
QMS[®] 3260/4032

Print System

Getting Started

1800496-001B



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Contents

1 Introduction

About the Printer	1-2
About the Documentation	1-3
Standard Product Documentation	1-3
Related Documentation	1-5
Manuals on the CD-ROMs	1-5
About This Manual	1-8
Typographic Conventions	1-8
What's Next?	1-9

2 Setting Up Your Printer

Introduction	2-2
Finding a Good Location	2-2

Location Requirements	2-2
Basic Printer Clearance	2-3
Printer Clearance with Optional Attachments	2-3
Power Requirements	2-4
Checking Shipment Contents	2-5
Shipment Contents	2-5
Media	2-6
Registering the Printer	2-6
Getting Acquainted with Your Printer	2-7
Base Model	2-7
With Options	2-8
Installing Consumables and Options	2-9
Printing a Start-up Page	2-9
What's Next?	2-10

3 Printer to Host Connections

Overview	3-2
Making a Parallel Connection	3-2
What You Need for a Parallel Connection	3-2
Making the Connection	3-3
Making a Serial Connection	3-4
What You Need for a Serial Connection	3-4
Making the Connection	3-4
Connecting to an Ethernet Network	3-5
Connect to the Network	3-5
Install the CrownAdmin Software	3-6
Configure the Interface	3-6
Configure the Network	3-7
Drivers and Utilities	3-7
Installing a PostScript Printer Driver	3-7
Installing a QMS Level 2 Windows Driver	3-8
Macintosh Printing Software	3-17
Installing Macintosh Utilities	3-17

Where To Go From Here	3-19
If You Have Trouble	3-19
What's Next?	3-20

4 Control Panel and Menu Flowcharts

Operating the Control Panel	4-2
Message Window	4-2
Control Panel Indicators	4-3
Control Panel Buttons	4-3
Setting the Message Window Language	4-5
Accessing the Configuration Menu	4-5
Selecting Configuration Menu Options	4-6
Changing Character Information	4-8
Saving Configuration Changes	4-11
Canceling Configuration Changes	4-12
Menu Flowcharts	4-13
Menu Chart Conventions	4-13
Operator Control Menu	4-14
Administration Menu	4-15
Administration/Communications/Resident NIC/CrownNet Menu	4-16
Installation Menu	4-21

5 Troubleshooting Setup

Introduction	5-2
Notes on Installing Printer Description Files	5-2
Adobe Illustrator	5-2
Adobe Photoshop	5-3
PageMaker	5-3
Aldus Persuasion	5-4
CorelDRAW	5-4
Microsoft Excel	5-4

QuarkXPress 5-5	
Other Applications 5-5	
Printer Problem Checklist	5-5
Placing a Service Call	5-7

A QMS Customer Support

Sources of Support	A-2
Your QMS Vendor A-2	
Your Application Vendor A-2	
Q-FAX A-2	
Internet A-2	
QMS Customer Response Center (CRC) A-3	
QMS World-wide Offices	A-4

Index



1

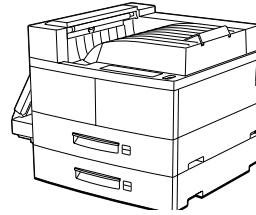
Introduction

In This Chapter . . .

- “About the Printer” on page 1-2
 - “About the Documentation” on page 1-3
 - “What’s Next?” on page 1-9
-

About the Printer

The QMS 3260/4032 Print System comes in three configurations:






QMS 3260/4032 base model	QMS 3260/4032 EX model	QMS 3260/4032 Imageserver
<ul style="list-style-type: none"> ■ 16 MB RAM (upgradable to 384 MB) ■ 300x300, 600x600 dpi resolutions; upgradable to 1200x600 or 1200x1200 dpi ■ Flash ROM for system software ■ QMS CrownNet for Ethernet (10BaseT/100BaseTX) interface 	<ul style="list-style-type: none"> ■ 32 MB RAM (upgradable to 384 MB) ■ 300x300, 600x600, 1200x600 dpi resolutions; upgradable to 1200x1200 dpi ■ Flash ROM for system software ■ Internal hard disk ■ Time-of-day clock ■ QMS CrownNet for Ethernet (10BaseT/100BaseTX) interface 	<ul style="list-style-type: none"> ■ Supports popular image file formats (bi-level CCITT Group 3 and 4 compressed TIFF, CALS Raster, Postscript Level 2/CCITT, and QMS high-performance CCITT Group 3 and 4 emulations) ■ 32 MB RAM (upgradable to 384 MB) ■ 300x300, 600x600, 1200x600 dpi resolutions; upgradable to 1200x1200 dpi ■ Flash ROM for system software ■ Internal hard disk ■ Time-of-day clock ■ QMS CrownNet for Ethernet (10BaseT/100BaseTX) interface

- 32 ppm (pages-per-minute) for 3260 and 40 ppm for 4032
- 2 500-sheet letter/A4 media trays
- 50-sheet multipurpose tray
- PostScript Level 2, HP PCL 5e, HP-GL, and Line printer emulations
- Centronics/IEEE 1284 parallel, RS-232C serial, and QMS CrownNet Ethernet (EtherTalk, LAN Manager/LAN Server, NetWare, TCP/IP) interfaces
- Energy Star compliant (printer without advanced paper handling options)






About the Documentation


The documentation provides a window into the many capabilities of your printer. The more familiar you are with the documentation, the easier it'll be for you to achieve the results you want from your printer. This section gives you an idea of how we've organized information and which documents you'll probably refer to the most. This manual can be used for the QMS 3260 Print System or the QMS 4032 Print System. Either printer is referred to as QMS 3260/4032 Print System.

Standard Product Documentation

	QMS 3260/ 4032 Print System Getting Started	You're looking at this document right now. It introduces the printer and documentation, provides instructions on getting the printer set up and running, and explains the control panel. » Note: <i>This manual is also in Adobe Acrobat PDF format on the QMS 3260/4032 Documentation CD-ROM.</i>
	QMS 3260/ 4032 Print System Operation	This manual guides you through the day-to-day operation of your printer. It includes information on printing files, adding print media, and replacing toner. It also includes information on handling, cleaning, and maintaining your printer; improving print quality; using CrownView, and troubleshooting printer problems. » Note: <i>This manual is also in Adobe Acrobat PDF format on the QMS 3260/4032 Documentation CD-ROM.</i>
 QMS 3260/4032 Documentation CD-ROM	QMS 3260/ 4032 Print System Options (Adobe Acrobat PDF format)	Refer to this manual for information on installing and using printer options: advanced paper handling, emulations, security key, memory upgrades, fonts, interfaces, hard disks, and system software updates.

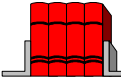
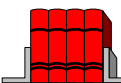
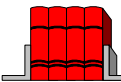
**About the
Documentation**

	<p>QMS 3260/ 4032 Print System Reference</p>	<p>Refer to this manual when you need to change your printer's configuration. It also provides information on typefaces and fonts, job accounting, printer memory, and other advanced printer features. The system administrator should get the most use from this manual.</p>
<p>QMS 3260/4032 Documentation CD-ROM</p>	<p>(Adobe Acrobat PDF format)</p>	
	<p>QMS Crown Remote Console User's Guide</p>	<p>This manual describes how to use the Remote Console software to access printer information and change printer configuration settings from anywhere on the network.</p>
<p>Software Utilities CD-ROM</p>	<p>(Adobe Acrobat PDF format)</p>	
	<p>QMS Crown Network Notes</p>	<p>Refer to this document for network tips. It discusses 3Com 3+Open, Banyan VINES, LAN Manager-based LANs, Novell NetWare, TCP/IP, UNIX, DECnet, and VMS. In most cases, only advanced network users and system administrators need this information.</p>
<p>Software Utilities CD-ROM</p>	<p>(Adobe Acrobat PDF format)</p>	
	<p>QMS CrownNet Setup Guide</p>	<p>Refer to this manual for complete setup information on the QMS CrownNet Ethernet and QMS CrownNet Token-Ring interfaces.</p>
<p>Software Utilities CD-ROM</p>	<p>(Adobe Acrobat PDF format)</p>	
	<p>QMS Crown- Net System Administrator's Guide</p>	<p>Refer to this manual when configuring the printer's QMS CrownNet Ethernet or optional QMS CrownNet Token-Ring interface and when using the QMS CrownAdmin software.</p>
<p>Software Utilities CD-ROM</p>	<p>(Adobe Acrobat PDF format)</p>	

 <p>Software Utilities CD-ROM</p>	<p>QMS Crown Document Option Commands</p> <p>(Adobe Acrobat PDF format)</p>	<p>This manual lists and explains all QMS Document Option Commands (DOCs), software codes you insert in documents to enable printer features that can't be accessed by your application or page description language. Printer-specific DOCs are listed in appendix C, "Document Option Commands," of the <i>Reference</i> manual. In most cases only advanced users or system administrators need this information.</p>
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Related Documentation

Several other documents are also helpful when using your printer:

	<p>PostScript Reference Manuals</p>	<p>Other manuals that contain PostScript information are the <i>PostScript Language Reference Manual</i> (Adobe Systems, Inc., Reading, MA: Addison-Wesley, 1990 ISBN-0201-18127-4), and other <i>PostScript Language Reference Manual</i> supplements.</p>
	<p>QMS Imageserver Option Installation Guide and QMS Imageserver Option User's Guide</p>	<p>These manuals discuss installation of the ImageServer option and using the printer-resident ImageServer emulations—TIFF, CALS, and CCITT.</p>
	<p>Other Reference Sources</p>	<p>Don't forget that your application documentation, host operating system documentation, and network documentation all contain useful printing information.</p> <p>Further information on QMS printers is available through the Internet and Q-FAX. See appendix A, "QMS Customer Support," for details.</p>

Manuals on the CD-ROMs

The manuals included on the QMS 3260/4032 Print System *Documentation* and *QMS Software Utilities* CD-ROMs are in Adobe Acrobat PDF format. We've also provided the Acrobat Reader and QuickTime programs on both CD-ROMs. The CD-ROM insert provides instructions on installing them.

About Adobe Acrobat Reader

Adobe Acrobat PDF-formatted manuals give you more flexibility and convenience than do hardcopy manuals when you have to access information. Here are some of the advantages PDF-formatted manuals provide:

- You can store the PDF manuals in a central location for access by anyone on the network.
- You can view and print the manuals on Windows, Macintosh, and UNIX platforms.
- You can view the manuals on web-browsers using the Acrobat plug-in.
- You can view the manuals on-screen in different formats (side-by-side or two-up, one page at a time, scrolling two-up, article flow, and zooming capability up to 800%).
- You can conduct full-text searches through all of the manuals.
- You can watch QuickTime video clips on Windows and Macintosh platforms that enhance the text and illustrations for a number of commonly performed procedures. (When installing the Reader, be sure to select the option to install QuickTime.)
- You can print only the manual pages that you need.
- The PDF-formatted manuals have been enhanced for on-screen viewing and navigation. Throughout each manual are numerous hotlinks to cross-reference points. The table of contents and the index are fully hotlinked to their respective page references, and all World Wide Web addresses are linked to their respective home pages.

We hope you enjoy using the Acrobat software to access the information in your manuals. They'll never become dog-eared and yellowed or collect dust on some forgotten shelf since you have quick on-line access. Your PDF-formatted manuals will empower you to take full advantage of all the capabilities of your printer.

Using Adobe Acrobat Reader

When you use Acrobat to view your manuals, keep the following tips in mind for using some of the navigation features built into Acrobat and your manuals.

- You may view the document in three different styles: page only, with bookmarks, or with thumbnails. Try each to see which you like best. Viewing with bookmarks will enable you to use a quick table of contents to move around the document.

- The toolbar also gives you quick access to page navigation features. For example, you may click a button to advance (>) or reverse (<) one page, go to the start (|<) or end (>|) of the document, or use the history button (<<) to go to the previous pages you viewed. There are other buttons in the toolbar to change view or magnification of the document.
- As you browse through the document the open hand tool will sometimes turn into a pointing hand. You have discovered an embedded link in the manual. You will find these links in the table of contents, index, www addresses, and cross-references. Click on the link to jump to a new location.
- You may discover a movie camera icon on Windows and Macintosh platforms. Click the icon to play a QuickTime video clip of the procedure described in the text.
- Use the Acrobat Reader Online Help for a more complete explanation of these features.



A Note on Media

All QMS manuals are also available in hard copy. In the US, call QMS Supplies and Accessories at 1 (800) 523-2696 for purchase information. Elsewhere, refer to appendix A, "QMS Customer Support."

In addition, many applications, utilities, and printer drivers on the *QMS Software Utilities* CD-ROM are available on alternate media. Contact your QMS vendor for media availability and purchase information. You can also download many of these files via ftp from our World Wide Web Server at <http://www.qms.com>, our ftp resource at <ftp.qms.com>, or CompuServe at <go qmsprint>. Refer to appendix A, "QMS Customer Support," for sales and support locations and telephone numbers.

About This Manual

1	Introduction	Presents an overview of the documentation and of the printer's features.
2	Setting Up Your Printer	Guides you in selecting a location for your printer and explains how to unpack and set up your printer.
3	Printer to Host Connections	Explains how to connect the printer to a PC using either the parallel or serial port, how to connect to an Ethernet network.
4	Control Panel and Menus	Explains how to use the printer control panel for configuration and lists the configuration menus.
5	Troubleshooting Setup	Guides you through common problems that may occur during setup.
A	QMS Customer Support	Provides product sales and support telephone numbers and describes how to communicate with QMS through the Internet and Q-FAX.

