

---

# **QMS<sup>®</sup> 2425/ 2425 TURBO Print System Operation**

---

**1800433-001D**

## **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, Crown, the QMS logo, and the Crown seal are registered trademarks of QMS, Inc., and Stackler, ColorDepth, and PS Executive Series are trademarks of QMS, Inc. PostScript is a trademark of Adobe Systems Incorporated for a page description language and may be registered in certain jurisdictions. Throughout this manual, "PostScript Level 2" is used to refer to a set of capabilities defined by Adobe Systems for its PostScript Level 2 page description language. These capabilities, among others, are implemented in this product through a QMS-developed emulation that is compatible with Adobe's PostScript Level 2 language. Adobe/Adobe Systems Incorporated. 3Com, 3+Open/3Com Corporation. Aldus, Aldus PageMaker, Aldus FreeHand/Aldus Corporation. Apple, AppleTalk, EtherTalk, LaserWriter, LocalTalk, Macintosh, TrueType/Apple Computer, Inc. VINES/Banyan. CompuServe /H & R Block. DEC, DECnet, VMS/Digital Equipment Corporation. PhoneNET/Farallon Computing, Inc. Hewlett-Packard, HP, PCL, HP-GL, LaserJet/Hewlett-Packard Co. IBM PC, Token-Ring/International Business Machines Corporation. Intel/Intel Corporation. Microsoft, MS-DOS/Microsoft Corporation. Novell and NetWare/Novell, Inc. QuarkXPress/Quark, Inc. TOPS/Sun Microsystems, Inc. UNIX/UNIX Systems Laboratories.

## **Proprietary Statement**

The digitally encoded software included with your QMS 2425/2425 *TURBO* Print System is Copyrighted © 1997 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.

---

# Contents

---

## 1 Introduction

|                           |            |
|---------------------------|------------|
| <b>Introduction .....</b> | <b>1-2</b> |
| About This Manual         | 1-2        |
| Typographic Conventions   | 1-4        |

## 2 Consumables

|   |             |
|---|-------------|
| <b>Introduction .....</b>               | <b>2-2</b>  |
| <b>Preventing Media Jams .....</b>      | <b>2-2</b>  |
| <b>Loading the Media Cassette .....</b> | <b>2-2</b>  |
| <b>Feeding Media .....</b>              | <b>2-11</b> |
| Cassette Feed                           | 2-11        |
| Manual Feed                             | 2-11        |
| <b>Selecting Media Delivery .....</b>   | <b>2-12</b> |

|   |             |
|---|-------------|
| Face-down Tray                                    | 2-13        |
| Face-up Tray                                      | 2-14        |
| Other Media Delivery Options                      | 2-15        |
| <b>Loading the Multipurpose Tray</b>              | <b>2-15</b> |
| Envelopes: Special Considerations                 | 2-19        |
| Labels: Special Considerations                    | 2-19        |
| Letterhead and Memo Media: Special Considerations | 2-21        |
| Odd-size Media: Special Considerations            | 2-21        |
| Transparencies: Special Considerations            | 2-22        |
| <b>Printing Envelopes</b>                         | <b>2-22</b> |
| Formatting Data for Envelopes                     | 2-23        |
| Loading Envelopes via the Multipurpose Tray       | 2-23        |
| Loading Envelopes via the Envelope Feeder         | 2-25        |
| <b>Using Toner Cartridges</b>                     | <b>2-25</b> |
| Toner Cartridge Life                              | 2-25        |
| Toner Cartridge Handling                          | 2-26        |
| Toner Cartridge Storage                           | 2-26        |
| Refilled Toner Cartridges                         | 2-27        |
| Extending Toner Cartridge Life                    | 2-27        |
| <b>Replacing a Toner Cartridge</b>                | <b>2-28</b> |
| Removing the Empty Toner Cartridge                | 2-28        |
| Installing a Toner Cartridge                      | 2-29        |

## **3 Advanced Printing Features**

|                                       |             |
|---------------------------------------|-------------|
| <b>Introduction</b>                   | <b>3-2</b>  |
| <b>High-Resolution Printing</b>       | <b>3-2</b>  |
| Setting the Resolution                | 3-2         |
| Smoothing                             | 3-3         |
| How Much Memory Do You Need?          | 3-3         |
| <b>Printing Duplex</b>                | <b>3-6</b>  |
| Automatic via a Cassette              | 3-7         |
| Manual Feed via the Multipurpose Tray | 3-7         |
| High-Resolution and Duplex Printing   | 3-8         |
| Duplex Printing Tips                  | 3-8         |
| <b>Cassette Chaining</b>              | <b>3-9</b>  |
| <b>Collating Output</b>               | <b>3-10</b> |

|   |             |
|---|-------------|
| Improving Collation Performance 3-10      |             |
| Chunk Collation 3-11                      |             |
| Advantages of Collation 3-12              |             |
| <b>Working with Status Pages .....</b>    | <b>3-13</b> |
| <b>Cancelling/Ending Print Jobs .....</b> | <b>3-14</b> |
| Cancel a Single Print Job 3-15            |             |
| Cancelling all Print Jobs 3-15            |             |
| Ending a Print Job 3-16                   |             |

## **4 Printer Care**

|   |             |
|---|-------------|
| <b>Introduction .....</b>                 | <b>4-2</b>  |
| <b>Handling the Printer .....</b>         | <b>4-2</b>  |
| <b>Cleaning the Printer .....</b>         | <b>4-3</b>  |
| Cleaning Guidelines 4-4                   |             |
| Cleaning the Outside of the Printer 4-4   |             |
| Cleaning the Anti-static Teeth 4-5        |             |
| Cleaning the Transfer Guide Area 4-6      |             |
| Cleaning the Registration Roller Area 4-8 |             |
| <b>Using the Maintenance Kit .....</b>    | <b>4-9</b>  |
| <b>Repacking the Printer .....</b>        | <b>4-10</b> |
| Remove Cables and Cassette(s) 4-10        |             |
| Remove the Toner Cartridge 4-11           |             |
| Repack the Printer 4-13                   |             |

## **5 Print Quality**

|                                     |            |
|-------------------------------------|------------|
| <b>Introduction .....</b>           | <b>5-2</b> |
| <b>About Halftone Types .....</b>   | <b>5-2</b> |
| <b>About Print Density .....</b>    | <b>5-3</b> |
| <b>About Print Resolution .....</b> | <b>5-4</b> |

# 6 Troubleshooting Printer Problems

|  |             |
|--|-------------|
| .....  | 6-1         |
| <b>Introduction</b> .....                        | <b>6-2</b>  |
| <b>Status Messages</b> .....                     | <b>6-2</b>  |
| Service Messages 6-8                             |             |
| HP-GL Error Codes and PCL Error Codes 6-10       |             |
| <b>Testing PC-Printer Communication</b> .....    | <b>6-10</b> |
| Creating the Test File 6-11                      |             |
| Sending the Test File 6-11                       |             |
| <b>Printer Problem Checklist</b> .....           | <b>6-16</b> |
| <b>Media Jams</b> .....                          | <b>6-18</b> |
| Media Path 6-18                                  |             |
| Automatic Jam Recovery 6-19                      |             |
| Locating Media Jams 6-19                         |             |
| Clearing Envelope Feeder Area Jams 6-21          |             |
| Clearing a Multipurpose Tray Area Jams 6-24      |             |
| Clearing Paper Pick-up Area Jams 6-25            |             |
| Clearing Upper and Lower Cassette Area Jams 6-25 |             |
| Clearing Duplexer Unit Area Jams 6-26            |             |
| Clearing Left Cover and Fixing Area Jams 6-30    |             |
| Clearing Optional Paper Deck Area Jams 6-31      |             |
| Clearing Top Cover Area Jams 6-33                |             |
| Clearing Top Cover Fixing Area Jams 6-35         |             |
| Clearing CrownCopy ADF Paper Jams 6-36           |             |
| Clearing Stackler Media Jams 6-37                |             |
| <b>Stapler Jams</b> .....                        | <b>6-42</b> |
| <b>Troubleshooting CrownCopy</b> .....           | <b>6-47</b> |
| Understanding the LEDs 6-47                      |             |
| Solving Other Problems 6-48                      |             |
| <b>Control Panel Problems</b> .....              | <b>6-49</b> |
| Data Indicator Stays Lit 6-49                    |             |
| No Advanced Status Page' 6-49                    |             |
| No Start-up Page 6-49                            |             |
| Paper Jam Message Stays On 6-50                  |             |

|  |             |
|--|-------------|
| Printer Resets                                       | 6-50        |
| PostScript Errors                                    | 6-51        |
| <b>Windows Driver Problems</b>                       | <b>6-51</b> |
| Printer Description Files                            | 6-51        |
| <b>CrownNet Problems</b>                             | <b>6-52</b> |
| <b>Output Problems</b>                               | <b>6-52</b> |
| 600x600, 1200x1200 dpi Printing Unavailable          | 6-52        |
| Blank Pages  | 6-53        |
| Not All Pages Print                                  | 6-54        |
| Printer Will Not Duplex                              | 6-54        |
| <b>Disk Problems</b>                                 | <b>6-54</b> |
| IDE Internal Hard Disk Not On Line                   | 6-54        |
| External SCSI Hard Disk Not On Line                  | 6-55        |
| <b>Kanji Option Kit Problems</b>                     | <b>6-55</b> |
| Can't Download Kanji Fonts                           | 6-55        |
| Can't Access Kanji Fonts                             | 6-56        |
| Can't Access the Kanji File Through Your Application | 6-57        |
| <b>Print Quality Problems</b>                        | <b>6-57</b> |
| Paper Jams Always Occur                              | 6-58        |
| Printer Will Not Print 600 dpi                       | 6-58        |
| <b>Image Defects</b>                                 | <b>6-59</b> |
| White or Light Lines                                 | 6-59        |
| Light Image (Entire Page)                            | 6-59        |
| Dark Image (Entire Page)                             | 6-59        |
| Stain Along the Edge of the Page                     | 6-60        |
| Stains on the Back of the Page                       | 6-60        |
| Image Easily Smears when Rubbed                      | 6-60        |
| <b>Placing a Service Call</b>                        | <b>6-60</b> |

## 7 CrownView Printer Web Page

|  |            |
|--|------------|
| <b>Introduction</b>                    | <b>7-2</b> |
| <b>Setting up the Printer Web Page</b> | <b>7-3</b> |
| Assigning a Printer Name               | 7-3        |

Setting Up Your Browser Software 7-3

**Printer Home Page ..... 7-9**

- Home 7-10
- Operator Control 7-11
- General Settings 7-14
- Printer Jobs 7-22
- Consumable Status 7-24
- System Support Page 7-26
- QMS, Inc. Page 7-28
- Local Online Help Page 7-28

**Web Page Help System ..... 7-29**

## **A QMS Customer Support**

**Sources of Support ..... A-2**

- 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

**QMS World-wide Offices ..... A-5**

..... A-7

## **Index**



# 1

---

## Introduction

---

### **In This Chapter . . .**

- “Introduction” on page 1-2
- “Typographic Conventions” on page 1-4

# Introduction

This manual provides information on installing consumables such as media and toner cartridges. You'll also find information on advanced printing features, printer care, print quality, and troubleshooting. Use this guide in conjunction with your other QMS 2425/2425 *TURBO* Print System documentation.

This chapter gives you a brief overview of this manual.

## About This Manual

- » **Note:** *Some of the procedures throughout this documentation refer to applications, utilities, and printer drivers being located on disks, but recently QMS has begun placing these on CD-ROM.*

*If you need alternate media, please contact your QMS vendor for media availability and purchase information. You can also download some of these files via ftp from our World Wide Web Server at <http://www.qms.com>, our Bulletin Board at (334) 633-3632, or CompuServe at go qmsprint. See the "QMS Customer Support" section of your QMS printer documentation, for sales and support locations and telephone numbers.*

The information in this manual is divided into the following sections:

---

|          |                                   |  |
|----------|-----------------------------------|--|
| <b>1</b> | <b>Introduction</b>               | Provides an overview of this guide.  |
| <b>2</b> | <b>Consumables</b>                | Describes the media that's best suited for your printer; how to load paper, labels, transparencies, envelopes; and how to replace the toner cartridge. |
| <b>3</b> | <b>Advanced Printing Features</b> | Explains how to print duplex, chain cassettes, collate output, print a status page, cancel a print job, and end a print job.                           |

---

---

|          |   |   |
|----------|---|---|
| <b>4</b> | <b>Printer Care</b>                     | Describes how to handle and clean the printer.  |
| <b>5</b> | <b>Print Quality</b>                    | Gives information on how to improve print quality through adjustments of print density and printer resolution.  |
| <b>6</b> | <b>Troubleshooting Printer Problems</b> | Provides media jam prevention tips, explains how to locate and clear media jams, lists printer status messages, outlines printer and print quality problems and solutions, and describes how to place a service call. |
| <b>7</b> | <b>Printer Web Page</b>                 | Contains information on how to access the most frequently accessed printer configurations and gives you instant access to printer status by use of the World Wide Web (WWW).  |
| <b>A</b> | <b>QMS Customer Support</b>             | Provides product sales and support telephone numbers and describes how to communicate with QMS through the QMS Bulletin Board, CompuServe, the Internet, and Q-FAX.   |

---

# Typographic Conventions

The following typographic conventions are used in this manual:

|  |  |
|--|--|
| Mixed-Case<br>Courier                    | Text you type, and messages and information displayed on the screen  |
| <i>Mixed-Case<br/>Italic<br/>Courier</i> | Variable text you type; replace the italicized word(s) with information specific to your printer or computer |
| UPPERCASE<br>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.*



# 2

---

## Consumables

---

### **In This Chapter . . .**

- “Preventing Media Jams” on page 2-2
- “Loading the Media Cassette” on page 2-2
- “Feeding Media” on page 2-11
- “Selecting Media Delivery” on page 2-12
- “Loading the Multipurpose Tray” on page 2-15
- “Loading the Multipurpose Tray” on page 2-15
- “Loading the Multipurpose Tray” on page 2-15
- “Printing Envelopes” on page 2-22
- “Using Toner Cartridges” on page 2-25

# Introduction

This chapter covers basic printer operation, such as preventing media jams; loading media; transparencies, labels and envelopes; replacing toner cartridges; and using various kinds of print media.

