

# How to Print on the Middlebury College Main Campus

## Public Printer Locations on Middlebury College Main Campus

Printer Queue Names on Papercut	Printer Locations
<b>MiddBW</b> (defaults to black & white, double-sided) <b>MiddColor</b> (defaults to color, single-sided) Please note: You need to set up the new <b>MiddBW</b> & <b>MiddColor</b> queues for use on a <u>personal</u> device. Follow the appropriate Mobility Print instructions below.	Davis Family Library 142, 242, & 303 Armstrong Library (McCardell Bicentennial Hall) 155 & 203 McCullough Student Center (lobby outside MiddXpress)
<b>Non_Library_Printers</b> (defaults to black & white, double-sided)	Axinn Center (outside room 105), Château 001, LaForce 122, Mahaney Arts Center (adjacent to Box Office), Proctor Hall, Woodstove Lounge (main level) Sunderland Language Center (near computer lab 121)
<b>Posters</b>	Plotter in Davis Family Library 242 Armstrong Library, bottom floor cubby (McCardell Bi-Hall) 155

## Printing from PERSONALLY-OWNED Computers via Mobility Print (<http://go/mobileprint/>)

### IMPORTANT – BEFORE YOU BEGIN

- Your device must be connected to the **MiddleburyCollege** wireless network before proceeding! Certain printers have restricted access; you may see ones included in the printer list that you cannot use.
- Mobility print does **not** support printing to **plotters** due to the non-standard page sizes. Poster print jobs must be submitted from a nearby public lab computer.
- Mobility Print is **not** intended for use on **college-owned computers**; all features of the print driver will **not** be available. Refer to <http://go/print?win> or <http://go/print?mac> for printer installation instructions.

### macOS (one time setup instructions)

1. Navigate to **System Preferences > Printers & Scanners**.
2. Click the plus sign icon below the *Printers* pane. The *Add* dialog box appears, listing all discovered printers on the network.
3. Click to select a printer. Its *Name*, *Location*, and *Use* will display.
4. Confirm that *Use* is set to **Secure AirPrint**, then click **Add** to set up the desired printer.
5. Print your document. When prompted to log in, do NOT accept the details provided! Enter your **full Middlebury email address and password** and choose “save to keychain.”  
(Repeat steps 1 – 5 above to add any other desired printers later.)

### Windows 10 (one time installation instructions)

1. Visit <http://go/mobileprint/>. Click the link to download then run the **Mobility Print Installer** (pc-mobility-print-printer-setup-1.0.XXX.exe). You may need to allow the app to make changes.
2. Choose the installation language. On the *License Agreement* screen, **accept** the agreement, then click **Next**.
3. Select desired printer(s); then click **Next**.  
Note: You may want to **uncheck** the box beside BIH621CT to deselect it.
4. Enter your **full Middlebury College email address and password**; then click **Next**.  
**Important!** The credentials used to install individual printers will be charged for any print jobs submitted to it, regardless of who is logged on to the computer.
5. Click **Finish**. Print your document.  
(To add more printers later, run the downloaded **Mobility Print Installer** program again.)

## Troubleshooting Common Issues

- Check the wireless network. Mobility Print does not work on the MiddleburyGuest network; you must be connected to wireless using **MiddleburyCollege**.
- Mobility print does **not** support printing to **plotters** due to the non-standard page sizes. Poster print jobs must be submitted from a nearby public lab computer.
- Be sure you are using valid login credentials when prompted to authenticate; you need your **full** Middlebury email address and password. You can confirm your password is correct by using it to log in to a different service, such as Webmail (<http://go/mail/>).
- Mac users can often fix issues by removing/reinstalling printers from System Preferences > Printers & Scanners. If "hold for authentication" error appears, clearing the keychain will resolve matters.
- If Mobility Print is installed on a College-owned device all features of the print driver are **not** available. Use these printer installation instructions for full functionality: <http://go/print?win> or <http://go/print?mac>.
- Still need a hand? See "Getting Help with Printer Issues" below.

## Getting Help with Printer Issues

➤ **IMPORTANT:** Always make note of the Printer name, SymQuest tag number, and any error message.

Contact **SYMQUEST** (800-374-9900 or [tac@symquest.com](mailto:tac@symquest.com)) for the following:

- Print quality (blotchiness, streaks, lines)
- Jams
- Error message on the printer

Contact the **HELPDESK** (see <http://go/helpdesk/> for specifics) for the following:

- Low paper / out of paper
- Low toner issues (print is light overall or in patches)
- Issues with print release stations that are separate devices.
- Anything not specifically listed above as a SymQuest issue!