Typographic Conventions

The following typographic conventions are used in this manual:

Mixed-Case Courier	Text you type, and messages and information displayed on the screen
<i>Mixed-Case Italic Courier</i>	Variable text you type; replace the italicized word(s) with information specific to your printer or computer
UPPERCASE COURIER	Information displayed in the printer message window
lowercase bold	PostScript operators and DOS commands
<i>lowercase italic</i>	Variable information in text
UPPERCASE	File and utility names



Press the Enter key (PC) or Return key (Macintosh)



Press and hold down the Ctrl key (PC)



In Adobe Acrobat PDF versions of the manual, click to play a QuickTime video clip of the procedure described in the text.

- » **Note:** *Notes contain tips, extra information, or important information that deserves emphasis or reiteration.*
 - ▲ **Caution:** *Cautions present information that you need to know to avoid equipment damage, process failure, or extreme annoyance.*
-
- **WARNING!** *Warnings indicate the possibility of personal injury if a specific procedure is not performed exactly as described in the manual.*
- ACHTUNG!** *Bitte halten Sie sich exakt an die im Handbuch beschriebene Vorgehensweise, da sonst Verletzungsgefahr bestehen könnte.*
-

What's Next?

Chapter 2, "Setting Up Your Printer," explains how to find a good location for the printer, register the printer, turn the printer on, and print a start-up page.



2

Setting Up Your Printer

In This Chapter . . .

- “Introduction” on page 2-2
 - “Finding a Good Location” on page 2-2
 - “Checking Shipment Contents” on page 2-5
 - “Registering the Printer” on page 2-6
 - “Getting Acquainted with Your Printer” on page 2-7
 - “Installing Consumables and Options” on page 2-9
 - “Printing a Start-up Page” on page 2-9
-

Introduction

This chapter explains how to set up your printer for the first time. It includes information on finding a good location for the printer, unpacking and checking the shipment contents, installing consumables (toner cartridge), loading the media cassettes, turning the printer on, and printing a start-up page.

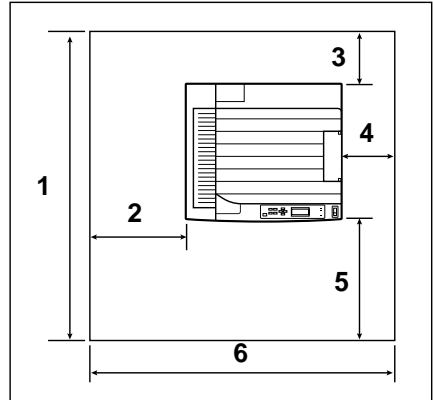
Finding a Good Location

Location Requirements

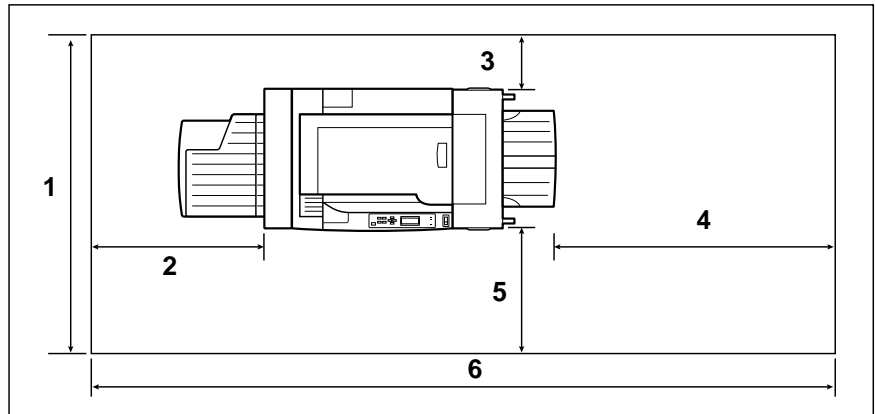
- Away from cooling and heating sources, extreme temperature changes, direct sunlight, excessive dust, corrosive chemicals or vapors, water pipes, refrigerators, and any strong electromagnetic field (such as that created by an air conditioner),
- Away from items that can easily burn (such as curtains) and items that produce excessive vibration.
- In an area with a temperature range of 41°–95° F (5°–35° C) and relative humidity range of 15%–85%.
- On a hard, level surface capable of supporting the 91 lb (41 kg) printer.
- Near your computer—6.5' (2 m) or less for an IEEE 1284 bi-directional parallel connection; cables for other connections may be longer.
- Close to an easily accessible power supply. Don't connect it to the same electrical outlet as noise-generating equipment.
- In a well-ventilated room.
- With enough space to allow adequate ventilation and easy servicing.

Basic Printer Clearance

- 1 42"/106 cm
- 2 14"/36.4 cm
- 3 8"/20 cm
- 4 8"/20 cm
- 5 18"/46 cm
- 6 43"/108.4 cm



Printer Clearance with Optional Attachments



- 1 42"/106 cm
- 2 25"/63 cm
- 3 8"/20 cm
- 4 39"/100 cm
- 5 18"/46 cm
- 6 81"/206.9 cm

Power Requirements

- Your printer requires a properly grounded AC outlet with a rated line voltage of 100 V, 120 V, or 220-240 V.
- The line voltage must remain within ± 10 percent of the rated voltage for proper operation of the printer.
- The amperage capacity of the electrical outlet must be at least 1.2 times that used by the printer.
- The maximum electrical current required during operation is 9.5 amps for a 100 V system, 9.5 amps for a 120 V system, and 5.2 amps for a 220-240 V system.
- Noise-generating equipment should not be connected to the same electrical outlet as the printer.
- The recommended frequency is 50-60 Hz ± 3 Hz for a 100 V system, 50-60 Hz ± 3 Hz for a 120 V system, and 50-60 Hz ± 3 Hz for a 220-240 V system.

Energy Star Compliance

The QMS 3260/4032 Print System is compliant with US Environmental Protection Agency (EPA) Energy Star regulations (printer without advanced paper handling options.) After a specified period of inactivity, the printer changes to a low-power state (the engine remains on, but the fuser turns off). When a print job is received, the printer returns to normal power within 90 seconds.



Checking Shipment Contents

Shipment Contents

Make sure that all items are included in your shipment before setting up your printer. If any items are missing or damaged, contact your shipping company or your QMS vendor. See appendix A, “QMS Customer Support,” for product sales and support information.

- Printer
 - Toner cartridge
 - Power cord
 - QMS 3260/4032 *Quick Setup*
 - QMS 3260/4032 Print System *Getting Started* (this manual)
 - QMS 3260/4032 Print System *Operation*
 - QMS 3260/4032 Print System *Documentation CD-ROM*
 - *QMS 3260/4032 Print System Quick Setup*
 - *QMS 3260/4032 Print System Getting Started* (this manual)
 - *QMS 3260/4032 Print System Operation*
 - *QMS 3260/4032 Print System Options*
 - *QMS 3260/4032 Print System Reference*
 - Adobe Acrobat Reader 3.0 software
 - QMS *Software Utilities CD-ROM*
 - Warranty and registration card
- » **Note:** *Interface cables aren't included in the shipment. If you need cables, contact your QMS vendor or a local computer store. See chapter 3 of this manual for information on the type cable needed.*

Registering the Printer

Media

If you need alternate media for your printer documentation, contact your QMS vendor for media availability and purchase information. (See appendix A, “QMS Customer Support,” for sales and support locations and telephone numbers.)

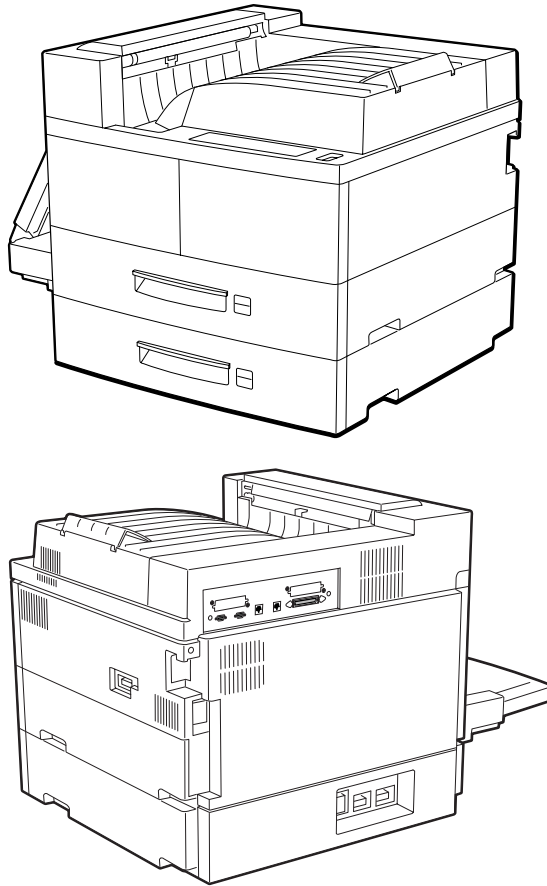
Registering the Printer

You can register your printer through our World-Wide Web site, <http://www.qms.com/support/prodreg>. To register by mail, fill out and send in your warranty card. To register by telephone, in the US call QMS at (334) 633-4500. In other countries, refer to appendix A, “QMS Customer Support,” for the appropriate telephone number.

Getting Acquainted with Your Printer

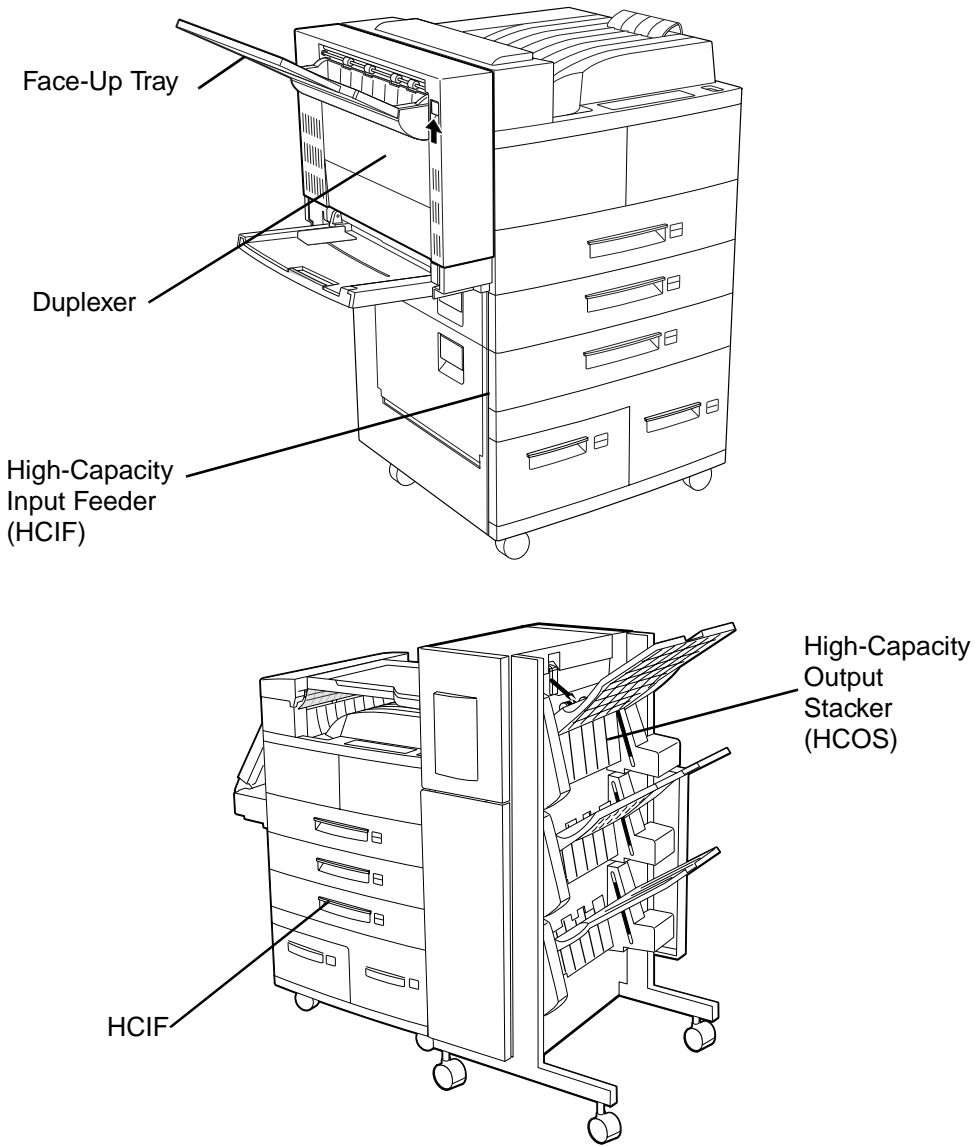
Before installing the consumables and operating the printer, you should become familiar with the components and areas of your printer.

Base Model



Getting Acquainted with Your Printer

With Options



Installing Consumables and Options

Follow the instructions in the *Quick Setup Guide* included with your printer shipment to install the toner cartridge and paper. Use the *Quick Setup Guide - Options* to install options included with your shipment.

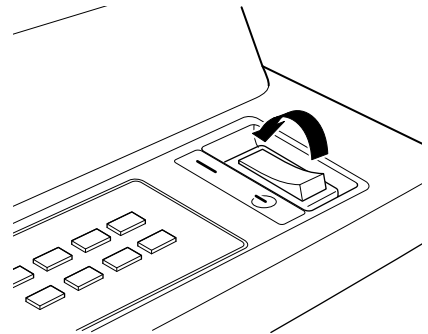
- » **Note:** Remember to turn off the printer before you install an option.

Printing a Start-up Page

- 1 **Make sure the printer is turned off.**
- 2 **Plug the printer into a grounded, surge-protected, electrical outlet.**
- 3 **Turn on the printer.**

Press in the power button next to the control panel. After a brief warm-up (typically

3 minutes) the printer produces a start-up page. More information about start-up pages is included in the *Reference* manual.



