



---

# **QMS® 2060 WX Print System Setup Guide**

---

**1800466-001A**

## Trademarks

The following are trademarks or registered trademarks of their respective owners. Other product names mentioned in this manual may also be trademarks or registered trademarks of their respective owners. Registered trademarks are registered in the United States Patent and Trademark Office; some trademarks may also be registered in other countries. QMS, and the QMS logo are registered trademarks of QMS, Inc. TrueType/Apple Computer, Inc. Windows/Microsoft Corporation. Xerox/Xerox Corporation. Hammermill/Hammermill. Avery/Avery.

## Proprietary Statement

The digitally encoded software included with your QMS 2060 WX Print System is Copyrighted © 1996 by QMS, Inc. All Rights Reserved. This software may not be reproduced, modified, displayed, transferred, or copied in any form or in any manner or on any media, in whole or in part, without the express written permission of QMS, Inc.

## Copyright Notice

This manual is Copyrighted © 1997 by QMS, Inc., One Magnum Pass, Mobile, AL 36618. All Rights Reserved. This manual may not be copied in whole or in part, nor transferred to any other media or language, without the express written permission of QMS, Inc.

## Manual Notice

QMS, Inc. reserves the right to make changes to this manual and to the equipment described herein without notice. Considerable effort has been made to ensure that this manual is free of inaccuracies and omissions. **However, QMS, Inc. makes no warranty of any kind including, but not limited to, any implied warranties of merchantability and fitness for a particular purpose with regard to this manual.** QMS, Inc. assumes no responsibility for, or liability for, errors contained in this manual or for incidental, special, or consequential damages arising out of the furnishing of this manual, or the use of this manual in operating the equipment, or in connection with the performance of the equipment when so operated.

---

# Contents

---

<b>Introduction .....</b>	<b>1</b>
<b>About the Documentation .....</b>	<b>1</b>
Standard Product Documentation	1
Typographic Conventions	2
<b>Find a Good Location .....</b>	<b>3</b>
Location Requirements	3
Power Requirements	4
PC Requirements	4
<b>Unpack the Printer .....</b>	<b>5</b>
<b>Check the Shipment Contents .....</b>	<b>6</b>
Shipment Contents	6
<b>Install the Toner Cartridge .....</b>	<b>7</b>
<b>Load the Media Cassette .....</b>	<b>10</b>
Prepare the Paper	10

---

Load the Paper	11
<b>Connect the Printer to Your PC and Plug It In</b>	<b>15</b>
Parallel Connection	15
<b>Install a Printer Driver</b>	<b>16</b>
Windows 95 (Parallel Connections)	16
Ethernet Connection	16
Windows 95 (Ethernet Connections)	17
Windows NT 3.51	18
Windows NT 4.0	20
<b>Install a Network Print Monitor</b>	<b>23</b>
Windows 95	23
Windows NT 3.51/4.0	29
<b>Register the Printer</b>	<b>36</b>
<b>Installing Options</b>	<b>37</b>
<b>For More Assistance</b>	<b>37</b>

## **A QMS Customer Support**

<b>Sources of Support</b>	<b>A-2</b>
Your QMS Vendor	A-2
Your Application Vendor	A-2
Q-FAX	A-2
The QMS Corporate Bulletin Board System	A-3
CompuServe	A-3
Internet	A-3
QMS Customer Response Center (CRC)	A-4
<b>QMS World-wide Offices</b>	<b>A-5</b>

## **Index**






# Introduction

The QMS 2060 WX Print System is a powerful but easy-to-use 20-page-per-minute laser printer that produces 600 dpi monochrome documents on an extensive range of media sizes in Windows 95, Windows NT 3.51, and Windows NT 4.0 environments.

## 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.

### Standard Product Documentation

	<b><i>QMS 2060 WX Print System Read Me First</i></b>	This sheet provides a quick overview of the setup procedures described in detail in the <i>Setup Guide</i> .
	<b><i>QMS 2060 WX Print System Setup Guide</i></b>  (You're looking at this right now.)	This manual contains detailed, illustrated instructions to guide you as you unpack and set up your printer, connect it directly to a PC via the parallel port or to a network via the Ethernet port, and then install a Windows 95 or Windows NT printer driver and network print monitor.
	<b><i>QMS 2060 WX Print System User's Guide</i></b>	This manual guides you through the day-to-day operation of your printer. It includes information on printing files; adding print media; selecting input and output bins; duplexing; collating; replacing print media and toner; handling, cleaning, and maintaining your printer; and troubleshooting printer problems.

## 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
<b>lowercase bold</b>	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)

- » **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.*

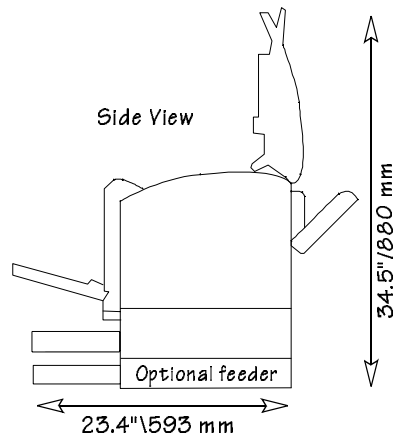
**ACHTUNG!** *Bitte halten Sie sich exakt an die im Handbuch beschriebene Vorgehensweise, da sonst Verletzungsgefahr bestehen könnte.*

# Find a Good Location

## Location Requirements

- On a hard, level surface capable of supporting the 53 lb (24 kg) printer. (By “level” we mean that the surface should be so flat—1° or less slant—that you can lay a round pencil down on it, and it doesn’t roll in any direction.)
- In an area with a temperature range of 50° - 95° F/10° - 35° C (with temperature fluctuation of  $\pm 10^\circ$ ) and relative humidity range of 15% - 85% (with humidity fluctuation of  $\pm 20^\circ$ ).
- Away from cooling and heating sources, extreme temperature changes, direct sunlight, excessive dust, corrosive chemicals or vapors, water pipes, refrigerators, any strong electromagnetic field (such as that created by an air conditioner), items that can easily burn (such as a curtain), and excessive vibration. Don’t connect it to the same electrical outlet as noise-generating equipment.
- 6 feet (1.8 meters) or less from your PC for a parallel connection.
- Close to an easily accessible power supply.
- In a well-ventilated room.
- With enough space around the printer to allow adequate ventilation and easy servicing:

- Front 36"/914 mm
- Rear 12"/305 mm
- Left side 12"/305 mm
- Right side 12"/305 mm



## **Power Requirements**

Your printer requires a properly grounded AC outlet with a power range of  $\pm 10\%$  of the rated line voltage (either 100/120 V or 220/240 V).

- » **Note:** *Your printer cannot automatically switch between voltages; in other words, 110 volt and 220 volt systems are not interchangeable. To determine the rated voltage of your printer, refer to the data plate on the back of the printer.*

Make sure that the capacity of the electrical outlet is at least 1.2 times that used by the printer. Noise-generating equipment should not be connected to the same electrical outlet as the printer.

The recommended frequency is 50-60 Hz for a 100/120 V system and 50-60 Hz for a 200/240 V system. The frequency fluctuation is  $\pm 0.3\%$ .

## **Energy Star Compliance**

The QMS 2060 WX Print System is compliant with US Environmental Protection Agency (EPA) Energy Star regulations. 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.



**EPA POLLUTION PREVENTER**

## **PC Requirements**

Printer performance depends upon the type of PC to which you connect it. We recommend a Pentium-class PC with at least 16 MB of RAM (if you're using Windows 95) or 32 MB of RAM (if you're using Windows NT 3.51 or 4.0).



