or damaged** screen appears, insert the USB flash drive or SD card you created into the USB port or SD card slot on your Chrome device.
- 3 Wait for the Inspiron Chromebook to boot up from the flash drive.
- 4 Follow the instructions that appear on the screen.
- 5 On successful installation of the Chrome operating system, you will be prompted to remove the USB flash drive or SD card.
- 6 Remove the USB flash drive or SD card when prompted, and your Inspiron Chromebook will automatically restart.

You should now be able to start your Inspiron Chromebook as normal. Because the data stored on your Inspiron Chromebook has been cleared, you will need to go through the initial setup again. Make sure you sign in with your primary Google Account, because this account will be set as the owner account.

"Chrome OS verification is turned off" message

By default, Inspiron Chromebooks are set to the normal user mode. If you've set the user mode to developer mode instead, you'll see a screen with the message "Chrome OS verification is turned off" when you start up. Use the developer mode if you want to test your own version of the Chrome operating system.

Press **Ctrl+D** to enter developer mode. If you press the space bar instead, you'll see a screen asking to recover your device.

Basic troubleshooting

This page contains all the information for Inspiron Chromebook basic troubleshooting.

① **NOTE:** Refer to [Google Help Center](#) for the online troubleshooter.

① **NOTE:** **Resetting** the Inspiron Chromebook, also known as Powerwash, can be attempted before **Recovering** the Inspiron Chromebook. Recovering the Inspiron Chromebook is the last resort.

Power issues

Table 19. Power issue

Issue	Possible solutions
Inspiron Chromebook would not Power On or charge	<p>If the Inspiron Chromebook will not turn on, follow these steps:</p> <ol style="list-style-type: none"> 1 Remove all external devices. <ol style="list-style-type: none"> a If the Inspiron Chromebook starts, reconnect devices one at a time while restarting the computer to figure out which device is causing the problem. You are done. b If the Inspiron Chromebook still does not start or exhibits the same problem, do not reconnect anything, and continue troubleshooting. 2 The battery might have gone into a deep discharge state. Plug the Inspiron Chromebook into the AC adapter and let it charge for at least 30 minutes and try turning it on again. <p>① NOTE: Google Chromebook Help recommends a charge time of 30 minutes. For further information, see Chromebook won't turn on or won't charge under the System problems section on support.google.com.</p> <p>① NOTE: When a new Inspiron Chromebook is used for the first time, the battery is still in shipping mode. To resolve this issue, turn off the Inspiron Chromebook and plug in the AC adapter and turn on the Inspiron Chromebook again.</p> 3 Depending on the Inspiron Chromebook you have, you may see a power indicator light close to the charging port. If you have let the Inspiron Chromebook charge and the light is not coming on, perform a hard reset. <p>① NOTE: You can perform a hard reset by pressing Refresh + Power.</p> 4 Use a different AC adapter with the same power voltage. 5 Remove the AC adapter, and turn on with the battery power only.

Display issue

Table 20. Display issue

Issue	Possible solutions
Screen is Blank	<p>If the Inspiron Chromebook's screen is blank, try the following troubleshooting steps to resolve the issue, checking to see if the screen turns on after each step:</p> <ol style="list-style-type: none"> 1 Make sure the Inspiron Chromebook is on. If you are using the battery, plug the Inspiron Chromebook in and press the power button. 2 Restart the Inspiron Chromebook by holding the power button down until the device turns off, then turn it back on again. 3 Reset or Recover the Inspiron Chromebook.

Audio, screen, and camera issues

Table 21. Audio, screen, and camera issues

Issue	Possible solutions
Audio issues	<p>If you hear static, or the volume from the speakers is low when attempting to listen to audio:</p> <ol style="list-style-type: none"> 1 Make sure the device is not muted. Try adjusting the volume. 2 Try rebooting the Inspiron Chromebook. 3 Try playing audio from various sources, including YouTube and audio files stored locally on the Inspiron Chromebook. <p>If the speakers are not responding when attempting to listen to audio:</p> <ol style="list-style-type: none"> 1 Unplug the device from all cables (USB, headphones, and displays). 2 Try playing audio from various sources, including YouTube and audio files stored locally on the Inspiron Chromebook. 3 Try rebooting the Inspiron Chromebook. 4 If audio still does not respond, try to Reset or Recover the Chromebook.
Screen issues	<p>If the screen is not operating properly (images are too dark or no image is appearing):</p> <ol style="list-style-type: none"> 1 Try adjusting the brightness with the brightness keys at the top of the keyboard. 2 In the status area in the bottom-right of the screen, check the display and make sure there are no issues with a mirrored or extended display. 3 Try rebooting the Inspiron Chromebook 4 If the screen issues persist, try to Reset or Recover the Chromebook.
Camera issues	<p>If the camera is not operating properly (blurry images or poor performance):</p>

Issue	Possible solutions
	<ol style="list-style-type: none"> 1 Check that the camera is not being blocked or covered by a privacy screen or other obstruction. 2 Try using different apps that use the camera. Try a Google+ Hangout or the onboard camera app 3 Try rebooting the Inspiron Chromebook 4 If the camera issues persist, try to Reset or Recover the Chromebook.

Bluetooth issue

Table 22. Bluetooth issue

Issue	Possible solutions
Bluetooth issues	<p>If you run into issues while attempting to pair or use a Bluetooth device with the Inspiron Chromebook, try the following steps to resolve the issue:</p> <ol style="list-style-type: none"> 1 First, make sure that the Bluetooth device you are trying to pair is supported by the Inspiron Chromebook. 2 Try disabling and re-enabling Bluetooth connectivity from the status area in the lower-right corner. 3 Try restarting the Inspiron Chromebook. 4 If you are still encountering issue with bluetooth, try to Reset or Recover the Chromebook.

