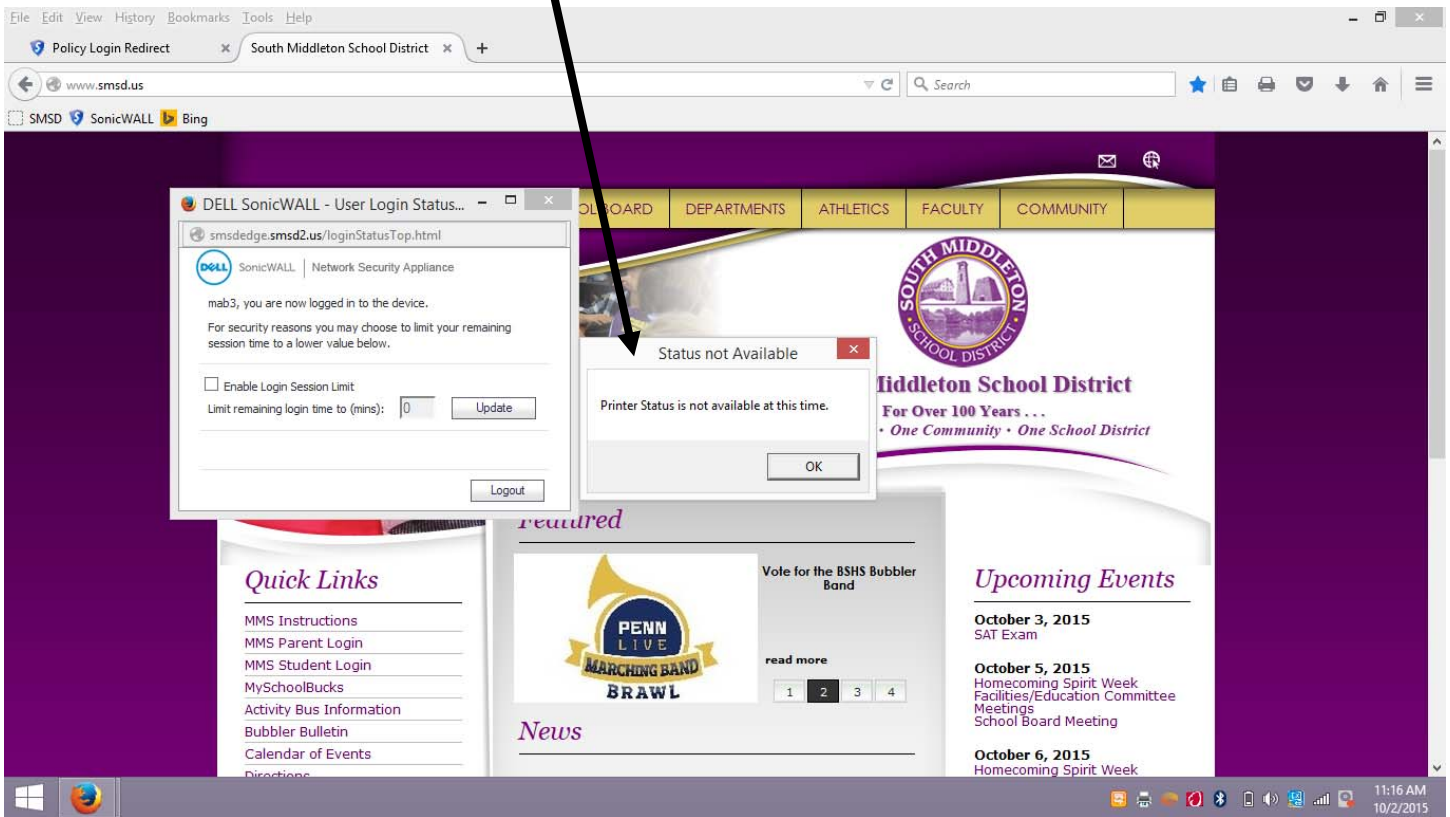
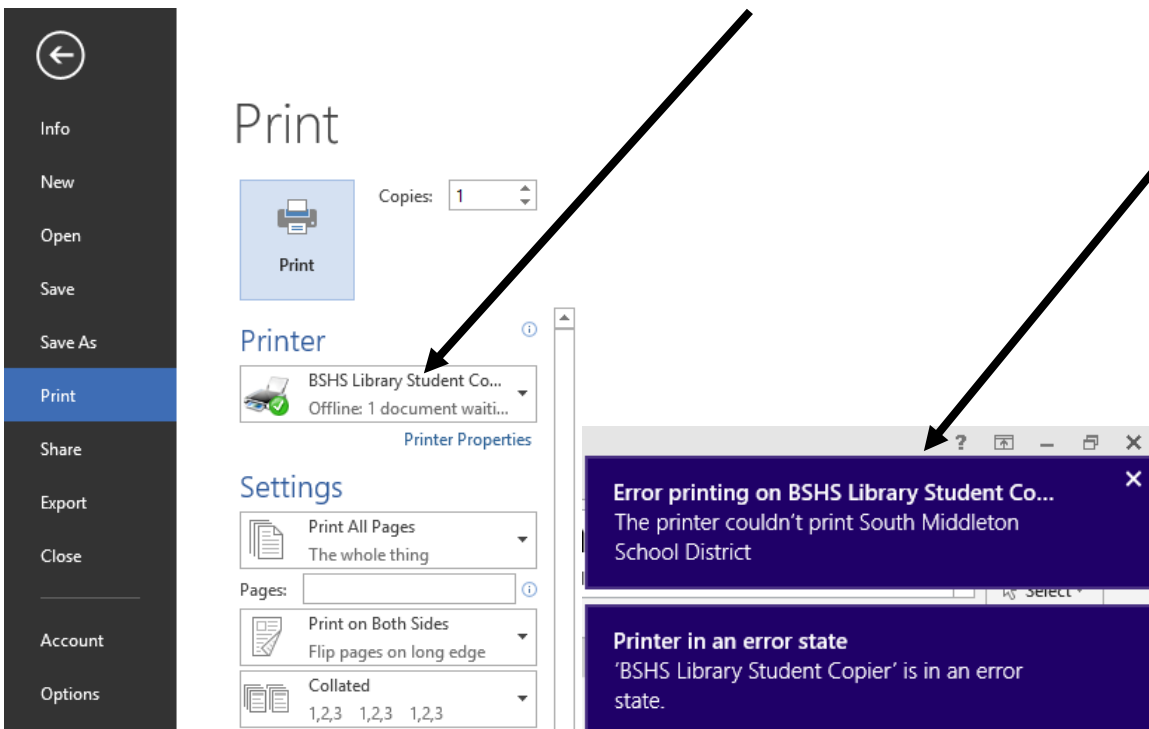