## Preventing Media Jams

There are several things you can do to reduce the occurrence of media jams:

- Use paper, envelopes, labels, and overhead transparencies that match the printer specifications. See appendix B, “Technical Specifications,” in the *Reference* guide.
  - If you have problems with double feeding, remove the media from the cassette or input bin and fan the edges. The sheets may be sticking together.
- » **Note:** *Do not fan transparencies since this causes static.*
- Print media must be stored away from moisture and humidity. The recommended relative humidity is 5%-90% with no condensation.
  - Many manufacturers place an arrow on the end of the wrapper indicating the side of the media to use for printing. If you cannot determine which side of the media to print on, remove the media from the cassette, rotate the stack a half-turn, turn the stack over, and then place it back in the cassette.

## Loading the Media Cassette

The QMS 2425/2425 *TURBO* Print System comes standard with two 500-sheet universal media cassettes. The upper tray holds letter/A4 or legal/B4 media, and the lower tray holds letter/A4, legal/B4, or 11" x 17"/A3 media. The printer automatically pulls media from the

cassette. Loading media in either cassette involves the following basic steps:

- Open the cassette
- Set correct media size for the cassette
- Load media in the cassette
- Close the cassette

These steps are described in detail, later in this procedure.

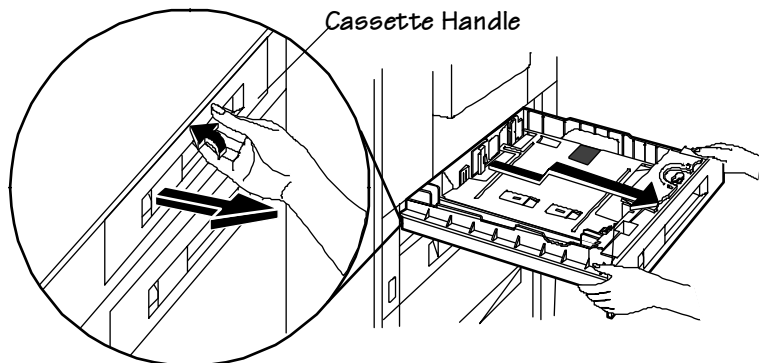
- » **Note:** *Ensure that the media size matches the cassette size (for example, letter/A4 media must be loaded only when the cassette is set to letter/A4 size). Since the media cassette sends a media size signal to the printer controller, using the wrong size media will cause your image to be positioned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

Load media in either 500-sheet cassette as follows.

### Open the Cassette

- » **Note:** *Open and close the cassette like a drawer when loading media. If you remove the cassette it may take several minutes to correctly reposition the cassette on the guide rails.*

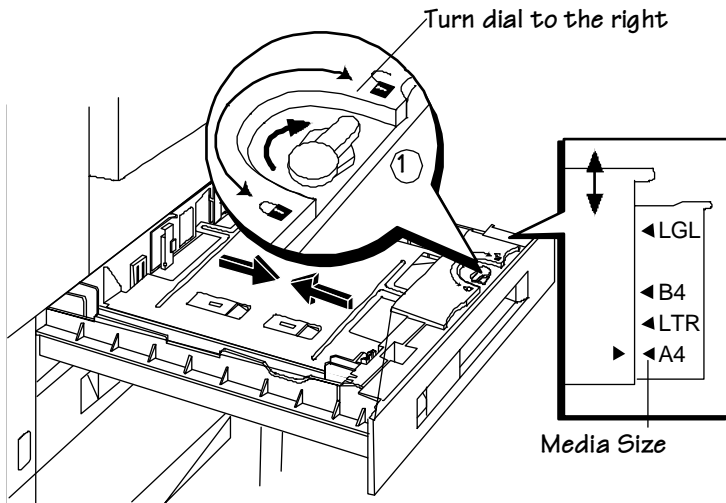
- 1 **Using the cassette handle, inside the pocket of the cassette, pull the cassette away from the printer as far as it will go without removing it from the printer.**



## Loading the Media Cassette

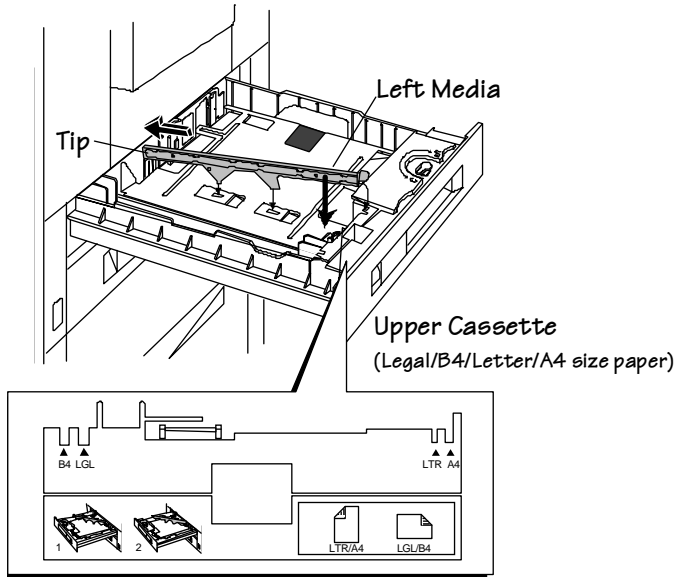
### Set the Correct Media Size for the Media Cassette

- 1 Turn the dial to the right to unlock the front media size guide.



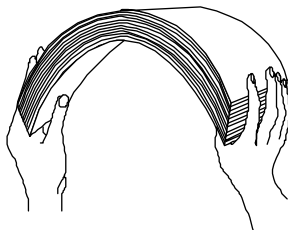
- 2 Slide the media guide to align it with the correct media size marker.
- 3 Turn the dial to the left to lock the front paper size guide.
- 4 Remove the left media size guide, if necessary, by pushing in and lifting it from its paper size slot.

- 5 **Align the tip of the guide with the desired paper size marker, then insert the rest into the paper cassette.**



### **Load Media in the Cassette**

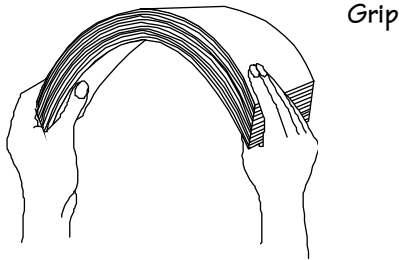
- 1 **Unwrap the paper, pull the stack out, and then with one hand at each end of the stack, lift and hold it in a curved position as shown in the following illustration.**
- » **Note:** *Paper is packed in reams of 500 sheets. Don't unpack the paper above the printer as this might cause particles to 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 is loaded in the cassette.*



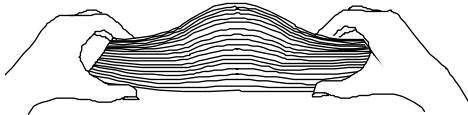
Hold  
Without  
Gripping

## Loading the Media Cassette

- 2 Grip each end of the stack firmly.



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



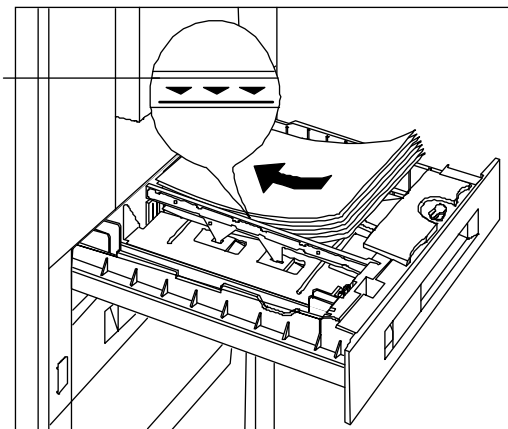
- 4 Take off the top and bottom sheets.

The top and bottom sheets sometimes have residual glue buildup that could cause the printer to jam.

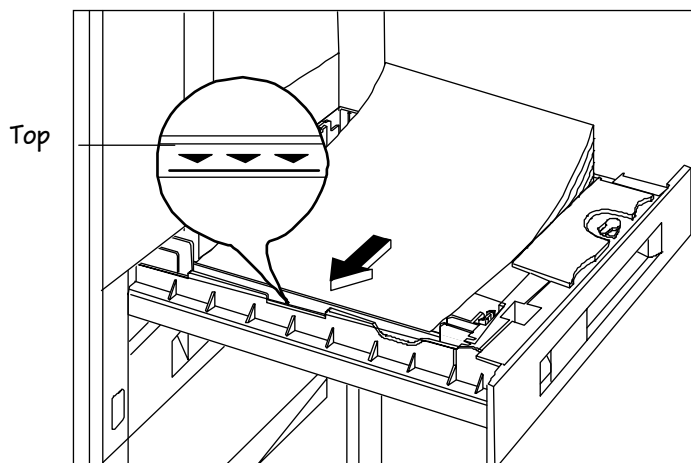


## Loading the Media Cassette

- 5 Place a stack of media in the cassette with the print side facing down.

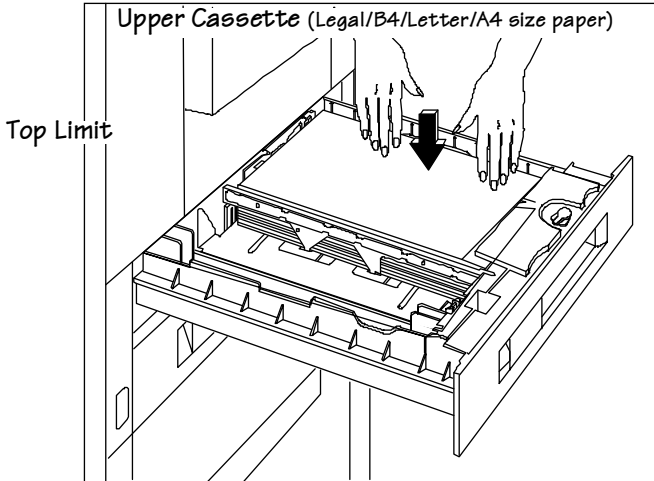


Lower Cassette (Legal/B4/Letter/A4/11x17/A3 size paper)

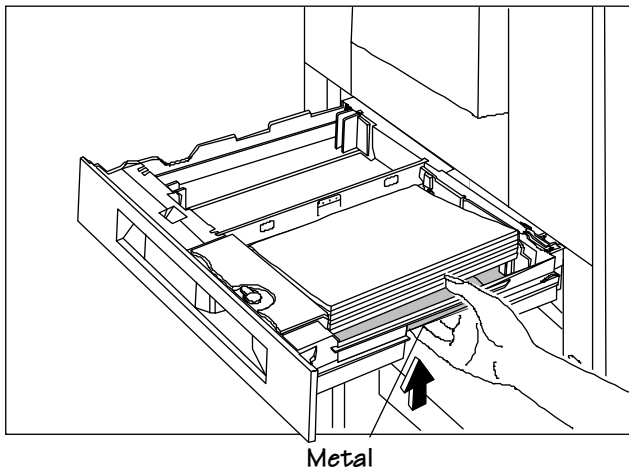


## Loading the Media Cassette

- 6 Ensure that the media stack lies flat and does not exceed the top limit mark.



- » **Note:** If you need to remove excess media from a media cassette, simply push up the metal panel to lift the media stack.

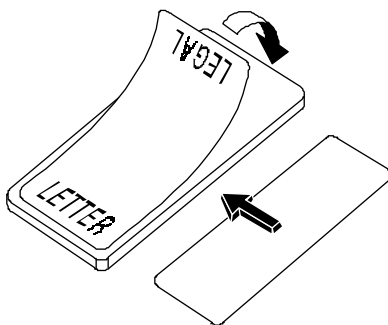


## **Open the Cassette**

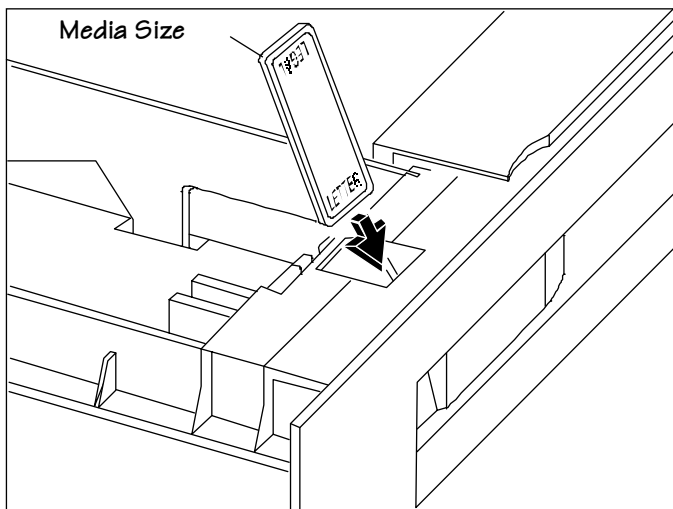
### **1 Attach the media size card**

The media size card identifies the media loaded in a cassette.

- a Remove two of the media size labels and place one on each side of the media size card.



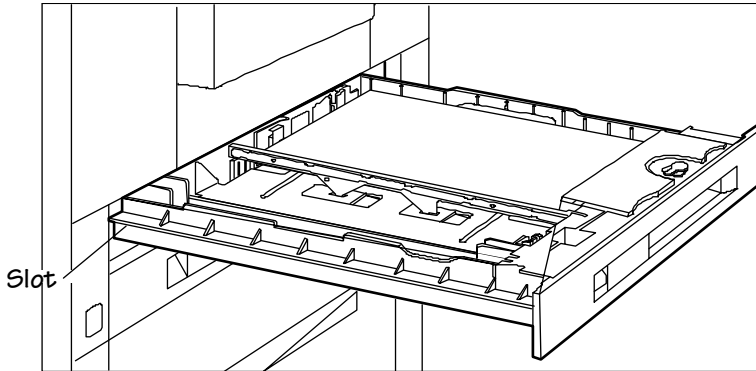
- b After the media is loaded in a media cassette, insert the media size card into the slot.



- c Ensure that the correct media size label is showing.

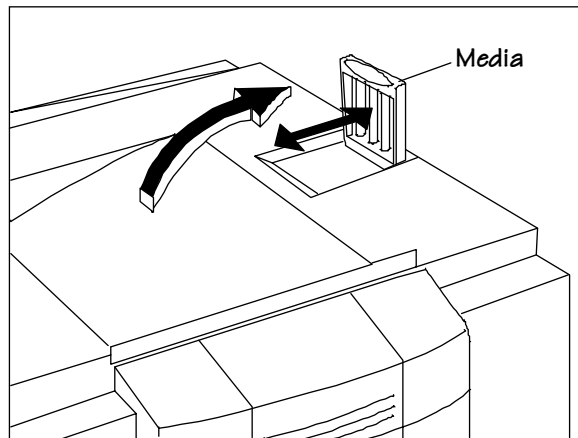
## Loading the Media Cassette

- 2 Slide the cassette into the cassette slot until it's firmly seated.