# Unpack the Printer

The packing materials that protect your printer during shipment—cardboard, polystyrene, tape, and shipping spacers—must be removed before you can use the printer.

Use the following procedure to unpack the printer. To ensure that your printer was not damaged during shipment, follow the entire procedure.

- » **Note:** *Save the packing materials in case you ever have to move or ship the printer to a new location.*

- 
- ▲ **Caution:** *To avoid damaging the printer, remove all packing materials before turning it on.*
- 

- 1 Lift off the box and remove everything except the printer from the shipping carton.**

Use the carrying grips on the bottom of the left and right sides of the printer.

- 2 Lift the printer out of the shipping carton.**



---

**WARNING!** *The printer weighs about 53 lbs (24 kg). Don't lift it by yourself.*

**ACHTUNG!** *Der Drucker wiegt ca 24 kg; bitte versuchen Sie niemals, das Gerät alleine anzuheben oder zu tragen.*

---

- 3 Remove the protective plastic covering, and then remove any tape and polystyrene from the printer body.**

- » **Note:** *Make sure all of the polystyrene is removed.*

- 4 Remove the packing materials and tape from inside the printer and cassette.**

- 5 Slide the cassette into the printer.**

- 6 Place the printer in its proper location.**

# **Check the Shipment Contents**

## **Shipment Contents**

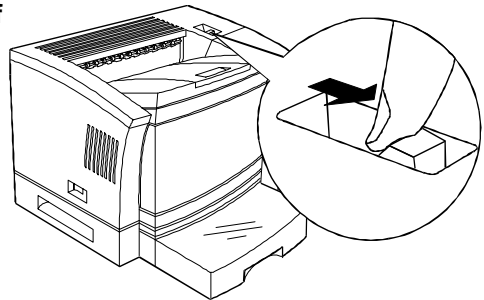
- QMS 2060 WX Print System
  - 250-sheet universal media cassette
  - Documentation
    - *QMS 2060 WX Print System Read Me First*
    - *QMS 2060 WX Print System Setup Guide* (this manual)
    - *QMS 2060 WX Print System User's Guide*
    - *QMS Network Print Monitor for Windows 95 Administrator's Guide* (on disk or CD-ROM with the software)
    - *QMS Network Print Monitor for Windows NT Administrator's Guide* (on disk or CD-ROM with the software)
  - Documentation binder and binder inserts
  - Power cord
  - Software
    - Windows 95, Windows NT 3.51, and Windows NT 4.0 printer drivers
    - QMS Network Print Monitors for Windows 95, Windows NT 3.51, and Windows NT 4.0
  - Toner cartridge
  - Warranty and registration card
- » **Note:** *An interface cable is **not** included in the shipment. If you need a cable, contact your QMS vendor or a local computer store. (Refer to the "Connect the Printer to Your PC and Plug It In" section on page 15 for more information on the type of cable you need.)*

Make sure that all of these 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.

## **Install the Toner Cartridge**

- » **Note:** *Toner cartridges are sensitive to bright light. Don't remove one from its protective bag until you're ready to install it. Store toner cartridges in an environment that is not subject to extreme heat or humidity, salty air, or corrosive gases, such as aerosols. Also, keep toner cartridges away from your computer. The magnets in the cartridges can damage data, particularly on floppy disks.*

- 1 Pull the latch on top of the printer forward, and open the top cover.**



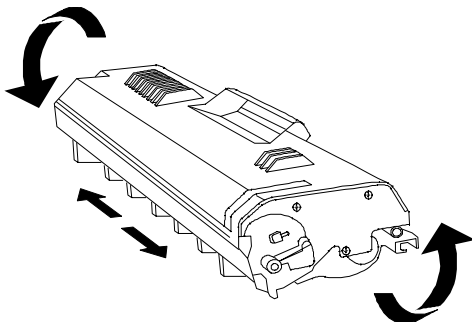
- 2 Remove a toner cartridge from its shipping carton and protective aluminum bag.**

- » **Note:** *Don't open the cartridge cover or touch the OPC drum of the cartridge; this may deteriorate the drum and reduce print quality.*

## Install the Toner Cartridge

### 3 Distribute the toner in the cartridge.

Holding the cartridge with both hands, gently rock it from side-to-side five or six times to distribute the toner.



### 4 Remove the tape seal.

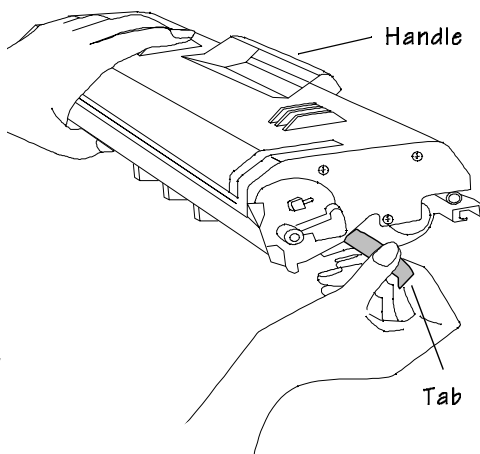
a Position the cartridge so the center handle faces away from you.

b Holding the cartridge in place with your left hand, use your right hand to grasp the tab on the side of the toner cartridge.

c Pull the plastic strip straight out.

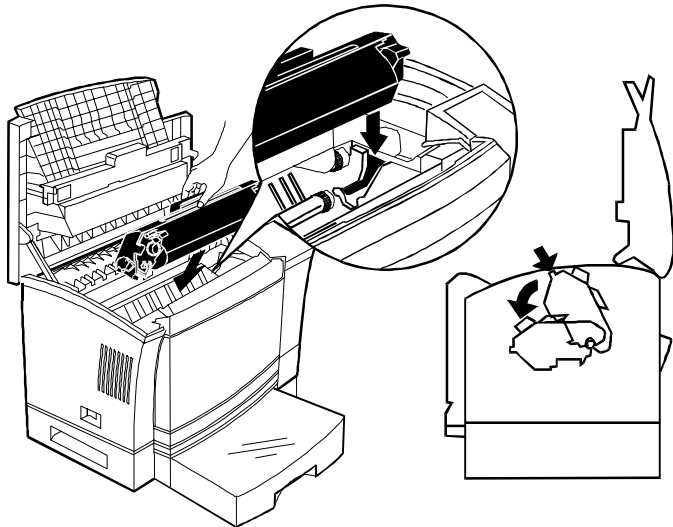
If the strip breaks, grasp the clear part of the tape seal and pull it straight out.

d Discard the strip and the tape seal.



**5 Slide the toner cartridge in the printer.**

- a Holding the handle of the toner cartridge so that the arrow on the cartridge is facing away from you, angle the cartridge down into the printer.
- b Place the cartridge on the rails inside the upper unit of the printer, and gently slide it straight down until it's firmly seated.



**6 Close the printer's top cover.**

# Load the Media Cassette

The QMS 2060 WX Print System comes standard with a 250-sheet universal cassette. Loading media in the cassette involves the following steps:

- Prepare the paper
- Load the paper

## Prepare the Paper

- » **Note:** *Ensure that the media size matches the cassette size (for example, letter/A4 media must be loaded only when the universal cassette is set to letter/A4 size or when a letter/A4 cassette is available). Since the media cassette sends a media size signal to the printer controller, using the wrong size media will cause your image to be positioned incorrectly on the page or clipped.*

### 1 Unwrap the paper, and pull the stack out.

- » **Note:** *Don't unpack the paper above the printer because this might cause particles to fall into the printer components. Note the arrows on the wrapper. They show which side of the paper should be on the top when it's loaded in the cassette.*

### 2 With one hand at each end of the stack, lift and hold it in a curved position, without gripping.

### 3 Grip each end of the stack firmly.

### 4 Straighten the stack, and then roll the fanned sheets from side to side to get air through the sheets and prevent static buildup.