- » **Note:** The number of sheets/faces printed statistics on the start-up page will differ from the number of sheets/faces printed statistics in CrownView and on the consumables statistics page (*Operator Control/Consumables/Print Statistics*). The numbers on the start-up page refer to the number of sheets/faces printed during the life of the printer. The numbers in CrownView and on the consumables statistics page refer to the number of sheets/faces printed to date during the current consumables tracking period (*Administration/Consumables/Start Period* menu).
- 4 **If the start-up page doesn't print or the print quality is not good, see chapter 5, "Troubleshooting Setup."**

What's Next?

Now that you've set up your printer and installed any options included, refer the following chapter to connect it either directly to a computer or to a network:

- Chapter 3, "Printer to Host Connections"



3

Printer to Host Connections

In This Chapter . . .

- “Making a Parallel Connection” on page 3-2
 - “Making a Serial Connection” on page 3-4
 - “Connecting to an Ethernet Network” on page 3-5
 - “Drivers and Utilities” on page 3-7
 - “Macintosh Printing Software” on page 3-17
-

Overview

- 1 **Turn off both the printer and the computer.**
- 2 **Connect the printer to the computer or network.**
 - If you're connecting to a computer through a parallel interface, see "Making a Parallel Connection" on page 3-2.
 - If you're connecting to the computer through a serial interface, see "Making a Serial Connection" on page 3-4.
 - If you're connecting to the computer through the Ethernet interface, see "Connecting to an Ethernet Network" on page 3-5.
- » **Note:** *If the printer is more than 6.5 feet (2 meters) from the computer, we recommend using an Ethernet or serial connection for better communication.*
- 3 **Install a printer driver.**

See "Drivers and Utilities" on page 3-7.

Making a Parallel Connection

What You Need for a Parallel Connection

Interface cables are not included with your printer. If you're replacing a printer, you may already have the necessary cables. If not, you'll need to purchase the cables from your QMS vendor or a local computer store.

To connect your printer to a single computer, you need a parallel cable with a 36-pin male and a 25-pin male connector.

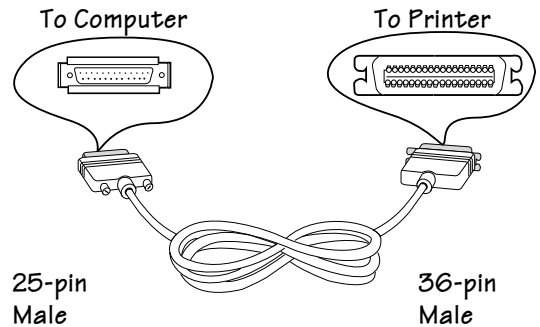
How to Choose a Parallel Cable

Your printer supports both Centronics parallel and IEEE 1284 bidirectional parallel communications. The type of parallel cable you use depends on the type of parallel communication your computer supports (check your computer user's manual if you're unsure).

- If your computer supports IEEE 1284 bidirectional parallel communication, you need an IEEE 1284 bidirectional parallel cable (IEEE 1284 is indicated on the cable). This cable must be 6.5 feet/2 meters or less in length.
- If your computer supports only Centronics parallel unidirectional communication, you may use either a Centronics parallel cable (unmarked on cable) or an IEEE 1284 bidirectional parallel cable (IEEE 1284 is indicated on the cable). QMS recommends the IEEE 1284 cable. The IEEE 1284 cable must be 6.5 feet/2 meters or less in length while the Centronics cable may be longer.

Making the Connection

- 1 Turn off both the printer and the computer.
- 2 Connect the computer and the printer using a parallel cable.
 - a Connect the 25-pin end of the cable to the computer's parallel port, and then tighten the screws.
 - b Attach the 36-pin end of the cable to the printer's parallel port, and close the clips. Turn on both the printer and the computer.



- 3 Turn on both the computer and the printer.

A start-up page should print. If it doesn't, refer to chapter 5, "Troubleshooting Printer Problems," of the *Operation* manual.

- 4 Test the communication between the printer and the computer.

You can do this by sending a file from one of your applications, or refer to chapter 5, "Troubleshooting Printer Problems," of the *Operation* manual.

Making a Serial Connection

What You Need for a Serial Connection

Interface cables are not included with your printer. If you're replacing a printer, you may already have the necessary cables. If not, you'll need to purchase the cables from your QMS vendor or a local computer store.

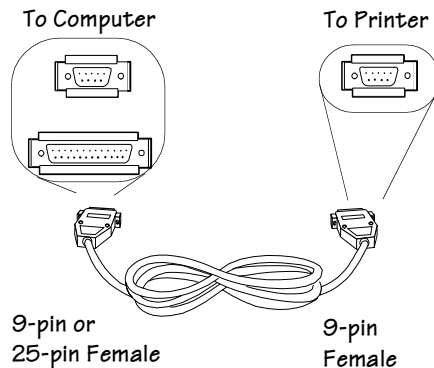
To connect your printer to a single computer, you need a serial cable with either a 9- or 25-pin connector (depending on your computer's serial port) and a 9- or 25-pin null modem assembly to connect to the serial cable. Depending on the type of null modem assembly you have, you may also need a 9-to-25-pin adapter. See appendix B, "Technical Specifications," in the *Reference* guide for cable pin-outs or your cable vendor for more specific cable assembly information.

How to Choose a Serial Cable

For best results, the serial cable should be less than 25 feet (7.6 meters) long).

Making the Connection

- 1 Turn off both the printer and the computer.
- 2 Connect the computer and the printer using a serial cable.
 - a Connect the serial cable (with the null modem adapter attached) to the computer's 9- or 25-pin male serial port, and tighten the screws.
 - b Connect the other end of the cable to the printer's serial port, and tighten the screws.
- 3 Turn on both the printer and the computer.



A start-up page should print, and Serial RS-232C should be listed as an interface. If it doesn't, refer to chapter 5, "Troubleshooting Printer Problems," of the *Operation* manual.

4 Test the communication between the printer and the computer.

You can do this by sending a file from one of your applications, or refer to chapter 5, "Troubleshooting Printer Problems," of the *Operation* manual.

Connecting to an Ethernet Network

The QMS CrownNet Ethernet interface combines hardware and host software to allow printer connection to an Ethernet network. CrownNet supports the following:

Operating System	Protocol
Macintosh	EtherTalk
LAN Manager/LAN Server	NetBIOS/NetBEUI
NetWare	IPX/SPX
UNIX or OS/2	TCP/IP
Windows 3.1/Windows 95/98	TCP/IP/NetBIOS/NetBEUI
Windows NT	TCP/IP/NetBIOS/NetBEUI

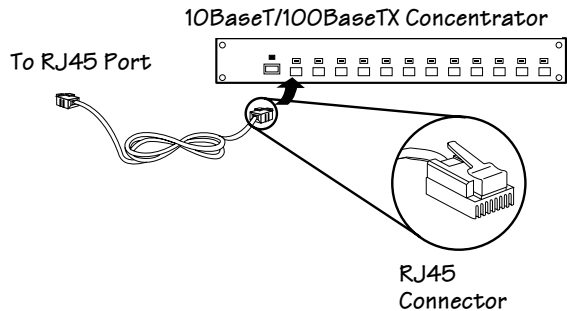
The instructions given in this section are the minimum steps needed to get your printer up and printing. For complete installation information refer to the QMS *CrownNet Setup Guide* on the QMS *Software Utilities CD-ROM*. For information on configuring the CrownNet interface and using the CrownNet software (CrownAdmin, CrownAdmin, CrownNet Manager, and the CrownNet Print Utility for Windows), refer to the QMS *CrownNet System Administrator's Guide* on the QMS *Software Utilities CD-ROM*.

Connect to the Network

The printer provides a twisted-pair (10BaseT/100BaseTX) Ethernet interface. Twisted-pair Ethernet connections use RJ45 connectors.

Connecting to an Ethernet Network

- 1 Turn off the printer, and unplug the power cord.
- 2 Connect one end of the twisted-pair Ethernet cable to the printer's Ethernet port.
- 3 Connect the other end of the cable to the 10BaseT/100BaseTX concentrator.
- 4 Plug in the printer, and turn it on.



Install the CrownAdmin Software

If you're controlling your printer over the network, CrownAdmin is recommended for its ease of use. But it's not necessary to do this right now. You can install CrownAdmin software after the printer is up and printing.

For complete instructions, refer to the QMS *CrownNet Setup Guide* on the QMS *Software Utilities CD-ROM*.

Configure the Interface

This section briefly describes the ways to configure the CrownNet Ethernet printer interface. For a complete discussion of all of the configuration options available through the Administration/Communications/Resident NIC/CrownNet menu, see the QMS *CrownNet Setup Guide* on the software utilities CD-ROM.

You can make these configuration changes through any of the following means:

- **Printer control panel**—For information on using the printer control panel to change configuration menu settings, refer to chapter 4, "Control Panel and Menu Flowcharts," of this manual or chapter 2, "Printer Configuration," of the *Reference* manual.
- **CrownAdmin for DOS, CrownAdmin (for AIX, HP-UX, Macintosh, OS/2, Solaris/SunOS, and Windows/Windows NT/Windows for Workgroups), or CrownNet Manager (for OS/2)**—For more information on using this software, refer to the appropriate chapter in the QMS *CrownNet System Administrator's Guide* or to the software's on-line help.

- **Remote Console**—For information on accessing Remote Console through a telnet session, refer to the appropriate chapter in the *QMS CrownNet System Administrator's Guide*. For information on using Remote Console, refer to the *QMS Crown Remote Console User's Guide*.

Configure the Network

Refer to the *QMS CrownNet Setup Guide* on the software utilities CD-ROM for information on configuring your network.

Drivers and Utilities

If you're replacing a PostScript printer, you can probably start printing now with the printing software already in place. Refer to your application documentation for instructions on sending documents to the printer.

However, if you want to be able to use all your printer's special features, or if you've never printed to a PostScript printer before, we recommend you take a few minutes to make sure you have the following printing software installed:

- A PostScript Level 2 printer driver
- Printer description files (if you use QuarkXPress 3.3, PageMaker, or Photoshop). See chapter 5, "Notes on Installing Printer Description Files" on page 3-2.

Installing a PostScript Printer Driver

Windows Applications

If you're using Windows, we recommend that you install one of the QMS-developed Level 2 Windows drivers on the *QMS Software Utilities* CD-ROM we shipped with your printer. Drivers are available for

- Windows 3.1
- Windows for Workgroups 3.11
- Windows 95/98
- Windows NT 3.51

■ Windows NT 4.0

The auto-installation program on the QMS Software Utilities CD-ROM will give you the choice of drivers to install. The auto-installation program is available only for Windows 95/98 and Windows NT 4.0. For earlier versions of Windows refer to the README file on the CD-ROM for further information and information on the directory location of each driver. Then refer to the README file in that directory for more installation information.

Non-Windows Applications

If you're using a non-Windows application, read the printing section of the application documentation for information on choosing a PostScript driver. If the application does not provide a PostScript driver, contact the application manufacturer to see if one has become available since you bought the program. See appendix A, "QMS Customer Support," for information.

Also, check to see if application notes (tips for printing from specific applications) are available for your application from Q-FAX or the QMS **website**. Appendix A, "QMS Customer Support," explains how to use these QMS information services.

Installing a QMS Level 2 Windows Driver

Windows 95/98

System Requirements

- An IBM or compatible computer with 386 or higher processor
- A hard disk with at least 1 MB of free space
- At least 4 MB of RAM
- Windows 95/98

Installation

- ▲ **CAUTION:** *Windows limits the total number of installed printers to 16.*
- ▲ **CAUTION:** *Problems may occur if you install both the QMS PostScript printer driver and a QMS Win95 PPD for the Microsoft PostScript printer driver. If they have the same printer model name (for example, "QMS 4032" or "QMS 3260"), the driver registry entry for one will overwrite the other (even if you have assigned different printer names), and unpredictable behavior will result. If one of these drivers is already installed, you must delete it before installing the other.*

- 1 **With Windows 95/98 running, insert the *QMS Software Utilities* CD-ROM in your computer's CD-ROM drive.**
The CD-ROM automatically boots.
- 2 **In the Welcome dialog box, select Install Printer Utilities and Drivers.**
- 3 **Read the installation note and then choose Next.**
- 4 **In the Installation Type dialog box select either General Use Installation or Network/Custom Installation, and choose Next.**
- 5 **Select QMS Advanced Level 2 Driver for Win95/98 and choose Next.**
- 6 **Read the help screen for Microsoft's Add Printer Wizard, and choose Next.**
- 7 **Follow the instructions in the Add Printer Wizard.**
- 8 **When you're prompted to select a manufacturer and printer, choose Have Disk...**
- 9 **In the Install From Disk window, choose Browse...**
- 10 **Change to the *x:\PLATFORM\WINDOWS\DRIVERS\ADVPS2* directory, where *x* is the drive in which you installed the CD-ROM in step 1.**
QMS.INF displays in the File Name list.
- 11 **Choose OK to return to the Install from Disk window.**
- 12 **Choose OK again.**
A list of QMS printers displays in the Printers list.
- 13 **Select the appropriate printer, and then continue following the instructions in the Add Printer Wizard to complete the installation.**

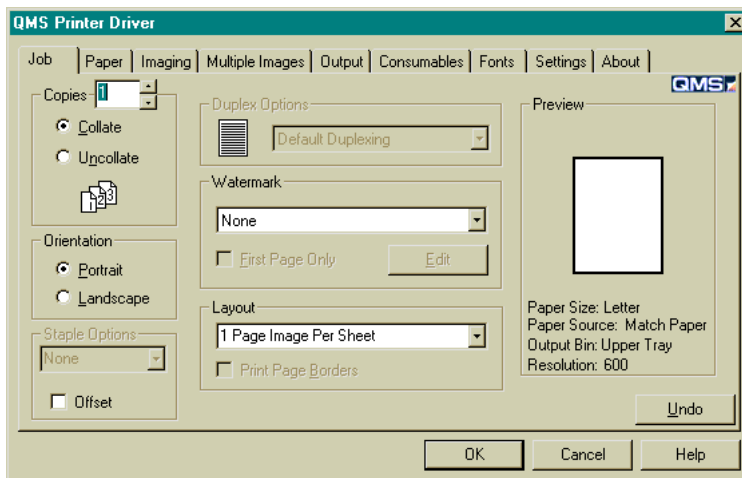
▲ **CAUTION:** *If you use (or plan to use) Microsoft Word 7.0, do not use the characters " on " (the word "on" with a space before and after it) when prompted to name the printer. Word will not display the printer properties of any printer with these characters in its name.*

The installation program copies the driver-related files into the \WINDOWS\SYSTEM directory and updates the Registry.