Media Orientation (B4/Legal/11" x 17")

- 3 Flip up the media stop, and slide it to the correct media size.



- » **Note:** When printing different-sized media in the face-down tray, set the media stop to the largest media size. If it is set to a smaller size, large-size media will curl, block the opening (when delivered to the output tray), and cause a media jam.

# Feeding Media

There are two ways of feeding media through your printer:

- Cassette feed (automatically)
- Manual feed (from the multipurpose tray)

## Cassette Feed

Cassette feed automatically pulls media from one of the cassettes at the front of the printer. The cassettes handle media as light as 17 lbs (64 g/m<sup>2</sup>) or as heavy as 28 lbs (105 g/m<sup>2</sup>), and the maximum loading depth is 1.97" (50 mm).

See "Loading the Media Cassette" on page 2-2, for details on how to load the cassette.

## Manual Feed

Manual feed is the method of feeding single sheets or small increments of media, such as envelopes, labels, paper, odd-sized media, or transparencies from the multipurpose tray only. Media weight can range from 17 to 34 lbs (64 to 128 g/m<sup>2</sup>).

- » **Note:** *Use the face-up output bin (described in the following section) when printing heavy-weight stock and envelopes. Using this bin bypasses some internal printer rollers and results in less curl. It is used often with manual feed.*

Manual feed is very useful for

- Odd-sized media (cut sheets)
- Transparencies
- Heavy-weight labels and envelopes

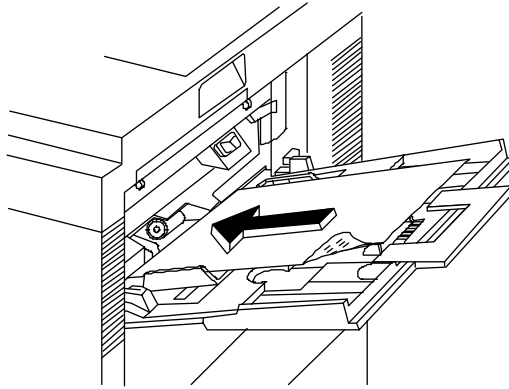
Use the following instructions to manual-feed media:

- 1 Adjust the media guides on the multipurpose tray to match the width of the media you are using.**

## Selecting Media Delivery

### 2 Load media in the multipurpose tray.

The print side should be facing up and placed as shown, depending on the media size. The media is automatically fed into the printer, and the printed media is forwarded to the selected output tray. See chapter 2, "Print Media," of the *Reference* for information on feed edge.



## Selecting Media Delivery

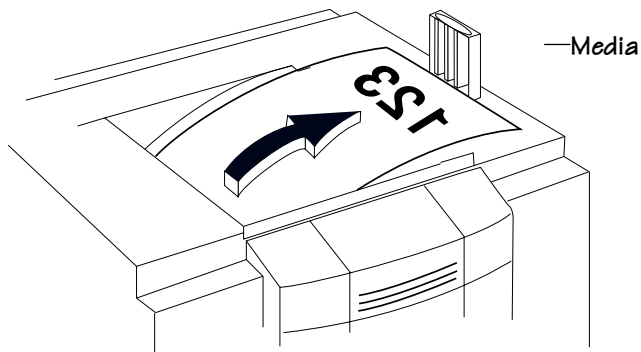
Your media delivery selection controls whether you want your output to stack face-down or face-up. It depends on the type of media, as well as personal preference. For best results, always test print a few pages to ensure that the selected print delivery is suitable for the media.

- » **Note:** *The order of output on the your QMS 2425/2425 TURBO Print System is from first to last page in both the face-up and face down output trays. If your QMS 2425/2425 TURBO Print System is the base model (with 8 MB memory), complex multiple page documents sent via the face-up output tray must be chunk collated to ensure that the order of pages is first to last.*

However, the base model system may have insufficient memory to store the entire document before printing begins, so you could experience unexpected ordering of your output pages. You can purchase the executive model of this printer with 24 MB of memory, the 2425 TURBO EX with 32 MB of memory, or you can add additional memory to the base model system to avoid this type of chunk collation problem. See appendix A, "QMS Customer Support," for sales and support telephone numbers.

### Face-down Tray

After being printed, media normally stacks face-down in the recessed area on top of the printer. The face-down tray holds up to 500-sheets of media.



### Setting the Media Stop

The media stop keeps the media positioned in the output tray. For face-down delivery, you must set the media size to the correct media size.

Use the following directions to set the media stop:

- 1 Flip up the media stop, and slide it to the correct media size.**
  - » **Note:** When printing different-sized media in the face-down tray, set the media stop to the largest media size. If it is set to a smaller size, large-size media will curl, block the opening (when delivered to the output tray), and cause a media jam.

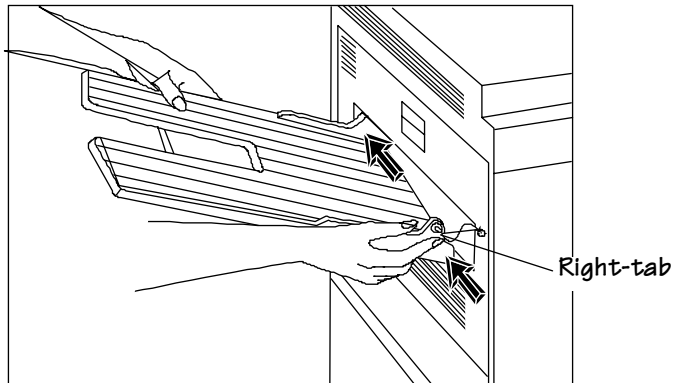
## **Face-up Tray**

For face-up output, you must attach the face-up tray to the left side of the printer and configure the printer to access it. This tray holds up to 100 sheets of media.

### **Attaching the Face-up Tray**

Use the following instructions to attach the face-up tray.

- » **Note:** *When printing transparencies with face-up delivery, remove them from the face-up tray as soon as delivered to prevent excessive curling and jams.*
- 1** Insert the left tab on the face-up tray into the slot on the back of the printer.
- 2** Press lightly on the right side and insert the right tab into the slot.



- 3** Access the Operator Control/Outputbin menu and enable Face Up.

## **Removing the Face-up Tray**

Use the following instructions to remove the face-up tray:

- 1 Remove first the right tab, and then the left tab on the face-Up tray from the slot on the back of the printer.**
- » **Note:** *Remember to disable the Operator Control/Outputbin/Face up setting.*

## **Other Media Delivery Options**

The QMS Stackler Option, which includes three large-capacity output trays, provides face-up, face-down, job offset, and stapling media delivery options. See chapter 8, “Document Finishing Options,” in the *Options* manual for more information.

# **Loading the Multipurpose Tray**

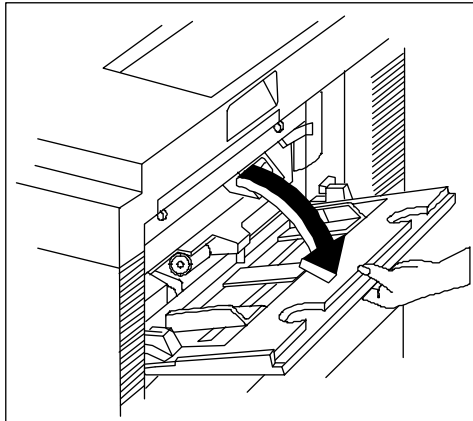
Use the multipurpose tray to print on envelopes, labels, odd-size media, and transparencies. The multipurpose tray is also especially useful if you want to print on a single sheet of letterhead or colored media without changing the media in the media cassettes. Its capacity is approximately 100 sheets of 20 lbs (75 g/m<sup>2</sup>) cut-sheet media. When the tray is not in use, retract it into the printer.

This section explains how to load print media in the multipurpose tray. For tips on how to get the best possible printing results, see “Envelopes: Special Considerations,” “Labels: Special Considerations,” and “Transparencies: Special Considerations,” at the end of this section.

## Loading the Multipurpose Tray

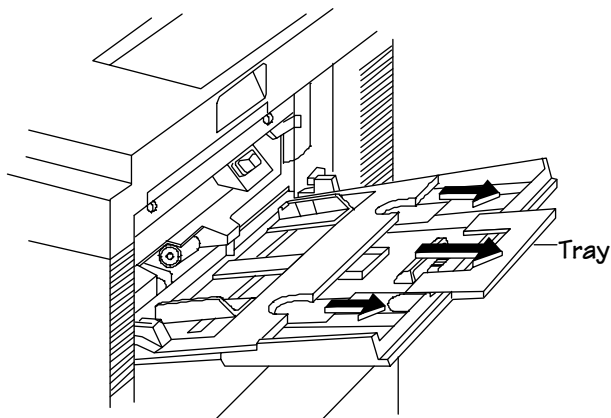
- » **Note:** A MEDIA SIZE MISMATCH error can be caused if the media in the multipurpose tray is not the media size selected for the multipurpose tray (inputbin 1). If the printer supports the media size you want, insert the correct size media in the multipurpose tray. If the printer does not support the media size you want, set Operator Control/Multipurpose Sz to universal to clear the error. See "Media Size" in chapter 4, "Printer Configuration," of the Reference for more information on multipurpose size.

- 1 Reach into the pocket of the multipurpose tray and pull it open.

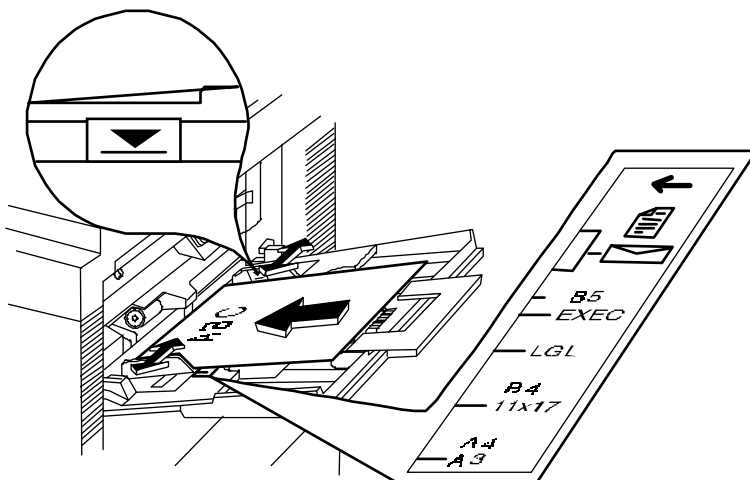


## Loading the Multipurpose Tray

- 2 Pull out the large tray extension from the two grips.



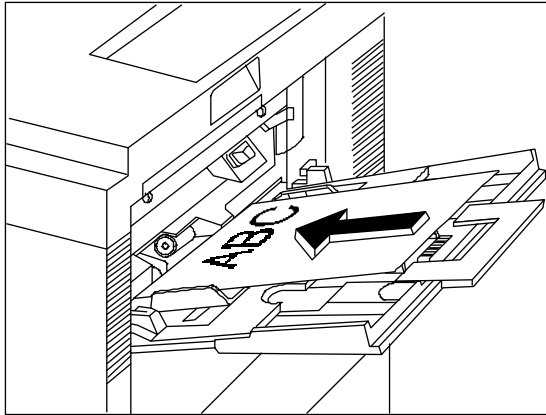
- 3 Pull out the small tray extension from the center grip.
- 4 Adjust the media guides to the size of the media.



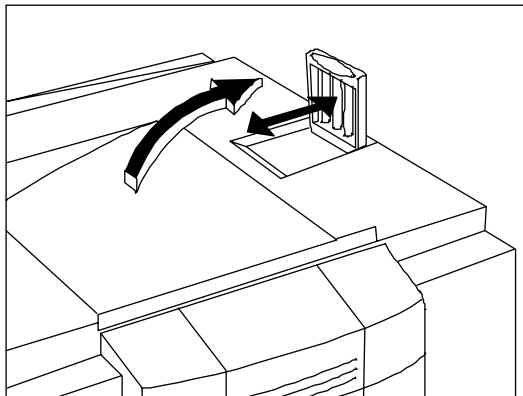
## Loading the Multipurpose Tray

- 5 **Align the media, and insert it between the media guides as far as possible into the printer, with print-side up and the top of the media going into the printer first.**

See chapter 2, "Print Media," of the *Reference* for the print media chart that indicates appropriate feed edge for each paper-size.



- 6 **Make sure that the media does not exceed the limit mark on the media guide.**
- 7 **Check the media guides to make sure they touch the sides of the print media.**
- 8 **Adjust the media stop to the correct size.**



## **Envelopes: Special Considerations**

- Use landscape orientation to create the envelope text in your application short-edge first.
- Before printing envelopes
  - Disable the duplexer if it is installed.
  - Remember that you can only print on the address side of the envelope.
  - Make sure that the media guides are set to the height of the envelope (media jams or misfeeds may occur if they are too loose or too tight).
- We recommend that you use Canon USA office envelopes with diagonal joints and ordinary gummed flaps.
- Use envelopes with the flap toward the rear of the printer when loaded.
- Keep the following conditions in mind when choosing an envelope:
  - It must not contain any fasteners, clasps, windows, or peel-off strips; otherwise, the printer may be seriously damaged.
  - The envelope material must not melt, vaporize, offset, discolor, or emit dangerous fumes at high temperatures (190° C/ 374° F).
  - The edges must be square and it must not be wrinkled, torn, or curled.

## **Labels: Special Considerations**

Labels are printed from the multipurpose tray. The procedure for feeding labels is almost the same as for regular media; however, you must use the face-up output bin. Keep in mind the following considerations:

- Use Avery Label Stock 5160 or Canon USA labels. Adhesive label stock should have pressure-sensitive (peel-and-stick) adhesive backing and should be 17-34 lbs (64 -128 g/m<sup>2</sup>).
- Use only label sizes letter or A4.