### 5 Take off the top and bottom sheets.

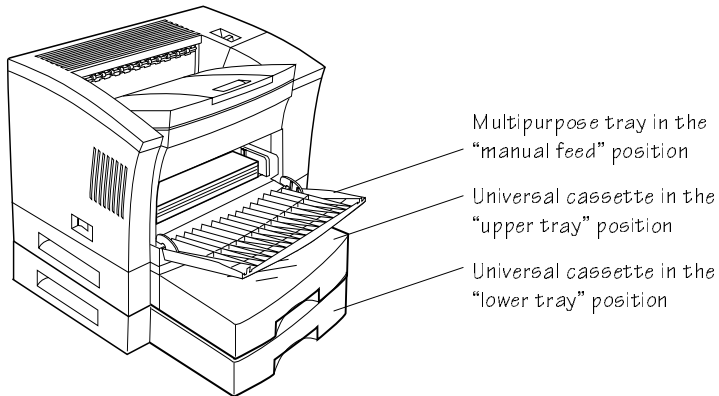
- 
- ▲ **Caution:** *The top and bottom sheets sometimes have residual glue buildup that could cause the printer to jam.*
-

## **Load the Paper**

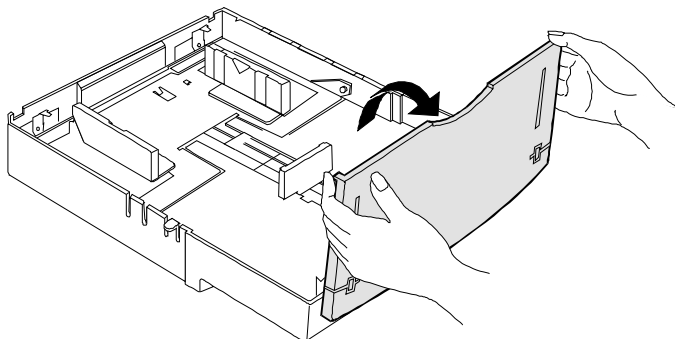
» **Note:** Reload the media cassette only when it's empty.

### **1 Pull out the universal cassette.**

» **Note:** This cassette is known as a universal cassette because you can load any of the supported media sizes in it. In the printer driver it's called the upper tray because it's in the upper position if an optional feeder is installed. The cassette in the optional feeder is called the lower tray in the printer driver because it's in the lower position. Information on the optional feeder are in chapter 5, "Printer Options," of the User's Guide. Instructions for using the multipurpose tray are in chapter 3, "Printing," in the User's Guide.



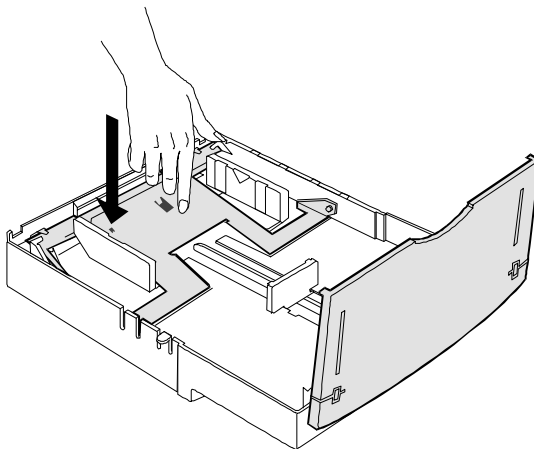
### **2 Open the cassette cover.**



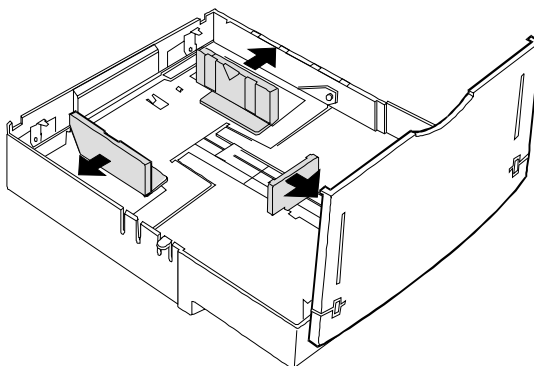
## **Load the Media Cassette**

### **3 Position the cassette.**

The cassette has a spring in the bottom that provides some resistance when print media is placed on it. Lay the cassette flat on a hard surface, and push down on the plate in the cassette until it locks.



### **4 Adjust the media guides to fit the paper size.**



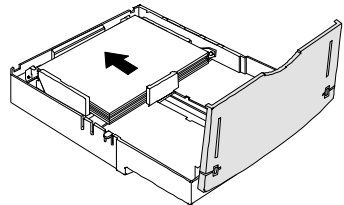
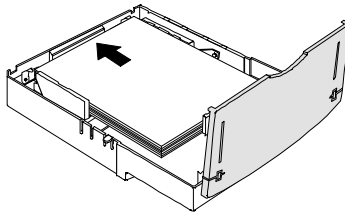


**5 Load the media face up in the cassette.**

**Short-edge Feed**

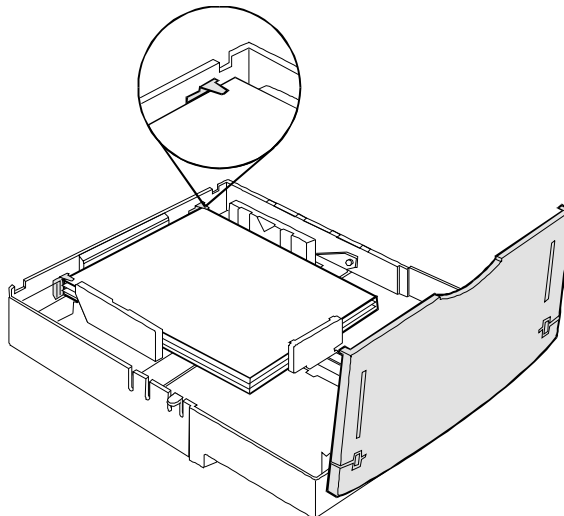
**Long-edge Feed**

- Media sizes—A3, A4, A5, B4, B5, ■ Media sizes—A4 LEF, Letter LEF  
Executive, Legal, Letter, Tabloid



» **Note:** To print letter/A4-size media at 20 pages per minute, you must load the media for long-edge feed (LEF) and select Letter LEF or A4 LEF as the media size in the printer driver. See chapter 3, "Printing," of your user's guide for more information.