The program also copies PPD and PDF files into separate subdirectories under the QMSPS directory. (See your printer documentation for more information on

using these files.) You may delete these files if you don't use applications that require them.

- 14 **When you're returned to the QMS Printer Utilities Setup, continue to install other printer utilities or drivers, or choose Cancel or Back to exit from the setup program.**
- 15 **Remove the CD-ROM, and store it in a safe place.**
- 16 **Access the default driver settings through the Start/Settings/Printers menu. Use the online help in the driver for information on driver settings.**



Windows 3.1 and Windows for Workgroups 3.11

- » **Note:** *This driver will also work for Windows 95/98 but we recommend you use the updated Level 2 driver for Windows 95/98. See "Windows 95/98" on page 3-8 for installation instructions.*

System Requirements

- An IBM or compatible computer with 386 or higher processor
- A hard disk with at least 1 MB of free space
- At least 4 MB of RAM
- Either Windows 3.1, Windows for Workgroups 3.11, Windows 95, or Windows 98

Installation

- ▲ **CAUTION:** *Windows limits the total number of installed printers to 16.*
 - ▲ **CAUTION:** *Problems may occur if you install both the QMS PostScript printer driver and a QMS Win95 PPD for the Microsoft PostScript printer driver. If they have the same printer model name (for instance "QMS 3260"), the driver registry entry for one will overwrite the other (even if you have assigned different printer names), and unpredictable behavior will result. If one of these drivers is already installed, you must delete it before installing the other.*
- 1 With Windows running, insert the QMS Software Utilities CD-ROM in the appropriate drive on your computer.**
 - 2 Access the QMS Printer Utilities Setup:**
 - Windows 95/98—Skip to step 3 because the CD-ROM automatically boots and starts the QMS Printer Utilities Setup.
 - Windows 3.1/Windows for Workgroups 3.11—In Explorer, change to the directory in which you inserted the CD-ROM in step 1, and then double-click the SETUP.EXE icon.
 - 3 In the Welcome dialog box, select Install Printer Utilities and Drivers.**
 - 4 Read the installation note and then choose Next.**
 - 5 In the Installation Type dialog box select either General User Installation or Network/Custom Installation, and choose Next.**
 - 6 Select QMS Level 2 Driver for Win 3.x - Win95,98 and choose Next.**
 - 7 Read the help screen for Microsoft's Add Printer Wizard, and choose Next>.**
 - 8 Follow the instructions in the Add Printer Wizard.**
 - 9 When you're prompted to select a manufacturer and printer, choose Have Disk...**
 - 10 In the Install From Disk window, choose Browse...**
 - 11 Change to the x:\PLATFORM\WINDOWS\DRIVERS\PSLVL2 directory, where x is the drive in which you installed the CD-ROM in step 1.**

QMS.INF displays in the File Name list.
 - 12 Choose OK to return to the Install from Disk window.**

13 Choose OK again.

A list of QMS printers displays in the Printers list.

14 Select the appropriate printer, and then continue following the instructions in the Add Printer Wizard to complete the installation.

- ▲ **CAUTION:** *If you use (or plan to use) Microsoft Word 7.0, do not use the characters " on " (the word "on" with a space before and after it) when prompted to name the printer. Word will not display the printer properties of any printer with these characters in its name.*

The installation program copies the driver-related files into the \WINDOWS\SYSTEM directory and updates the Registry (Windows 95/98) and WIN.INI (Windows 3.1 or Windows for Workgroups 3.11) accordingly. Consequently, the specified printers do not need to be installed using Start>Settings>Printers (Windows 95) or Control Panel (Windows 3.1 or Windows for Workgroups 3.11).

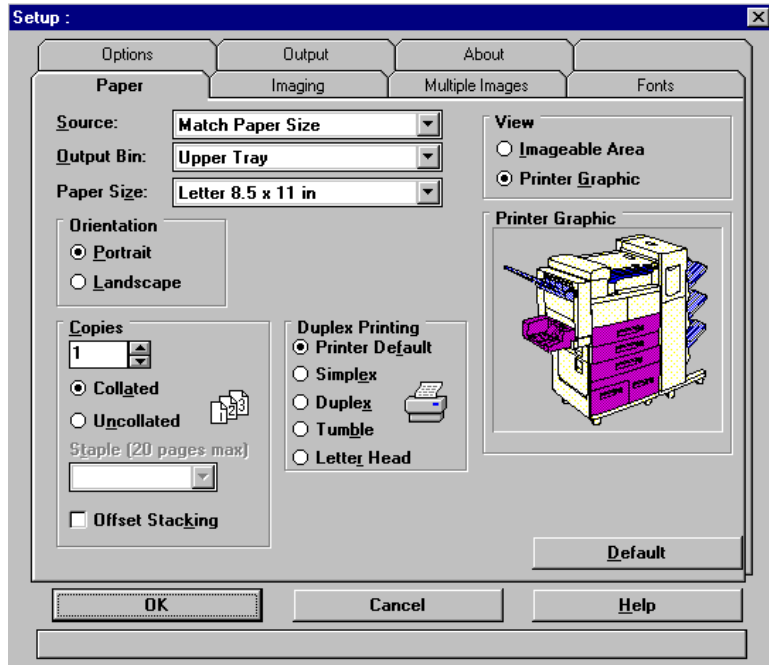
The program also copies PPD and PDF files into separate subdirectories under the specified installation directory. (See your printer documentation for more information on using these files.) You may delete these files if you don't use applications that require them.

- » **Note:** *If a printer using a Microsoft PostScript printer driver (instead of a QMS Level 2 printer driver) is already installed, the installation program will not overwrite the printer entry if it has the same printer name. Either remove or rename the existing printer entry before installing a new printer entry.*

15 When you're returned to the QMS Printer Utilities Setup, continue to install other printer utilities or drivers, or choose Cancel or Back to exit from the setup program.

16 Remove the CD-ROM, and store it in a safe place.

- 17 Access the default driver settings through the Start/Settings/Printers menu. Use the online help tips and information on how to use specific features of the driver.



- » **Note:** The QMS Level 2 Windows Driver ships with a default setting of “Compress Output.” This feature decreases the time the file stays out on the network because the data is compressed at the host, transferred to the printer, and then decompressed. However, for users who are not on a network, this feature slows print time via the parallel port. To disable this feature, on the Output tab deselect “Compress Output” by clicking on the box. This will greatly reduce print times via the parallel port.

Windows NT 4.0

System Requirements

- An IBM or compatible computer with 386 or higher processor
- A hard disk with at least 25 MB of free space
- At least 16 MB of RAM (32 MB recommended)
- Windows NT 4.0

Installation

- » **Note:** *If you want to be able to print to a QMS CrownNet port, the QMS Network Print Monitor or **the** CrownNet Print Utility for Windows must be installed on your Windows NT workstation or server, and a port must be created before continuing with this installation procedure. See the PRTMONNT.PDF file (Adobe Acrobat format) in the \PLATFORM\WIN_NT\MONITOR directory of the QMS Software Utilities CD-ROM for details on installing and setting up this utility. In addition, if a Windows NT 4.0 or a QMS Level 2 Windows NT 4.0 printer driver has been previously installed, you must use the reinstallation procedure on page 15.*

- 1 **With Windows NT 4.0 running, insert the QMS Software Utilities CD-ROM disk in the CD-ROM drive on your workstation.**

The CD-ROM automatically boots.

- 2 **In the Welcome dialog box, select Install Printer Utilities and Drivers.**
- 3 **Read the installation note and then choose Next.**
- 4 **In the Installation Type dialog box select either General User Installation or Network/Custom Installation, and choose Next.**
- 5 **Select QMS Level 2 Driver for Windows NT 4.0 and choose Next.**
- 6 **Read the help screen for Microsoft's Add Printer Wizard, and choose Next.**
- 7 **Follow the instructions in the Add Printer Wizard.**
- 8 **When prompted to select a manufacturer and model of printer, choose Have Disk.**
- 9 **In the Install from Disk dialog box, choose Browse.**

- 10 Change to the `y:/PLATFORM/WIN_NT/DRIVER/4X/type` directory, where *y* is the workstation's CD-ROM drive, and *type* is the type of processor on your workstation.

QMS.INF displays in the File Name list.

- 11 Choose OK to return to the Install from Disk window.

- 12 Choose OK again.

A list of QMS printers displays.

- 13 Select QMS 3260/4032 Print System, and then continue following the instructions in the Add Printer Wizard to complete the installation.

- 14 When you're returned to the QMS Printer Utilities Setup, continue to install other printer utilities or drivers, or choose Cancel to exit from the setup program.

- 15 Remove the CD-ROM, and store it in a safe place.

Reinstallation

- » **Note:** *If a Microsoft Windows NT 4.0 or a QMS Level 2 Windows NT 4.0 printer driver has been previously installed, you must use the following procedure to delete the files before installing a new printer driver.*

- 1 Open Windows NT Explorer (from the Start>Programs menu choose Windows NT Explorer).
- 2 Delete the printer(s) you want to replace or upgrade.
- 3 Install the new printers using the installation procedure on page 14.
- 4 Reboot your workstation.

Windows NT 3.51

The QMS printer drivers for Microsoft Windows NT 3.5x support all of your printer's features. You can print from Windows NT over the network using one of the following three protocols:

- TCP/IP
- NetBIOS/NetBEUI

TCP/IP

- 1 **Insert the QMS Software Utilities CD-ROM containing the printer drivers in the appropriate drive at your workstation.**
- 2 **Open Print Manager.**
- 3 **Choose Printer.**
- 4 **Choose Create Printer.**
- 5 **Type the name of the printer in the Printer Name edit box. This is the name that Windows NT will use to identify the printer.**
- 6 **Select the driver in the Driver list box.**

If your printer is not shown in the list of printers that ships with Windows NT, scroll to the bottom of the list and choose Other. You will be prompted for the path of the PPD (for example, e:\platform\win_nt\ppd\3x\alpha\QMS3260.ppd or e:\platform\win_nt\ppd\3x\alpha\QMS4032.ppd).

- 7 **Type a printer description in the Description edit box.**
- 8 **Select Print and choose Other.**
- 9 **Select LPR Port.**
- 10 **Check with your system administrator the correct IP address of the printer, and type it (without leading zeros) in both the Name Or Address Of Host Providing LPD and Name Of Printer On That Machine edit boxes.**
- 11 **Choose Okay and close the Print Manager.**

NetBIOS/NetBEUI

- » **Note:** *The QMS CrownNet Print Utility must be installed on your Windows NT workstation or server and a port must have been created. See the "QMS CrownNet System Administrator's Guide" for details on installing and setting up this utility.*
- 1 **Insert the QMS Software Utilities CD-ROM containing the printer drivers in the appropriate drive at your workstation.**
 - 2 **Open Print Manager.**
 - 3 **Choose Printer.**
 - 4 **Choose Create Printer.**

- 5 **Type the name of the printer in the Printer Name edit box. This is the name that Windows NT will use to identify the printer.**
- 6 **Select the driver in the Driver list box.**

If your printer is not shown in the list of printers that ships with Windows NT, scroll to the bottom of the list and choose Other. You will be prompted for the path of the PPD (for example, e:\platform\win_nt\ppd\3x\alpha\QMS3260.ppd or e:\platform\win_nt\ppd\3x\alpha\QMS4032.ppd).
- 7 **Type a printer description in the Description edit box.**
- 8 **Select Print and choose Other.**
- 9 **Select Local Port.**
- 10 **Type the path of the spool directory and the port name (for example, c:\spool\QMS3260 (where c:\spool is the spool directory and QMS3260 is the port name).**
- 11 **Choose Okay and close the Print Manager.**

Macintosh Printing Software

If you're replacing a PostScript laser printer, you can probably start printing now with the printing software already in place. Refer to your application documentation for instructions on sending documents to the printer.

However, if you want to be able to use all your printer's special features or if you've never printed to a PostScript printer before, we recommend you take a few minutes to make sure you have the following printing software installed:

- QMS Macintosh Utilities
- A PostScript printer driver, usually installed with the Macintosh system software
- Application-specific printer files

Installing Macintosh Utilities

QMS Macintosh Utilities are programs for controlling the printer from the Macintosh. It is included on the *QMS Software Utilities* CD-ROM that shipped with your printer.

- 1 **With the Macintosh on, insert the *QMS Software Utilities* CD-ROM in your Macintosh's CD-ROM drive.**
- 2 **If necessary, double-click the CD-ROM icon to display the CD-ROM contents.**
- 3 **Double-click the PLATFORM folder icon to display the folder contents.**
- 4 **Double-click the MAC folder icon to display the folder contents.**
- 5 **Double-click the INSTALL icon.**
- 6 **In the dialog box that appears, verify the Install location.**

To change the Install Location you can either use the drop-down list box to display and select the appropriate disk, or you can choose the Switch Disk button to scroll through the available disks.

- 7 **Also in the dialog box, choose Easy Install or Custom Install.**

- **Easy Install** automatically installs the PPDs, the screen fonts, the utilities installer, and PDFs (if needed.)
- **Custom Install** allows you to choose the options you want to install. This is used to install software for older QMS products. The amount of available space on your hard disk and the amount of space necessary for all of the selected options are indicated near the bottom of the window.