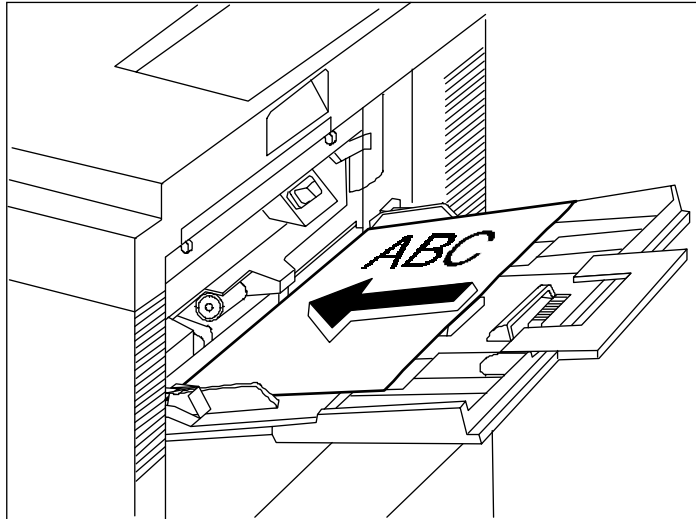
## Loading the Multipurpose Tray

- The surface (print face) of the labels must be made of normal paper with a matte-finish, similar to copy paper.
- The label backing must be able to withstand the heat generated by the fixing assembly (190° C/374° F).
- Ensure that the label backing is not made of easily removable coated paper.
- Avoid using labels with exposed adhesive; it may stick to the toner cartridge or the fixing roller, causing labels to peel off and printer jams to occur.
- Label data should be formatted within your application. Try printing your data on a plain sheet of media first to check placement. This reduces the number of label sheets you use.
- Before printing labels, disable the duplexer if it is installed and check the manual feed guides to make sure they're not too tight and buckling the labels. Also, make sure label size and type meet specifications listed in appendix B, "Technical Specifications," of your *Reference* guide. If labels curl excessively, use the face-up output bin at the rear of the printer.
- Load the labels lengthwise (long edge first), face up, and with the top of the page toward the rear of the printer.

## **Letterhead and Memo Media: Special Considerations**

Letterhead and memo media are printed from the multipurpose tray. Keep in mind the following:

- Load the media lengthwise (long edge first), face up, and with the top of the page toward the rear of the printer.



## **Odd-size Media: Special Considerations**

Odd-size media is printed from the multipurpose tray. Keep in mind the following considerations:

- Use only 17-28 lbs (64-105 g/m<sup>2</sup>) odd-size paper recommended for laser printers.
- Do not use perforated paper (including 3-hole-punched paper).

## **Transparencies: Special Considerations**

Transparencies are printed from the multipurpose tray, using the face-up output tray at the back of the printer.

- We recommend using Canon USA or 3M type PP2500 transparencies.
- Use only transparency sizes letter or A4.
- Transparencies must be able to withstand the heat generated by the fixing assembly (190° C/374° F), without melting.
- Tap the stack of transparencies on a flat surface to align the edges, before loading them. Remember, don't fan the stack.
- When handling transparencies, hold them by their edges and avoid touching the print side.
- Load transparencies printing side up. The correct print side is usually marked on the transparency package. About 20 sheets can be loaded at one time.
- When printing transparencies with face-up delivery, remove them from the face-up tray as soon as delivered to prevent excessive curling and jams.
- Remember to keep the media path clean. Transparencies are especially sensitive to a dirty media path. If there are shadows either on the top or the bottom of the sheets, see chapter 4, "Printer Care," for instructions on how to clean the media path.

## **Printing Envelopes**

The QMS 2425/2425 *TURBO* Print System supports envelope printing in two ways:

- From the multipurpose tray on any size media from 6.92" x 10.23"—176 mm x 260 mm by manually inserting up to 10 envelope in the tray.

- From the optional envelope cassette on up to 100 envelopes in the following sizes: envelope 9.76" x 6.93", COM 10 (9.5" x 4.125"), Monarch (7.5" x 3.875"), DL size (8.66" x 4.33") 229 mm x 162 mm, and C5 size (9.02" x 6.38") 229 mm x 162 mm.

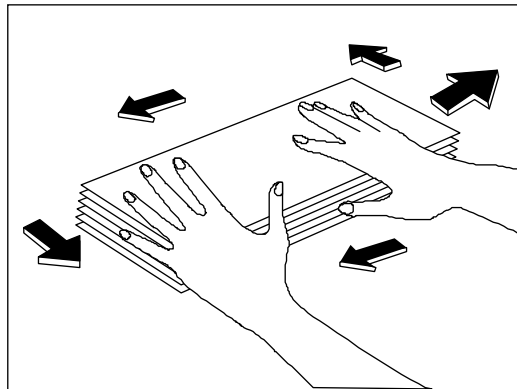
### Formatting Data for Envelopes

Your printer receives the necessary instructions to print on envelopes from your application. Read the printing section of your application manual to find out how it supports envelope printing. The printer should be in landscape mode for most applications. Usually, this is accomplished through the application.

When formatting data for envelopes, leave a 0.6" (15 mm) margin from the edges of the envelope. Print on only one side. Remember, some parts of an envelope consist of three layers of media: the front, back, and flap. Print in these layered regions may be faded.

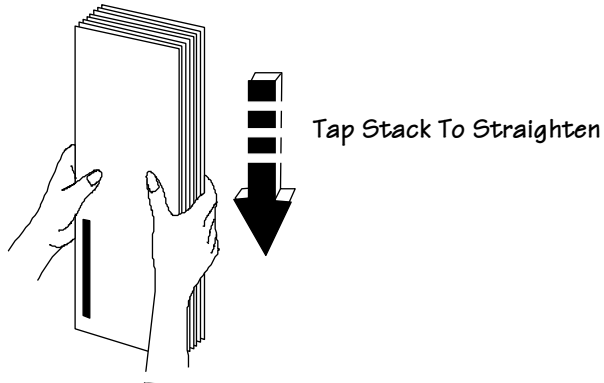
### Loading Envelopes via the Multipurpose Tray

- 1 Place the envelopes on a flat surface and flatten them by pressing down the corners in the direction shown.

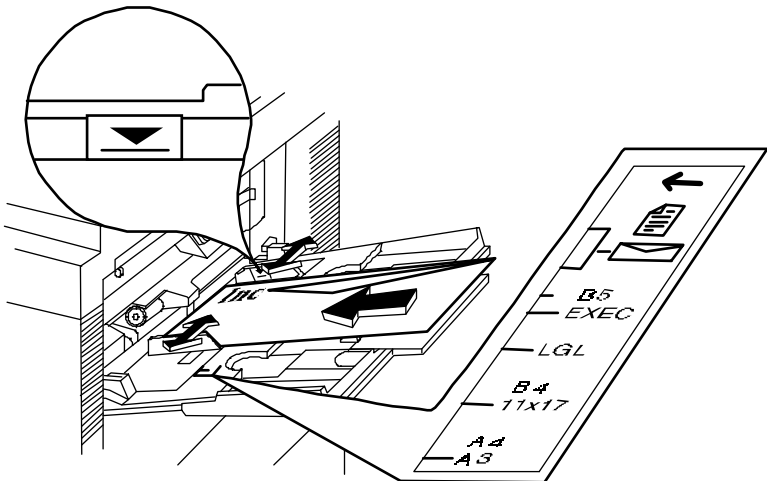


## Printing Envelopes

- 2 Flex the envelope stack (including the edges) to remove any stiffness. Correct any dog-eared corners, then tap the envelopes on a flat surface to align.



- 3 Open the multipurpose tray.
- 4 Adjust the media guides to the height of the envelopes.



- 5 **Slide the envelope stack into the printer as far as it will go, with the print side facing up and the flap should be on your right.**

Because envelopes pass through heated rollers, the gummed area on the flap may seal. Open the flap immediately after it passes through the printer, before the seal cools. You may then reseal it in the usual manner. The use of envelopes with emulsion-based glue avoids this problem.

### **Loading Envelopes via the Envelope Feeder**

To load up to 100 envelopes at a time, use the optional envelope feeder. Instructions for installing and using it are in chapter 6, "Media Input," in the *Options* guide. See your QMS vendor for more information on the optional envelope feeder.

## **Using Toner Cartridges**

Characters and images are created in your laser printer through a process that applies toner (made of carbon particles) to the page in the printer's fusing unit. When an image is formed, a positive electrical charge is applied to transfer the image to the page. The toner cartridge contains the toner and the photosensitive drum needed to operate the laser printer. The photosensitive drum has characteristics similar to those of photographic film.

### **Toner Cartridge Life**

The toner cartridge contains enough toner to print about 15,000 letter/A4-size pages at normal (4%) page coverage. If the printer is run entirely in Conserve Toner mode (Administrator/Engine/Conserve Toner menu), a toner cartridge lasts for over 52,500 letter/A4-size pages at normal (4%) page coverage.

When the cartridge toner supply runs low, the printer message `TONER LOW` displays. Usually, parts of the page print lighter. It is your option whether or not to continue printing when the engine senses it is low of toner.

## Using Toner Cartridges

When toner is low, it is sometimes helpful to take the cartridge out of the printer and redistribute the toner. This is done by gently rocking the cartridge side to side. Then reinstall the cartridge. If the **TONER LOW** message remains in the display panel after redistributing toner, the cartridge must be replaced.

Additional toner cartridges may be purchased from your QMS vendor. Toner specifications are in appendix B, "Technical Specifications," of your *Reference* manual.

### Toner Cartridge Handling

The cartridge contains the toner and laser-sensitive drum needed to operate the laser printer.

- The cartridge has a wide opening for the laser beam guided via the reflecting mirror. Be careful not to drop any foreign objects, such as clips or pins, when handling and installing the cartridge.
- The drum is extremely sensitive to light and may deteriorate if exposed to bright light; do not open or touch the drum protective shutter.

### Toner Cartridge Storage

The toner cartridge

- Should be kept in its protective bag until you're ready to install it.
- Is sensitive to bright light. Do not store it in direct sunlight or room light (more than 1500 lux). Store it horizontally in a cool, dry location away from sunlight. The maximum storage temperature is 95° F (35° C) and the maximum storage humidity is 80% without condensation.
- Should be kept level during storage. Do not stand or store the cartridge on its end or turn upside down; the toner inside the cartridge may become caked or unequally distributed.
- Should be kept away from salty air environments, corrosive gases such as aerosols, and extreme heat or humidity.

- Should be kept away from monitors, disk drives, and floppy disks. The magnets in the cartridge can damage stored data.

### Refilled Toner Cartridges

QMS does not recommend using refilled toner cartridges on this printer. Refilled toner cartridges may produce variations in toner quality and reliability and may reduce the print quality of your documents. In addition, toner leaks affect your warranty.

### Extending Toner Cartridge Life

#### Redistributing Toner

When the toner supply is low, `TONER LOW` displays in the printer's message window, and parts of the page usually start printing lighter than normal.

Sometimes, you can increase the life of the toner cartridge by taking it out of the printer and redistributing the toner—hold the cartridge with both hands and then gently rock it from side-to-side (as you do for a new cartridge) five or six times. If the `TONER LOW` message remains in the message window, you must replace the toner cartridge, as described later in this chapter.

#### Conserving Toner

To help you lower your printing costs, your printer provides an option called Conserve Toner, which simulates draft-quality printing. The printer reduces the amount of toner used during printing by screening the black dots in a 1:3.5 ratio. In other words, 1 black dot prints for every 3.5 black dots that would print in normal printing mode. Increasing the Toner Density may darken your draft-quality printing.

The Conserve Toner option can be enabled through your printer driver or through the Administration/Engine/Print Quality menu.

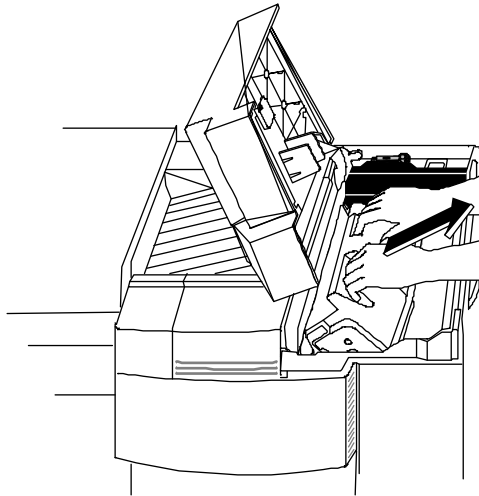
- » **Note:** *The Conserve Toner option is designed for draft printing only. Turn off Conserve Toner when printing proof or final copies of documents to avoid any possible distortion of patterns, halftone, and images.*

# Replacing a Toner Cartridge

You may purchase additional cartridges from your QMS vendor. See the "Print Engine Specifications" section of appendix B, "Technical Specifications," in the *Reference* for more information on toner cartridges.

## Removing the Empty Toner Cartridge

- 1 Open the top cover.
- 2 Remove the empty toner cartridge. Grasping the grip area of the empty toner cartridge with both hands, remove the cartridge by pulling it toward you.



Put the old toner cartridge in a trash receptacle. Do not dispose of it by burning.

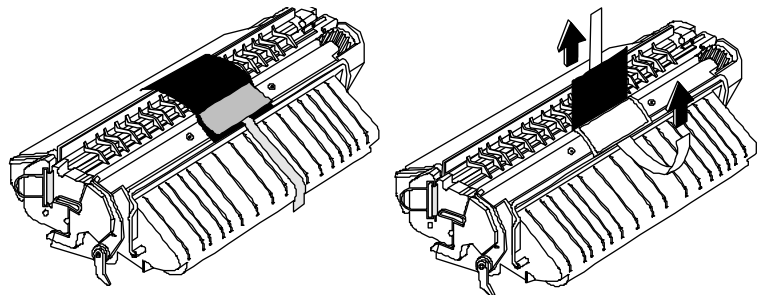
- 
- s **Caution:** *Remember that each time you replace the toner cartridge, you should remove any residual toner powder from inside the printer. (See the "Cleaning the Printer," section of chapter 4 of this manual.)*
-

## **Installing a Toner Cartridge**

In your laser printer, characters and images are created through a process that applies toner (made of carbon particles) to the page in the printer's fusing unit. When an image is formed, heat and pressure are applied to transfer the image to the page. The toner cartridge contains the toner and photosensitive drum needed to operate the laser printer.

You may purchase additional toner cartridges from your QMS vendor. See appendix B, "Technical Specifications," of the *Reference* manual for specifications.