Did you log into the SonicWall but get an error message like this?

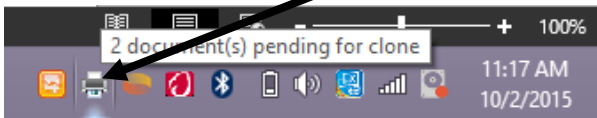


Does your "File → Print window" say the printer is offline like this? Or are error messages popping up like this?

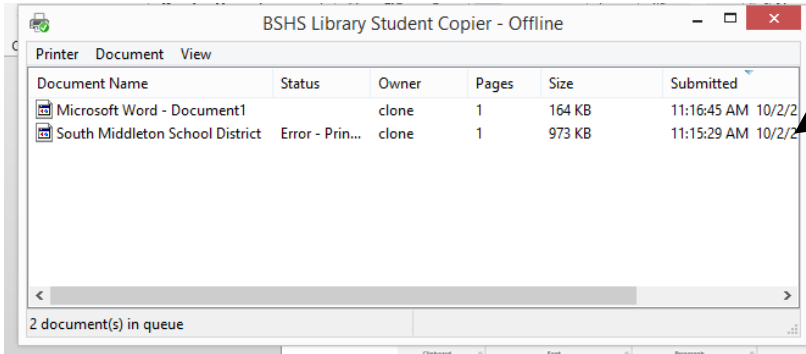


If you answered yes to any of these questions, you are likely on the wrong network. Try the directions on the following page.