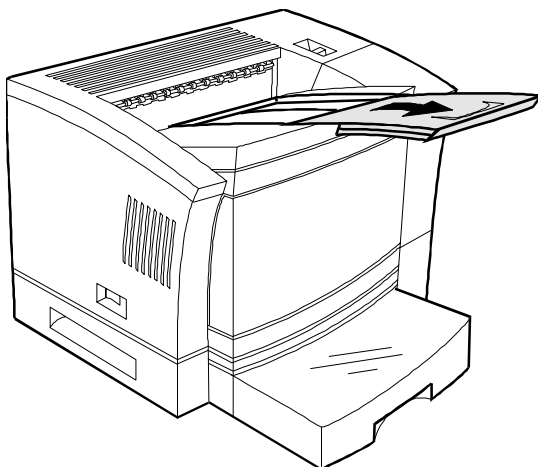
**6 Ensure that the media stack lies flat, does not exceed the top limit mark, and is positioned under the retaining clips.**



## **Load the Media Cassette**

### **7 Adjust the media stop to fit the media size.**

The printer delivers your output, print-side down, to the output tray at the top of the printer. The media stop keeps the sheets positioned in the output tray



# **Connect the Printer to Your PC and Plug It In**

- » **Note:** *Printer performance depends upon the type of PC to which you connect it. We recommend a Pentium-class PC with at least 16 MB of RAM (if you're using Windows 95) or 32 MB of RAM (if you're using Windows NT 3.51 or 4.0).*

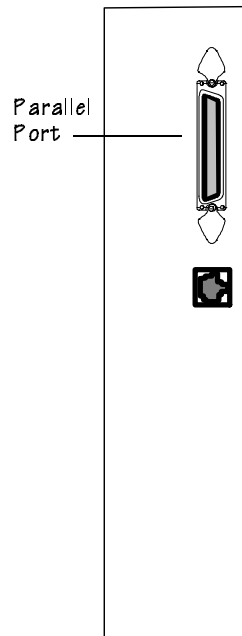
## **Parallel Connection**

- 1 Using a Centronics IEEE 1284 parallel cable, connect the parallel port on the printer to the parallel port on the PC.**

If you're replacing a printer already connected to a PC, you probably already have a parallel cable. If not, contact your QMS vendor or a local computer store.

Also, see appendix B, "Technical Specifications," for detailed information on PC-to-printer cabling.

- 2 Plug the printer into a grounded, surge-protected, electrical outlet.**



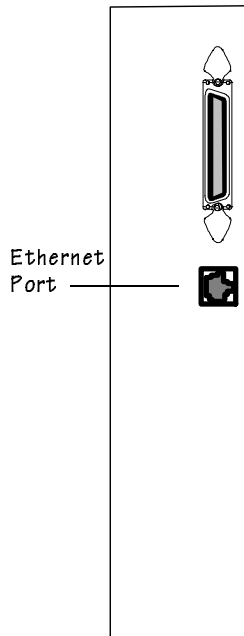
## **Ethernet Connection**

- 1 Using a twisted-pair (RJ45) Ethernet cable, connect the Ethernet port on the printer to a 10BaseT concentrator.**

If you're replacing a printer already connected to an Ethernet network, you may already have a twisted pair (RJ45) Ethernet cable. If not, contact your QMS vendor or a local computer store.

Also, see appendix B, "Technical Specifications," for detailed information on PC-to-printer cabling.

- 2 Plug the printer into a grounded, surge-protected, electrical outlet.**



# **Install a Printer Driver**

## **Windows 95 (Parallel Connections)**

Windows 95 and the parallel port on the QMS 2060 WX both support Plug and Play technology, which lets your PC and its attached devices work together automatically. After you've connected the printer to the PC and plugged it in, the correct printer driver is automatically selected for you when you perform the following procedure.

- » **Note:** *If you're using an Ethernet network connection, refer to the next section, "Windows 95 (Ethernet Connections)," for information on installing the printer driver.*

- 1 If it's on, shut down your PC in the usual way.**

**2 Turn on the printer (the power switch is on the left side).**

The printer goes through an initialization warm-up and self-testing that lasts less than 2 minutes. When the warm-up is complete, `Idle` displays in the message window.

**3 Turn on the PC.**

**4 A message window informs you `New Hardware Found`, and then you're prompted to insert the printer driver disk.**

**5 Insert the QMS 2060 WX printer drivers disk or CD-ROM (shipped with your printer) in the appropriate disk drive on your PC, and choose OK to continue.**

**6 Follow the instructions on the screen to install the printer driver.**

When the installation is complete, the Windows 95 desktop appears.

**7 Remove the disk or CD-ROM from the PC, and store it in a safe place.**

## **Windows 95 (Ethernet Connections)**

Because Ethernet connections don't support Plug and Play technology, you must install the printer driver manually as follows.

» **Note:** *You can also use this procedure if you want to install the printer driver manually on a Windows 95 PC attached to a printer via the parallel port.*

**1 From the Windows 95 Start menu choose Settings.**

**2 From the Settings menu choose Printers.**

**3 Insert the QMS 2060 WX printer drivers disk or CD-ROM (shipped with your printer) in the appropriate disk drive on your PC.**

**4 Double-click on Add Printer.**

**5 Follow the instructions in the Add Printer Wizard.**

**6 When you're prompted to select a manufacturer and printer, choose Have Disk...**

## **Install a Printer Driver**

- 7 In the Install From Disk window, choose Browse...**
- 8 Select the disk drive in which you inserted the disk or CD-ROM in the previous step, and then select the appropriate language directory (for example, English).**

QMSWX.INF displays in the File Name list.
- 9 Choose OK to return to the Install from Disk window.**
- 10 Choose OK again.**
- 11 In the displayed list of printers, select the printer driver you want to install (QMS 2060 WX), and then choose Next.**
- 12 Continue following the instructions in the Add Printer Wizard to complete the installation.**
- 13 When the installation is complete, exit from the Printers window.**
- 14 Remove the disk or CD-ROM from the PC, and store it in a safe place.**

## **Windows NT 3.51**

Because Windows NT 3.51 doesn't support Plug and Play technology, you must install the printer driver manually as follows.

- » **Note:** *If you're using Windows NT 4.0, refer to "Windows NT 4.0" on page 20.*
- 1 Insert the QMS 2060 WX printer drivers disk or CD-ROM (shipped with your printer) in the appropriate disk drive on your PC.**
- 2 Open Print Manager.**
- 3 In Print Manager, select the printer's icon or window.**
- 4 From the Printer menu, choose Properties.**

A Printer Properties dialog box displays.
- 5 In the Driver box select Other.**

An Install Driver dialog box displays.

- 6 Type the full pathname of the directory where the printer driver is located on the CD-ROM or disk, and then choose OK.**

A Select Driver dialog box displays.

- 7 In the Printer Driver box, select the QMS 2060 WX printer driver.**

Print Manager installs the new driver.

- 8 In Print Manager from the Printer menu, choose Create Printer.**

A Create Printer dialog box displays.

- 9 In the Printer Name box, type a name for the printer.**

This name can be up to 32 characters long. It will appear in the title bar of the printer window and will be the name network users use to connect to the printer if you share it over the network.

- 10 In the Driver box, select the QMS 2060 WX Print System.**

- 11 If you want to, in the Description box, type a description.**

- 12 In the Print To box, select the appropriate port to use**

- 13 If you want to share the printer, select the Share this printer on the network checkbox.**

- a If necessary, type a Share Name.**

Print Manager usually creates this share name. PCs running Windows NT see this name when connecting to the printer.

However, PCs running MS-DOS require a share name that conforms to MS-DOS naming conventions (a name with 8 or fewer characters, a period, and an optional extension with 3 or fewer characters), in order to connect.

- b In the Location box, type a description of the printer's location to let network users know where their printed documents can be found.**

- 14 Choose OK.**

- 15 Remove the disk or CD-ROM from the PC, and store it in a safe place.**

## **Windows NT 4.0**

Because Windows NT 4.0 doesn't support Plug and Play technology, you must install the printer driver manually as follows.