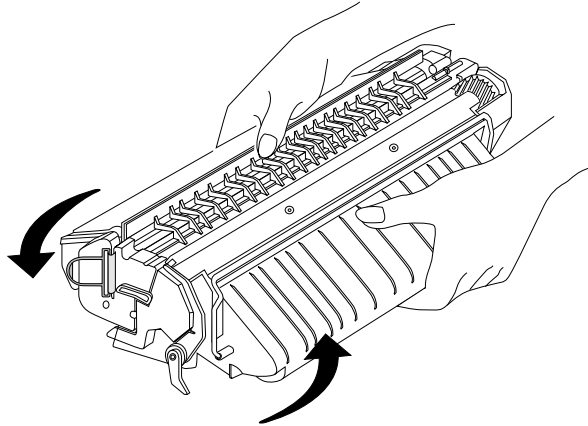
- 1 Open the top cover, if it's not already opened.**
- 2 Lift the toner cartridge out of its shipping carton, open the protective bag, and remove the cartridge.**
  - » **Note:** *After taking the toner cartridge from its protective bag, do not open the cover or touch the photo-sensitive drum of the toner cartridge because it may deteriorate the drum and reduce print quality.*
- 3 Remove the black protective sheet, and discard it.**



## Replacing a Toner Cartridge

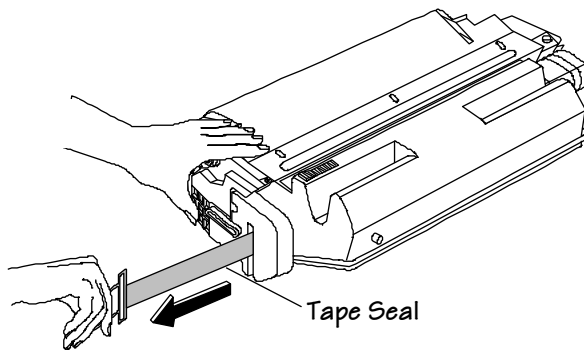
### 4 Distribute the toner in the cartridge.

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



### 5 Remove the tape seal.

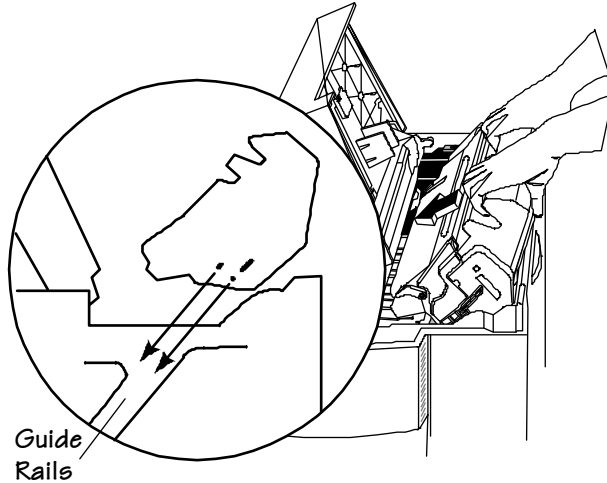
Holding the cartridge in place with one hand, use your other hand to grasp the orange tab on the right side of the tape seal. Pull the orange tab straight out, and then discard both the orange tab and the tape seal. If the ring breaks off from the tape, pull the tape by its end.



## Replacing a Toner Cartridge

### 6 Slide the toner cartridge in the printer.

Grasp the tabs on the toner cartridge and place the cartridge on the rails inside the printer. Then lift the tabs slightly, and slide the cartridge straight back into the printer until it is firmly seated.



### 7 Close the printer's top cover.





# 3

---

## Advanced Printing Features

---

### **In This Chapter . . .**

- “High-Resolution Printing” on page 3-2
- “Printing Duplex” on page 3-6
- “Cassette Chaining” on page 3-9
- “Collating Output” on page 3-10
- “Working with Status Pages” on page 3-13
- “Cancelling/Ending Print Jobs” on page 3-14

# Introduction

This chapter describes changing print resolution, using high-resolution while duplexing, chaining paper cassettes, collating output, printing a status page, cancelling a print job, and ending a print job.

## High-Resolution Printing

The QMS 2425/2425 *TURBO* Print System supports three print resolutions: 300x300, 600x600, and with Multi-Res daughterboard. For printed pages that don't require optimum print quality, such as rough drafts, memos, or text-only pages without graphics (dependent on shading details), you may choose to set the printer at 300 dpi. Printing at 300 dpi reduces the amount of processing time the printer requires before printing the page. For pages that demand high-quality output, especially those containing detailed graphics or varying background shades, you'll want to set the printer resolution to a higher resolution.

- » **Note:** *To print at 1200x1200 dpi you need to install an optional Multi-Res daughterboard, and you may also need to add more memory. (See the "How Much Memory Do You Need?," section beginning on page 3-3 of this chapter for memory details.)*

### Setting the Resolution

You can set the default resolution of your printer through the Administration/Engine/Def Resolution menu.

|                |   |
|----------------|---|
| <b>Menu</b>    | Administration/Engine/Def Resolution  |
| <b>Choices</b> | 300 dpi—300x300 dpi resolution.<br>600 dpi—600x600 dpi resolution.<br><br>» <b>Note:</b> <i>If you have the optional Multi-Res daughterboard installed, the 1200 dpi option also appears.</i> |
| <b>Default</b> | 600 dpi   |

Your printer offers greatly improved print quality at 600 and 1200 dpi. To take best advantage of these higher resolutions use

- The resident PostScript and PCL 5e typefaces
  - The QMS printer drivers designed for your printer
- » **Note:** *Whenever possible, set the print resolution through your application. If the print resolution can't be set through the application, through the printer driver, through the printer configuration menu, or through QMS Document Option Commands.*

## Smoothing

Your 2425/2425 *TURBO* Print System offers a smoothing option under the Administration/Engine/Print Quality menu. See chapter 4, "Printer Configuration," of *Reference* for details on this QMS edge-smoothing technique which alters the size and position of dots that lie on the outer edges of an object by reducing the width of the laser pulse to a fraction of the full pulse width. It smooths jagged-edges in text, lines, and graphics and generally improves their print quality.

- » **Note:** *When you are printing halftones, smoothing is not recommended because it may introduce artifacts in the halftone or scanned image. For better results, if smoothing is required for your documents in text and line art, use the basic option for halftone types.*

## How Much Memory Do You Need?

Your QMS 2425/2425 *TURBO* Print System base model comes with 8 MB of memory, the executive model comes with 24 MB of memory, and the 2425 *TURBO* EX comes with 32 MB of memory.

The following tables list the minimum framebuffer and total system memory requirements for each resolution/media combination.

- » **Note:** *If a certain resolution is chosen and the minimum amount of memory is not installed in the printer, the file is printed using the next lower resolution. For example if you have a base-model printer and you choose 600 dpi resolution, legal media, and duplex (optional duplexer required), but the printer has only the standard memory instead of the required 10 MB minimum, the file prints at 300x300 dpi.*

## High-Resolution Printing

### Minimum Framebuffer Memory Requirements

| Media Size | Minimum Framebuffer RAM (in MB) |        |             |        |               |        |
|------------|---------------------------------|--------|-------------|--------|---------------|--------|
|            | 300x300 dpi                     |        | 600x600 dpi |        | 1200x1200 dpi |        |
|            | Simplex                         | Duplex | Simplex     | Duplex | Simplex       | Duplex |
| A3         | 2                               | 4      | 8           | 16     | 32            | 64     |
| A4         | 1                               | 2      | 4           | 8      | 16            | 32     |
| Executive  | 1                               | 2      | 4           | 8      | 13            | 26     |
| 11 x 17    | 2                               | 4      | 8           | 16     | 32            | 64     |
| Legal      | 1.5                             | 3      | 5           | 10     | 20            | 40     |
| Letter     | 1                               | 2      | 4           | 8      | 16            | 32     |
| Universal  | 2.2                             | 4.4    | 8.6         | 17.2   | 34.4          | 68.8   |

### Minimum System Memory Requirements

- » **Note:** This table lists the values for a system without a hard disk installed.

| Media Size | Minimum System RAM (in MB) |        |             |        |               |        |
|------------|----------------------------|--------|-------------|--------|---------------|--------|
|            | 300x300 dpi                |        | 600x600 dpi |        | 1200x1200 dpi |        |
|            | Simplex                    | Duplex | Simplex     | Duplex | Simplex       | Duplex |
| A3         | 6                          | 8      | 12          | 20     | 36            | 68     |
| A4         | 5                          | 6      | 8           | 12     | 20            | 36     |
| Executive  | 5                          | 6      | 8           | 12     | 17            | 26     |
| 11 x 17    | 6                          | 8      | 12          | 20     | 36            | 68     |
| Legal      | 4.5                        | 7      | 9           | 14     | 24            | 44     |
| Letter     | 5                          | 6      | 8           | 12     | 20            | 36     |
| Universal  | 6.2                        | 8.4    | 12.6        | 21.2   | 38.4          | 72.8   |

- » **Note:** This table lists the values for a system with a hard disk installed and disk swapping enabled.

| Media Size       | Minimum System RAM (in MB) |        |             |        |               |        |
|------------------|----------------------------|--------|-------------|--------|---------------|--------|
|                  | 300x300 dpi                |        | 600x600 dpi |        | 1200x1200 dpi |        |
|                  | Simplex                    | Duplex | Simplex     | Duplex | Simplex       | Duplex |
| <b>A3</b>        | 4                          | 6      | 10          | 18     | 34            | 66     |
| <b>A4</b>        | 3                          | 4      | 6           | 10     | 18            | 34     |
| <b>Executive</b> | 3                          | 4      | 6           | 10     | 15            | 24     |
| <b>11 x 17</b>   | 4                          | 6      | 10          | 18     | 34            | 66     |
| <b>Legal</b>     | 3.5                        | 5      | 7           | 12     | 22            | 42     |
| <b>Letter</b>    | 3                          | 4      | 6           | 10     | 18            | 34     |
| <b>Universal</b> | 4.2                        | 6.4    | 10.6        | 19.2   | 36.4          | 70.8   |

You may need additional memory (SIMMs) for the following:

- To print complex graphics or complex PostScript documents
- For increased collation performance
- For increased spooling performance

See chapter 2 of the *Options* guide, the “Single In-Line Memory Modules” section, for more information on installing SIMMs.

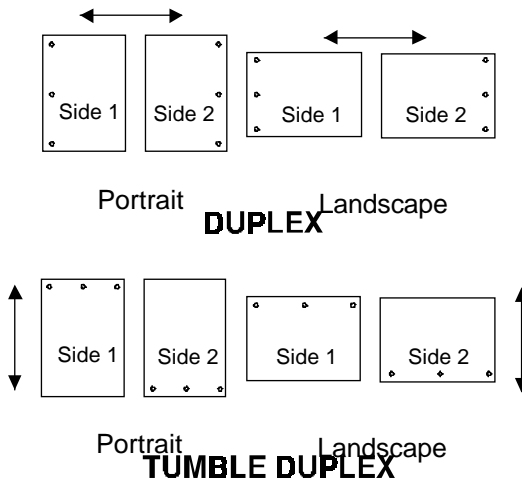
- » **Note:** The 2425 TURBO EX requires 8 MB additional RAM due to the system image running out of RAM since there is no flash memory in this configuration.

# Printing Duplex

The QMS 2425/2425 TURBO Print System supports duplex printing.

- From either universal cassette on any supported size media (17—28 lbs/64—105 g/m<sup>2</sup>). When the optional duplexer is installed, media is automatically fed via the media cassettes.
  - » **Note:** *Odd-size paper cannot be used in automatic duplex printing as it will cause media jams.*
  - From the multipurpose tray on any supported size media by manually inserting the media in the tray and printing on one side, and then manually flipping the media, inserting it in the tray again, and then printing on the other side.
- 
- ▲ **Caution:** *Duplexing may lower the print quality, cause media jams, or cause media to curl or wrinkle. With the minimum system memory available, graphics intensive duplex printing at 600 dpi or 1200 dpi with error recovery on reduces engine speed. Duplex printing is not possible on envelopes, labels, and transparencies.*
- 

There are two types of duplex printing: duplex and tumble duplex. This illustration shows the difference between these two types, using three-hole-punched paper as an example.



## Automatic via a Cassette

Once the duplex printing option is installed on your printer, the Duplex option appears in the Operator Control menu. See chapter 4, "Printer Configuration," in the *Reference* guide for more information on this option. Use your application to choose duplexing on a per-job basis or the configuration menu to set duplexing as the default for all print jobs.

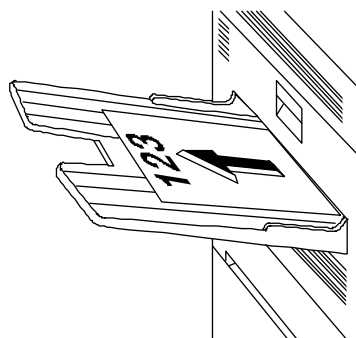
» **Note:** *Odd-size paper cannot be used in automatic duplex printing.*

## Manual Feed via the Multipurpose Tray

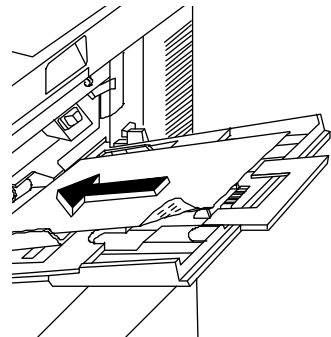
For duplex printing from the multipurpose tray, follow this procedure:

- 1 **Access the Configuration menu and set the printer to Manual Feed.**
- 2 **Print on one side of the media.**
- 3 **Insert the media in the multipurpose tray with the leading edge first and the side you want to print next facing down.**

▲ **Caution:** *Straighten the leading-edge of the media if it's curled because curling can cause print media jams and wrinkles. Also, make sure that the media guides are set to the width of the media. Printing problems may occur if they're set too loose or too tight.*



Printing on one side



Printing on the other side  
(Loading from the tray)

### High-Resolution and Duplex Printing

If your printer has the optional duplexer, duplexing option, you can print on any of the media sizes at 300x300 dpi. However, printing duplex via the cassettes at 600x600 dpi resolutions may require additional memory. (See the memory table in the previous section for each resolution/media size memory requirement).

### Duplex Printing Tips

- Select paper with high opacity for duplex printing. Opacity refers to how much paper blocks out what is written on the opposite side of the page. Paper with high opacity has low transparency. If paper has low opacity (high transparency), then the printed data from one side of the page will show through to the other side. For best results, test a small quantity to make sure the opacity is acceptable.
- For duplex printing on pre-printed letterheads, place the sheet face-down with the bottom of the page inserted first. In the duplex mode, the printer prints side two first, then side one.