» **Note:** *If you're using Custom Install, you can click the small icon (it looks like a capital I inside a square) to the right of each install option for more information about that option.*

- 8 **Choose the QMS 3260 or the QMS 4032.**
- 9 **Choose the Install button to begin.**

Installation takes only a few minutes. The Installer places all of the options inside a newly created QMS *f* folder in the location you chose in step 6.

- 10 **When the installation is finished, you're prompted to choose either Continue, Restart, or Quit.**

Continue allows for additional installations of the software, Restart is required if items were installed in the system folder, and Quit exits the installer program.

Where To Go From Here

In addition to this chapter, the following documentation on the QMS *Software Utilities* CD-ROM contains information you may need:

- QMS *CrownNet Setup Guide*—Contains detailed setup information.
- QMS *CrownNet System Administrator's Guide*—Provides detailed configuration and utility information.
- CrownAdmin on-line help—Contains detailed information on using CrownAdmin. Choose Contents from the Help menu in the main CrownAdmin window (or choose any Help button) to access the on-line user's guide.
- CrownNet Print Utility on-line help—Contains detailed information on using CrownNet Print Utility.
- QMS Printer Utility on-line help—Contains information on using the QMS Printer Utility for Macintosh.
- QMS *Crown Remote Console User's Guide*—Explains how to use Remote Console to control printing from a workstation anywhere on the network.
- Your network documentation—Contains information on printing.
- QMS *Network Print Monitor for Windows NT Administrator's Guide*—Contains detailed information on using the QMS Network Print Monitor for Windows NT.
- QMS Network Print Monitor for Windows NT on-line help—Contains detailed information on using the QMS Network Print Monitor for Windows NT.
- *Network Print Monitor for Windows 95 Administrator's Guide*—Contains detailed information on using the QMS Network Print Monitor for Windows 95.
- QMS Network Print Monitor for Windows 95/98 on-line help—Contains detailed information on using the QMS Network Print Monitor for Windows 95/98.

If You Have Trouble

If you have trouble connecting and configuring your Ethernet interface, refer to the "CrownNet Problems" section of chapter 5, "Troubleshooting Printer Problems," of the *Operation* manual.

What's Next?

Now that you've connected your printer to a computer, continue with chapter 4, "Control Panel and Menu Flowcharts," in this manual to learn about the printer's control panel keys, indicators, and message window.



4

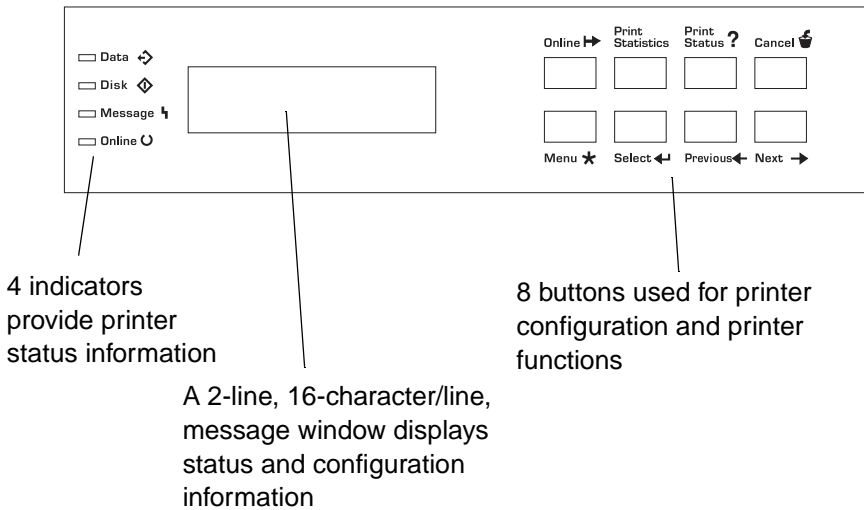
Control Panel and Menu Flowcharts

In This Chapter . . .

- “Operating the Control Panel” on page 4-2
 - “Operator Control Menu” on page 4-14
 - “Administration/Communications/Resident NIC/CrownNet Menu” on page 4-16
 - “Installation Menu” on page 4-21
-

Operating the Control Panel





The control panel, located on the front of the printer, allows you to direct the printer's operation. In addition, it displays the current status of the printer, including any condition that needs your attention.




Message Window

The control panel message window provides status and configuration information. Status messages are listed in chapter 5, "Troubleshooting Printer Problems," of the *Operation* manual. Printer configuration is explained in chapter 2, "Printer Configuration," of the *Reference* manual.


Control Panel Indicators

Indicator	Off	On
Data 	The printer is not receiving data	The printer is receiving data through one or more of the interfaces.
Disk 	No problem.	The printer is accessing the internal or external hard disk (if installed).
Message 	No problem.	The printer requires operator attention—see the status message.
 ONLINE	The printer is off line and not ready to accept data.	The printer is on line and ready to accept data

Control Panel Buttons

Button	Function
 ONLINE	<p>The Online button switches the printer between on-line to off-line status. When off line, the printer continues printing until it has finished all jobs received, but it doesn't accept any new data. Although jobs continue to compile and print using the data already received, a job may be interrupted. If a remote console has taken the printer off line, pressing the Online button on the control panel will not take effect until the console puts the printer back on line.</p> <p>» Note: <i>You must take the printer off line before using all other buttons except the Cancel, Print Statistics, and Print Status buttons.</i></p>
Print Statistics	The Print Statistics button allows you to print a special page that shows the statistics of printer supplies like toner and paper.

Operating the Control Panel

Button	Function
Print Status ?	The Print Status button allows you to print a one-page status page or the more detailed advanced status page.
CANCEL 	The Cancel button allows you to cancel one or more print jobs. You can use this button while the printer is on line.
Menu *	The Menu button provides access to the configuration menu. First press the Online button to take the printer off line, and then press the Menu button to access the configuration menu. When you're changing the printer configuration, press this button to cancel a change (before pressing the Select buttons), to return to a previous menu, or to return to a previous character when entering character information.
Select ↩	Press the Select button to access a menu or to choose a displayed menu option.
Previous ←	Press the Previous button to return to the previous selection or option for the current menu. When changing character information, use this button to return to the previous choice for the current input character.
Next →	Press the Next button to advance to the next selection or option in the current menu. When changing character information, use this button to advance to the next choice for the current input character.

Setting the Message Window Language

Menu	Administration/Miscellaneous/Keypad Language
Purpose	Change the message window language.
Choices	English, French, German, Spanish
Default	English
Notes	The printer must be restarted for changes to this menu to take effect. You can either let the printer restart automatically after you save the change and exit from the configuration menu, or you can wait for the change to take effect the next time you manually turn on the printer.

Accessing the Configuration Menu

1 Make sure the printer is idle.

IDLE displays in the message window.

2 Press the Online button to take the printer off line.

The Online indicator is not lighted.

3 Press the Menu button.

- ▲ **Caution:** *To ensure that you don't lose any of your custom configuration settings, before making any configuration changes, you should print an advanced status page.*

Example

The following table shows how to use control panel buttons to access the printer configuration menu. Press the control panel buttons in the order shown. The printer responds by displaying a status message or configuration menu in the message window.

Operating the Control Panel

- » **Note:** You may need to press the Next button more than once to advance through the list of options.

Press this button	to...	The message window reads...
Online	Turn off the Online indicator and ready the printer for configuration.	IDLE
Menu	Access the configuration menu.	CONFIGURATION OPERATOR CONTROL

The printer must be off line and idle before you can access the configuration menu.

Selecting Configuration Menu Options

Once you access the configuration menu, you use the control panel buttons to move through the menu. Use the following buttons:

Press this button	to...
Next	Advance to the next option or submenu within a menu.
Previous	Return to the previous option or submenu within a menu.
Select	Select an option or enter a submenu.

Example

To change the default printer emulation from ESP to PostScript for the parallel port, press the control panel buttons in the order shown in the following table.

- » **Note:** You may need to press the Next button more than once to advance through the list of selections or options.

Press this button	to...	The message window reads...
Online	Turn off the Online indicator and ready the printer for configuration.	IDLE

Operating the Control Panel

Menu	Access the configuration menu.	CONFIGURATION OPERATOR CONTROL
Next	Advance to the Operator Control/ Administration menu.	CONFIGURATION ADMINISTRATION
Select	Access the Administration menu	ADMINISTRATION COMMUNICATIONS
Select	Access the Communications menu.	COMMUNICATIONS TIMEOUTS
Next	Advance to the Communications/ Parallel menu.	COMMUNICATIONS PARALLEL
Select	Access the Parallel menu.	PARALLEL MODE
Next	Advance to the Parallel/Emulation menu.	PARALLEL EMULATION
Select	Access the Emulation menu.	EMULATION ESP
Previous	Advance to the Emulations/ PostScript menu.	EMULATIONS POSTSCRIPT
Select	Select PostScript as the default emulation.	POSTSCRIPT IS SELECTED
	After 3 seconds you are returned to the Parallel/Emulation menu.	PARALLEL EMULATION
Online or Menu	Exit from the menu (Online) or return to the previous menu (Menu). You are prompted to save your change(s).	SAVE CHANGES? NO
Next	Advance to the Save Changes?/Yes option.	SAVE CHANGES? YES
Select	Select YES . The printer finishes printing any print jobs in process, saves your change, and returns to idle.	IDLE

Changing Character Information

Sometimes, rather than selecting an option, you need to enter character information. A character is any letter, digit, or symbol. A field is a group of characters that have meaning. Use the printer control panel to enter character information in the message window during printer configuration. The maximum length of the message window is 16 characters.

Entering character information through the control panel is similar to setting the time and date on a digital watch. You enter one character at a time. The current input character flashes. Use the following buttons to change the current input character:

Press this button	to...
Next	Advance to the next choice for the current input character.
Previous	Return to the previous choice for the current input character.

Once you have changed the current input character, use the following buttons to move the cursor to another input character:

Press this button	to...
Select	Advance the cursor to the next character.
Menu	Return the cursor to the previous character.

To exit from the character selection process, move the cursor to the last character of the input field (the character farthest to the right) and press the Select button, or move to the first character of the input field (the character farthest to the left) and press the Menu button.

When you exit, the printer verifies character information and confirms it in the message window. If character information is valid, you're returned to the previous menu; if it's invalid, you're returned to the input field or you see an error message displayed. Press the Menu button to cancel any changes to the character information.

If the current character information is longer than the value that you need to enter, replace each extra character with a space. The printer interprets a space at the end of character information as a blank.

Example

To change the HP-GL emulation scaling percent, press the control panel buttons in the order shown in the following table. The printer responds by displaying a status message or configuration menu in the message window. An underline indicates the current input character in the message window.

» **Note:** You may need to press the Next button more than once to advance through the list of selections or options.

Press this button	to...	The message window reads...
Online	Turn off the Online indicator and readies the printer for configuration.	IDLE
Menu	Access the configuration menu.	CONFIGURATION OPERATOR CONTROL
Next	Advance to the Administration menu.	CONFIGURATION ADMINISTRATION
Select	Access the Administration menu	ADMINISTRATION COMMUNICATIONS
Next	Advance to the Emulation menu.	ADMINISTRATION EMULATIONS
Select	Access the Emulations menu.	EMULATIONS ESP DEFAULT EMUL
Next	Advance to the Emulations/HP-GL menu.	EMULATIONS HP-GL
Select	Access the HP-GL menu.	HP-GL PLOTTER
Next	Advance to the HP-GL/Scaling Percent menu.	HP-GL SCALING PERCENT
Select	Access the Scaling Percent menu.	SCALING PERCENT <u>1</u> 00
Previous	Lower the current character to 0.	SCALING PERCENT <u>0</u> 00

Operating the Control Panel

Press this button	to...	The message window reads...
Select	Select 0 and move the current character to the next 0.	SCALING PERCENT 0 <u>0</u> 0
Next (5 times)	Advance the current character to 5.	SCALING PERCENT 0 <u>5</u> 0
Select	Select 5 and move the current character to the last 0.	SCALING PERCENT 05 <u>0</u>
Select	Select 50 as the default scaling percent.	50 IS SELECTED
	After 3 seconds you are returned to the HP-GL/Scaling Percent menu.	HP-GL SCALING PERCENT
Online or Menu	Exit from the menu (Online) or return to the previous menu (Menu). You are prompted to save your change(s).	SAVE CHANGES? NO
Next	Advance to the Save Changes?/Yes option.	SAVE CHANGES? YES
Select	Select Yes. The printer finishes printing any print jobs in process, saves your change, and returns to idle.	IDLE

Saving Configuration Changes

Before the printer can accept print jobs with configuration changes, the changes must be saved.

Example

To save your configuration changes, press the control panel buttons in the order shown in the following table. The printer responds by displaying a status message in the message window.

Press this button	to...	The message window reads...
Online or Menu	Exit from the menu (Online) or return to the previous menu (Menu). You are prompted to save your change(s).	SAVE CHANGES? NO
Next	Advance to the Save Changes?/Yes option.	SAVE CHANGES? YES
Select	Select Yes. The printer finishes printing any print jobs in process, saves your change, and returns to idle.	IDLE
Online	Turn on the Online indicator and ready the printer to accept and print jobs.	IDLE

- » **Note:** *The printer may need to be restarted before certain changes to the Administration menu take effect. Some changes restart the printer automatically while others display the message `REBOOT NOW?` in the control panel message window. If this message appears, select `YES` to restart the printer and have the change(s) take effect immediately, or select `NO` to wait until you manually restart the printer for changes to take effect.*

Canceling Configuration Changes

If you change a configuration option and then decide to cancel that change, you can do so when exiting the configuration menu.

Example

To cancel your configuration changes, press the control panel buttons in the order shown in the following table. The printer responds by displaying a status message in the message window.