- 1 Insert the QMS 2060 WX printer drivers disk or CD-ROM (shipped with your printer) into the appropriate disk drive on your PC.**
- 2 In the Windows NT Start menu choose Settings.**
- 3 In the Settings menu, choose Printers.**
- 4 In the Printers window double-click the Add Printer icon.**

The Add Printer Wizard opens.

- 5 When prompted, choose My Computer to identify how the printer is attached to your workstation, and then choose Next.**

My Computer means Local Printer. This is the appropriate choice whether you are connecting the printer directly to your computer via the parallel port or to a network via the Ethernet port (in which case you'll replace LPT1 with QMS Port when you install the QMS Network Print Monitor in "Windows NT 3.51/4.0" on page 29).

- 6 When prompted, select the appropriate port to use with the printer, and then choose Next.**
- 7 When prompted to select a manufacturer and model of printer, choose Have Disk.**
- 8 In the Install from Disk dialog box, type**

*drive:* \

(where *drive* is the letter of the disk drive in which you inserted the disk or CD-ROM in step 1), and choose OK.

QMS 2060 WX printer displays in the list box.

- 9 Select the QMS 2060 WX printer, and then choose Next.**



**10 If you're replacing an existing Windows NT 4.0 printer driver, perform this step; otherwise, skip to step 11.**

- a When prompted, choose Replace Existing Driver, and then choose Next.

»

**Note:** *If you're updating a currently installed QMS 2060 WX on a Windows NT 4.0 station, always choose to replace the existing driver. Otherwise, when you've finished the installation, a second QMS 2060 WX icon, named "copy 2," is displayed in the Printers window.*

- b When prompted, for a printer name, either accept the displayed name or type a new one, and then choose Next.

**11 When prompted for sharing information, choose either Shared or Not Shared, and then choose Next.**

- **If you chose Not Shared**, skip to step 12.

- **If you chose Shared**, provide the sharing information.

- a In the Share Name edit box, type the name of the printer.  
This is the name displayed when your PC is connected to the printer.

- b **If you're sharing your printer with a Windows NT 4.0 workstation**, choose OK and skip to step 12.

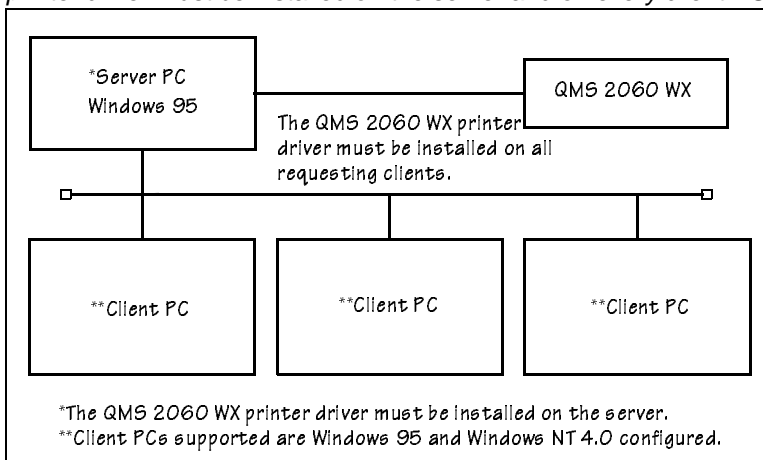
**If you're sharing your printer with a Windows 95 workstation**, in the Alternate Drivers list box, select the Windows 95 operating system, and choose OK.

If the operating system on your PC does not have the QMS 2060 WX printer driver for Windows 95, you'll be prompted to install it: Insert the QMS 2060 WX printer driver disk and choose OK.

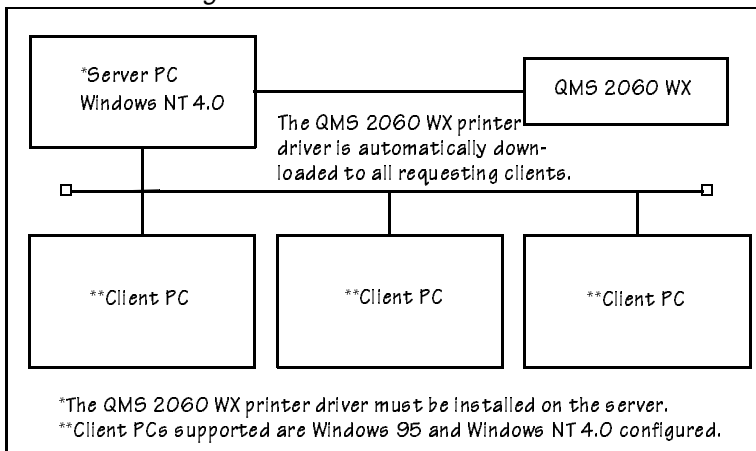
The required files are copied to the appropriate directory.

## Install a Printer Driver

» **Note:** When connected to a Windows 95 server, the QMS 2060 WX printer driver must be installed on the server and on every client PC.



When connected to a Windows NT 4.0 server, the QMS 2060 WX printer driver is automatically downloaded to any requesting client PC that is running Windows 95 or Windows NT 4.0.



**12 When asked if you would like to print a test page, choose either Yes or No, and then choose Finish.**

The Windows NT 4.0 printer driver installs, and then the Windows desktop appears.

- 13 Remove the disk or CD-ROM from the PC, and store it in a safe place.**

## **Install a Network Print Monitor**

- » **Note:** *If you connected your printer via the parallel port, you can skip this section. The QMS Network Print Monitor is used only with printers connected to an Ethernet network.*

The QMS Network Print Monitors (QMSMON) for Windows 95 and Windows NT 3.51/4.0 are designed specifically for QMS printers using TCP/IP protocol to transport print jobs and access printer status information.

### **Windows 95**

- » **Note:** *If you're using Windows NT, refer to the installation instructions on page 29.*

The QMS Network Print Monitor is installed on your Microsoft Windows 95 workstation or server. A setup script (SETUP.EXE) is provided on the QMS Network Print Monitor for Windows 95 disk or CD-ROM. This file is also available electronically on the Internet, CompuServe, and the QMS Bulletin Board. See appendix A, "QMS Customer Support," for access information.

- » **Note:** *You must be logged on as a member of the Administrator group to install the QMS Network Print Monitor. Also, the TCP/IP network software must be installed.*

### **Install the Print Monitor**

- 1 Insert the disk or CD-ROM on which the QMS Network Print Monitor for Windows 95 is located in the appropriate disk drive on your PC.**
- 2 In Windows 95 Explorer change to the drive in which you inserted the disk in step 1.**

## **Install a Network Print Monitor**

- 3 Double-click the SETUP.EXE icon to start the installation program.**
- 4 In the Welcome dialog box, choose OK to start the installation.**
- 5 In the Select Destination Directory box, either select Program Files/QMS and choose OK, or type an appropriate destination and choose OK.**
- 6 In the Install dialog box, choose Yes.**
- 7 If you're replacing a QMS Network Print Monitor, a Make Backups? window gives you the opportunity to back up the files of the existing monitor.**

- **If you want to create backup files, choose Yes.**

If you choose Yes, the Select Backup Directory dialog box appears. Enter an appropriate destination and press Enter or choose OK.

- **If you don't want to create backup files, choose No.**

- 8 In the Add QMS Port dialog box, type the Port Name and IP Address and choose OK.**
- 9 When the Installation Complete dialog box appears, choose OK.**

The installation is complete.