# Cassette Chaining

The QMS 2425/2425 *TURBO* Print System comes standard with two 500-sheet universal cassettes (also known as trays or input bins) for a total media capacity of approximately 1000 sheets before a reload is necessary. You may choose to have the printer automatically draw from another cassette when the current cassette empties. Here are five ways to chain cassettes:

- Your application may include a specific procedure for using a dual-cassette printer. Check your documentation.
- The QMS Level 2 Windows printer driver allows you to select an alternate cassette for chaining.  
  
On a network, use CrownAdmin2 via a remote console to configure chaining.
- Configure the printer through configuration menu. The following section has more information.

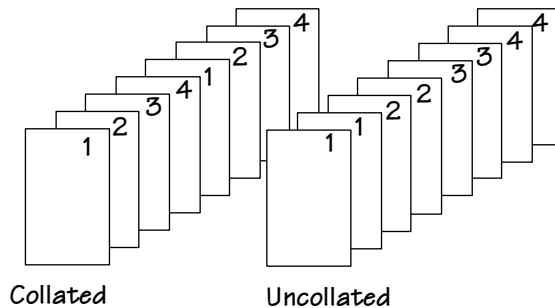
## Using the Configuration Menu

The Chain Inputbins option in the Operator Control menu allows you to “chain” inputbins (tray and cassettes) so that when the first inputbin empties, the printer automatically draws paper from another inputbin.

|                |  |
|----------------|--|
| <b>Menu</b>    | Operator Control/Chain Inputbins   |
| <b>Choices</b> | On—Switches to the next inputbin with the same size and type of media when the default inputbin is empty.<br>Off—Doesn't switch inputbins; uses only the default inputbin.<br>On Any—Switches to the next inputbin, regardless of the size and type of media installed, when the default input bin is empty. |
| <b>Default</b> | On   |
| <b>Notes</b>   | Use the Operator Control/Inputbin menu to set the default inputbin. Also, make sure that the two cassettes installed in your printer are set to the same size media.   |

# Collating Output

Collation is the printing of sets of multiple copies of a document in numeric order. The QMS 2425/2425 *TURBO* Print System is collation capable. It can deliver multiple copies of your document in collated or uncollated order to the output tray. The following illustration shows the collated and uncollated stacking for two copies of a four-page file.



- » **Note:** *When using the collation with other features, such as stapling, ensure that the collation is disabled in your Windows application Print dialogue box but enabled in the QMS printer driver.*

## Improving Collation Performance

To greatly improve collation performance, which allows you to collate longer and more complex print jobs on the QMS 2425/2425 *TURBO* Print system, you can do one of the following:

- Add more printer memory, which automatically increases the Display List client's memory setting. See chapter 2, "Memory and System Software," of the *Options* manual for information on how to install additional memory.

- Take any memory, if available and not being used by other clients, and add it to Administration/Memory/K Mem Display.
- ▲ **Caution:** *This option should be used only by individuals who are familiar with adjusting memory settings. Incorrect use of this option could cause your system to operate incorrectly.*
- If your printer has an optional hard disk and if Administration/Memory/Enable Disk Swap is set to On, then any extra memory is distributed to all memory clients.
- Collate through your application.
- » **Note:** *Collating through your application is more time consuming than collating through the printer. The application sends the complete job the requested number of times rather than sending it once and holding data in printer memory.*

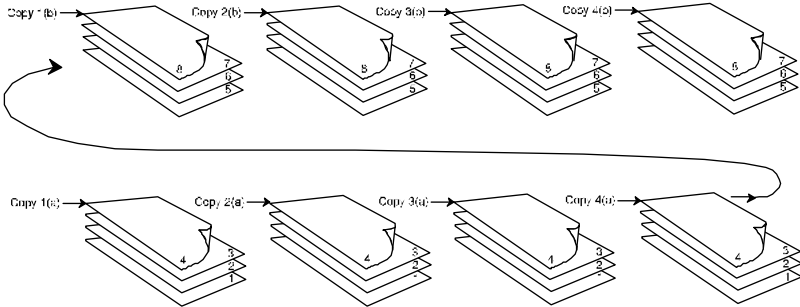
For a multiple-copy document with collation On, there must be enough Display List memory to hold the display list blocks for all pages in the collation range. (See the “Display List” memory section in the *Reference*, for detailed information on display list blocks.) If there is not enough memory, then a chunk collation boundary is forced after the last compiled page of the collation range.

### Chunk Collation

This mechanism of introducing a forced boundary is known as chunk collation. Chunk collation breaks a document into several smaller, more manageable sets by gathering the pages into “chunks.” When each set is printed, it frees up memory resources to compile subsequent pages of the document.

## Collating Output

For example, in the following illustration, copies “a” and “b” of each set must be manually combined to create one collated document. The order of printing is copy 1(a), copy 2(a), copy 3(a), copy 4(a), copy 1(b), copy 2(b), copy 3(b), and copy 4(b).



- » **Note:** The order of output on the your QMS 2425/2425 TURBO Print System is from first to last page in both the face-up and face-down output trays. So on the base model of this printer (with 8 MB memory), complex multiple-page document sent via the face-up output tray must be chunk collated to ensure that the order of pages is first to last.

However, the base model system may have insufficient memory to store the entire document before printing begins, so you could experience unexpected ordering of your output pages. With the executive model of this printer with 24 MB of memory, and with the 2425 TURBO EX with 32 MB of memory, you add additional memory to the base model system to avoid this type of chunk collation problem. See appendix A, “QMS Customer Support,” for sales and support telephone numbers.

## Advantages of Collation

The main advantages of collation are user convenience and the time savings derived from not having to separate and sort individual copies of a print job. Each copy of the print job exists as a whole set unless chunk collation has occurred.

If chunk collation does occur, it may be best to use a header and trailer page to determine the beginning and end of each collation sequence. (See chapter 4, "Printer Configuration," of the *Reference* for information on using header and trailer pages.)

## Working with Status Pages

Printing a status page is a two-step procedure: Identify the type of status page you want to print, and then print it.

### Identifying a Status page Type

Two types of status pages are available

|                |   |
|----------------|---|
| <b>Menu</b>    | Administration/Special Pages/Status Page Type |
| <b>Choices</b> | Standard, Advanced                            |
| <b>Default</b> | Standard                                      |

#### Standard

This one-page document provides

- Printer identification (the printer's name, firmware information, and number of sheets printed)
- Printer settings (printer set-up options for paper handling)
- Current memory configuration (printer memory settings)
- Timeouts (printer timeout settings)
- Communication settings and input buffer sizes (host-printer communication settings, including spooling memory sizes)
- Tickmarks in the lower-left corner for image alignment

## **Cancelling/ Ending Print Jobs**

### **Advanced**

This document, which can be five or more pages long, provides

- All the information from the standard status page
- The configuration menu settings
- A full list of fonts and downloaded emulation

### **Printing a Status Page**

After you have identified the type of status page, press the Print Status key on the control panel to print it.

# **Cancelling/Ending Print Jobs**

The Cancel key has three functions:

- It cancels the oldest print job in the system.
- It cancels all jobs with a printing, interpreting, terminating, or spooled status.
- It allows you to send an end-of-job indicator to a currently compiling print job waiting on incoming data.

You don't have to press the Online key before using the Cancel key. There are no equivalent functions in the configuration menu.

## Cancel a Single Print Job

Press the control panel keys in the order shown in the following instructions to cancel a single print job.

| Press this key...      | to...  | The message window reads... |
|------------------------|--|-----------------------------|
| Cancel                 | Access the JOB CANCEL menu.  | JOB CANCEL<br>CANCEL JOB    |
| Cancel<br>or<br>Select | Cancels the job currently printing, interpreting, spooling, or terminating. The CANCEL JOB message displays until the print job is completely removed. | CANCEL JOB<br>IS SELECTED   |

## Cancelling all Print Jobs

Press the control panel keys in the order shown in the following instructions to cancel all print jobs.

| Press this key...      | to...  | The message window reads...    |
|------------------------|--|--------------------------------|
| Cancel                 | Access the JOB CANCEL menu.  | JOB CANCEL<br>CANCEL JOB       |
| Next<br>(twice)        | Advance to the Cancel All Jobs option.   | JOB CANCEL<br>CANCEL ALL JOBS  |
| Cancel<br>or<br>Select | Cancel all jobs with a printing, interpreting, spooled, or terminating status. The CANCEL ALL JOBS message displays until all print jobs are completely removed. | CANCEL ALL JOBS<br>IS SELECTED |

- 
- ▲ **Caution:** *Keep in mind that **all** jobs with a printing, interpreting, or terminating status are cancelled.*
-

## **Ending a Print Job**

- » **Note:** *This procedure does not end print jobs that are still receiving data. Its only purpose is to provide an end-of-job indicator for a print job that does not have one. You can identify an end-of-job indicator in the Administration/Communications/Parallel and Administration/Communications/Serial menu. (See chapter 4, "Printer Configuration," in the Reference for more information). Also see chapter 5, "Additional Technical Information," in the Reference for a complete discussion of End Job Mode.*

When the message window displays

```
WAITING ON INPUT  
END JOB?
```

press the control panel keys in the order shown in the following instructions to end a print job.

| <b>Press this key...</b> | <b>to...</b>                 | <b>The message window reads...</b> |
|--------------------------|------------------------------|------------------------------------|
| <b>Cancel</b>            | Access the JOB CANCEL menu.  | JOB CANCEL<br>CANCEL JOB           |
| <b>Next (twice)</b>      | Advance to the End Job mode. | JOB CANCEL<br>END JOB              |
| <b>Cancel or Select</b>  | Select End Job.              | END JOB<br>IS SELECTED             |



# 4

---

## Printer Care

---

### **In This Chapter . . .**

- “Handling the Printer” on page 4-2
- “Cleaning the Printer” on page 4-3
- “Using the Maintenance Kit” on page 4-9
- “Repacking the Printer” on page 4-10

# Introduction

This chapter describes how to handle and clean the printer.

Blurred or splotchy prints and paper jams can result from dusty printer parts. Regular cleaning takes only a few minutes and helps ensure print quality. Printer parts that require cleaning are the paper pick-up rollers and the outside surface of the printer.

## Handling the Printer

Handle the printer with care to preserve its life. Abuse may cause damage. Keep the following guidelines in mind:

- Avoid spraying cleaning solution directly on the printer's surface; the spray could penetrate through the air vents of the printer and damage the internal circuits.
- Be careful when cleaning the inside or removing paper jams, as the fixing assembly and other internal parts become very hot. Leave the printer cover open before handling the inside of the printer.
- Do not close the covers abruptly, or expose the printer to vibrations.
- Do not cover the printer immediately after using it. Turn it off and wait until it cools down.
- Do not leave the printer open for any length of time, especially in well-lit places; light may damage the toner cartridge.
- Do not open the printer during printing and do not tap paper stacks on the printer.
- Do not place anything on the printer and/or option deck covers.
- Do not tilt, lubricate, or disassemble the printer.

- Do not touch the electrical contacts, gears, or laser beam devices. Doing so may damage the printer and cause the print quality to deteriorate.
- Keep media in the output tray at minimum level. If the media stacks too high, your printer may experience media jams and excessive media curl.
- Make sure two people are available to lift the printer when moving it. The printer weighs about 106 lbs (48 kg); do not attempt to move it by yourself.
- Keep the following in mind when storing the printer for an extended period:
  - Unplug the printer.
  - Remove the toner cartridge from inside the printer. After removing the cartridge from the printer, return it to the aluminum bag in which it was originally packaged or wrap it in a thick cloth to protect it from direct sunlight or any other bright light.
  - See the “Environmental Requirements” section of appendix B, “Technical Specifications,” in the *Reference* guide, for storage specifications.

## Cleaning the Printer

Fine particles of dust from the paper may accumulate inside the printer which could affect the printer's performance. The printer should be cleaned on a regular basis to prevent potential malfunctions. You need to clean only the following areas:

- The outside of the printer
- The anti-static teeth
- The transfer guide area
- The registration roller area

## **Cleaning Guidelines**

- 
- ⚠ **WARNING!** *Turn off the printer, unplug the power cord, and disconnect any interface cables before cleaning.*

**ACHTUNG!** *Ziehen Sie den Netzstecker aus der Steckdose bevor Sie den Drucker reinigen.*

---

In addition to unplugging the printer, follow these guidelines when cleaning the printer:

- Clean the printer before use or allow a few minutes after unplugging it so that the fusing unit can cool down.
- Do not leave moisture inside the printer. Allow all parts to dry thoroughly before closing the printer cover.
- Use a soft, lint-free cloth.

## **Cleaning the Outside of the Printer**

- 
- ⚠ **WARNING!** *Turn off the printer, unplug the power cord, and disconnect any interface cables before cleaning.*

**ACHTUNG!** *Ziehen Sie den Netzstecker aus der Steckdose bevor Sie den Drucker reinigen.*

---

To protect and maintain the appearance of your printer, wipe the cover and external parts with a soft cloth moistened with water or mild detergent.

- 
- ⚠ **WARNING!** *Do not spill water or detergent into the printer or the printer will be damaged and an electric shock may occur.*

**ACHTUNG!** *Verschütten Sie kein Wasser oder andere Flüssigkeiten auf dem Drucker, da das Gerät sonst beschädigt wird oder die Gefahr eines elektrischen Schlages besteht.*

---

- 
- ▲ **Caution:** Avoid using solvents, such as alcohol and benzene, or sprays as they may damage the finish.
- 

### Cleaning the Anti-static Teeth

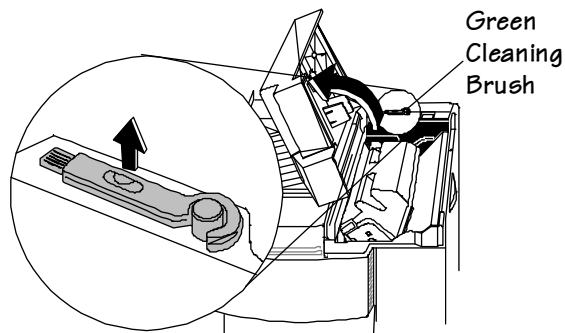
- **WARNING!** Turn off the printer, unplug the power cord, disconnect any interface cables, and make sure that the fusing unit has cooled down before cleaning.

**ACHTUNG!** Schalten Sie vor der Reinigung bitte den Drucker aus, ziehen den Netzstecker heraus und entfernen alle Kabel von den Schnittstellenanschlüssen, bis die Fixiereinheit abgekühlt ist.

---

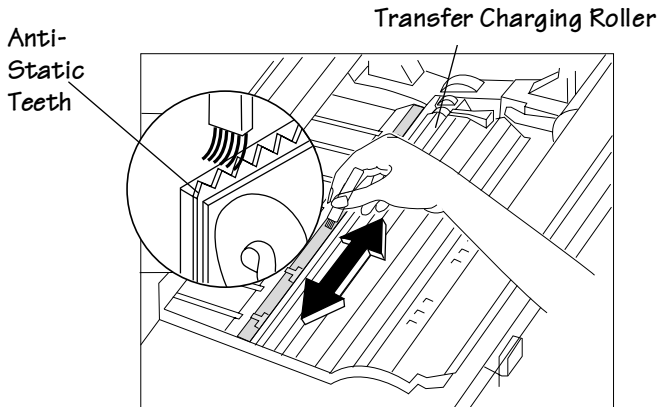
To maintain clear, crisp print quality, and to help prevent paper jams, clean the anti-static teeth after replacing a toner cartridge, or when necessary. Use the following procedure:

- 1 Open the top cover and remove the toner cartridge.**
  - » **Note:** If you plan to reinstall the toner cartridge, put it back in its aluminum bag or a desk drawer, or cover it with a thick cloth while cleaning the interior of the printer. The toner cartridge can be damaged by exposure to light.
- 2 Remove the green cleaning brush from the inner right side of the printer.**



## Cleaning the Printer

- 3 Slide the brush back and forth a few times to clean the anti-static teeth.



- 
- ▲ **Caution:** *When cleaning the anti-static teeth, be careful not to touch the transfer charging roller. This may deteriorate print quality.*
- 

- 4 Return the brush and toner cartridge to the printer.
- 5 Close the top cover.
- 6 Connect the interface cables and turn on the printer.

## Cleaning the Transfer Guide Area

- 
- ☠ **WARNING!** *Turn off the printer, unplug the power cord, disconnect any interface cables, and make sure that the fusing unit has cooled down before cleaning.*

**ACHTUNG!** *Schalten Sie vor der Reinigung bitte den Drucker aus, ziehen den Netzstecker heraus und entfernen alle Kabel von den Schnittstellenanschlüssen, bis die Fixiereinheit abgekühlt ist.*

---

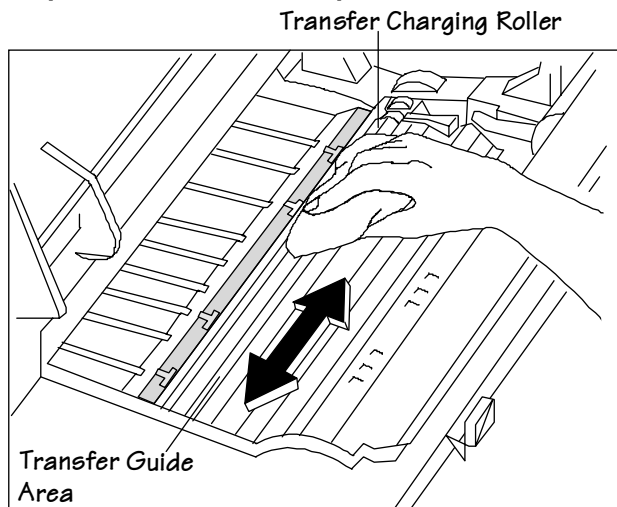
## Cleaning the Printer

To maintain clear, crisp print quality, and to help prevent paper jams, clean the transfer guide area after replacing a toner cartridge, or when necessary. Use the following procedure:

**1 Open the top cover and remove the toner cartridge.**

- » **Note:** *If you plan to reinstall the toner cartridge, put it back in its aluminum bag or a desk drawer, or cover it with a thick cloth while cleaning the interior of the printer. The toner cartridge can be damaged by exposure to light.*

**2 Wipe off any toner residue and paper dust from the silver metal strip with a soft cloth dampened with water.**



**3 Then use a soft dry cloth to wipe off any remaining water.**

- ▲ **Caution:** *When cleaning the transfer guide area, be careful not to touch the transfer charging roller. This may deteriorate print quality.*

**4 Return the brush and toner cartridge to the printer.**

**5 Close the top cover.**

**6 Connect the interface cables and turn on the printer.**

## **Cleaning the Registration Roller Area**

- 
- **WARNING!** *Turn off the printer, unplug the power cord, disconnect any interface cables, and make sure that the fusing unit has cooled down before cleaning.*

**ACHTUNG!** *Schalten Sie vor der Reinigung bitte den Drucker aus, ziehen den Netzstecker heraus und entfernen alle Kabel von den Schnittstellenanschlüssen, bis die Fixiereinheit abgekühlt ist.*

---

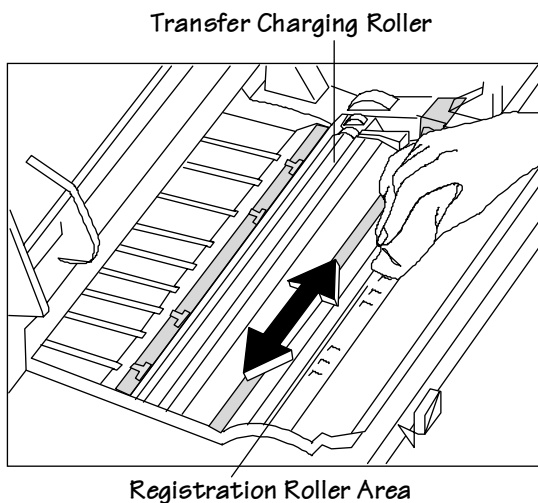
To maintain clear, crisp print quality, and to help prevent paper jams, clean the registration roller area (around the guide lock plate tray) after replacing a toner cartridge, or when necessary. Use the following procedure:

- 1 Open the top cover and remove the toner cartridge.**
  - » **Note:** *If you plan to reinstall the toner cartridge, put it back in its aluminum bag or a desk drawer, or cover it with a thick cloth while cleaning the interior of the printer. The toner cartridge can be damaged by exposure to light.*

## Using the Maintenance Kit

- 2 Wipe off any toner residue and paper dust from the registration roller area with a soft cloth dampened with water. Then use a soft dry cloth to wipe off any remaining water.

▲ **Caution:** *When cleaning the registration roller area, be careful not to touch the transfer charging roller. Finger oil, other contaminants, or scratches on the roller may reduce print quality.*



- 3 Return the brush and toner cartridge to the printer, then close the top cover.
- 4 Connect the interface cables and turn on the printer.

## Using the Maintenance Kit

After about every 350,000 prints, the fixing assembly, the transfer charging roller and gear assembly, and the feed and retard rollers should be replaced. See chapter 9 of the *Options* guide, the “Installing the Maintenance Kit” section, for details on this kit.

# Repacking the Printer

If you need to relocate or ship your QMS 2425/2425 *TURBO* Print System after it has been installed, you must follow the procedures in this section to prevent damage to the printer and to keep your warranty valid.

- 
- ▲ **Caution:** *QMS cannot be held responsible for damage to your printer during shipment that results from the improper packaging of your printer. You **must** use the instructions given in this section before repacking the printer in its original shipping box with the original packing materials.*

*If you need replacement packaging, in the US call QMS National Service at 1 (334) 633-4300 x 2530. If you need to return the printer for service, in the US call QMS Customer Service at 1 (334) 633-1072 for an RMA (Return Merchandise Authorization) number **before** shipping the printer. In other countries, refer to appendix A, "QMS Customer Support."*

---

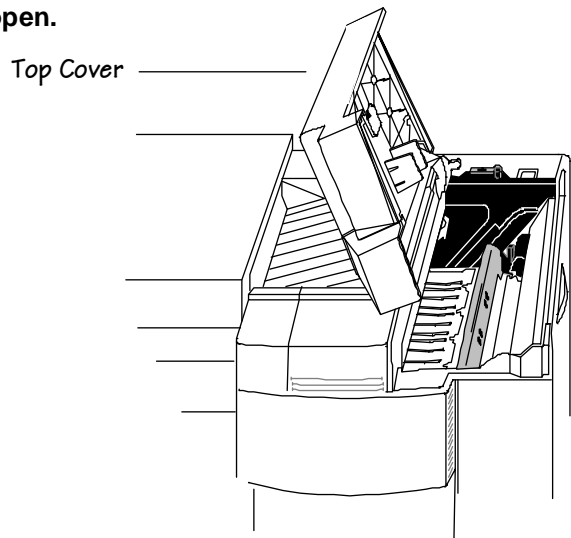
## Remove Cables and Cassette(s)

- 1 Turn off the printer.
  - 2 Remove the power cable and all interface cables.
  - 3 Remove the paper cassette(s) from the printer.
  - 4 Remove the paper from the cassette(s).
  - 5 Repack the cassettes in their original shipping boxes for shipping or storage.
- » **Note:** *If you're returning the printer for service, you don't need to return the power cable, interface cables, sheet feeder, output stacker, or cassettes.*

## **Remove the Toner Cartridge**

- » **Note:** *The toner cartridge is sensitive to bright light. Do not remove the cartridge from the printer until you're ready to return it to its protective bag. Store the cartridge in an environment that is not subject to extreme heat or humidity, salty air, or corrosive gases, such as aerosols. Keep the toner cartridge away from your computer. The magnets in the cartridge can damage data, particularly on your floppy disks.*

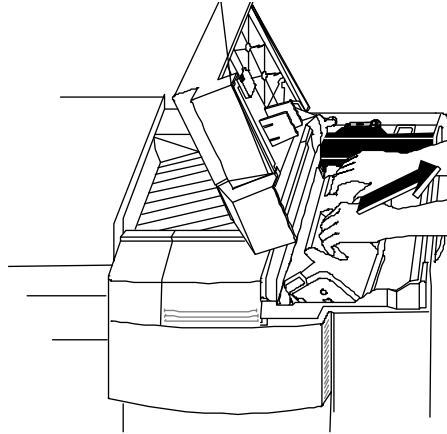
- 1 Lift the top cover as far as it will open.**



## Repacking the Printer

### 2 Remove the toner cartridge.

While grasping the handle of the toner cartridge, remove the cartridge by pulling it up and then towards you.



### 3 Repack the toner cartridge in its original protective aluminum bag and shipping carton.

- » **Note:** *If you're disposing of the toner cartridge, put it in a trash receptacle. Don't dispose of it by burning.*

## Repack the Printer

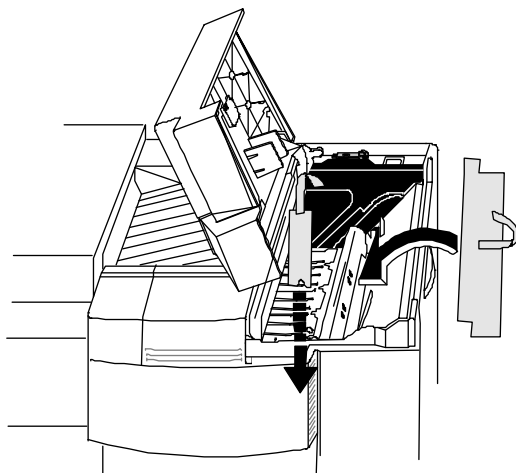
---

**⚠ WARNING!** *The printer weighs about 106 lbs (48 kg). Don't lift it by yourself.*

**ACHTUNG!** *Der Drucker wiegt ca 48 kg; bitte versuchen Sie niemals, das Gerät alleine anzuheben oder zu tragen.*

---

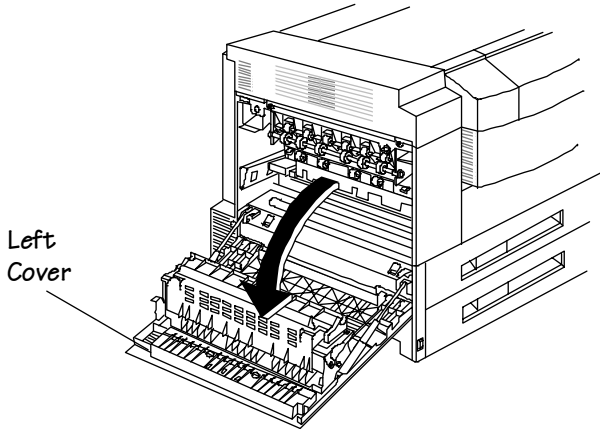
- 1 Insert the packing material that was originally removed upon installation of the printer.



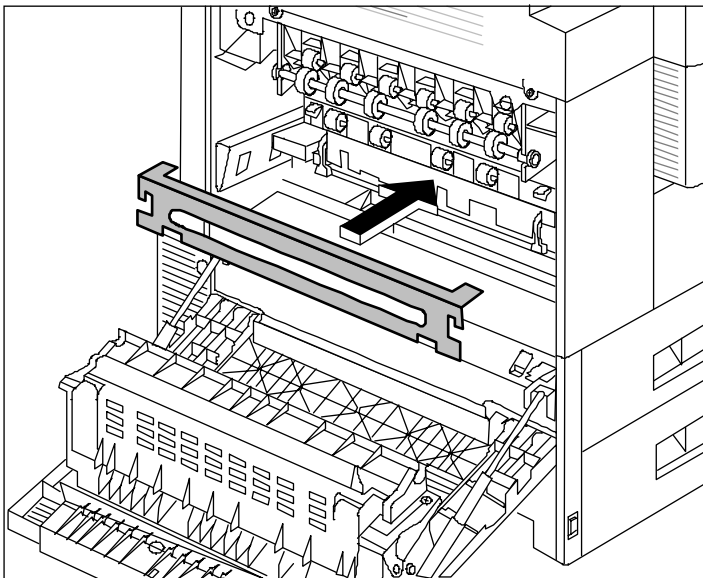
- 2 Close the printer's top cover.

