Troubleshooting Tips  
Brookstone

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2025-09-12

*In this document you will find common questions/issues that you may encounter with your school issued technology.* *Alongside, you will find a variety of different troubleshooting tips that may 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.* *Thank you.*

# Laptops

## Lenovo

### 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 to 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**

## Macbook

### 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 to 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**

# iPads

## Apple Classroom

Q: How do I set up Apple Classroom?

* You can set up Apple Classroom using the instructions within this document: [Apple Classroom Instructions](https://docs.google.com/document/d/1VQ7f4V_Gj16oRHccW3Lk0xK8nFByXDQ_1gwRT2M16BY/edit?usp=sharing)

## General

### Unresponsive iPad

Q: My iPad seems to be frozen | I cannot interact with the screen

* In most cases, the best option is to hard restart the device; Press buttons in this order:
  + Volume up, Volume down, then Hold down the power button until the screen shuts off completely.
  + Wait 10 seconds and then hold the power button again until the Apple Logo appears on the screen.
* Once this is done, your iPad should function as intended. If not, please reach out to IT

# Chromebooks

## General

Q: How my students print with their chromebooks

* All Chromebooks are currently set up with our print server (PaperCut), so printing should be a relatively painless process for students!
  + Just as you would with your teacher laptops, selecting print on a document (or pressing ctrl + p) will open a window to select which printer you would like to send a job to.
  + Select your printer and follow the instructions listed on the screen; Once completed, retrieve the document from the printer!

# Smartboard

## General

Q: