Printing from Personally-Owned Computers on the Main Middlebury Campus

→ BEFORE YOU BEGIN ←

- Printing only works from the **MiddleburyCollege** network — other networks such as MiddleburyGuest or eduroam do <u>not</u> suffice.
- Certain printers have **restricted access**; you may see ones included in the printer list that you cannot use.
- Mobility print does <u>not</u> support printing to **plotters**. Poster print jobs must be submitted from a nearby public lab computer; see go/poster/ for more information.
- Mobility Print is <u>not</u> intended for use on **college-owned computers**; not all features of the printer will be available. Refer to go/print?win/ or go/print?mac/ for printer installation instructions.

➡ **IMPORTANT**: To <u>release</u> print jobs (**after** sending to the <u>print queue</u>), go to any public printer on campus and use your **Middlebury ID number** or **Middlebury credentials** (full email & password).

Public Printer Locations on the Main Middlebury Campus (go/printlocations/)

Printer Queue Names on Papercut	Printer Locations
MiddBW (defaults to black & white, double-sided) **MiddColor** (defaults to color, single-sided) <u>Please note</u>: You need to set up the **MiddBW** & **MiddColor** queues for use on a <u>personal</u> device. Follow the appropriate Mobility Print instructions below.	Armstrong Library (McCardell Bicentennial Hall) 155 & 203 Axinn Center (outside room 105) Château 001 Davis Family Library 142, 242, & 303 LaForce 122 Mahaney Arts Center (adjacent to Box Office) McCullough Student Center (lobby outside MiddXpress) Proctor Hall, Woodstove Lounge (main level) [**Unavailable** during **summer session**]
Posters <u>Note</u>: Mobility print does not support printing to plotters. Visit go/poster/ to learn more.	Plotter in Davis Family Library 242 Armstrong Library, bottom floor cubby (McCardell Bi-Hall) 155

Printing from <u>PERSONALLY-OWNED</u> Computers via Mobility Print

(go/howtoprint/)

macOS (one time setup instructions)

1. Be sure to connect to wireless with **MiddleburyCollege**, <u>NOT</u> MiddleburyGuest!
   - After connecting to MiddleburyCollege, click on the *i* next to the network for more information (or the **Details...** button on Ventura & above) and turn **OFF** *Limit IP address tracking*. The network printers will not be able to properly connect to your computer if the IP address tracking limiter is on.
2. Navigate to **System Preferences** (or **System Settings** on macOS Ventura & above) > **Printers & Scanners**.
3. Click the + icon below the *Printers* pane (or click the **Add Printer, Scanner, or Fax** button on Ventura & above). The *Add Printer* dialog box appears, listing all discovered printers on the network.
4. Click to select a printer. Its *Name*, *Location*, and *Use* will display. **MiddBW** and **MiddColor** are the two public printer queues you will want to **Add**. <u>Note</u>: You can only add one printer at a time.

5. Print your document to one of the installed queues. When prompted to authenticate, do NOT accept any default login details. Enter your **full Middlebury email address (including @middlebury.edu) and password** and choose "Save to keychain" or "Remember this password in my keychain" (this is to prevent you needing to input your credentials every time you send a job).
→ **Important!** The credentials used to authenticate individual printers will be charged for any print jobs submitted to it, regardless of who is logged on to the computer.

Windows 10 & 11 (one time installation instructions)

1. Be sure to connect to wireless with **MiddleburyCollege**, <u>NOT</u> MiddleburyGuest!
2. Visit go/mobileprint/. You may need to manually prompt the browser to continue to the page (i.e. trust the site). Click the link to download, then **run** the <u>Mobility Print Installer</u> (pc-mobility-print-printer-setup-1.0.XXX.exe). You may need to allow the app to make changes.
3. Choose the installation language. On the *License Agreement* screen, **accept** the agreement, then click **Next**.
4. Select desired printer(s)—**MiddBW** and **MiddColor**—then click **Next**.
    ○ **Note**: You may want to <u>un</u>check the box beside the first printer on the list to deselect it.
5. Enter your **full Middlebury email address (including @middlebury.edu) 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.
6. Click **Finish**. Print your document to one of the installed queues.

Troubleshooting Common Issues

- Check the wireless network. You must be connected to **MiddleburyCollege** in order to print.
- "**Hold for authentication**" may appear in the print queue window under the sent job when using Mobility Print on Macs. Click the **refresh button** beside the job on the printer window; a login prompt should appear where you can provide your Middlebury email address and password. After pressing Enter or Continue, the print job should proceed as desired.
    ○ Be sure you are using **valid login credentials** when prompted to authenticate; you need your **full Middlebury email address (including @middlebury.edu) and password**. You can confirm your password is correct by using it to log in to a different service, such as your email (go/webmail/).
- Mac users can often fix issues by removing & reinstalling printers from **System Preferences** (or **System Settings** on macOS Ventura & above) > **Printers & Scanners**.
- Use of private **VPN software** (other than Middlebury's Global Protect) will **cause problems** with Mobility Print setup and use.

Getting Help with Printer Issues (go/printerhelp/)

→ **IMPORTANT:** Always make note of the **Printer name**, <u>**SymQuest tag number**</u>, and **any error message**.

Contact **SYMQUEST** (800-374-9900 or ClientSupport@symquest.com) for the following:
- Print quality (blotchiness, streaks, lines)
- Jams
- Error message on the printer

Contact the **HELPDESK** (see 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 (e.g. plotter release stations)
- Anything not specifically listed above as a SymQuest issue!