Press this button	to...	The message window reads...
Online or Menu	Exit from the menu (Online) or return to the previous menu (Menu) and be prompted to save your change.	SAVE CHANGES? NO
Select	Select No. The printer finishes printing any print jobs in process, does not save your changes, and returns to idle.	IDLE
Online	Turn on the Online indicator and ready the printer to accept print jobs.	IDLE

Menu Flowcharts

Use this chapter as a quick reference for understanding and navigating the printer's configuration menu. The following menu charts are provided:

- **Operator Control menu** on page 4-14
- **Administration menu** on page 4-14
- **Installation menu** on page 4-21

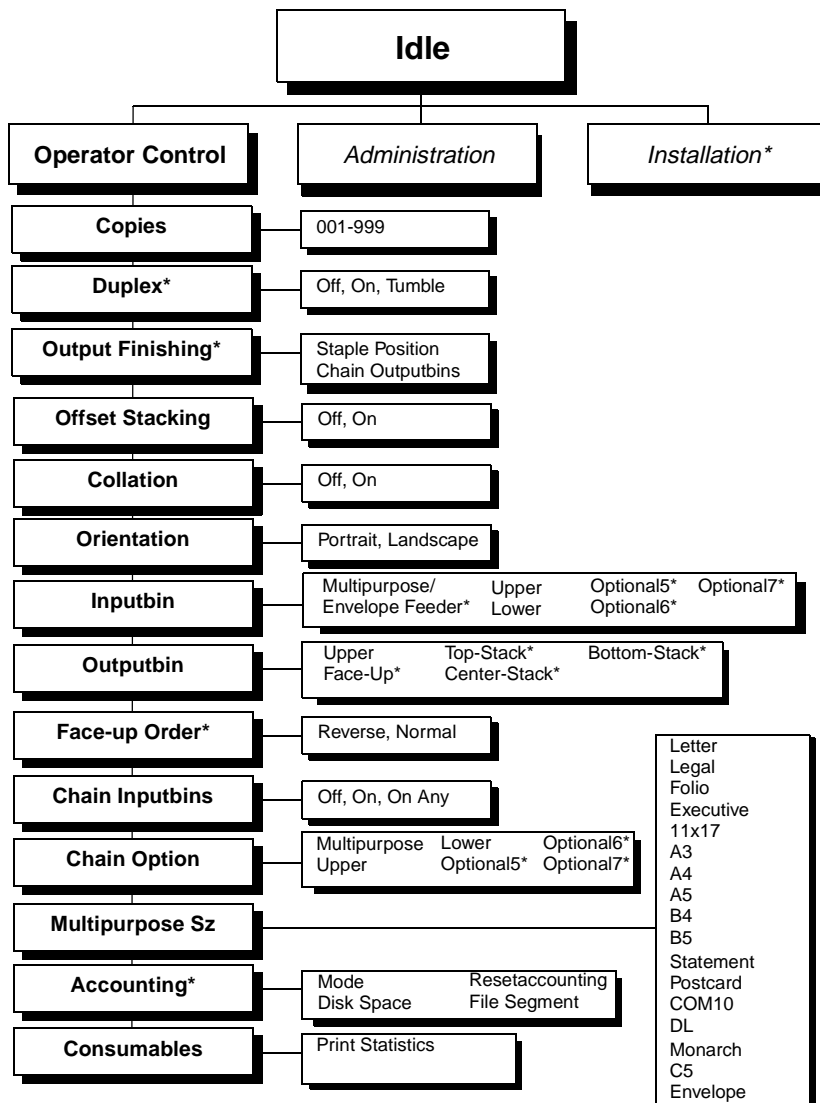
For complete information on all of the menus and menu options, refer to chapter 2, "Printer Configuration," in the *Reference* manual.

Menu Chart Conventions

The following conventions are used in the menu charts:

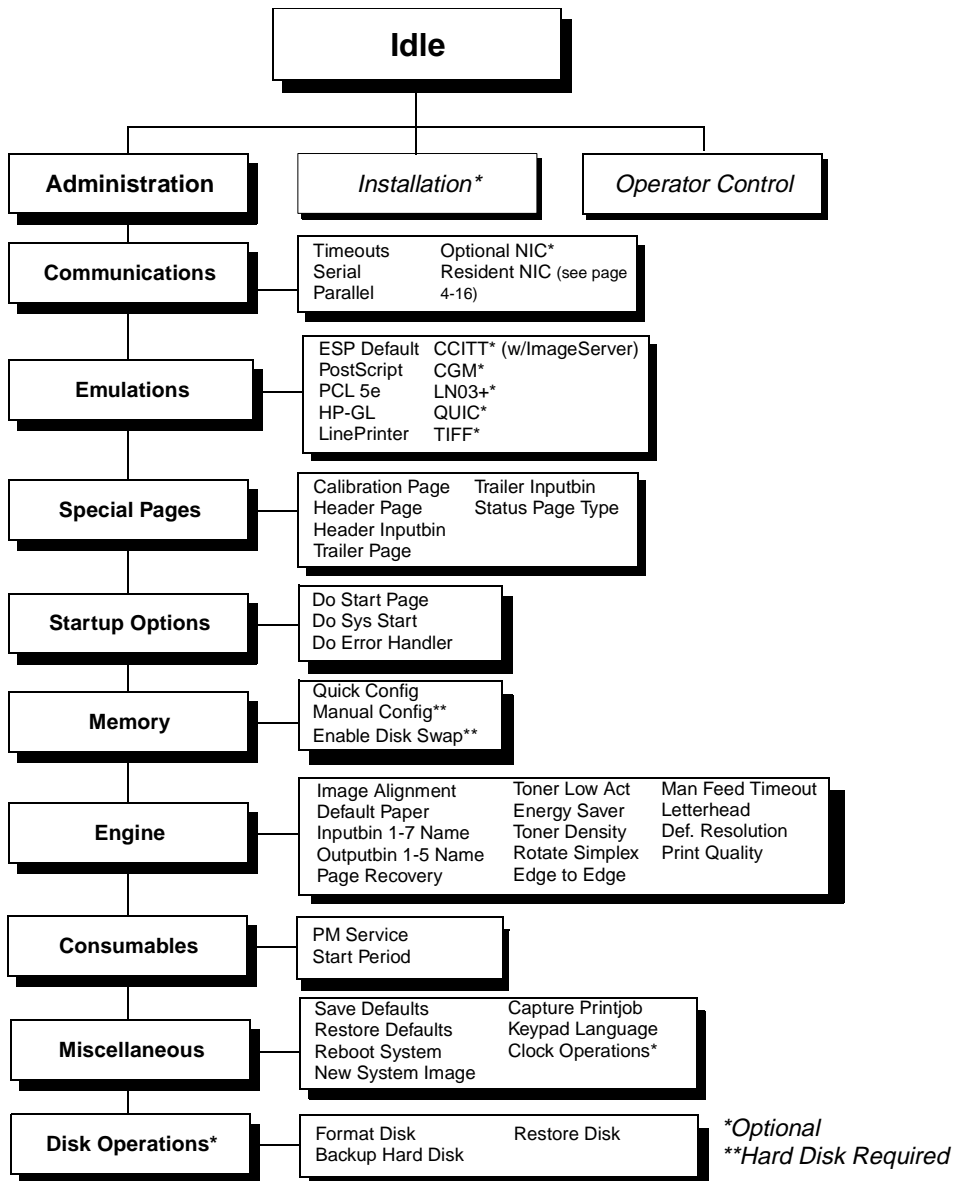
- Some menu choices are marked as optional or with a *, indicating that the selection appears in the menu only when the option is installed.
- These charts show only the top-level menus. See chapter 2, "Printer Configuration," for detailed information on menu options.