- » **Note:** *If you're updating an existing QMS Network Print Monitor, the printer automatically reboots when the installation is complete.*

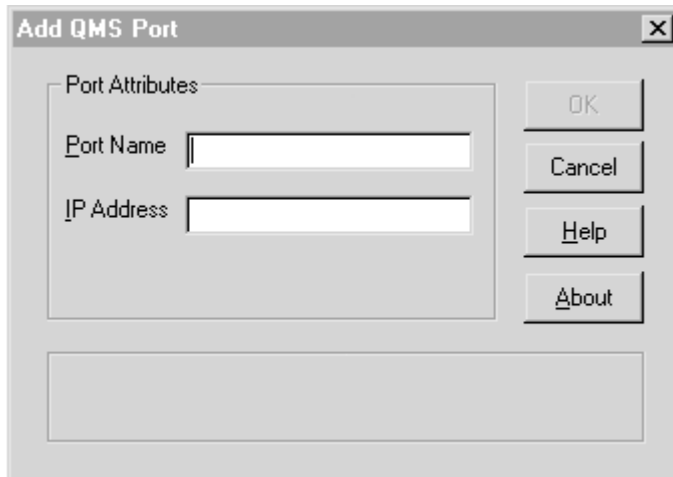
- 10 Remove the disk or CD-ROM from the PC, and store it in a safe place.**

### **Add a Printer Port**

Before you can use the QMS Network Print Monitor to transport print jobs to the printer and receive status information on them from the printer, you must add the QMS port associated with the printer to your system configuration.

- 1 From the Start menu, choose Settings.**
- 2 From the Settings menu, choose Printers.**
- 3 In the Printers window, click the right mouse button on an existing printer to display the printer's menu.**
- 4 Choose Properties to display the Properties dialog box.**
- 5 Choose the Details tab and then choose Add Port.**
- 6 Select Other.**
- 7 Select QMS Port from the list then choose OK.**

The Add QMS Port window appears.



- 8 Type the logical name for the port in the Port Name text box.**

This is a descriptive identifier of the port (for example, QMS 2060 WX). Each port name must be unique. The maximum port name is up to 128 characters. This name displays in the Print to: list box of the Printer Properties dialog box in Print Manager.

If the port name exists already, the following message displays:  
The port name "port\_name" already exists on this computer. Please choose another name. You must choose another Port Name.

- » **Note:** *On initial access to the Add QMS Port dialog box, whatever you type in the Port Name text box is automatically copied to the IP Address text box. The port name and IP address can be the same or they can be different. However, If they are different, then first click the cursor in the IP Address text box and type it. Then click the cursor in the Port Name text box and type it.*

## **9 Type the Internet Protocol Address for the port.**

This address is either the unique host name or the dot notation identifier of the network device.

<b>Host Name</b>	A symbolic name that identifies a device. This name must exist in your Network Host Name file and must be unique.
<b>Dot Notation Identifier</b>	A unique set of four numbers, separated by periods, which identifies a device on the internet (for example 191.45.105.227).

If an invalid or previously used IP address (host name or dot notation identifier) is given, the following message displays: The port address "IP\_Address" could not be resolved on this computer. Accept it anyway?

Do one of the following:

- a Select No and type another valid IP address (this is what QMS recommends).
- b Select Yes and add this address in the Network Host Name file on you computer before you send any print jobs to the port. If a print job is sent to the port before the address is entered in the Network Host Name file, printing of the job fails.
- c Select Cancel to abort adding the port and to exit from the Add QMS Port dialog box.

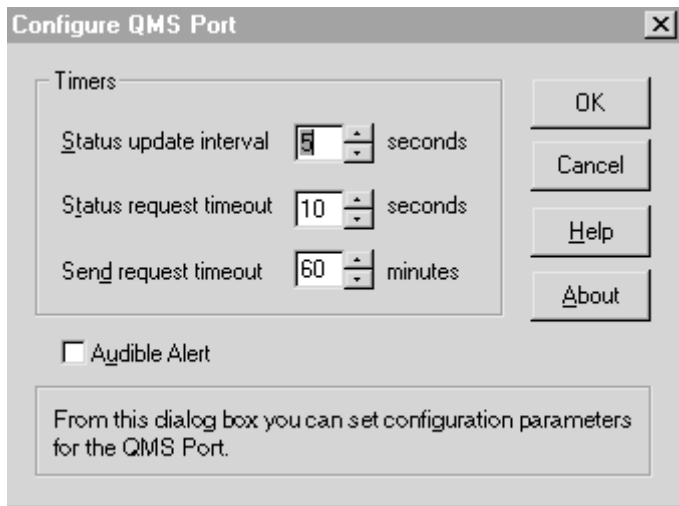
## **10 Choose OK.**

## **11 Choose Close in Printer Ports dialog box, then choose OK in Print Server Properties to close the Printers dialog box.**

## **Configure a QMS Port**

After a QMS port has been added, its settings must be configured. The following procedure describes how to configure a QMS port.

- 1 From the Start menu, choose Settings.**
- 2 Choose Printers.**
- 3 In the Printers window click the right mouse button on an existing printer to display the printer's menu.**
- 4 In the Print Servers Properties dialog box choose the Properties tab.**
- 5 From the Print Monitor Properties dialog box select Details, and then select the QMS port from the "Print to the following port:" drop-down list box.**
- 6 Choose the Port Settings button to display the Configure QMS Port window.**



**7 Configure the Timers.**

The following timeouts are used by the QMS Network Print Monitor when transporting print jobs to the print device and reporting their print status to Print Manager:

**a Status update interval**

Determines how often the QMS Network Print Monitor updates Print Manager with status information on the print device attached to the port. Scroll through the list box and select a value between 1 and 600 seconds. The default is 5 seconds.

**b Status request timeout**

Sets the amount of time that the QMS Network Print Monitor waits for a response from the print device before notifying Print Manager that the device is not responding. Scroll through the list box and select a value between 1 and 600 seconds. The default is 10 seconds.

**c Send request timeout**

Sets the amount of time that the QMS Network Print Monitor waits for a print job to be sent before it returns control to the Microsoft Windows 95 Print Spooler. Scroll through the list box and select a value between 1 and 600 minutes. The default is 60 minutes.

If this timeout expires and the job was sent via a...	This is what happens...
Windows 95 Server	The print job is automatically terminated and cleared from the system.
Workstation	The Windows 95 Print Spooler dialog box displays, asking for a retry or cancel response.  » <b>Note:</b> <i>Regardless of your response, the job is terminated and cleared from the system.</i>



**8 Configure the audible alert.**

This setting enables the QMS Network Print Monitor's problem alert sound. Click the Audible Alert check box to have the monitor beep the system speaker when it encounters an error writing to the QMS port. Clear the check box to disable the problem alert sound.

**9 Choose OK.**

**10 Close the Print Servers Properties dialog box.**

## **Windows NT 3.51/4.0**

- » **Note:** *If you're using Windows 95, refer to the installation instructions on page 23.*

The QMS Network Print Monitor is installed on your Microsoft Windows NT workstation or server. A setup script (MONITOR.INF) is provided on the QMS Network Print Monitor Windows disk or CD-ROM. This file is also available electronically on the Internet, CompuServe, and the QMS Bulletin Board. See appendix A, "QMS Customer Support," for access information.

There are two different methods for installing the QMS Network Print Monitor, depending on whether you're performing a new installation or upgrading an existing installation. Both methods are described here.

### **Install the Print Monitor—New Installation**

Use this procedure when installing the QMS Network Print Monitor for the first time.