## Repacking the Printer

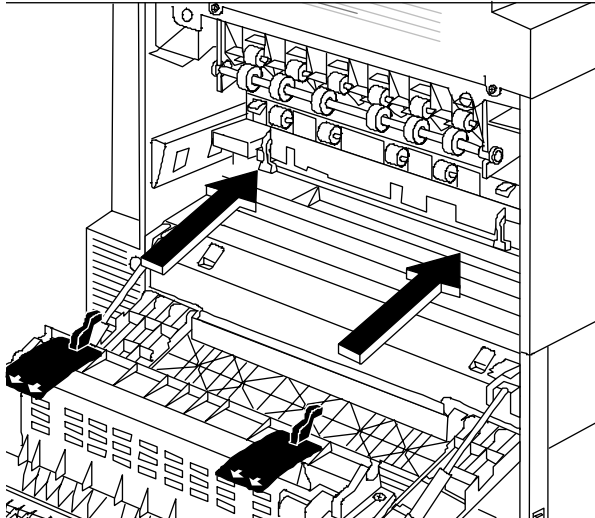
- 3 Lift the latch to pull open the left cover and gently lower it until it stops.



- 4 Replace the cardboard that was originally removed from the fixing assembly area upon installation of printer.



- 5 Replace the two spacers that were removed from the fixing assembly upon installation of the printer, and then close the left cover.



- 6 If you have an optional feeder, remove it from the printer, and then repack it for storage.
  - 7 Put the printer back in its original protective plastic bag.
  - 8 Get someone to help you with this step: Lift the printer back into its original shipping carton.
- » **Note:** *If you're returning the printer for service, you don't need to return the toner, paper cassette(s), sheet feeder, output stacker, power cable, or interface cables.*





# 5

---

## Print Quality

---

### In This Chapter . . .

- “About Halftone Types” on page 5-2
- “About Print Density” on page 5-3
- “About Print Resolution” on page 5-4

# Introduction

Density, gamma correction, and print resolution are some of the factors that affect print quality. High-resolution technology, while more complex, gives you more flexibility to control the print quality factors. This chapter will aid you in setting your printer up for maximum performance. For a more detailed explanation of factors that affect your printer's output, refer to chapter 5, "Additional Technical Information," in your *Reference* guide.

## About Halftone Types

The ability of the printer to produce halftones allows you to add scanned images or halftone graphics to your documents.

Your printer provides three different types of halftones—basic, advanced, and standard.

|                |  |
|----------------|--|
| <b>Menu</b>    | Administration/Emulations/PostScript/Halftone Type   |
| <b>Choices</b> | Basic—See the following table for details on screen frequency, screen angles, and gray levels.<br><br>Standard—See the following table for details on screen frequency, screen angles, and gray levels.<br><br>Advanced—See the following table for details on screen frequency, screen angles, and gray levels. |
| <b>Default</b> | Standard   |

These options allow you to customize the smoothness of the printed image according to the number of grayscales it uses. The number of gray levels increase by increasing the halftone type and the printer resolution.

## About Print Density

| Halftone Type   | 300 DPI |       |       | 600 DPI |       |       | 1200 DPI |       |       |
|-----------------|---------|-------|-------|---------|-------|-------|----------|-------|-------|
|                 | LPI     | Angle | Level | LPI     | Angle | Level | LPI      | Angle | Level |
| <b>Basic</b>    | 53.03   | 45.0  | 33    | 70.71   | 45.0  | 73    | 84.85    | 45.0  | 200   |
| <b>Standard</b> | 53.03   | 45.0  | 129   | 106.06  | 45.0  | 129   | 106.06   | 45.0  | 256   |
| <b>Advanced</b> | 67.08   | 26.56 | 81    | 102.89  | 59.04 | 137   | 126.49   | 18.43 | 256   |

See chapter 5, “Additional Technical Information,” in the *Reference*, for more detailed information on halftones and how to change their characteristics via the printer configuration menu.

- » **Note:** *The standard settings listed in this table are optimized for performance, and the advanced settings are optimized for quality.*

## About Print Density

Print density is the amount of toner placed on each dot, making the print appear lighter or darker. The higher the density, the darker the print looks and the higher the contrast is on the page. Toner density can be used to change contrast on scanned images, or to customize smoothing.

- » **Note:** *If the print density is too light, make sure that the Administration/Engine/Print Quality/Normal option is turned on before making any adjustments. The Conserve Toner option saves toner by simulating draft-quality printing. (See chapter 4, “Printer Configuration,” of the Reference for more information.)*

Adjust the print density using the Administration/Engine/Toner Density setting.

|                |  |
|----------------|--|
| <b>Menu</b>    | Administration/Engine/Toner Density  |
| <b>Choices</b> | 00—15<br>00—The lightest available setting<br>15—The darkest available setting |
| <b>Default</b> | 07   |

# About Print Resolution

Another way to sharpen the images printed on your pages is through setting the print resolution. Your printer is capable of printing at 300, 600, and 1200 dpi. This choice of resolutions allows you to customize the quality of your output according to its use. For pages requiring the best quality your printer can provide, set the printer resolution to 600 dpi or to 1200 dpi if the optional Multi-Res daughterboard is installed with appropriate memory.

- » **Note:** *Printing at 600x600 dpi resolution on certain media sizes requires additional memory. To print at 1200x1200 dpi you need to install an optional Multi-Res daughterboard, and you may also need to add more memory. See the “High-Resolution Printing” section in chapter 3, “Advanced Printing Features,” of this manual for memory and high resolution printing details. See the Options manual for more information on the Multi-Res daughterboard.*

## Setting the Resolution

You can set the default resolution of your printer through the Administration/Engine/Def Resolution menu.

|                |   |
|----------------|---|
| <b>Menu</b>    | Administration/Engine/Def Resolution  |
| <b>Choices</b> | 300 dpi—300x300 dpi resolution<br>600 dpi—600x600 dpi resolution<br><br>» <b>Note:</b> <i>If you have the optional Multi-Res daughterboard installed, the 1200 dpi option also appears.</i> |
| <b>Default</b> | 600 dpi   |



# 6

---

## Troubleshooting Printer Problems

---

### **In This Chapter . . .**

- “Status Messages” on page 6-2
- “Testing PC-Printer Communication” on page 6-10
- “Printer Problem Checklist” on page 6-16
- “Media Jams” on page 6-18
- “Stapler Jams” on page 6-42
- “Clearing CrownCopy ADF Paper Jams” on page 6-36
- “Windows Driver Problems” on page 6-51
- “CrownNet Problems” on page 6-52
- “Output Problems” on page 6-52
- “Kanji Option Kit Problems” on page 6-55
- “Print Quality Problems” on page 6-57
- “Image Defects” on page 6-59

# Introduction

This chapter provides information to aid you in resolving printer problems you may encounter, or at least guide you to the proper sources for help. You'll find in this chapter tables of common status messages, a problem checklist, and actions you should take when a specific problem occurs. There are step-by-step instructions for removing media jams from key locations along the media path, as well as descriptions of common print quality problems with corresponding solutions. You'll also find what information you'll need to have before placing a service call if one becomes necessary.

## Status Messages

Printer control panel messages help you locate many problems. When the printer needs operator assistance, the message window displays one of the following messages:

| <b>This status message...</b> | <b>means...</b>                                      | <b>do this...</b> |
|-------------------------------|--|-------------------|
| ACC ALREADY DISABLED          | The accounting option selected is already in effect. |                   |
| ACC ALREADY ENABLED           | The accounting option selected is already in effect. |                   |
| ACC DISABLED                  | The accounting option selected is already disabled.  |                   |
| ACC ENABLED                   | The accounting option selected is already in effect. |                   |

| This status message...                               | means...   | do this...   |
|--|--|--|
| ACC FILES GOT REMOVED                                | The accounting option is disabled and the accounting files are empty. After a reset, the files are removed. This prevents you from wasting disk space with empty accounting files. |  |
| ACC XXXXXXXX FILE FULL                               | The specified file is full.  | (XXXXXXXX represents the specified accounting file—Job Accounting file or Paper Accounting file.) If you want accounting enabled, copy these files to floppy disk/s or transfer them to your host computer using ftp (if available). Then reset the accounting files so that new jobs can be accepted. If you do not want to use accounting, you can disable it. |
| ACC FILE IS XXX % FULL                               | The Job Accounting File is 80% or more full (XXX represents the percentage full in increments of 5%.   | See ACC XXXXXXXX FILE FULL error for recovery information.   |
| ACC FILES NOT EMPTY, CANNOT SHRINK, KEEPING OLD SIZE | The Job Accounting file can be reduced in size only after a reset when the file is empty.  |  |

**Status  
Messages**

| <b>This status message...</b>                  | <b>means...</b>   | <b>do this...</b>   |
|--|---|---|
| x ACTIVE JOBS                                  | The printer is on line. (x identifies the number of jobs in process.)   |   |
| ADJUST INPUTBIN BIN                            | The specified input bin (cassette) is not inserted correctly.   | Adjust the cassette, Multipurpose tray.   |
| INPUTBIN BIN JAM                               | Media has jammed while being pulled from the specified input bin.   | Clear jam from the specified input bin. See "Media Jams" on page 6-18.  |
| CANCEL JOB                                     | The Cancel key has been pressed and all of the print jobs in the print queue are being canceled.  | Press Select and the oldest job in the print queue will be canceled.  |
| CANCEL ALL JOBS                                | The Cancel key has been pressed and all of the print jobs in the print queue are being canceled.  | Press Select for all jobs with a printing, interpreting, spooled, or terminating status to be completely removed from the system. |
| CREATED FILE                                   | The accounting file is being created.   |   |
| CREATING<br>XXXXXXXXXXXXX FILE,<br>PLEASE WAIT | The specified accounting file is created when accounting is enabled and the files are not in existence or these files are created following a Reset Accounting.<br>(XXXXXXXXXXXXX represents the Job Accounting or Paper Accounting file. |   |

| <b>This status message...</b> | <b>means...</b>  | <b>do this...</b>  |
|-------------------------------|--|--|
| END JOB                       | The Cancel key has been pressed.   | Press Select to provide an end-of-job indicator for a print job that does not have one |
| CLOSE ENGINE DOOR(S)          | One or more of the front or side covers is open and must be closed.  | Close the front or side covers.  |
| DUPLEXER ABSENT               | The optional duplexer unit is not installed.   |  |
| DUPLEXER JAM                  | Media has jammed while passing through the duplexer.   | Locate and clear the media jam. See "Media Jams" on page 6-18.                         |
| EXTENDED ACCOUNTING FILE SIZE | The size of the non-empty accounting file has been increased successfully.   |  |
| FINISHER STAPLE JAM           | The Stackler has a staple jam.   | Use the instructions in "Media Jams" on page 6-18 of this chapter.                     |
| IDLE                          | The printer is on line, but no jobs are in process.  |  |
| ILLEGAL DUPLEX PRINTING       | The optional envelope feeder was selected as the input bin and the duplexer as the output bin. The printer does not support duplexing envelopes. | Access Operator Control/Duplex via the control panel and set Duplex to Off.            |
| ILLEGAL MANUAL FEED PRINTING  | Media has been inserted in the manual feed slot before the paper tray lifting mechanism is in the ready position.                                | Remove the media and reinsert it.  |
| INITIALIZING                  | The printer is getting ready to go on line.  |  |

**Status  
Messages**

| <b>This status message...</b>      | <b>means...</b>  | <b>do this...</b>  |
|------------------------------------|--|--|
| INPUT IDLE<br>PRINTING             | The printer is on line and printing jobs already in the queue. No new jobs are arriving at the communication interfaces. |  |
| LOAD STAPLES<br>PRESS STAPLE TAB   | The stapler is out of staples.   | Use the instructions in chapter 8, "Document Finishing Options" the "Replacing the Staple Cartridge" section of the <i>Options</i> manual. |
| OUTPUTBIN <i>OUTPUTBIN</i><br>FULL | The specified tray or output bin is full.  | Normally this indicates that you need to remove the pages.   |
| OUTPUTBIN <i>OUTPUTBIN</i><br>JAM  | Media has jammed between the print engine and the specified output bin (tray).   | Locate and remove the jam. See "Media Jams" on page 6-18.  |
| PRINTING STATUS                    | A status page is printing  | Wait until after the status page prints, and the message clears.   |

| This status message...                       | means...   | do this...   |
|--|--|--|
| PUT <i>SIZE</i> PAPER IN <i>INPUTBIN</i> BIN | That Operator Control/ Chain Inputbins is set to Off and that the displayed cassette or tray is empty. Refill it with the specified size media. In the case of a cassette, <i>SIZE</i> is the media size detected by the engine. In the case of the tray, the <i>SIZE</i> is the media size of the tray configured in the Operator Control Multipurpose Sz menu. <i>INPUTBIN</i> is the empty cassette or tray (the default input bin set i the Administration/Engine/ Inputbin # menu). | Refill the empty cassette with the specified media size.                     |
| PUT <i>SIZE</i> PAPER IN ANY BIN             | That Operator Control/ Chain Inputbins is set to On and that a chained inputbin is empty.  | Refill the empty inputbin with the specified paper size.                     |
| RESETTING ACCOUNTING                         | The reset accounting operation is in process.  |  |
| TEST PRINT                                   | A test print page is printing.   |  |
| TONER ABSENT                                 | The toner cartridge is not installed.  | Install a toner cartridge.   |
| TONER LOW                                    | The toner is low. There is enough toner to print about 100 pages from the point the message first appeared.  | Replace the toner cartridge. Refer to chapter 2, "Consumables," for details. |
| TRANSPORT JAM                                | Media has jammed while passing through the engine.   | Locate and remove the jam. See "Media Jams" on page 6-18.                    |

## Status Messages

| This status message...       | means...  | do this...   |
|------------------------------|---|--|
| WAITING FOR IDLE             | An active job is in process. Access to the menu is not allowed until the job is finished.   | Wait until the print job is finished and the printer goes idle.                            |
| WAITING ON INPUT<br>END JOB? | The compiler is waiting on incoming data for the first job in the queue. The job may not have an end-of-job indicator and therefore cannot end. The message clears if more input arrives from the port or if you press the Cancel key. No other jobs can be printed until this job has ended. | Wait until the job is finished and the printer goes idle to access the configuration menu. |
| WARMING UP                   | The printer is warming up.  | Wait until the IDLE message displays before printing.                                      |

## Service Messages

When the printer requires service, operation stops and the message window displays `CALL FOR SERVICE` followed by the location of the problem and error number. Have this information available when you call for service.

- » **Note:** *A service message sometimes occurs as a result of an unusual combination of events, not because of an actual problem. When the printer stops and a service message displays in the message window, turn the printer off and back on. This often clears the service message indicator and printer operation resumes. Always try this before making a service call.*

Service calls should be placed to the vendor from whom you purchased the printer. If you cannot get service from your vendor, see appendix A, "QMS Customer Support," for contact information.



































































































































































