Operator Control Menu



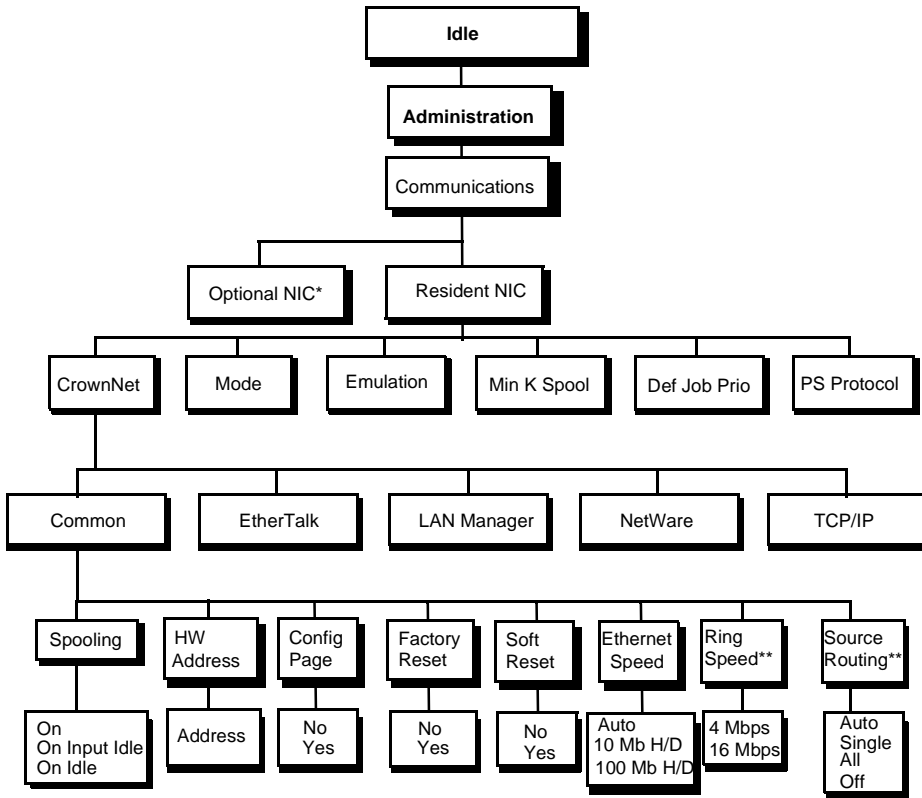
**Optional*

Administration Menu



Administration/Communications/Resident NIC/CrownNet Menu

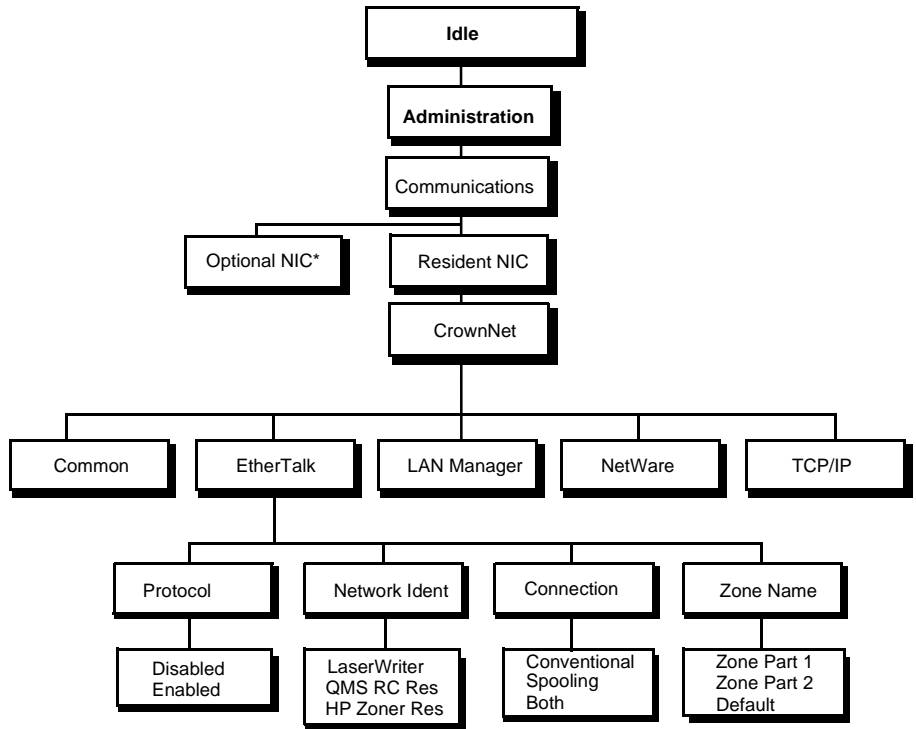
Common Menu



***Optional Token-Ring*

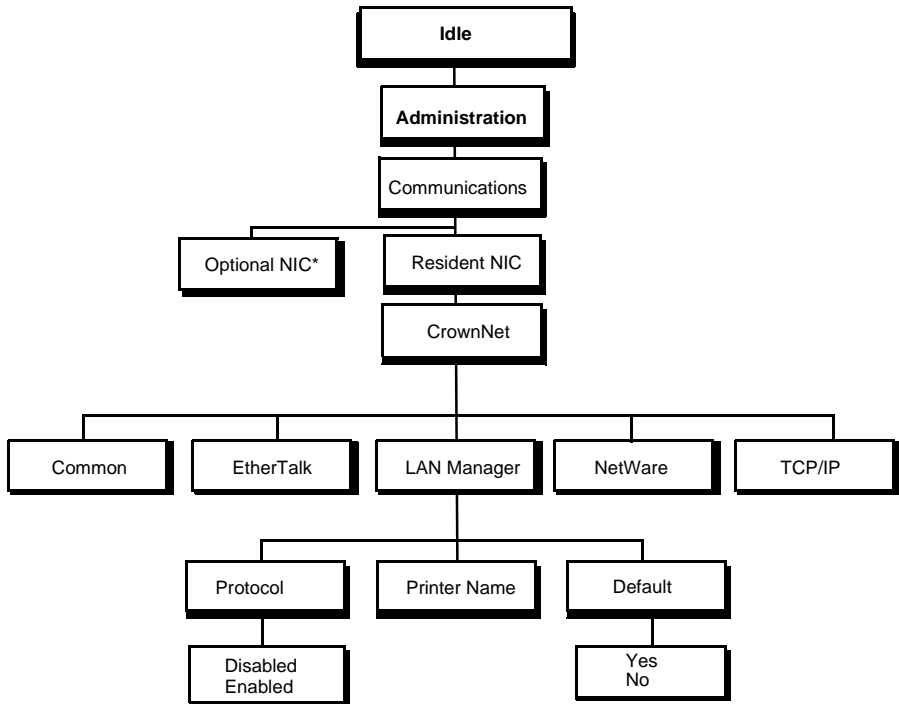
**Optional*

EtherTalk Menu



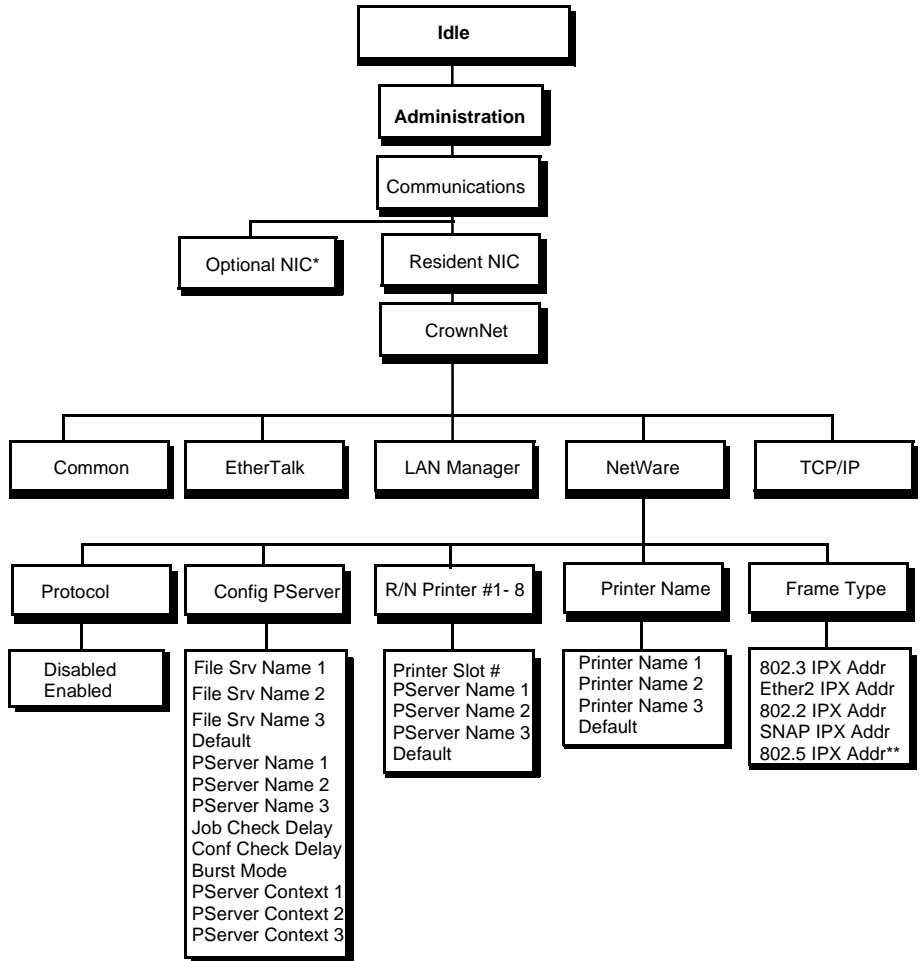
**Optional*

LAN Manager Menu



**Optional*

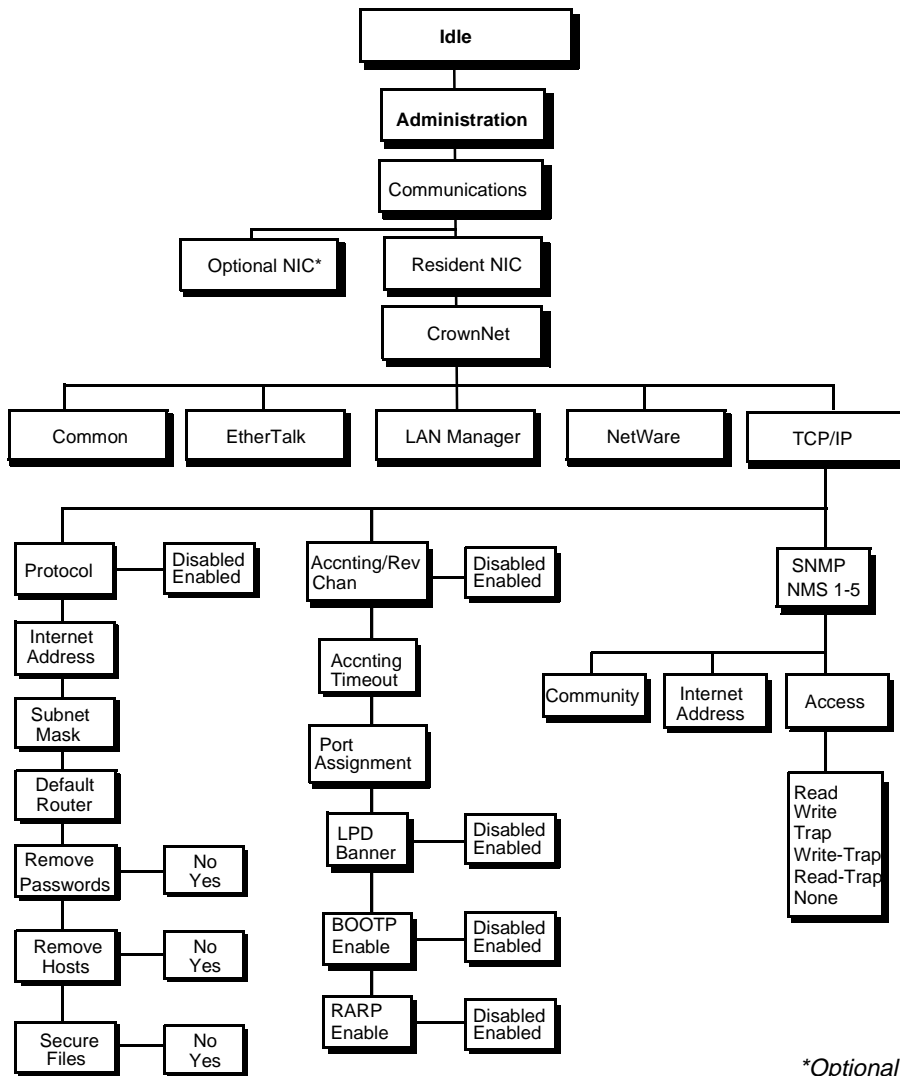
NetWare Menu



***Optional Token-Ring*

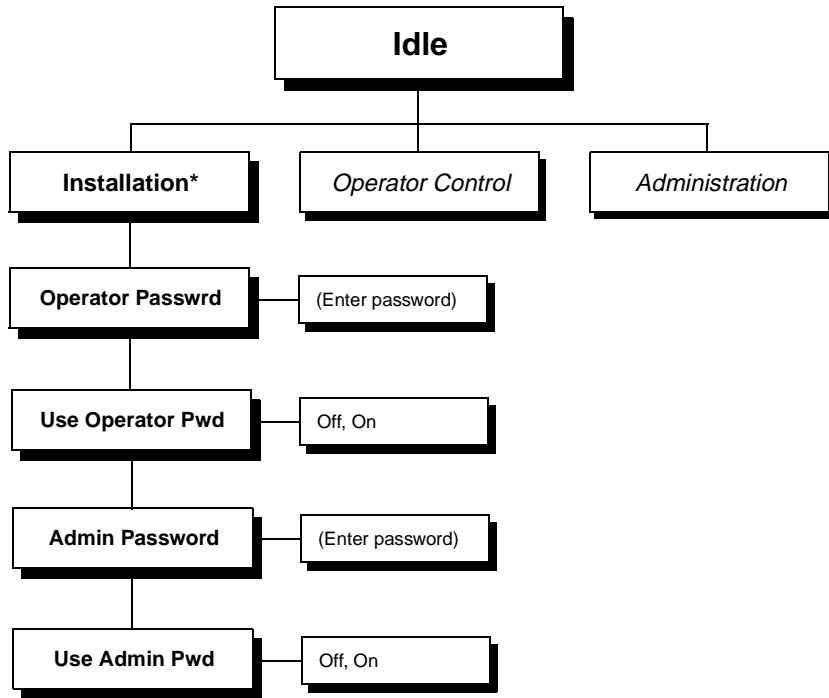
**Optional*

TCP/IP Menu



**Optional*

Installation Menu



**Optional*

5

Troubleshooting Setup

In This Chapter . . .

- “Notes on Installing Printer Description Files” on page 5-2
- “Printer Problem Checklist” on page 5-5
- “Placing a Service Call” on page 5-7



Introduction

This chapter covers some of the common problems that may occur during setup of your printer. Use all of the printer documentation available to help you troubleshoot your printer problems. Make sure you have these guides and manuals for troubleshooting:

- QMS 3260/4032 *Quick Setup Guide*
- QMS 3260/4032 Print System *Getting Started* manual - this manual
- QMS 3260/4032 Print System *Operation* manual
- QMS 3260/4032 Print System *Options* manual - on Documentation CD-ROM
- QMS 3260/4032 Print System *Reference* manual - on Documentation CD-ROM

Notes on Installing Printer Description Files

The QMS Level 2 Windows Driver install program SETUPEXE copies PPD and PDF files into separate subdirectories under the specified installation directory. See the QMS Level 2 Windows Driver for more detailed driver information. Online help is provided through the QMS Level 2 Windows driver. You may delete the PPD and/or PDF files if you don't use applications that require them.

Applications may require special files, drivers, and/or configurations to produce correct output on your QMS 3260/4032 Print System. Check your application's documentation to determine if you need to use one or more of these files.

Adobe Illustrator

For best output quality and accurate screening, install the QMS-developed Windows driver as described in chapter 3, "Installing a PostScript Printer Driver." Then do the following to change the default resolution:

- 1 In Adobe Illustrator, enable 600 dpi by choosing Document Setup from the File menu.
- » **Note:** *Adobe Illustrator 5.5 has a default setting of 300 dpi.*
- 2 Click on Use Printer's Default Screens to enable it.
- 3 Go to Output Resolution and enter the resolution.

Adobe Photoshop

For best output quality and accurate screening, install the QMS-developed Windows driver as described in chapter 3, "Installing a PostScript Printer Driver." Then do the following:

- 1 From Page Setup dialog box of the Photoshop application, select Screens.
- 2 Then click the Use Printer's Default Screen box to enable it.

In addition, RGB graphics created in Photoshop 2.5 and later include data called RGB tags, which causes Photoshop to use its own algorithms when converting RGB data to CMYK for separations. Unless these tags are disabled (possible in all versions except 3.01), Photoshop converts all RGB data to CMYK rather than letting the printer perform the conversion. Use the following procedure to disable RGB tags in Photoshop for Windows. (RGB tags are disabled by default in Photoshop for Macintosh.)

- 3 Make a backup copy of the Photoshp.ini (Photoshop 2.5x) or Photos30.ini (Photoshop 3.0 and later) initialization file.
- 4 Using a text editor, open the original initialization file.
- 5 In the [Photoshop] section of the initialization file, add the following line:
 Disablergbtags=1
- 6 Save the initialization file (in text-only format).
- 7 Restart Photoshop.

PageMaker

We recommend that you install a Windows Printer Description (WPD) file instead of the QMS Level 2 Windows driver with PageMaker 5.0 because PageMaker requires a

Notes on Installing Printer Description Files

Microsoft 3.56 or higher Windows driver. Use the following procedure to install a WPD file.

- » **Note:** *Keep in mind that many of the QMS Level 2 Windows driver features are not available from within PageMaker using the Microsoft Windows Driver.*

WPD files for QMS printer are included in the /WPDS/QMS subdirectory on the Windows driver disk so that support for the QMS 3260/4032 can be added to any WINDOWS 3.0 PostScript driver.

The WPD files on the Windows drivers disk are for QMS printers and other PostScript printers. Most available PostScript Drivers for Windows are based on the original Microsoft driver, which allows support for additional printers to be added by installing WPD files.

See the readme.txt file in the /WPDS/QMS or /WPDS/OTHERS subdirectory on the Windows driver disk for complete WPD installation and removal instructions.

Aldus Persuasion

This application won't print EPS (Encapsulated PostScript) images if the PostScript driver isn't PSCRIPT.DRV.

CorelDRAW

This application provides a feature to control whether a PostScript driver is actually treated as a PostScript driver or not. In the CORELPRN.INI file under the [PSDRIVERS] section, specify which driver by either of the following statements:

QMSPS=1↵ (PostScript driver)
QMSPS=0↵ (Non-PostScript driver)

Microsoft Excel

If you are using this application with color cell backgrounds in a sparse dot pattern, the background may not always print in all resolutions and/or orientations. Interference between the bit pattern and the PostScript halftoning for color causes this inconsistency. Change the resolution to one that does work for the background and use a darker shade of gray for the pattern color, or enable the All Colors to Black option from within the Excel Images dialog box.

QuarkXPress

Follow this procedure to install the PDF if your version requires it. See your QuarkX-Press documentation for detailed information on installing PDFs.

- » **Note:** *All PDFs are copied into a PDF subdirectory during the QMS Level 2 Windows Driver installation process.*
- 1** After you install the QMS driver for Windows, close the QuarkXPress application on your PC.
- 2** Copy the QuarkXPress PDF from its installation directory to the QuarkXPress directory on your PC.
- 3** Restart QuarkXPress.
- 4** Check the Page Setup menu to verify that your printer is in the list of available printers.