Touchpad and Hotkeys issues

Table 23. Touchpad and hotkeys issues

Issue	Possible solutions
Touchpad not responding	<p>If the touch pad has stopped responding, try the following steps to resolve the issue:</p> <ol style="list-style-type: none"> 1 Try moving the cursor after each step. 2 Click the Esc key several times. 3 Drumroll the fingers across the touch pad for a few seconds. 4 Restart the Chrome OS by pressing the power button until the device turns off, and then turn it on again. 5 If the cursor still does not move when using the touch pad, try logging in from the Guest account using the tab key to navigate. 6 If users experience touch pad issues with the account that is not the owner (primary) account, delete the user account and re-create it. Again, use the tab key to navigate. 7 If none of the above steps work, try to Reset or Recover the Chromebook.
Top row of keys (Hotkeys) not responding	<p>If a hotkey (like the volume or brightness keys) are not responding, try the following troubleshooting steps:</p> <p>NOTE: Ensure to test the keys after each troubleshooting step.</p>

Issue	Possible solutions
	<ol style="list-style-type: none"> 1 If the affected key is volume or brightness, check to make sure you are not at the upper or lower limit for that setting. 2 If the backward or forward buttons do not work, check that the same icons in a web browser are not grayed out. For example, if the back button on a web page is grayed, this is because the browser is not aware of a page to move backward to. 3 Restart the Chrome OS by holding down the power button until the device turns off, and then turn it back on again. 4 Try using the keys in the Guest account. 5 If users experience hotkey issues with the account that is not the owner (primary) account, delete the user account and re-create it. 6 If none of the above steps work, try to Reset or Recover the Chromebook.

Chrome OS issue

Table 24. Chrome OS issue

Issue	Possible solutions
<p>He's Dead, Jim! error message</p>	<p>If the Inspiron Chromebook becomes slow or unresponsive, and the He's Dead, Jim! error message appears, the system could be running low on memory.</p> <p>NOTE: If you terminated the process using Google Chrome's Task Manager, the system's task manager, or with a command line tool, this message will appear as well.</p> <ol style="list-style-type: none"> 1 If the page was not ended intentionally, reload the page to continue. If the message continues to appear, try closing inactive tabs or other programs to free up more memory. 2 If issue persists, please see He's Dead, Jim! from Google knowledge base.
<p>Chrome OS is missing or damaged</p>	<p>If the Inspiron Chromebook does not start and displays the message, Chrome OS is missing or damaged. Please insert a recovery USB stick into the USB ports on the device:</p> <p>Perform a system recovery. See performing Recover Inspiron Chromebook for more information.</p>
<p>Chrome OS stops responding and nothing moves on the computer display</p>	<p>If the Chrome OS stops responding and nothing moves on the computer display, try the following steps to resolve the issue:</p> <ol style="list-style-type: none"> 1 Turn off the computer. 2 Disconnect all peripheral devices, and remove all USB devices and media cards. 3 Disconnect the AC adapter. 4 Press and hold the power button for 10 seconds. 5 Reconnect the AC adapter, and turn on the system. 6 If issue persists, please perform a Reset or Recover the Inspiron Chromebook.
<p>Lost/Forget Sign-in password (Chrome OS)</p>	<p>If you lost/forget the sign-in password to the Inspiron Chromebook, try the following steps to resolve the issue:</p> <ol style="list-style-type: none"> 1 Check if this is a managed device (Enterprise enrolled device).

Issue	Possible solutions
	<ul style="list-style-type: none"> a If this is a managed device, please contact the administrator to have them reset the password via Google Admin Console. b If this is not a managed device, please proceed with the following steps: <ul style="list-style-type: none"> 2 Sign in as guest or use a different PC. 3 Open an internet browser, and navigate to https://www.google.com/accounts/recovery/. 4 Select I do not know my password, and then enter the email address that you use to sign in to Google. 5 Click Continue and follow the on-screen instructions to reset the password.
Other Inspiron Chromebook lock up or freeze symptoms that are not listed here	If none of the above symptoms match the Inspiron Chromebook's issue, refer to Google Help Center for the online troubleshooter and more help.
I am unable to recover my Inspiron Chromebook	To help ensure that you are running the latest version of Chrome operating system once you recover your Inspiron Chromebook, we recommend creating the recovery media with the latest version of Chrome operating system and avoid using recovery media that may contain an older version of the operating system.
An error message An unexpected error has occurred.	<p>Try the following steps to resolve the issue:</p> <ul style="list-style-type: none"> 1 Confirm that you successfully completed all instructions as specified in Step 2: Create the recovery USB flash drive or SD card. 2 Try using a different USB stick or SD card. 3 If the problem persists, contact Google Chrome support team.
An error message You are using an out-of-date Chrome OS recovery image.	You should download an up-to date recovery image. Follow all the instructions exactly as specified in Step 2: Create the recovery USB flash drive or SD card .
You successfully recovered your Inspiron Chromebook but now you can not use your USB or SD card with Windows	After you have completed recovery, you need to format your USB or SD card using the recovery tool.
You successfully recovered your Inspiron Chromebook but now Windows does not recognize the size of the USB or SD card used for recovery.	After you have completed recovery, you need to format your USB or SD card using the recovery tool.

Contacting Dell

① | **NOTE:** To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

① | **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

- 1 Go to **Dell.com/support**.
- 2 Select your support category.
- 3 Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
- 4 Select the appropriate service or support link based on your need.