

Troubleshooting Tips

Brookstone

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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

1.1 Lenovo

1.1.1 Printing

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**
- Else – 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**
- Else – 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

1.2.1 Printing

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**

- Else – 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**
- Else – 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

2.1 Student

2.2 Teacher

3 Smartboards
