How to Print at the Middlebury Institute of International Studies at Monterey

Public Printer Locations at the Monterey 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>William Tell Coleman Library, (1st and 2nd Floors)</td>
</tr>
<tr>
<td>MiddColor (defaults to color, single-sided)</td>
<td>Samson Student Center (Reading Room to the left)</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>McGowan Building, 411 Pacific St. (1st floor lobby)</td>
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</tbody>
</table>

Printing from PERSONALLY-OWNED Computers via Mobility Print [go.miis.edu/mobilityprint](http://go.miis.edu/mobilityprint)

➤ IMPORTANT: Your device must be connected to the MiddleburyCollege wireless network with Mobility Print installed before proceeding! Certain printers have restricted access; you may see ones included in the printer list that you cannot use.

macOS (one time setup instructions)

1. Run the Mobility Print installer.
2. Navigate to System Preferences > Printers & Scanners.
3. Click the icon below the Printers pane. The Add dialog box appears, listing all discovered printers on the network.
4. Click to select a printer. Its Name, Location, and Use will display.
5. Confirm that Use is set to Secure AirPrint, then click Add to set up the desired printer.
6. Print your document to MiddBW or MiddColor. When prompted to authenticate, do NOT use your default Mac login! Enter your full Middlebury email address and password.
7. Release print job at the printer.

Windows 10 (one time installation instructions)

1. Run the Mobility Print installer.
2. Choose the installation language. On the License Agreement screen, accept the agreement, then click Next.
3. Select MiddBW and MiddColor; then click Next.
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 documents to MiddBW or MiddColor and release print job at the printer.

Troubleshooting Common Issues

- Check the wireless network. Mobility Print does not work on the MiddleburyGuest network; you must be connected to wireless using MiddleburyCollege.
- Mac users can often fix issues by removing/reinstalling printers from System Preferences > Printers & Scanners.
- 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/](http://go.middlebury.edu/mail/)).
- Do not install Mobility Print on College-owned devices; use info at [http://go.middlebury.edu/print?win](http://go.middlebury.edu/print?win) or [http://go.middlebury.edu/print?mac](http://go.middlebury.edu/print/mac)
- Still need a hand? See “Getting Help with Printer Issues” on reverse.
Getting Help with Printer Issues

- IMPORTANT: Always make note of the Printer name, MBS tag number, and any error message.

Contact MBS (Monterey Bay Systems) (800-848-7575 or service@mbsworks.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 MBS issue!