- » **Note:** *You must be logged on as a member of the Administrator group to install the QMS Network Print Monitor. Also, the TCP/IP network software must be installed.*
- 1 Insert the QMS Print Monitor for Windows NT disk or CD-ROM in the appropriate disk drive of your PC.**
  - 2 From the Start menu, choose Settings.**
  - 3 From the Settings menu, choose Printers.**

## **Install a Network Print Monitor**

- 4 In the Printers window click the right mouse button to display the Print Servers Properties dialog box.
- 5 In the Print Servers Properties dialog box select the Ports tab.
- 6 Choose the Add Port button.
- 7 Choose the Printer Ports button.
- 8 Choose the New Monitors button.
- 9 Type the path where the MONITOR.INF file is located (for example, a: \i386).
- 10 Press ↵ or choose OK to display the Select Port Monitor dialog box.
- 11 Press ↵ or double-click QMS Port under Port Monitor.

If the monitor is not located in the source directory that displays, edit the path and choose OK. The monitor installation dialog box displays briefly, informing you that the setup program is copying files.
- 12 Choose OK to display the Add the QMS Port dialog box.
- 13 Refer to “Add a Print Device” on page 32 to add a QMS port.

### **Install a Print Monitor—Upgrade Installation**

Use this procedure when upgrading to a different version of the QMS Network Print Monitor.

- » **Note:** *You must be logged on as a member of the Administrator group to install the QMS Network Print Monitor. Also, the TCP/IP network software must be installed.*
- 1 Insert the QMS Print Monitor for Windows NT disk or CD-ROM in the appropriate disk drive of your PC.
  - 2 From the Start menu choose Settings.
  - 3 From the Settings menu choose Printer.
  - 4 In the Printers window click the right mouse button to display the Print Servers Properties dialog box.

- 5 In the Print Servers Properties dialog box select the Ports tab.**
  - 6 Type in the path where the MONITOR.INF file is located (for example, a:\i386).**
  - 7 Press ↵ or choose OK and the Select Port Monitor dialog box displays.**
  - 8 Press ↵ or double-click QMS port under Port Monitor.**
- » **Note:** *If an error box appears, choose OK.*
- 9 Choose Cancel in the Printers Ports dialog box then choose Cancel in the Print Servers Properties dialog box.**
  - 10 Close the Printers dialog box.**
  - 11 From the Start Menu, choose Settings.**
  - 12 Choose Control Panel to open it.**
  - 13 Choose the Services icon.**
  - 14 Highlight Spooler in the Services dialog box, and choose the Stop button (located on the right side of the dialog box).**

The following message displays:

Are You Sure You Want To Stop Spooler Service?
  - 15 Choose Yes.**

The Spooler status is set to blank, and the following message displays:

Attempting to stop the spooler service on *username*
  - 16 Choose the Start button.**

Spooler status is set to Started, and the following message displays:

Attempting to start the spooler service on *username*
  - 17 In the Services dialog box choose the Close button.**

**18 Close the Control Panel.**

The QMS Network Print Monitor is now upgraded for all queues using it.

**19 Add the QMS Port as explained in the next section, “Add a Print Device.”**

**Add a Print Device**

Before you can use the QMS Network Print Monitor to transport print jobs to the printer and receive status information on them from the printer, you must add the QMS port associated with the print device to your system configuration.

- 1 From the Start menu, choose Settings.**
- 2 Choose Printers.**
- 3 In Printers window click the right mouse button.**
- 4 In the Print Servers Properties dialog box select the Ports tab.**
- 5 Choose the Add Port button.**
- 6 Choose the Printer Ports button.**
- 7 Select QMS Port from the list then choose OK.**

**Add QMS Port**

Port Attributes

Port Name

IP Address

OK

Cancel

Help

About

From this dialog box you can add a QMS Port.

## **8 Type the logical name for the port in the Port Name text box.**

This is a descriptive identifier of the port (for example, QMS 2060 WX). Each port name must be unique. The maximum port name is up to 128 characters. This name displays in the Print to: list box of the Printer Properties dialog box in Print Manager.

If the port name exists already, the following message displays:  
The port name "port\_name" already exists on this computer. Please choose another name. You must choose another Port Name.

- » **Note:** *On initial access to the Add QMS Port dialog box, whatever you type in the Port Name text box is automatically copied to the IP Address text box. The port name and IP address can be the same or they can be different. However, if they are different, then first click the cursor in the IP Address text box and type it. Then click the cursor in the Port Name text box and type it.*

## **9 Type the Internet Protocol Address for the port.**

This address is either the host name or the dot notation identifier of the network device.

<b>Host Name</b>	A symbolic name that identifies a device. This name must exist in your Network Host Name file.
<b>Dot Notation Identifier</b>	A unique set of four numbers, separated by periods, which identifies a device on the internet (for example 191.45.105.227).

If an invalid IP address (host name or dot notation identifier) is given, the following message displays: The port address "IP\_Address" could not be resolved on this computer. Accept it anyway?

Do one of the following:

- a Select No, and type another valid IP address (this is what QMS recommends).
- b Select Yes, and add this address in the Network Host Name file on your computer before you send any print jobs to the port. If a print job is sent to the port before the address is entered in the Network Host Name file, printing of the job fails.

## **Install a Network Print Monitor**

- c Select Cancel to cancel adding the port and to exit from the Add QMS Port dialog box.

### **10 Choose OK.**

### **11 Choose Close in Printer Ports dialog box, then choose OK in Print Server Properties to close the Printers dialog box.**

## **Configure a QMS Port**

After a QMS port has been added, its settings must be configured. The following procedure describes how to configure a QMS port.

- 1 From the Start menu, choose Settings.**
- 2 Choose Printers.**
- 3 In the Printers window click the right mouse button.**
- 4 In the Print Servers Properties dialog box select the Ports tab.**
- 5 Select QMS Port from the list then choose the Configure Port button.**
- 6 Configure the Timers.**

The following timeouts are used by the QMS Network Print Monitor when transporting print jobs to the print device and reporting their print status to Print Manager:

#### **a Status update interval**

Determines how often the QMS Network Print Monitor updates Print Manager with status information on the print device attached to the port. Scroll through the list box and select a value between 1 and 600 seconds. The default is 5 seconds.

#### **b Status request timeout**

Sets the amount of time that the QMS Network Print Monitor waits for a response from the print device before notifying Print Manager that the device is not responding. Scroll through the list box and select a value between 1 and 600 seconds. The default is 10 seconds.

**c Send request timeout**

Sets the amount of time that the QMS Network Print Monitor waits for a print job to be sent before it returns control to the Microsoft Windows NT Print Spooler. Scroll through the list box and select a value between 1 and 600 minutes. The default is 60 minutes.

<b>If this timeout expires and the job was sent via a...</b>	<b>This is what happens...</b>
NT Server	The print job is automatically terminated and cleared from the system.
Workstation	The Windows NT Print Spooler dialog box displays, asking for a retry or cancel response.  » <b>Note:</b> <i>Regardless of your response, the job is terminated and cleared from the system.</i>

**7 Configure the events to log.**

The following types of messages can be reported in the Application Event Log. See your Microsoft Windows NT documentation for details on this log.

**a Errors**

Enables error message reporting in the Application Event Log. Click the Errors check box to enable error message reporting. A clear check box disables error message reporting in the log.

**b Warnings**

Enables warning message reporting in the Application Event Log. Click the Warnings check box to enable warning message reporting. A clear check box disables warning message reporting in the log.

