

# Troubleshooting Tips

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*In this document you will find common questions/issues that you may encounter with your school issued technology. Alongside this you will find a variety of troubleshooting tips to aid you in combating these problems. As we are limited in on-site resources, we encourage you to look over this document before requesting personal assistance within the IT chat.*

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# 1 Laptops

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## 1.1 Lenovo

Q: I have sent a print job, however I do not see it in queue for release?

- First – Confirm you are connected to the “Brookstone” WiFi -> **Attempt to reprint if connected to a different network**
- Then – Open the settings application on your laptop; search for the devices and printers menu; click on the printer you sent the file too and open up the queue page:
  - If you see your file here and a message that the queue/file is paused; right click on the document and click “unpause queue” -> **Check if your document has made it to the printer**
- Last – If you bring your mouse to the bottom right of the screen near the date and time; look for a button that looks like this “ ^ ”; click on it; here find the green printer icon (PaperCut) and click on “View Printers”.
  - If you are prompted with a **login screen** then login with your @brookstoneschools.org credentials; go to “install printers” on the side of the screen and install the printers you need to use -> **Attempt to reprint**
  - otherwise, click refresh -> \*Attempt to reprint

## 1.2 Macbook

Q: I have sent a print job, however I do not see it in queue for release?

- First – Confirm you are connected to the “Brookstone” WiFi -> **Attempt to reprint if connected to a different network**
- Then – Open the settings application on your laptop; search for the devices and printers menu; click on the printer you sent the file too and open up the queue page:
  - If you see your file here and a message that the queue/file is paused; right click on the document and click “unpause queue” -> **Check if your document has made it to the printer**

- At the very top of your screen (near the date/time) look for a green printer icon (PaperCut) and click on “View Printers”.
  - If you are prompted with a **login screen** then login with your @brookstoneschools.org credentials; go to “install printers” on the side of the screen and install the printers you need to use -> **Attempt to reprint**
  - otherwise, click refresh -> \*Attempt to reprint

## 2 iPads

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### 2.1 General

### 2.2 Student

### 2.3 Teacher

## 3 Smartboards

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