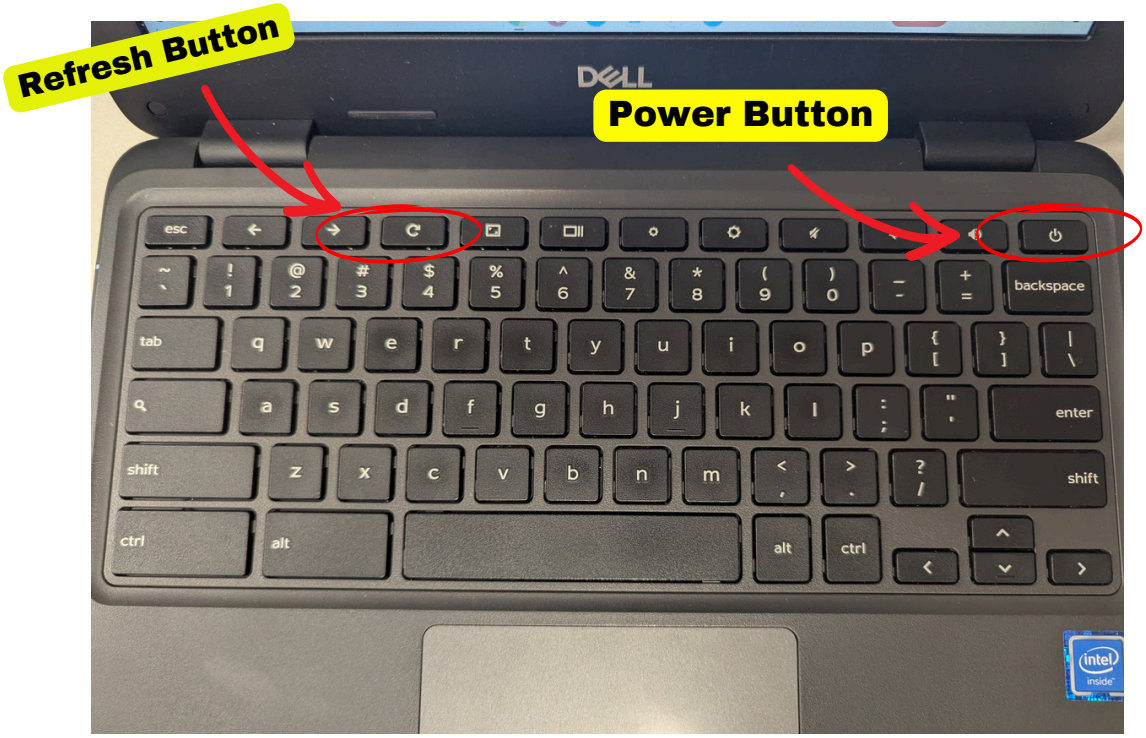
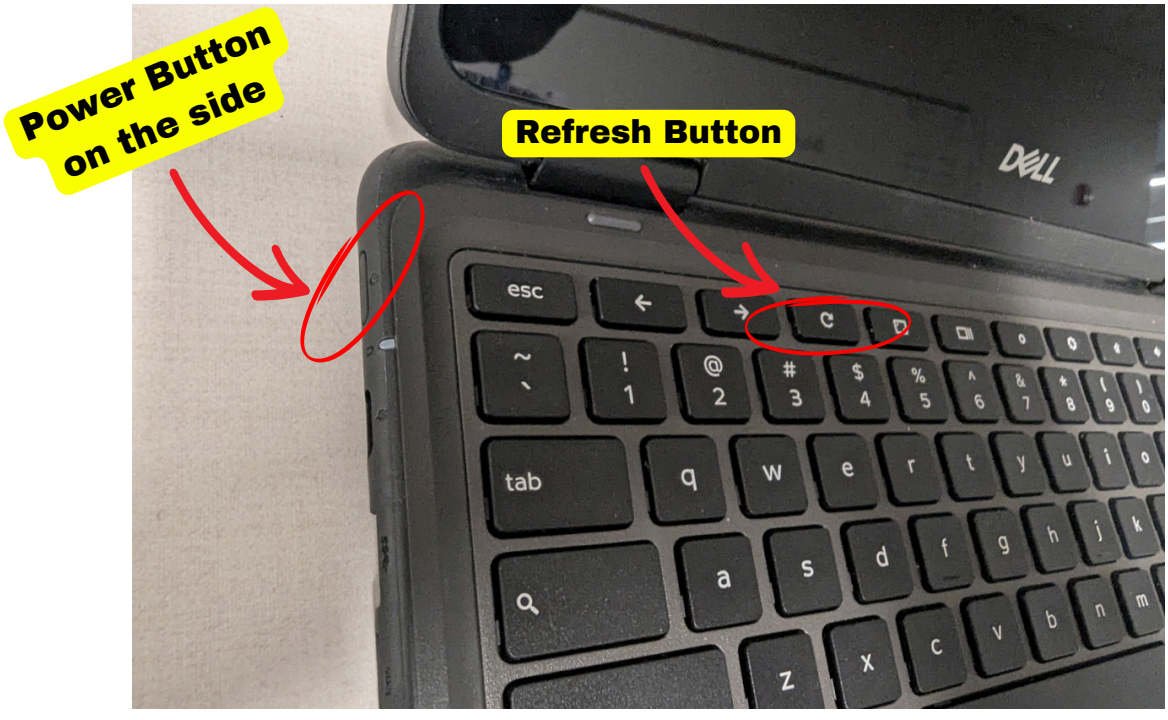
Perform a hard restart if you are having issues with your device such as:

- Keyboard not working
- Mouse not working
- The screen not coming on

To perform a hard restart on a Chromebook, you can **press and hold the Refresh key, then tap the Power button**. This will reboot the device and its hardware. The pictures below show the two different models we currently have.