## Register the Printer

### c Information

Enables information message reporting in the Application Event Log. Click the Information check box to enable information message reporting. A clear check box disables error message reporting in the log.

### 8 Configure the audible alert.

This setting enables the QMS Network Print Monitor's problem alert sound. Click the Audible Alert check box to have the monitor beep the system speaker when it encounters an error writing to the QMS port. A clear check box disables the problem alert sound.

### 9 Choose OK.

### 10 Close the Print Servers Properties dialog box.

## Register the Printer

QMS is committed to developing printers that offer you flexible, efficient solutions, so we're interested in knowing how you plan to use your printer. Please register now in one of the following ways:

- **Internet**—To register on the Internet, visit the QMS home page at <http://www.qms.com>, and then use the on-line warranty registration form.
- **Mail**—To register by mail, fill out and send in your warranty card.
- **Telephone**—To register by telephone, in the US call QMS toll-free at (800) 637-8049. In other countries, refer to appendix A, "QMS Customer Support," for the appropriate telephone number.



# Installing Options

If you purchased any printer options, such as extra memory (SIMMs) or a duplexer, then install them now. If installation instructions are included with the option, follow them. If not, installation instructions are included in chapter 5, "Printer Options," in the *QMS 2060 WX User's Guide*.

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

# For More Assistance

For more assistance refer to appendix A, "QMS Customer Support," in this manual and to chapter 8, "Troubleshooting," in the *QMS 2060 WX Print System User's Guide*.





# A

---

## **QMS Customer Support**

---

### **In This Appendix . . .**

- Sources of customer support
- QMS world-wide offices

# 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.

- » **Note:** *FAQ numbers may be subject to change, so you may want to obtain a directory of Q-FAX documents before requesting a specific document.*

## **The QMS Corporate Bulletin Board System**

The QMS Corporate Bulletin Board System (BBS) contains technical support notes, application notes, drivers, patches, and utilities, and you may leave technical questions not requiring an immediate response on electronic mail for the Sysop (System Operator).

The bulletin board [(334) 633-3632] operates at 1200, 2400, 9600, and 14400 baud, 8 data bits, no parity, 1 stop bit, with XMODEM, YMODEM, and ZMODEM capabilities. Contact the QMS Customer Response Center (CRC) for more information about the bulletin board.

## **CompuServe**

Through CompuServe, you ask general (non-technical) questions, share information with other users, and access printing information and programs. When you use CompuServe, type `go qmsprint` to go directly to the forum where QMS is located. The QMS library section contains application notes, printer drivers, utilities, technical information, and announcement files.

## **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
  - ☑ The type of host computer you're using
  - ☑ The type and version of operating system you're using
  - ☑ The interface you're using
  - ☑ The application and version you're using
  - ☑ The emulation you're using
  - ☑ Your printer's system software version (listed in the control panel message window during printer startup)
- **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](mailto:info@qms.com)  
Internet <http://www.qms.com>

### **Customer Response Center (CRC)**

Technical Assistance  
1 (334) 633-4500                      7:00 am–6:00 pm Central Time M–F  
Fax 1 (334) 633-3716  
Internet <http://www.qms.com>  
Bulletin Board Service  
1 (334) 633-3632

### **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) 333-5940  
Fax 1 (514) 333-5949  
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 in Latin America**

---

**General Contact**

Cra 43 DD#8-42

Oficina 201

Medellin, Colombia

(+57) (4) 312 13 70

Fax (+57) (4) 268 92 97

---

## **QMS EMEA**

---

**QMS Australia**

30, Atchison Street  
St. Leonards NSW 2065  
Australia  
(+61) 2-9901 3235  
Fax (+61) 2-9901 3273

---

**QMS Benelux**

**Belgium, Nether-  
lands, and all  
unlisted countries**

Planetenbaan 60 'Corner Plaza'  
3606 AK Maarssen  
The Netherlands  
(+31) 346-551333  
Fax (+31) 346-550170  
Internet <http://www.qms.nl>

---

**QMS France**

Vélizy Plus  
1 Bis, Rue du Petit Clamart  
78142 Vélizy Cedex  
France  
(+33) 1-410 79 393  
Fax (+33) 1-408 30 110

---

**QMS GMBH**

**Germany and  
Austria**

Gustav Heinemann Ring 212  
D-81739 Munich  
Germany  
(+49) 89 63 02 67 0  
Fax (+49) 89 63 02 67 67

---



<b>QMS Italy</b>	Via della Repubblica 56 43100 Parma Italy (+39) 52-1231 998 Fax (+39) 52-1232 902
<b>QMS Nordic Sweden, Finland, Norway, and Denmark</b>	Arenavägen 41, 6th floor 121 77 Johanneshov Sweden (+46) 8-600 01 30 Fax (+46) 8-600 01 33
<b>QMS South Africa</b>	Saskay House Unit 24 Sunninghill Business Park Peltier Road, Sunninghill, Johannesburg Republic of South Africa (+27) 11-807 6957 Fax (+27) 11-807 6960
<b>QMS UK United Kingdom and Ireland</b>	Old Bridge House, The Hythe Staines, Middlesex TW18 3JF United Kingdom (+44) 1784-442255 Fax (+44) 1784-461641





---

# Index

---

## **B**

**Bulletin board, QMS A-3**

## **C**

**Cassette**

Loading 10

**Connection**

Printer to PC 15

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

**Customer support, QMS A-2**

## **D**

**Documentation**

Standard product 1

**Driver, printer**

Installing, Windows 95 16, 17

Installing, Windows NT 18, 20

## **E**

**Energy star 4**

## **I**

**Installation**

Cassette 10

Printer driver, Windows 95 16, 17

Printer driver, Windows NT 18, 20

Printer options 37

Toner cartridge 7

**Installation, new**

Print Monitor 29

**Installation, upgrade**

Print Monitor 30

**Internet A-3**

## **L**

**Location requirements 3**

---

## **M**

### **Manual**

- Contents 2
- Typographic conventions 2

### **Media cassette**

- Loading 10

### **Memory**

- PC, minimum 4, 15

## **N**

### **Network Print Monitor, QMS**

- Installing 23

## **P**

### **PC**

- Requirements, minimum 4, 15

### **Power requirements 4**

- Energy star, compliance 4

### **Print Monitor, Network, QMS**

- Installing 23

### **Printer**

- Power requirements 4
- Registration 36

### **Printer driver**

- Installing, Windows 95 16, 17
- Installing, Windows NT 18, 20

## **Q**

### **Q-FAX A-2**

### **QMS**

- Customer Response Center (CRC) A-4
- World-wide offices A-5

### **QMS Port, Add 24, 32**

### **QMS Port, Configure 27**

- Timers 28

### **QMS Port, configure 34**

- Timers 34

## **R**

### **Registration, printer 36**

### **Requirements**

- PC 4, 15

## **S**

### **Service, QMS**

- United States A-5

### **Setup**

- Printer 3

### **Shipment**

- Contents 6
- Unpacking 5

### **Support, QMS**

- Bulletin board A-3
- Customer A-2
- Internet A-3
- Technical A-4
- World-wide A-5

## **T**

### **Technical support, QMS A-4**

### **Timers 28, 34**

### **Toner cartridge**

- Installing 7

## **U**

### **Unpacking, printer 5**

## **W**

### **Windows 95 Network Print Monitor**

- Installing 23

### **Windows 95 printer driver**

- Installing 16, 17

### **Windows NT Network Print Monitor**

- Installing 23

### **Windows NT printer driver**

- Installing 18, 20