Other Applications

The scaling factor set in the driver is independent of any scaling factor set in an application. While the application's scaling factor is likely to affect the size and placement of image elements, the driver scaling factor simply scales the resultant image from the center of the page.

Printer Problem Checklist

This section contains a list of possible printer problems and solutions. If you've just installed your printer, be sure you've followed the steps in the *Quick Setup Guide* and Chapter 2, "Setting Up Your Printer," in this manual.

If there is no status message in the control panel message window, use the following steps to identify the source of your problem and to learn of possible solutions:

- 1 Does the printer power light come on?**
 - YES** - Go to number 2.
 - NO** - Check the following:
 - Is power supplied to the AC outlet.

Printer Problem Checklist

- Is the power cord plugged securely into both the power outlet and the printer? Check the power cord connection.
- Is the printer power switch in the On position (pushed in)?
- Is the power outlet working?
- Does the line voltage from the power outlet match the printer's power requirements? See appendix B, "Technical Specifications," in the *Reference* manual.

2 Can you print a status page?

YES - Go to question 3.

NO - Check the following:

- Is the printer off line before you try to enter the Administration/Special Pages/Print Status menu? It should be.
- Does the selected media tray have paper? If it is out of paper, the PAPER OUT message displays and the Error indicator lights.
- Are all the printer covers closed securely?
- Is there a media jam? If a paper jam message displays and the Error indicator lights, go to one of the following sections in this chapter on clearing a media jam.

3 Is the printer receiving data from the computer?

If the Data indicator blinks after a file is sent, the printer is receiving the data. If not, check the following:

- Is the printer on line? The online indicator should be on and the message window should display IDLE.
- Has the emulation been changed from ESP to an emulation that doesn't match the file you are sending. See chapter 2, "Printer Configuration," in the *Reference* manual.
- Print a status page from the control panel. If you are using the serial interface, is the baud rate (speed of data transmission) of the printer, the computer, and your software application the same? See chapter 2, "Printer Configuration," in the *Reference* manual.
- If you still cannot identify the problem, contact your QMS vendor.

4 Is the printer printing codes or not printing at all when in ESP mode?

- Reconfigure the port to the specific printer emulation of the file you are trying to print. See chapter 2, “Printer Configuration,” in the *Reference* manual for instructions.
- If a PostScript file prints PostScript statements while the printer is in ESP mode, increase the ESP timeout. See chapter 2, “Printer Configuration,” in the *Reference* manual for instructions.
- If you continue to have problems with the ESP mode selecting the appropriate printer emulation, contact your QMS vendor.

Placing a Service Call

If you have a problem you cannot resolve, contact your QMS vendor. Your QMS vendor is best equipped to immediately handle any problem you may encounter.

If you have technical questions about your printer, contact the QMS Customer Response Center (see appendix A, “QMS Customer Support.” If you’ve determined your printer needs to be examined by a QMS service technician, contact your QMS vendor or QMS National Service for work inside the US, or one of the QMS international offices for work outside of the US. (National and international contacts are listed in appendix A, “QMS Customer Support.”) Before calling, be sure you have the answers to these questions handy to help our technicians serve you more quickly:

- 1 What is your phone number, fax number, and shipping address?**
- 2 What is the description of the problem?**
- 3 What is your printer model and serial number?**
- 4 What kind of host computer do you have?**
- 5 What operating system do you have and what version?**
- 6 What interface are you using? If serial, what protocol (for example, XON/XOFF)?**
- 7 What application are you using and what version?**
- 8 What is the emulation of the file you're trying to print? What emulation mode is set on the printer communications port?**

Placing a Service Call

9 What is the firmware revision number for your printer? (It is listed on both the status and startup pages.)

10 If you can print, have a status page available.

Your service representative needs to know these things prior to helping you.



A

QMS Customer Support

In This Appendix . . .

- “Sources of Support” on page A-2
- “QMS World-wide Offices” on page A-4

Sources of Support

Several sources of help and information are available, depending on the type of help you need.

Your QMS Vendor

Your local vendor (the one from whom you bought the printer) may be best equipped to help you. Your vendor has specially trained service technicians available to answer questions, and the equipment to analyze your printer problems.

Your Application Vendor

Often, “printing” problems have more to do with the application being used than with the printer. In this case, the application manufacturer is the best source of help.

Q-FAX

Q-FAX, a QMS information retrieval service, provides application notes, technical support notes on common printing problems, and information about printer specifications, options, accessories, consumables, and prices.

In the United States and Canada, call (800) 633-7213 to reach Q-FAX. In all other countries, call (334) 633-3850. Have your fax number handy when you call (or place the call from your fax machine's handset).

You can choose to have either a directory (a list of currently available documents) or a specific document sent to you. The first time you call, request the directory (press 2 on your phone or fax keypad when prompted). Then call back to request specific documents. You can order up to three documents per call.

Internet

The QMS server provides access to technical reports, new product announcements, a trade show schedule, and other general information about QMS.

If you have access to the World Wide Web, you can view the QMS home page at <http://www.qms.com/>. The QMS ftp resource is <ftp.qms.com>.

QMS Customer Response Center (CRC)

You can contact the QMS Customer Response Center (CRC) in three different ways:

- **Telephone**—You can call the CRC at (334) 633-4500 (US) Monday–Friday, 7:00 am–6:00 pm, Central Time.
- » **Note:** *If you call for assistance, have the following information ready so our technicians can help you more quickly:*
 - ☑ Your phone number, fax number, and shipping address
 - ☑ A description of the problem
 - ☑ The printer model and serial number
 - ☑ The type of host computer you're using
 - ☑ The type and version of operating system you're using
 - ☑ The interface you're using, and, if serial, the protocol (for example, XON/XOFF)
 - ☑ The application and version you're using
 - ☑ The emulation you're using
 - ☑ Your printer firmware version (listed on the status/start-up pages)
 - ☑ A status page, if you can print one
- **Fax**—You can fax questions to the CRC at (334) 633-3716 (US). Provide the same information as listed above, and indicate whether you would like a faxed or a phoned reply.
- **Internet**—If you have access to the World Wide Web, you can access the CRC through the QMS home page at <http://www.qms.com/>

QMS World-wide Offices

QMS United States and Latin America

General Contact

1 (334) 633-4300

Fax 1 (334) 633-4866

Email info@qms.com

Internet <http://www.qms.com>

Information on QMS products, supplies, and accessories, and on the authorized QMS remarketer or service provider nearest you

1 (800) 523-2696

Customer Response Center (CRC)

Technical Assistance

1 (334) 633-4500 7:00 am–6:00 pm Central Time

Fax 1 (334) 633-3716

Internet <http://www.qms.com>

Latin America Fax

1 (334) 639-3347

National Service

Service Information, Installation, and Maintenance Pricing

1 (800) 762-8894

On-Site Service and Depot Repair Information

1 (800) 858-1597 7:00 am–7:00 pm Central Time

Spare Parts Ordering and Information

1 (334) 633-4300 x2530 8:00 am–5:00 pm Central Time

QMS Canada

General Contact

1 (514) 340-0646

Fax 1 (514) 340-0401

Supplies and Accessories 1 (800) 268-0343 x223

National Service

On-Site Service and Depot Repair Information

1 (800) 268-4969 8:30 am–7:00 pm Eastern Time

Spare Parts Ordering and Information

1 (905) 206-9234 x238 8:30 am–5:00 pm Eastern Time

Bulletin Board Service

1 (905) 206-0084

QMS in Japan

General Contact

(+81)-3 3779-9600
Fax (+81)-3 3779-9650
Internet <http://www.qmsj.co.jp>

QMS EMEA

QMS Australia

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tries**

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Fax (+31) 346-550170
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Fax (+33) 1-408 30 110

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Fax (+49) 89 63 02 67 67

QMS Italy

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43100 Parma
Italy
(+39) 52-1231 998
Fax (+39) 52-1232 902

**QMS World-wide
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QMS Nordic Sweden, Finland, Norway, and Denmark	Arenavägen 41, 6th floor 121 77 Johanneshov Sweden (+46) 8-600 01 30 Fax (+46) 8-600 01 33
QMS South Africa	Saskay House Unit 24 Sunninghill Business Park Peltier Road, Sunninghill, Johannesburg Republic of South Africa (+27) 11-807 6957 Fax (+27) 11-807 6960
QMS UK United Kingdom and Ireland	Old Bridge House, The Hythe Staines, Middlesex TW18 3JF United Kingdom (+44) 1784-442255 Fax (+44) 1784-461641



Index

10BaseT/100BaseTX 3-5

A

Acrobat 1-5, 1-9

Reader 1-6

Using 1-6

Administration menu 4-15

Adobe

Acrobat 1-5, 1-9

Illustrator 5-2

PageMaker 5-3

Photoshop 5-3

Aldus

PageMaker 5-3

Persuasion 5-4

Application

Notes, QMS 3-8

PC 3-8

B

Buttons

Control panel 4-3

C

Cabling

10BaseT/100BaseTX 3-5

Ethernet 3-5

Network 3-5

Parallel 3-2

PC interface 3-2, 3-4

Serial 3-4

Clearance requirements 2-2

Configuration

Control panel 3-6

CrownAdmin 3-6

CrownNet Manager 3-6

Menu, see menu name

Remote Console 3-7

See also Configuration menu

Configuration menu 4-2

- Accessing 4-5
- Changes, canceling 4-12
- Changes, saving 4-11
- Character information, changing 4-8
- Chart 4-13
- Message window 4-2
- Options, selecting 4-6
- See also Configuration

Consumables

- Installation 2-9

Control panel 3-6, 4-2

- Buttons 4-3
- Indicators 4-3
- Message window 4-2

CoreIDRAW 5-4

CrownAdmin 3-6

- On-line help 3-19

CrownNet 3-6

CrownNet Manager 3-6

CrownNet menu 4-16

CrownNet Print Utility 3-19

Customer Response Center (CRC), QMS A-3, A-4

Customer support, QMS A-2

D

Data indicator

- Will not light 5-6

Documentation

- Acrobat 1-5
- Hard copies 1-7
- Overview of this manual 1-8
- Standard 1-3

Driver

- Macintosh 3-17
- PC 3-7
- PostScript emulation 3-8
- Windows 3.1, installing 3-10
- Windows 95/98, installing 3-8
- Windows for Workgroups 3.11, installing 3-10

- Windows NT 3.51, installing 3-15
- Windows NT 4.0 3-14
- Windows, installing 3-7

E

Energy Star 2-4

English, setting language 4-5

F

French, setting language 4-5

G

German, setting language 4-5

I

Illustrator 5-2

Indicators

- Control panel 4-3

Installation

- Printer description files, PC 5-2
- Printer options 2-9

Installation menu 4-21

Interface

- Parallel connection 3-2
- Serial connection 3-4

Interface configuration

- Control panel 3-6
- CrownAdmin 3-6
- CrownNet Manager 3-6
- Remote Console 3-7

Internet A-2

K

Keypad Language menu 4-5

L

Location requirements 2-2

M

Macintosh

- Driver 3-17
- Printing software 3-17

Macintosh Utilities, QMS

- Installing 3-17

Manual

- Acrobat 1-5
- Contents 1-8
- Hard copies 1-7
- Overview 1-8
- Typographic conventions 1-8

Menu

- See Configuration menu
- See menu name

Message window 4-2

- Setting the language 4-5

N

National Service, QMS A-4

Network connection 3-5

Network Print Monitor 3-19

O

Operator Control menu 4-14

Options

- See specific printer options

P

PageMaker 5-3

Parallel

- Connecting via 3-2

PC

- Application 3-8
- Driver 3-7
- Software 3-8
- Software, printing 3-7

PDF file

- Adobe Acrobat 1-5, 1-9

Persuasion 5-4

Photoshop 5-3

Power LED

- Will not light 5-5

Power requirements 2-4

- Energy Star, compliance 2-4

Printer

- Control panel 3-6, 4-2
- Location requirements 2-2
- Message window 4-2
- Overview 2-7
- Power requirements 2-4
- Problem checklist 5-5
- Registration 2-6
- Troubleshooting setup 5-2

Printer description files, PC 5-2

Printer driver

- See Driver

Problem

- See Troubleshooting

Q

Q-FAX 3-8, A-2

QMS

- Contact A-4
- Customer Response Center (CRC) A-3, A-4
- National Service A-4
- Q-FAX 3-8
- Registration, printer 2-6
- Service call, placing 5-7
- World-wide offices A-4

QuarkXPress 5-5

QuickTime 1-5, 1-9

R

Reboot Now? message 4-11

Registration, printer 2-6

Remote Console 3-7, 3-19

Requirements

- Clearance 2-2
- Location 2-2
- Power 2-4
- Window 3.1 driver 3-10
- Windows 95/98 driver 3-8, 3-10

Windows for Workgroups driver 3-10
Windows NT 3.51 3-15
Windows NT 4.0 driver 3-14

S

Serial

Connecting via 3-4

Service

Calling for service 5-7
United States A-3

Setup

Printer 2-2
Troubleshooting 5-2

Shipment

Contents 2-5

Software

PC 3-8
PC, printing 3-7

Spanish, setting language 4-5

Start-up page

Printing 2-9

Status message

Reboot Now? 4-11

Status page

Will not print 5-6

Support, QMS

Customer A-2
Internet A-2
Technical A-3
United States A-4
World-wide A-4

T

Technical support, QMS A-3

Troubleshooting

Checklist, problem 5-5
ESP mode 5-6
Printer is printing codes 5-6
Printer problem checklist 5-5
Printer will not print 5-6
Service call, placing 5-7
Setup 5-2

Typographic conventions, manual 1-8

V

Video clips 1-5, 1-9

W

Windows driver

Installing 3-7
Windows 95/98 3-8
Windows for Workgroups 3.11 3-10
Windows NT 3.51 3-15
Windows NT 4.0 3-14
Windows3.1 3-10



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