

How to Print on the Middlebury College Main Campus

Public Printer Locations on Middlebury College Main Campus

Printer Queue Names on Papercut	Printer Locations
MiddBW (defaults to black & white, double-sided) MiddColor (defaults to color, single-sided) Please note: You need to set up the new MiddBW & MiddColor 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)
Non_Library_Printers (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)
Posters	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) 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!