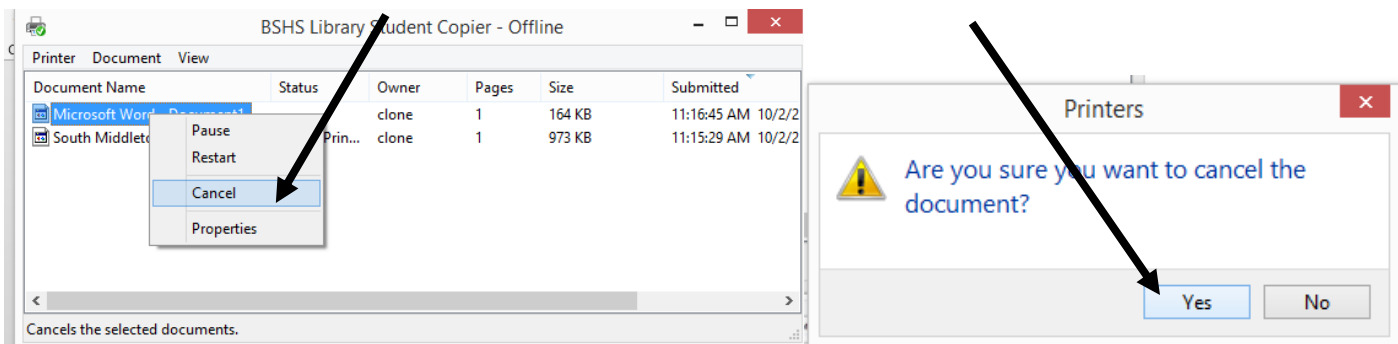
Step 1: Open your printer queue at the bottom right corner of the screen.



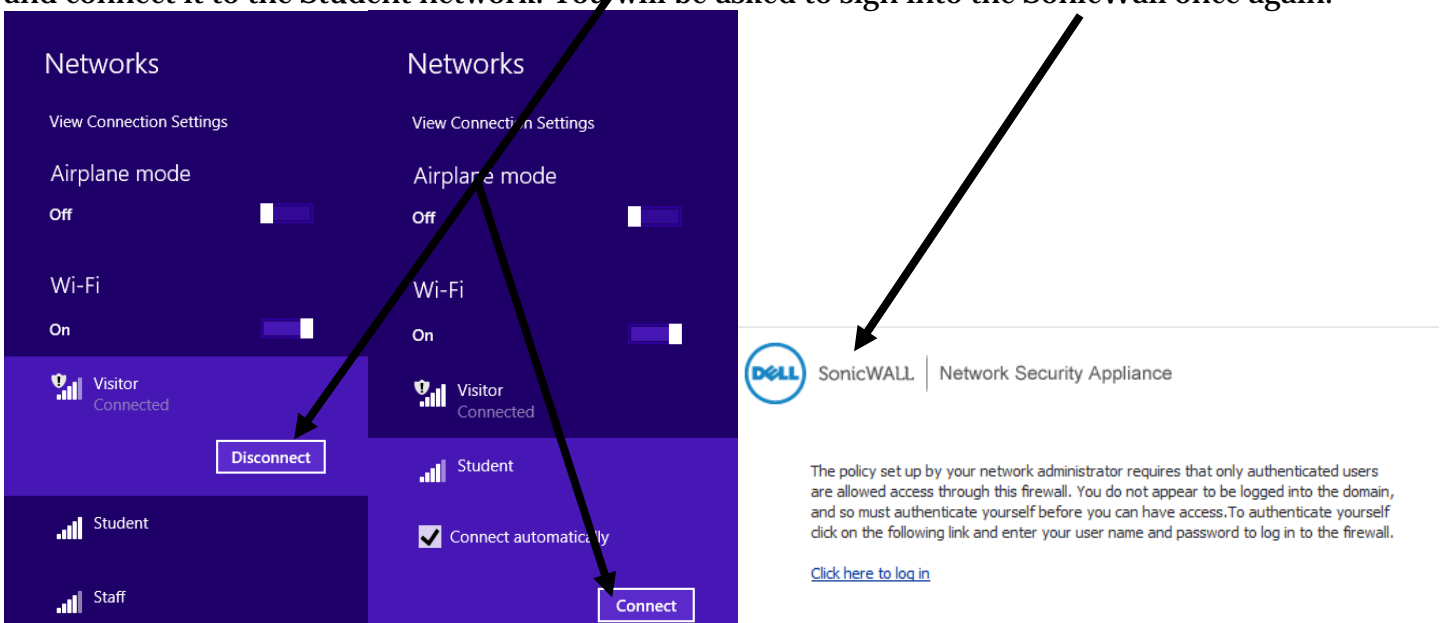
Step 2: You will see a list of all documents you have tried and failed to print over a period of time.



Step 3: Right click and Cancel each print job. Select Yes you want to cancel the document.



Step 4: Once all print jobs have been deleted, Disconnect your computer from the Visitor network, and connect it to the Student network. You will be asked to sign into the SonicWall once again.



Step 5: Print you documents to BSHS Library Student Copier.