How to Print on the Middlebury College Main Campus

Public Printer Locations on Middlebury College Main Campus

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

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!